



**Sunshine Playhouse
Early Childhood Centre**

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Hours of Operation

We are open from:
7:00 am – 5:30 pm
Monday through Friday

52 weeks per year: with the exception of Statutory Holidays.

For PD Days, March Break, Christmas Break, July and August: the School-age program will be surveyed in advance on a “first come, first served basis”.

Ages of Children Served

We are licensed to accommodate the following children:

9 Infants	birth to 18 months
10 Toddlers	18 months to 2.5 years
32 Preschoolers	2 years to 5 years
10 Kindergarten	4 years to 5 years
20 School-Age	6 years to 10 years

Transferring a child from one age group to another is dependent on space availability. Fees must be paid according to the group that the child is enrolled in, regardless of age.

Welcome

On behalf of the Board and staff of Limestone Advisory for Child Care Programs, welcome to our programs. We are pleased that you have visited us and we look forward to having your child join us.

We have prepared this handbook to help familiarize you with our philosophy, services provided, registration policy and operational procedures. Please feel free to ask our staff any questions regarding this program. If you have any questions about the applicability to any policy, please contact the Program Director. We look forward to enjoying a positive relationship with you and your children.

Limestone Advisory for Child Care Programs is an “umbrella” organization for a number of programs, including:

- Kids’ Care Network
- Sunshine Playhouse Early Childhood Centre
- Ontario Early Years Centre
- The Kids’ Place Early Childhood Centre
- Limestone Nursery School

The Board of Directors is legally and financially responsible for the operations and formulates policies for all its programs. The Board of Directors is a volunteer board with elections at an annual general meeting. Offices are held for 2 year terms.

Introduction

The Sunshine Playhouse Early Childhood Centre is licensed by the Ministry of Education and operated by Limestone Advisory for Child Care Programs. It is licensed for 56 children on premise at one time.

Philosophy

The philosophy of Sunshine Playhouse Early Childhood Centre is to provide children with a stimulating and supportive environment to encourage them to develop and expand their individual mental and physical capabilities.

We strongly encourage and support parent participation in the operations of this program.

Our program promotes a wholesome food menu, avoiding artificial flavours and colours, fast foods and high sugar content foods.

The program offered is designed to achieve these objectives by:

- Providing Children
 - with opportunities to share in group activities and thus learn the benefits of

- cooperating with other children and the teacher/caregivers;
 - with equal opportunity for self-expression through developing of language skills and reasoning ability;
 - with opportunities to encourage growth and develop self-esteem as an individual; a member of their immediate family; and as a member of their play group/peers
 - with a variety of physical settings, toys, devices and situations which will assist in the development of gross and fine motor skills.
- Providing Teacher/Caregivers
 - with opportunities to maintain and encourage open and frank discussions between themselves and parents to ensure the needs of each child are fully met in the most practical manner possible;
 - with a supportive and positive learning environment to promote:
 - an exchange of information and sharing of ideas;
 - skill development opportunities;
 - self-esteem and job satisfaction;
 - open communication skills;
 - positive interactions with children;
 - quality care as a team effort;
 - support to parents in their parenting role

- Providing Parents
 - with child care information to promote all aspects of quality care;
 - with opportunities to maintain open discussions between themselves and the teachers to ensure the needs of each child are fully met in the most practical manner possible.

Our Mission Statement

“To provide, promote, and support quality child care”

Admission Priorities

The Board recognizes that each program will set admission priorities to best meet the needs of the immediate community. Sunshine Playhouse recognizes the following admission priorities:

1. Children of CFB military personnel, DND and NPF personnel.
2. Children currently enrolled in the centre.
3. Siblings of children enrolled in the centre.
4. Children of residents of surrounding vicinities.
5. Date of application and/or date of care required.

Waiting List

If all spaces are allocated in the program, children will be placed on a waiting list. Date of application

and/or date of care required will be required.

Priority may be given to families as outlined in our priority list.

Placement on the waiting list is not a guarantee of a space in the program. If a parent is offered a space and declines, the child's name will go to the bottom of the waiting list.

Admission Policy

The Director is responsible for the admission of the children. When you first register your child, and once every successive year, you will be asked to update the following documents:

1. **Registration Forms:** current address and other relevant information.

2. **Medical Forms:** all children admitted to the program must:
 - Be immunized as stipulated by the local medical officer of health (refer to **Appendix A** for a list of immunizations required by the Board of Health for all children).

- Have on file a medical information sheet which been completed by the child's parents.
- Permission to administer prescription medication when necessary, and according to specific conditions.

