

PARENT HANDBOOK



EPIPHANY CHILDREN'S CENTRE INC.

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WELCOME TO EPIPHANY CHILDREN’S CENTRE

INTRODUCTION

Epiphany Children’s Centre Inc. opened its doors in 1969 to serve the general community. It started as a nursery program and over the years has extended its services to a fulltime pre-school and an after-school program. The Centre has 60 spaces, enrolling children between the ages of 2-12 years. Ours is an inclusive program; we encourage and celebrate cultural diversity as a means to foster the wellbeing of all children, thereby enriching our communities.

We hope that you will find the following pages helpful and informative. In this handbook we will attempt to answer some common questions and typical concerns. If you have any other questions, please do not hesitate to ask either the Centre’s Director or the Assistant Director.

PROGRAM GOALS AND PHILOSOPHY, OUR MISSION AND VISION.

At Epiphany Children’s Centre, we believe that all children learn through play. We believe that children identify their strengths through play. Children grow and develop most beneficially when they are immersed in an atmosphere that is developmentally appropriate, warm, accepting and inviting. We respect and recognize each child’s individuality in terms of culture, personality and development. We strive to help children maintain their individuality, and at the same time be a part of the group to which they belong.

We believe that parents play an important role in their child's care environment. We encourage all possible channels of communication as a means of encouraging parental input and involvement. The Centre encourages parent/guardian feedback as a tool to help their child to achieve the maximum benefit of attending our program.

We believe that the community also shares in the responsibility of child rearing. We feel that it is essential to involve community members to be part of our Centre through their volunteer work.

Our staff have chosen to work in the childcare environment because they are committed to the development of children, who they believe are our future. Our staff are committed to providing developmental care and education for each child in a cooperative relationship with family and community.

ADMISSION POLICY

Admission to Epiphany Children's Centre is open to any child who meets the age requirements of our provincial license, and is dependent on the availability of space in the Centre. Centre's wait list will be contacted, and spaces filled accordingly. Because the Centre supports the full inclusion of all children, there may be adaptive equipment and ratio-enhancing staff members working in the Centre. If you have any questions or concerns about the furniture, toys, or equipment used in the Centre, please feel free to ask the Director or Assistant Director. We reserve the right to give priority to the siblings of children already enrolled and to children of parents who volunteer their time (e.g. serving as a Board member). We do not accept part-time for pre-school spaces unless there are parents willing to share a space. However, if one child who shares a space leaves the Centre, it is expected that the other child will then take on the fulltime space. If the remaining parent is unable to take the fulltime space, or if another child cannot be found to take the space, then a 4-week notice may be given to the parent to find alternate care.

Once a child is enrolled in the program, staff will observe the child's developmental milestones over a two-week period. At the end of the observation period, if the staff feel that the child requires additional support to adapt to the program, then the child's enrollment will depend on the availability of such supports at that time. If the Centre is not able to provide additional support staff for the child, the child's enrollment will be terminated. Please note that many of these supports are dependent upon government funding and cannot be guaranteed.

Epiphany Children's Centre is licensed for 15 school age spaces (Grades 1 to 6 students). The Centre cannot guarantee a space for a child who is currently enrolled in the preschool program when the child is ready to move to Grade One and requires a school age space. Parents of children enrolled in kindergarten for the upcoming year will receive a letter in January reminding them that there may not be a spot for their child after the summer school holidays and will encourage them to start seeking other options for the upcoming school year.

School aged children (including Kindergarten) are enrolled with the expectation that they will attend the Centre only before and after the hours of school and only all day on inservice days, spring break, Christmas holidays and summer. THE CENTRE DOES NOT OFFER PART-TIME FOR CHILDREN ENROLLED IN KINDERGARTEN or for school age children during the school year. If buses are not running due to bad weather conditions but schools remain open, it is the parent's responsibility to arrange for transportation to school from daycare and back. If buses are not running, Epiphany staff will not be walking children to Dalhousie School. If parents are unable to arrange for transportation during a school closure day and want their children to attend daycare, the Centre's decision to accommodate them will be based on staffing and attendance on that particular day. It is the Centre's responsibility to walk the children to the Dalhousie School playground only. Staff will not wait for the children to enter their classrooms.

