

Tot's Academy Childcare Society Policies and Procedures Manual

(Revised 2015)



Mission Statement

Tots' Academy Childcare Society primary mission is to provide inclusive quality programming within our growing community that will educate and enhance the child's overall skills.

Philosophy

A strong belief in the need to help the growth of the whole child is the basis for our program at Tots' Academy Childcare Society. Physical, social, emotional, intellectual and creative competences are all enhanced in an environment that is rich with stimulating developmental activities.

We encourage each child to participate in activities at his or her own developmental level. This assures that each child will be successful and thus build the self-confidence and competence needed in future endeavors.

Inclusion Statement

We believe all people are equal and that everyone should have access to quality learning opportunities regardless of differing abilities and needs.

Inclusion Policy

At Tot's Academy Child Care Society we believe all children are welcomed into our programs and are placed chronologically with their peers. We know that including children with varying needs and abilities benefits the entire centre, enhancing experiences for all of the children, parents and caregivers.

Each child deserves an environment and daily experiences that promote growth in all areas of their individual development. We modify the classrooms and adapt our programming, activities and routines to help all children with their development. We provide age appropriated materials and equipment for all programs.

Tot's Academy Child Care Society values and welcomes input from parents and encourages open communication between caregivers and families. Caregivers work as a team with parents and other professionals to develop and carry out Routine Based Plans for children with additional needs. We will have team meetings with parents and we will review the Routine Base Plans at our monthly staff meeting.

We will collaborate with professionals that are involved with the child and family. We encourage professionals to come into the centre to support the children and families as well as provide support for the caregivers.

Parents have many opportunities throughout the day and year to discuss their child with the caregivers. We have parent meetings twice a year, progress reports are done on the children every six months. Parents are also welcome to come to bi-monthly board meetings.

The Early Childhood Educators have opportunities throughout the year to go to professional development workshops to enhance their knowledge on early learning.

Tot's Academy Child Care Society receives Supported Child Care funding that allows us to have support staff that moves from classroom to classroom as needed to support the children and caregivers.

Hours of Operation

Tots' Academy Childcare Society is open Monday through Friday from 7:00 am to 6:00 pm. There is a late fee of \$5 for every 15 minutes or part thereof after 6:00pm.

Cancellations

Daycare and the Friends after school program will remain open unless deemed unsafe by the Director. Tots' Academy reserves the right to close, at any time, if safety is a concern. (Example: power outages, no heat, storm, etc.)

The Preschool Readiness program classes will be canceled when the public schools are closed. If Daycare and/or the Friends program have to close for any reason please listen to your local radio station.

Registration

All forms must be completed before your child enters our care. This includes a health questionnaire and registration form.

*****Tot's Academy has both full time and part time spaces available. The part time options are:**

- **Monday, Tuesday & Wednesday OR Thursday & Friday**
- **Monday, Wednesday & Friday OR Tuesday & Thursday**

These are the only choices for days available for families looking for part time spaces!!

Payment Policy

Payments are due on Thursday for the childcare services you will receive for the following two weeks. Preschool monthly payments are due the Thursday before the month begins. A tuition schedule is available upon request

If payment is not received by Tuesday following the date your payment was due, your account will immediately have a \$50 late payment charge added.

If your account is not paid in full by the due date of your next payment (two weeks after your payment was due) then your child will no longer be able to receive care after the end of that week.

If your child is no longer attending Tots due to non-payment, your spot will be held for one week, and if your account is paid in full by the end of that week, then you will retain your spot and your child may begin attending again.

After the one week has expired, if your account is not paid in full, then your spot will be offered to the next person on the waiting list.

After two incidents of non-payment in one calendar year (Jan-Dec), even if your account is paid up to date, should a third incident occur, your child will not be permitted to attend Tots any further, and the spot will immediately be open to the next person on the waiting list.

For any client whose child no longer attends Tots, we will continue to pursue collection of any outstanding funds. This will include all options up to and including referring the account to a collections agency.

Fees include all days agreed upon at time of registration and include illness days, vacation days, absent days and Statutory Holidays.

Payments may be made in cash, by cheque (payable to Tot's Academy) or by Debit. A fee of \$25.00 will be charged for all NSF cheques.