3. **Alternate Pick-Up Authorization:** parents are responsible for the delivery and pick-up of their children. If a third party is involved in the pick-up or delivery of your child, we must have parent's authorization before the teacher and/or caregiver will release the child to that person. Photo Identification will be required before the program will release the child.

4. **Emergency Closing Information:** should the daycare close due to an emergency (broken water pipes etc.), the staff of the daycare will contact the parents. Parents should try to pick up their children within the hour. Alternate arrangements must be on file (i.e. if a grandparent or neighbour is going to pick up your child)

5. **Cancellation:** Programs and services will be closed whenever the safety of children is compromised. Cancellation includes but is not limited to: loss of electricity, no water, adverse water testing and foul weather.

In the event of a cancellation, a message will be put on the programs answering machine and a public announcement will be put on the radio.

Parents are not responsible for fees should the program close and care cannot be provided.

In the event that schools are closing early or buses are being sent home the program may not be able to accept children early due to staffing and ratios.

6. Taxi Pick-Up Information: children cannot be picked up in taxis without parental and/or written approval. If taxis are utilized for school-aged children, a waiver must be signed by the parents releasing Sunshine Playhouse from liability.

7. Permission for Photographs: in order to protect the privacy of children in our program, anyone wishing to take photographs must obtain appropriate releases and permissions before proceeding.

Part-time Care

The Board is committed to the provision of part-time care (both half days and alternate days).

However, it may not always be possible to fund the needed complement to ensure full enrollment. In the case of this eventuality, the following policy will apply. If we are not at full enrollment, we will take part-time children (includes both half days and alternate days).

If we are nearing full enrollment and unable to find a suitable complement to the part-time required, then we may ask that you change your child's scheduling if possible. While we recognize the importance of socialization, the Board gives priority to parents who need care for education and/or employment. If these measures are inadequate to ensue that we efficiently utilize our spaces and if we have people on a waiting list requiring full time care, then the Board may request that parents requesting part-time care either pay full fees or withdraw their child. Three (3) weeks notice will be given to the parent by the program in the case of this eventuality.

If more than one set of parents is affected, seniority in conjunction with the number of hours of care required will prevail.

Arrival/Departure

Parents or authorized persons will drop off the child at daycare. Only parents or designates (authorized in writing) may pick up the children.

Routines

Young children depend on regular routines for their sense of security and self-confidence. We request that you establish fixed hours for bringing your child to and from the Program in order to help us schedule our staffing efficiently and effectively. Should these hours change, even for one day, please provide staff with as much notice as possible.

We request that all children arrive at their regular time unless there is a medical or family reason. Late arrivals tend to disrupt the programming. Please call the daycare if you are going to be arriving after 10:30 am.

When you arrive please:

1. Help your child with outer garment and put them in the assigned cubby.
2. Advise the staff that your child is present. For your child's safety, never just drop off your child. Please schedule enough time in the morning to see that your child is happily settled.

When picking up your child, please:

1. Advise staff of your arrival. The staff members will want to inform you about your child's day.
2. Since pick-up time can be somewhat chaotic, we request that you help the staff by keeping an eye on your child while you are preparing to leave.
3. While parents are at the program, care of the child is considered a joint responsibility between the staff and the parents.
4. When you arrive or leave the program, please ensure that the gate is closed. This is to ensure the safety of the children.

Behaviour Management Policy

When a child's behaviour needs to be redirected, staff will:

1. Sit down with the child and discuss the situation in a positive manner, at a level that is appropriate to his or her age, and in accordance with the behaviour.
2. Ask your child what he/she could do differently the next time.

This approach to discipline is used to promote self-discipline; ensure health and safety; and to teach respect to others' rights and privileges. Respect for

other people's feelings is also instilled in the children.

Staff and Parents will **NEVER**:

1. Use Corporal Punishment on a child in any form.
2. Use ridicule or embarrass a child.

Use of obscene or profane language by staff, parents or children will not be tolerated on the premises of the program.

Clothing and Possessions

Your child should be dressed in clothing that is appropriate for physical activity, the season, and the weather. A second set of inside or play time clothing should be kept at the program in case of accidents.

To encourage independence, we ask that the clothing your child wears be easy for them to put on and to remove.

Please supply your child with a toothbrush, hairbrush/comb, blanket for nap time and if desired a stuffed toy for company.

Please use a permanent marker or tape to mark all your children's belongings – clothes, books and toys – with their name.

We regret that Sunshine Playhouse cannot be held responsible for lost or damaged items.

Fee Payment

We are a non profit organization. Our program depends upon parents fulfilling their financial obligation promptly and willingly in order to function smoothly. Child care needs to be pre-paid at the beginning of the calendar month. Any additional days of care are to be paid by the end of the calendar month.