REGISTRATION

Programs Offered:

Preschool - (2-6 years through to start of Grade 1 school year)	\$10.00/day
School Age - (Grades 1 - 6)	\$10.00/day
HOURS OF OPERATION: 7:45 AM – 5:45 PM Monday through Friday	

The registration procedure is considered complete when the parent/guardian has:

1. Read this Parent Handbook.
2. Completed the registration form.
3. Completed any additional forms such as URIS and the ANAPHYLAXIS POLICY for life threatening allergy information (peanut allergy, asthma, etc.).
4. Provided copies of any forms pertaining to issues of custody, visitation or access.

5. Paid the deposit fee.
6. Parent agreement for the Automated payment (ACH) is signed.
7. 6. Parent agreement for 'Hi Mama' is signed for pre-school and pre-kinder.

PROGRAM AREAS AND GOALS

a) Learning Centre

During free play, a wide variety of play choices are available to children. We have a Creative Discovery Zone (Science, Sensory), Concept Learning Zone (Table Toys, Puzzles, Role Play Zone or Dramatic Play Area), Creative Arts Centre (Crafts, Art), Technology Centre (Computer, Listening), Active Role Play Centre (Large Muscle and Climbing Area), Unit Blocks (open space with shelves containing a variety of blocks and related material). Please do not send toys from home. We have a variety of toys available for your child(ren) to play with at the Centre.

b) Daily program

Pre-Kinder Daily Schedule

7:45 - 8:45	Free Play
8:45 - 9:15	Shapes/colors - Getting ready for KG
9:15 - 9:40	Snack
9:40 - 10:10	Letters/Math (getting ready for KG)

10:10 - 10:30	Music/movement
10:30 - 11:00	Self help skills.
11:00 - 11:30	outdoors
11:30 - 12:00	outdoors
12:00 - 12:30	lunch
12:30 - 1:00	quite time
1: 00 - 1:30	Craft Time
1:30 - 2:00	Circle time - getting ready for KG
2:00 - 2:30	outdoors
2:30 - 3:00	outdoors
3:00 - 3:30	snack & clean up
3:30 - 4:00	Science/Sensory/Experiments
4:00 - 4:30	Letters/Math (Getting ready for KG)
4:30 - 5:00	free play
5:00 - 5:45	free play

Pre-School Daily Schedule

Time	Pink Room
7:45 - 8:45	Free Play (cooking activity/experiments/sensory activity/life help skills)
9:15 - 9:30	Diapers
9:30 - 9:50	snack
9:50 - 10:15	group time (assessment/cultural) All concepts Shapes, Colours, letters, Numbers)
10:15- 10:30	music and movement
10:30 - 11:00	outdoor
11:00 - 11:30	outdoors
11:30 - 12:00	lunch
12:00 - 12:30	diaper
12:30 - 1:00	nap
1: 00 - 1:30	nap
1:30 - 2:00	nap
2:00 - 2:30	nap
2:30 - 3:00	diaper/ free play
3:00 - 3:30	diaper/theme based craft (groups)
3:30 - 4:00	snack and ready for outdoors
4:00 - 4:30	outdoors
4:30 - 5:00	free play
5:00 - 5:45	free play

BEHAVIOR MANAGEMENT POLICY

Staff always provide positive guidance. Children are treated with respect and taught about appropriate behavior. Staff maintain warm and friendly communication with all children. Staff respect the diverse abilities and social and cultural backgrounds of all children and try their best to accommodate their individual needs. Staff serve as behavioral role model. Staff share practices and information with parents to help develop consistency between home and centre. If staff are unable to meet the needs of the child, the Centre may seek external support from experts to provide staff with suggestions, to help meet the child's needs. If parents are not willing to seek the external help, the child's enrollment may be terminated.

Epiphany Children's centre does not tolerate any form of disruptive behavior.

Behavior is considered disruptive when:

A child consistently hurts other children or staff.

A child consistently disrupts the play/learning environment

A child destroys centre property or personal property of other children.

A child threatens other children verbally.

Centre's role to reduce disruptive behavior.

Redirection. Staff will try their very best to redirect children from disruptive behavior and provide positive guidance.

Provide enough material to reduce wait time for children.

Provide indirect guidance. Staff being in close proximity to monitor the child to make sure he/she does not repeat the disruptive behavior.

Being proactive: Knowing the children, based on their capabilities, personality and knowing well what may cause disruptive behavior in any child.