Daily Fee Schedule (Revised September, 2015)

Daycare	\$31.50/day
Friends (Before/Afterschool)	\$18.00/day
School age full day	\$27.00/day

Holidays

The Center will be CLOSED on the following days:

New Year's Day
Good Friday
Easter Monday
Victoria Day
Canada Day
Civic Holiday (August)
Labor Day
Thanksgiving
Remembrance Day
Christmas Eve (Early Closure @ 12pm)
Christmas Day
Boxing Day
Viola Desmond Day (February)

Receipts

Please keep receipts issued to you at payment times. Please inform us by March 1st if you require a year-long receipt.

Withdrawal

Parents agree that a minimum notice of 2 weeks will be given for permanent withdrawal of any child from care or agree to pay 2 weeks fee in lieu of. No exceptions made.

Termination

Tots' Academy Childcare Society reserves the right to suspend or terminate care of any child without notice should it be deemed necessary for the overall safety and well-being of the other children and/or staff in the centre.

Damages

Our centre is child proofed to the best of our ability however, accidents do happen. Any damage to the centre or personal belongings that is willfully caused by your child will be replaced or repaired at a cost to the parents.

Illness Policy

Please advise the centre prior to 9:00 am if your child will not be attending due to illness. Parents agree that a child who is ill will be kept at home to protect the well-being of the staff and the other children in the centre. Should a child become ill while in our care immediate arrangements must be made to remove the child from the centre. Children will not be allowed to return to the centre until they have been symptom free for 24 hours, without the help of medication. In some cases, a note from a doctor may be necessary.

In the case of a medical emergency, 911 will be called as will the parents. The director or assistant director will stay with your child until you have arrived. Children will be taken to Cobequid Health Centre in Sackville or to the IWK, whichever paramedics think is best. Parents agree to keep their child/children at home or seek alternate care arrangements for the following conditions:

- Fever of 100 degrees F/ 38.3 degrees C or higher
- Sore throat or trouble swallowing
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. The child is to stay home until all symptoms have stopped
- Nausea or vomiting
- Severe itching of body or scalp
- Known or suspected communicable diseases

The staff of Tot's Academy is to follow this same illness policy.

Parents will advise the centre within 24 hours of a diagnosis of a serious illness, lice, or contagious condition. This is to protect the staff and the other children and their families within the centre.

Medications

Prescription medications and non-prescription medications will only be given to a child in care with the following conditions:

- Parents give written permission to the caregiver, with full instructions as to dosage, and times to administer medication. Forms are available for this purpose.
- All prescribed medications must have the child's name on the prescription bottle and be in their original containers.
- Non-prescription medication will be administered as per recommended dosages on the medicine bottle.

Behavior Guidance Policy

Children's behavior is influenced by their overall development, their environment, and their caregivers. Each child differs in terms of his/her activity level, attention span, and sensitivity. Children must learn to develop socially acceptable and appropriate behavior as they grow to maturity.

Guidance Strategies

It is important that the caregiver 'sets the stage' for a positive atmosphere and maximum opportunities for desirable behavior. This will be done by:

1. Explaining to the children what behavior will be acceptable and explaining the reason for the limits, doing so in a positive way;
2. Focusing on the child's behavior rather than on the child.
3. Allowing the children time to respond to the expectations;
4. Reinforcing appropriate positive behavior;
5. Being willing to listen and respond in a fair and supportive manner, and;
6. Observing children in order to anticipate potential difficulties.
- 7.

Intervention Strategies

One or more of the following strategies will be used to help create a positive climate and minimize problems in a supportive, rather than punitive manner:

1. By establishing eye contact and calling the child's name in a calm controlled voice to gain a child's attention;
2. By remaining near the child in situations where he/she may be losing self-control;
3. Children will be reminded of limits taking their feelings into consideration;
4. For younger children or children with limited attention span or verbal abilities, we will attempt to change the behavior by distracting or diverting the child.
5. Verbal and/or physical assistance will be shown by modeling problem solving if a child is discouraged or frustrated;
6. Children will be offered choices in a non-threatening and non-punitive way to assist them in meeting expectations or to reinforce limits;
7. We will clarify the inevitable or unavoidable outcome of the behavior to the child;
8. If the child is unable to solve the problem or take responsibility for their actions, they will be re-directed to another activity, or in special circumstances, be limited in the use of a piece of equipment;
9. If all else fails, for the safety of staff and other children, the child might need to be physically picked up (in a professional manner) to be removed from the situation in a way that ensures that the 'time out' is a positive learning experience.