Families with outstanding fees will be notified and expected to make payment in full immediately.

Our policy on payment is based upon the child's enrolment. Therefore, parents must pay for sick days, holidays, and statutory holidays. The only exception is in the event that we cannot provide care.

Every effort is made to keep cost and hence fees as low as possible. However, if fees have to be raised, we will give you at least four (4) weeks notice.

Receipts

Receipts for income tax purposes will be issued at the end of the calendar year.

Subsidy

If a family is in need of subsidy please contact Children's Services. It is the parent's responsibility to make an appointment with Children's Services for needs assessment.

Withdrawal

Parents are required to provide two (2) weeks written notice of withdrawal of their child from the program.

Discharge Policy

If parents do not abide by the policies of the program and consistently break the policies outlined in the Parent's Handbook, the parent may be asked to withdraw their child(ren) from the program.

Late Pick-Up Fees

All parents and children are responsible to leave the program by closing time. Any families remaining after this time will be charged the following:

\$5.00 for the first 5 minutes

\$10.00 for any part of 10 minutes thereafter

Late fees are owed to staff as compensation for their personal inconvenience. Fees not paid directly to staff will be collected by the Director of the centre. We reserve the right to discontinue child care

services for parents in contravention of this procedure.

TERMINATION OF CHILD CARE SERVICES

To ensure a consistent and fair approach to terminating the child care contract between a family and a LACCP Child Care Program.

LACCP has the right to terminate a child care contract with a family, with or without notice, for reasons described below. This policy is applicable to all families who contract the services of any LACCP child care program.

Termination with notice for the following reasons:

- Lateness and/or non-payment of fees
- Habitual use of late fees
- Extreme Behaviour of Children – Termination of Care

Procedure:

- **First Incident** – The Director of the program will provide the parent with a verbal warning.
- **Second Incident** – The Director of the program will provide the parent with a written warning.
- **Third Incident** – The Director of the program will provide the family with a written notice of termination of care.

Termination without notice for the following reasons:

- Harassment of children, staff and/or other parents on a LACCP premise
- Violent behaviour on a LACCP premise
- Destructive behaviour on a LACCP premise

Procedure:

- The staff on duty will call the police if the situation warrants.
- The staff on duty will contact the alternate parent or contact person to pick up the child(ren) if applicable.
- The staff on duty will immediately notify the Director or Executive Director of the incident.
- The Program Director or designate will verbally contact the family notifying them of the termination of care within 12 hours of the incident. Note: every attempt will be made to speak with the parent, guardian or emergency contact. Failing to contact, a message will be left for the family.
- The staff on duty will provide the Director and Executive Director with an Enhanced Serious Occurrence report.
- The Executive Director will provide written notice of the immediate termination of care along with a

cheque for the balance of pre-paid fees within 2 weeks of the termination.

EXTREME BEHAVIOUR OF CHILDREN – TERMINATION OF SERVICE

To ensure that each child participating in a LACCP program is in a safe and nurturing environment.

Children exhibiting extreme behaviour may be terminated from a LACCP program for the following reasons;

The adult;

- Maliciously injures another child, staff, and/or other adults while in the program.
- Intentionally causes damage or destruction of property while in the program.
- Intentionally causes disruption of the program that is felt to endanger the health and safety of others.
- Persistently uses language deemed “inappropriate” by the program staff.

Procedure:

First incident:

- 1.0 The director will document the incident noting the date, time, behaviour and action taken.
- 2.0 The director will contact the parent(s)/guardian(s) requesting a meeting within 48 hours of the incident.

3.0 The director and parent(s)/guardian(s) will review existing policy, circumstances of the incident, create and sign off on an action plan to address the behaviour in question.

Second Incident:

- 1.0 The director will contact the parent(s)/guardian(s) to immediately collect the child for the remainder of the day
- 2.0 The director and the parent(s)/guardian(s) together will review the action plan.

Third Incident:

- 1.0 The director will contact the parent(s)/guardian(s) to immediately collect the child.
- 2.0 The contract of care with the child will be terminated immediately and the balance or prepaid fees will be reimbursed within 2 weeks.

**EXTREME BEHAVIOUR OF ADULTS –
TERMINATION OF SERVICE**

To ensure that each person participating in a LACCP program is in a safe and nurturing environment.

Adults exhibiting extreme behaviour may be told to leave a LACCP program for the following reasons;

The adult;

- Maliciously injures a child, staff, and/or other adults while in the program.

- Intentionally causes damage or destruction of property while in the program.
- Intentionally causes disruption of the program that is felt to endanger the health and safety of others.
- Threatens or harasses others
- Persistently uses language deemed “inappropriate” by the program staff.