Consequences for disruptive behavior:

Strategies used will be based on the age and capabilities of the child. As a first consequence, a verbal reminder of the rules will be made aware

to the child as to the acceptable and unacceptable behavior and consequences as to what will happen if the child repeats the unacceptable behavior. If the behavior is of a safety concern, the child may be removed from the area until he/she calms down and will be allowed to join in once consequences are made aware and the child understands that his/her behavior was unacceptable.

If the child continues to express disruptive behavior, staff will begin to document, and parents will be called in for a meeting and strategies discussed to prevent such behaviors from happening again.

If behaviors persist, then recommendations for referrals will be suggested to seek professional help.

If parents are not willing to seek help, then the child's enrollment will be terminated.

Regulation 11 (1) Licensing Manual: Epiphany Children's Centre shall not permit, practice, or inflict any form of physical punishment or verbal or emotional abuse upon, or the denial of any physical necessities to, any child in attendance at the child care centre.

Guideline: Physical punishment includes striking a child, either directly or with an object, restraining, shaking, grabbing, shoving, or spanking. It also includes forcing a child to repeat physical movements, force-feeding or any other action that results in physical injury to the child.

Verbal or emotional abuse includes any harsh, belittling, or degrading response by an adult (parent, employee, volunteer, and student) in the centre, that would humiliate or undermine a child's self-respect.

The denial physical necessities include normal comforts such as shelter, clothing, food, bedding, or toilet facilities.

PARENTS

a) Parent's Role

New children and parents will be invited to attend daycare for one session. Once the child starts, parents are then welcome to stay as long as they wish to make sure their child feels happy and secure in the new environment.

Parents may discuss their child's progress with a staff at the end of the day, however, if you wish to discuss your child at length, parents are encouraged to see the supervisor or Director. This will allow for privacy and full attention. It is difficult for staff to discuss your child when all the children are present and the staff is responsible for a group of children. An appointment would eliminate interruptions.

We also welcome all parents and invite them to come and observe their child (ren) during regular hours of operation. Parents may also volunteer their help either for special occasions (such as field trips) or regularly during the school year. We welcome your participation.

b) Parent Involvement

The following channels of communication are offered as ways of encouraging parental input and involvement:

1. Annual General Meeting and/or special meetings
2. Participation on the Board of Directors
3. Sharing parent skills, talents, needs, interests
4. Newsletters

Consultations between parents and teachers may be arranged at any time and are especially encouraged prior to a child beginning Kindergarten. Family members are encouraged to participate in their child's day at the Centre and to share their family's culture with other children and staff.

c) Parent Volunteers

Volunteers are not allowed to take a child to the washroom. Volunteers do not have to be a parent, but must be a responsible adult over the age of 18 years. Grandparents are welcomed as extra helpers. Volunteer helpers can assist in the session activities such as playing games, painting, drawing, joining in with children and giving help where needed.

The Centre utilizes students from Fort Richmond Collegiate and Red River College as volunteers.

d) Parent information

If a parent, guardian or other person has any concerns about their child or the general running of the Centre, they should raise their concerns to the Supervisor or Director, who will address the concern indiscriminately. If you feel your complaint has not been dealt with fairly, then the next course of action is to contact the Board of Directors. If you are unsatisfied with the Board's decision, you can contact the Community Childcare Coordinator (CCC).

It is a requirement for licensing that we maintain staff to child ratio of 1:8 throughout the day. From time to time, emergencies may occur such as flu outbreaks or transport delays wherein staff may be absent or delayed. In such cases, if staff to child ratio is jeopardized, parents may be asked to delay their departure until ratios have been maintained.

During inclement weather, which includes weather warnings, if the Centre needs to be closed, we will attempt to have notices announced on CJOB radio station. All parents must pay regular fees on these days.

If schools in the Pembina Trails School Division close due to inclement weather, the daycare Centre will also be closed.

A child enrolled in the fulltime preschool program is expected to be signed in to the Centre by 10:30am and no later than 11:00am. If the child arrives during the lunch hour (11:30am – 12:30pm), parents are expected to settle the child before leaving as it is the busiest transition time and staff cannot guarantee the provision of individual attention during that time.

The Centre supports the full inclusion of children throughout the day. Hours of operation are set to meet all families' needs. The same hours of attendance are available for all children, regardless of age or ability. Exits are accessible and user friendly for all children and families.

BILLING AND FEES

Please refer to the registration form for fee schedule.