- (a) prior to the use of 'time out' the child will be given an explanation of what it means and what it involves
 - (b) the 'time out' place will be located within the play area, where they can still be supervised, but far enough from the activity
 - (c) the child will be allowed to determine when he/she can return to the activity
 - (d) for preschoolers the 'time out' period will be no more than one minute per year of age, to a maximum of five(5) minutes
 - (e) appropriate or acceptable behavior of the child following the 'time out' will receive praise
10. When a child is ready, they will be provided an opportunity to make amends

Practices which are Unacceptable

- Corporal Punishment (example: shoving, hitting, shaking or spanking)
- Harsh, belittling, or degrading treatment
- Confinement, Unsupervised separation from the others, physical restraint as punishment
- Depriving Children of meals, snacks, rest or necessary use of the toilet as punishment
- Food Is Not Used To Reinforce Desired Behaviors – If a child's team (staff, external professionals, parents or guardians) has determined that food is the most appropriate and natural way to reinforce desired behaviors and support the child's development then a routine based plan (RBP) must be developed for the child. The RBP must include a plan for replacing and/or reducing the use of food as a motivator.

Rules of the Daycare

1. No pushing, shoving, hitting, spitting, biting, or any other means that could cause bodily harm to themselves, the children or daycare staff.
2. No profanity or verbal abuse/threats by a child, against any child or adult at any time while attending the daycare.
3. No rude gestures or misconduct continuance after the child has been warned previously

An incident report will be filled out following every situation where a child in our care is hurt and these reports can be found in your child confidential file.

It is Tots' Academy Childcare Society's responsibility to report any sign (or suspicious grounds) of child abuse or neglect at any given time.

Items from home

Tots' Academy Childcare Society is not responsible for lost, stolen or damaged items brought into the centre. No items which encourage violence or inappropriate behavior will be allowed into the centre; any media type item must have a (G) for General rating. All items brought into the centre by your child must be labeled.

Pick Up

No person other than the child's parents may pick the child up from the centre. If another individual is to pick up your child written or verbal notice is required prior to pick up time.

Custody Arrangements

In the case of a family having custody arrangements in place, a copy of the arrangements must be submitted to Tot's Academy and kept on file.

Parent Involvement and Communication

Parents are asked to attend a bi-monthly board meeting and any or all of our 2 parent meetings. Daily concerns should be brought to your child's teacher or to the director immediately. Please watch for notices and please check the notice boards both upstairs and downstairs for important centre information. The following information is posted on the bulletin board in the main foyer; copy of the Day Care Act and Regulations, Parent handbook, Current License, License report, Current menu, Behavior Guidance policy, copy of the daily program plans and routine, list of the current Parent committee members as well as the minutes and a copy of the funding letter provided by the minister.

Fire Drill Procedure

In case of a fire or evacuation of the building, the children and staff will meet outside the fence in the parking lot. If the situation is more threatening the children and staff will meet over in parking lot of Curly's.

Nutrition

At Tot's Academy we follow the Canadian Children's Food Guide. Snack menus and lunch menus are posted on the parent bulletin board. Care providers respond to children's cues and snacks may be provided outside of the regular schedule. During snack/meal time children are not forced to finish foods when they are feeling full. Childcare providers strive to create a relaxing and enjoyable snack/meal environment.

We support the nutritional needs of each growing infant and have a quiet space available should a parent need to breastfeed while at Tots Academy.

Special Dietary Issues/Allergies

Any questions or concerns regarding the menu or foods served at Tot's Academy can be brought to the attention of your child's teachers. Special dietary requirements or allergies will be posted in the classroom as well as the kitchen. We ask that you bring no food or drink other than water into the Centre, unless for dietary, cultural or medical reasons.

Food-Special events/occasions

Food or beverages brought into the center from an outside source (parent, caterer) the food must be from an establishment permitted by the Department of Agriculture and comply with The Food and Beverage Nutrient Criteria. A list of ingredients MUST be clearly labeled along with storage/special preparation/serving instructions.

Dress Code

Staff and children are expected to dress in casual comfortable clothing which does not show excessive skin ex: midriffs, short skirts, short shorts are not acceptable. Clothing should allow for physical activity/movement. Due to fire code regulations indoor shoes are required; hard soled, non-marking foot wear is accepted. (Ex. Crocs, slippers)

Contact Information Phone – (902) 883-7791 Email- totsacademy@eastlink.ca