Procedure:

- 1.0 Staff will ask the offender to leave the premises.
- 2.0 Police will be contacted immediately if necessary.
- 3.0 Appropriate reporting procedures will be followed (i.e. CAS, Serious Occurrence)

Notes of consideration:

- 1.0 Police will be called immediately.
- 2.0 If safe to do so, the offending person will be told to leave the premises immediately. If it is safe to do so, families, children, staff and volunteers will be guided to a safe place within the building, away from the offending person
- 3.0 When the police arrive, the offending person will be informed that he/she is not welcome to return to any LACCP program.
- 4.0 A Serious Occurrence or Enhanced Serious Occurrence form will be submitted by staff on duty to the Program Director/Team Leader and the Executive Director.

Absenteeism/Sick Days

Regular attendance is required if your child's space is subsidized. Daily attendance will maintain your child's space.

Irregular attendance or excessive absenteeism may result in the subsidized space being allocated to a child who will be able to attend the program regularly. If absenteeism is a concern, the director will discuss the issue with the parent(s).

Sick days and incidental absenteeism are subject to fee payment by parents. If absenteeism is a concern, the director will discuss the issue with the parent(s).

Sick Children

If your child becomes ill during the day, temporary care will be provided until you arrive to take your child home.

If your child is sick and unable to attend the daycare, please phone and inform us. If a child is sick and unable to attend the program, fees must be paid.

Our staff must remove your child from the Program as quickly as possible. This is necessary to safeguard your child and also to prevent other children from becoming ill.

If your child contracts a contagious disease like chicken pox, strep throat, measles, or diarrhea, please phone the day care immediately so that other parents can be made aware. This will enable other parents to monitor the health of their children.

Please refer to **Appendix B** for a complete list of Common Childhood Diseases.

Medication

Staff of Sunshine Playhouse will only administer **prescription** medication on the following conditions:

1. The staff will administer medication to a child at the specific request of parents.
2. Parents must provide:
 - Written schedule for the timing of the medication (medication form)
 - Written instructions on how to administer the drug
 - The drug must be in the original pharmacy container and clearly labeled with the child's name, the date of the prescription, the name of the drug and instructions for the administration and storage of the drug.

If your child travels by bus, the parents must bring the medication to the daycare and fill out the required information. Children must not carry medication in their knapsacks.

Non-prescription - “over the counter” - drugs will only be given to children with written instructions from a physician.

Foul Weather Policy

When the schools close, or buses are called early, the Director will call parents. Parents will be told 2 things:

1. The schools have closed or the buses have been called early and this call is just to advise you that the schools think that road safety is an issue, and
2. The daycare will remain open until the last child has gone home; but if parent’s employers are dismissing staff early we would appreciate having children picked up so that staff who travel long distances can be sent home.

Parents will not be reimbursed if children are removed early from the program.

If a storm occurs during the night and staff have trouble getting in we will designate one staff person responsible for opening the centre on time. Care will be provided in group activities until sufficient numbers of staff arrive.

School-Closing

Should the school close early (for whatever reason), the daycare **cannot accommodate** either school-aged or kindergarten children within normal school hours.

Under the Day Nurseries Act, we meet legislated ratios. We do not have enough staff on premises to care for extra children in emergency closing situations.

Holidays

If a child is withdrawn from the daycare for vacation and the parents want the daycare to hold the space, the regular daily fee must be paid. If parents want to re-enrol a child and choose not to hold the space by paying the daily fee, the child's name will be placed on the waiting list.

Statutory Holidays

New Year's Day

Good Friday

Victoria Day

Civic Holiday

Thanksgiving Day

Boxing Day

Family Day

Easter Monday

Canada Day

Labour Day

Christmas Day

Field Trips

As part of the program of activities, the Board encourages teachers to take children on outings to Libraries, Museums, etc., in the community.

Pre-arranged trips will be posted on the Parent's Bulletin Board stating: the date of the trip, destination, and fee (if applicable).

Parents will be asked to sign a permission slip at the day-care during drop off or pick-up time.

Impromptu outings within walking distance of the Program will not be posted.

If parents do not want their child(ren) to attend trips, parents will make alternate arrangements for the period of time in question. However, the normal fees for care must be paid.

Nutrition

Menu plans are posted in the centre, and include snacks in the morning and the afternoon as well as lunch. All meals and snacks follow the Canada Food Guide and avoid sweets.

Snacks must promote good dental and nutritional health and must be provided at times which do not interfere with the child's appetite for meal time.