Epiphany Children's Centre follows a four (4) week billing period rather than a monthly schedule. Fees are invoiced at the beginning of the pay period and are due at that time. Fees include statutory holidays according to the provincial schedule, as well as one paid professional development day per year. As a rule, the professional development day occurs at the end of May and parents will be given written notice in advance of that day. There is a \$10.00 non-refundable registration fee for each child. There is also a \$100.00 deposit fee, that will be applied towards the last fees before withdrawal. Fees is paid using the Automated Payment (ACH). A \$25.00 service fee will be charged for insufficient funds. In the case of withdrawal from the program, four weeks written notice is required or four weeks fees paid in lieu of notice. (This also includes any subsidized fees not covered.)

(If a child is absent from the Centre for more than 2 weeks without an explanation provided to the office/Director, it will be assumed that the parents have withdrawn their child and their spot in the program will be forfeited. The parents will, however, be liable for any outstanding fees, including those incurred during the period of absence.)

a) Late Payment

Fees is withdrawn during the first week of every Pay period. An email reminder will be sent a week in advance. If funds are insufficient, parents will be contacted, and the file will be released again the same day. If fees is not paid by the end of the first week, the child's enrollment may be withdrawn.

b) Attendance

The regular fee is charged for sick days. The Centre greatly appreciates parents calling the Centre if their child/ren will not be attending on any day. If possible, please call before 9:00 a.m.

c) Provincial Subsidy

The number of allowable absent days is given for subsidized children on the letter of approval which parents receive from the Child Care Subsidy Program. Parents are responsible to be aware of this number, as once the limit is exceeded, they will no longer receive payment from the government for their fees and will be responsible to the Centre for the full amount of the daily fee. If children will be absent for a prolonged period of time due to injury or illness, a medical note must be provided in order for subsidy to waive exceeded absent days. It is the parent's responsibility to apply for subsidy. Subsidy should be secured before the child starts the program. If the Centre has not received written confirmation regarding subsidy, the full fee will be charged until the Centre receives confirmation. It is the parent's responsibility to keep track of allowable days. Children are expected to attend daycare for at least 4 hours/day to be considered in attendance.

d) Delinquent Accounts

If a parent is habitually in arrears or if payment requests go unheeded, external collection measures may be initiated at the Director's discretion.

GUARDIANSHIP

In the case of child custody agreements, a copy of the legal document must be submitted at the time of registration in order for the Centre to release the child accordingly. Please discuss with the office the action to be taken if a non-custodial parent arrives at a time not authorized by the arrangements. If no discussion has occurred, be aware that the child will not be released until the authorized person is contacted. Verbal or hand written

requests made by one parent/guardian indicating that the other parent cannot pick up the child will not be accepted. If there are changes to the custody agreement, it is the parent(s) responsibility to provide the updated document. Until the Centre receives the updated document, it will act according to the terms and conditions stated on the initial document submitted during registration. NO EXCEPTIONS.

ARRIVAL AND DEPARTURE

All children must be brought and picked up from the Centre by an authorized person. Children will only be checked out of the Centre if they are accompanied by a parent/care giver, by a known adult, or if the Centre is informed in advance of an alternate pick up person. Photo identification will be required. No child(ren) will be allowed to leave the Centre with anyone who is not designated in the “people authorized to pick up” area of the registration form. In the event that an unknown person requests to pick up a child, the parent/guardian will be contacted. The child will have to remain at the Centre with a minimum of two staff members until contact is established and the pickup person is verified.

No one under the age of 16 is authorized to pick up a child registered in our program under any circumstances.

If the registering parent does request the release their child (by telephone) to an unlisted person, we will do so only if we can confirm the parent’s identity by returning your call to a phone number listed in our files. (work or home) Your child will not be released to any person, who, in the opinion of the staff on duty, is intoxicated or who possesses a potential threat to the safety of the child.

Epiphany Children’s Centre is responsible for the children enrolled in their programs from the time of sign in, until they are signed out at the end of each day. Parents are encouraged to sign their child(ren) in/out on the attendance sheet placed on the bulletin board in the hallway. The Centre takes responsibility for the child(ren) when the child enters the play room or playground with the parent and the staff has marked the child “IN” on the attendance sheet in their respective areas. Similarly, the child will be marked “OUT” on the staff’s attendance sheet when the staff sees the parent or guardian enter the room or playground to pick up their child(ren), after which time the child(ren) become the parent’s responsibility. The parent or parent designate is responsible for dressing and undressing the child(ren), encouraged to sign the child ‘OUT’ and ensuring that one or more of the teachers are aware of their arrival or departure

Parents are expected to drop off their child(ren) inside the room where staff are on duty. If children are dropped off in the hallway, or sent in from the parking lot, the Centre will not claim responsibility for any injuries sustained or if the child exits the facility through the exit doors. It is the parent's responsibility to ensure children have washed hands before entering the room.

A ratio of 1:8 will be maintained while walking children to and from Dalhousie Elementary School. Children attending other area schools will be bussed to and from school in a manner agreeable to the Centre, the parents of the child, and the school division bussing personnel. Parents are responsible for making these arrangements. Other transportation is the sole responsibility of the parent. .

Siblings not registered at the Centre must be supervised by parents at all times when parents come to drop-off/ pick up their child(ren) who are registered under the Centre's care.

a) Pick Up Policy

Licensing allows the Centre to remain open for 10 hours/day. Hours of operation are from 7:45am – 5:45pm Monday – Friday. No parent or child can enter the Centre before 7:45am. Similarly, children and parents are expected to leave the building no later than 5:45pm. During winter, with severe weather conditions, it will take an extra few minutes to dress your child/ren after you arrive. Please ensure that you have enough time to dress your child/ren after you arrive, in order to leave the building before 5:45pm. Children in the room or hallways with parents after 5:45pm will be charged a late fee.

Should parents be late in picking up their child(ren) from their session, a late fee of \$1.00/minute/child will be charged from 5:45pm until the parent and the child have physically left the building. If a child is not picked up at the end of the day, at least two staff members will remain with the child(ren) and attempts will be made to contact the parent/guardian or until the child is picked up by an authorized person.

If no contact is made by 6:15pm, Child and Family Services will be contacted to report a child in need of care. If the parent then arrives before Child and Family Services, staff will make another call to Child and Family Services to determine whether the child may be released and staff will act accordingly.

If a parent picks up their child(ren) after 5:45pm on a regular basis within a short period of time, parents may be called for a meeting to discuss further options or arrangements

to be made to pick up their child(ren) before the Centre closes. Failure to attend the meeting may result in termination of the child's spot in the program.

CONFIDENTIALITY

All children's files are considered confidential and only for the use of the Director, staff and Board. Staff occasionally takes photos of the children during activities, parties or other events. These are strictly **for display or use** within the Centre.

TRANSPORTATION

Under no circumstances will a child be transported in a staff vehicle.

FIELD TRIPS

Our field trips are usually at the Centre and take place during July and August. (Mad Science, Farm, Magician, etc.). The date and time of special events will be provided to parents in advance. No refunds will be issued for special events paid, or if your child misses an event.

CENTRE CLOSURE

In an event of inclement weather, the Centre will try its very best to remain open. Under undue circumstances, the board may decide to remain closed. Notifications will be emailed to families by 7:00am on the closure. Full fees will be charged for the day as it is considered an unexpected event.

INDIRECT SUPERVISION POLICY – For School Age Children

Parents must understand that there are a limited number of times during the course of the day when their child(ren) may receive indirect supervision from staff. Examples of these include:

1. Walking the hallway from one room to another
2. Going to or getting something from their locker
3. 4 – 5yr olds going to the washroom in the hallway. Only one child uses the washroom at any given time, and their names are written on a white board in the room. Staff will physically check on them, if they do not return within a reasonable time.

4. Closing the door on a washroom stall

All pre-school children, including Kindergarten, are directly supervised at all times during the day.

HEALTH AND SAFETY

a) First Aid

All staff members hold current First Aid certificates. Details of all incidents including names of children, action taken and time of incident are logged. The book and incident sheets are signed by the staff member attending to the incident and provided to the parent/guardian at the end of the session.