Special Treats

We do not permit food related treats to be brought into the Centre because of allergies. If you would like to bring in something to celebrate a special occasion with us, please ask one of the staff for suggestions.

Outdoor Play

Provincial regulations require daily outdoor play for each child. If your child is too sick to play outside, then he/she is too sick to attend daycare.

Human Rights Policy

The Board of LACCP believes that everyone – staff, caregivers, parents, children, and volunteers – has the right to be treated with dignity.

The Human Rights Code provides that every person has the right to freedom from discrimination on the grounds of:

- race
- sex
- place of origin
- ethnic origin
- creed
- ancestry
- handicap
- sexual orientation

- citizenship
- age

Persons with HIV infections are protected from discrimination by the Canadian Human Rights Code. Limestone Advisory for Child Care Programs acknowledges the right to privacy of any child, employee, or parent with AIDS.

Children who are HIV positive have:

- the right to attend daycare as long as they are able to do so without risk to that child and health of other children or adults
- the right to privacy and confidentiality.
Disclosure of information is subject to consent by parent(s) or legal guardians.

All employees and caregivers of LACCP will abide by this policy and refrain from inappropriate comments associated with our programs.

Families may not be refused care for any of the above reasons.

Special Needs Children

We are committed to providing services to any child, regardless of ability. Parents are required to seek appropriate support services, in agreement with the Program Director, so that the needs of all children can be met.

Program Evaluation

Our program is evaluated on a regular basis to ensure any changes in the regulations in the Day Nurseries Act are incorporated in our operation.

We are licensed by the Ministry of Education and our program and premises are inspected annually to ensure compliance with the regulations of the Day Nurseries Act.

All serious occurrences (i.e. a fire, injury to a child or staff, etc.) must be reported to the Ministry by our staff.

Serious Occurrences

The safety and well-being of our children in licensed child care programs is the highest priority.

Operators of licensed child care centres work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

To support increased transparency and access to information, a “Serious Occurrence Notification Form” must be posted at the centre or home location in a visible area for 10 days.

A serious occurrence could include:

- Serious injury to a child,
- Fire or other disaster on site,

- Complaint about service standard.

Licensed child care centres are already required to report serious occurrences, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

CPIC Policy

Criminal Reference Checks (CPIC's) must be completed for all staff, supply staff, volunteers, students, and caregivers at LACCP before commencing employment with the programs.

Comments/Concerns

Since we are providing care for your children, it is normal for you as parents to have concerns from time to time.

It is important for you to voice these concerns so that our care for the children continues to be at a high quality level.

The first step is for you to mention your concern to the teacher/caregiver supervising your child.

If the nature of the problem is a sensitive one, please do not hesitate to talk to the Director of the Program. If it is not within the staff's power to help you, they will refer you to the Executive Director.

Parent Input/Involvement

For the daycare to meet your children's needs, we recommend that all parents take the time to keep staff informed of important issues at home that may affect your child.

The Board encourages parent participation and involvement in our programs and in program development.

Supervision of Volunteers and Students

In keeping in compliance with the Day Nurseries Act, Limestone Advisory for Child Care Programs adheres to the following:

1. No child will be supervised by a person under 18 years of age.
2. Only employees will have direct unsupervised access (i.e. when an adult is alone with a child).
3. Volunteers/placement students are not counted in staffing ratios.

Reporting Relationships

- The Teachers report to the Program Director.
- The Program Director reports to the Executive Director.
- The Executive Director reports to the Board of Directors.

Appendix A - KFL&A Health Unit - Immunization Schedule

The following immunizations are required by the Board of Health for all children.

Children Under 5 Years of Age:

- a) a primary series of DPT Polio and boosters as appropriate
- b) MMR vaccine given after 1 year

Children Over 5 Years of Age:

- a) a primary series comprising Diphtheria, Tetanus and Polio with a booster not longer than 10 years since the primary series or most recent booster
- b) MMR (measles, mumps, rubella)

Appendix B - KFL&A Health Unit – Incubation Schedule for Common Childhood Diseases

There is a poster at your centre “Childhood Illnesses” that lists Illness, How it Spreads, How to Recognize, Contagious Period, and When to Report/Exclude. You are encouraged to read it. The following conditions are covered:

Chicken Pox
Diarrhea and/or Vomiting
Fifth Disease
Hand, Foot & Mouth Disease
Impetigo
Influenza
Measles
Meningitis Bacterial/Viral
Meningococcal Disease
Mumps
Pink Eye
Rubella
RSV (Respiratory Syncytial Virus)
Strep Throat/Scarlet Fever
Whooping Cough

Please visit www.kflapublichealth.ca for more information.