In the event of an emergency, one first aider will deal with the casualty, another staff will look after the rest of the group, and one staff member will telephone for help if required.

b) Illness/Exclusion

If your child is too ill to participate in regular activities, including outside play, then he/she will not be allowed to attend daycare unless a physician's note is provided that indicates why the child is fit to attend daycare, but must be excluded from specific activities. If your child becomes ill while at the Centre, parents will be called and will be expected to pick him/her up as soon as possible. Once the child is picked up, he/she will not be able to attend the program for the next 24 hours even if the child does not exhibit symptoms of the illness the following day.

c) Medicines

Only medicines prescribed by a physician and which are in the original dispensing bottle will be administered to the children by staff. Parents are required to complete a permission slip authorizing the Centre to administer the medication. Permission by phone will not be accepted. Children under no circumstances are permitted to self medicate. A child who is taking antibiotics cannot attend the Centre for 24 hours after the first dose of the antibiotic. Over-the-counter medications like Tylenol and Benadryl will not be administered to children without a doctor's prescription.

d) Anaphylaxis

The [Unified Referral and Intake System](#) (URIS) provides support for children with specific healthcare needs (e.g. asthma, life-threatening allergies) when they are attending daycare. When a child is approved for URIS support, a registered nurse develops a healthcare plan and provides training to daycare staff. The staff then develop an Emergency Response plan.

An important part of managing life-threatening allergies is the avoidance of allergens. If your child has a specific health condition that may require immediate medical attention, detailed information on your child's medical health, symptoms of illnesses and diagnosed illnesses is required to help staff members meet the needs of the child.

Please update the office with changes to phone numbers to enable staff members to contact you in case of emergency.

Children with asthma must always bring their inhalers/medication with them even if they are not showing signs of an attack. It is necessary for the Centre to hold a letter or permission slip authorizing the administration of inhalers, including the amount of medication to be administered. A record will be kept of any medicines administered by the staff.

In the event of an extreme medical emergency, first responders will be called to transport the child to the nearest emergency hospital and parents will be notified. Parents will bear the cost of the ambulance.

e) Transmittable Diseases

Any child with a transmittable disease will not be excluded from care, but the Director/Supervisor must be informed for safety reasons.

f) Contagious Diseases

A child who has contracted a contagious disease must be absent from the Centre while he/she remains infectious. A definition of the period of time is listed in the "Communicable Diseases" list which is displayed on the parents' notice board in the main hall. Examples of a contagious disease are: pink eye, measles, mumps, chicken pox, Fifth disease, impetigo, stomach flu.

Staff must be informed when a child contracts a contagious disease. This information allows us to inform other parents/guardians of this illness.

g) Other Illnesses

Children experiencing sickness or diarrhea during the night must be kept away from the Centre for at least 24 hours after they are free from these symptoms. The child should be symptom free when arriving at the Centre. If the child vomits or has diarrhea at the Centre, depending on the severity, he/she will be monitored and parents will be called. The child will not be able to attend the Centre for the next 24 hours. Before returning to the Centre, the child is expected to be symptom-free. Upon return to care, if symptoms persist, staff will contact parents after the first signs of vomiting or diarrhea for pickup from the Centre.

h) Severe Allergies

Although we are both a peanut and tree nut free Centre, should your child have severe allergies to any substance, the Centre must have this information on record. Please see the Director for a policy packet on Anaphylaxis treatment. The Centre is also a tuna-free zone.

GENERAL HEALTH

The Director is to be advised of any speech, sight or hearing concerns that a child may be experiencing. These are not barriers for acceptance into the Daycare, but the information will help staff in their interaction with the child.

The Centre does not have a facility to wash soiled clothes. All soiled clothes will be bagged and left in lockers for parents to collect at the end of the day.

Children are encouraged to wash their hands after using the toilets. Soap and paper towels are provided. If your child has specific product requirements such as soap, it is the responsibility of the parent to provide the product in a named container. Please inform staff. It is a requirement that all children wash their hands before first entering their respective rooms at drop off.

In the summer, it is the responsibility of the parent to provide sunscreen for their child(ren). Insect repellent is optional. Sunscreen and insect repellent must be provided to staff and staff will inform parents when supplies are needed.

TOILET TRAINING

The Centre accepts children who wear diapers. Diapers are checked at regular intervals and changed when required.

It is the parent's responsibility to provide diapers and wipes for their child. The staff will inform parents in advance when supplies need to be restocked. If supplies are not brought in on time, the parent will be charged \$5.00/diaper and \$5.00/box of wipes. If the Centre does not have stock on any given day, then the parents will be contacted and are expected to bring in the supplies immediately. All possible efforts will be made to toilet train the child at the Centre when the parents have started the process at home.

EMERGENCY EVACUATION PROCEDURES

A fire evacuation practice session is held monthly. If a fire alarm occurs, a designated staff member will collect the attendance boards and our vital information book, and along with other staff, will move the children out the nearest exit door to assemble at the far end of the parking lot. Designated staff will check all rooms to make sure that no children remain in the building and that all windows and doors are closed. The children will be counted and checked against the attendance boards. The emergency shelter for all children in the event of any evacuation is King's Park Daycare- Unit D, 230 Dalhousie Drive. If parents arrive in the middle of a fire drill, it is expected that the parent participates in the evacuation or shelter in place and stay with their child/ren until the end of the drill. Until the drill is completed, please be aware that your child/ren will not be marked in and are not counted in ratio. At the end of the drill, please make sure that staff are aware of your child's presence before you leave.

ENHANCED SAFETY PLAN

Epiphany Children's Centre has a safety plan for various emergencies and this plan is available to parents upon request.

NUTRITION

A name-labeled lunch bag or kit containing a lunch that provides your child(ren) with a well-balanced meal should be provided by the parent each day. Do not send candy, sodas,

juice boxes, peanut or tree nut products. Snacks are also provided by the parents for snack time.

No glass containers or aluminum foils please! If parents do not wish to send lunch in plastic containers, a thermos can be sent.

Please inform the Supervisor or Director if your child does not drink milk or has any other dietary restrictions. Parents will be requested to provide an alternative.

The children are sometimes involved in the preparation of food (e.g. making sandwiches, muffins etc.). In these cases, basic food safety is taught, such as washing hands before touching food, making sure work surfaces are clean, etc.

NO HOT DRINKS are prepared or consumed in the presence of children.

If parents would like to send a treat on their child's birthday, they should inform the staff in advance. Please be aware that the Centre has children with numerous allergies, therefore parents are requested to send treats appropriate for all children, such as fruit or vegetable trays, and nut-free granola bars. If parents would like their child to share a cake with their friends, the Centre can make the cake at a charge to the parent of \$25.00.

SECURITY

A door buzzer is installed on the inside main door facing the parking lot. Please ring the buzzer upon arrival and staff will open the door. If the staff do not recognize the person at the door, they will request to see the person's photo identification. No unauthorized persons are allowed onto the premises. **If you do not recognize the person standing behind you waiting to get in, please do not let them in.** Your cooperation is greatly appreciated. The back and side gates are always bolted when the children are on the playground.

CLOTHING

Children will be participating in many different activities, including daily outdoor play. Therefore, the following items (labelled with your child's name) are required:

1. Comfortable, washable clothing.
2. Shoes with rubber soles, labeled with your child's name.
3. A complete set of extra clothing left at the Centre to be used for emergencies. The Centre does not carry extra clothes. If your child is soiled and does not have change of clothes at the Centre, all efforts will be taken to contact parents. The child will not be able to participate in certain activities until parents bring in clean clothes.
4. Clothing appropriate for the weather (mitts, hats, scarves, boots, ski pants, jackets, sunhats – all of which should be LABELLED WITH YOUR CHILD'S NAME).
5. Box of facial tissues.

Parents must assist their child with dressing or undressing. The staff are not responsible for undressing your child(ren) at the beginning of the day. Parents/guardians are required to have their child in a clean diaper upon arrival.

There is no exchange of clothing among children. The Centre is not responsible for any lost clothing whether it has been labeled or not. Staff members may not be able to leave the room to help parents look for lost clothing, unless a convenient time arises when staff to child ratios allows staff members to leave the room.

SMOKING

Smoking is always prohibited on the premises. *As part of our smoke-free policy, we're unable to allow entry to anyone with a noticeable smell of smoke. Thank you for understanding*

CLEANING

It is our aim to ensure that all toys are cleaned and disinfected on a regular basis. Toys are checked for damage and safety at every use. Equipment and trays are regularly cleaned and inspected by staff for damages. All rubbish is disposed of at the end of every day to the bin outside.

Soap and water are used for cleaning tables, followed by a bleach solution. Tables are wiped and disinfected before and after all snacks, at lunch times, and at the end of each day. The floors are washed and vacuumed daily.

RELIGION

The Centre does not follow any specific religion. All festivities are celebrated to enhance the diversity among children. (Christmas, Easter, Thanksgiving, Diwali, Chinese New Year, Ramadan to name a few.,)

FUNCTIONS

The Centre invites Santa to the Centre during Christmas time.

OUTDOOR PLAY

Children will go outside regularly in the winter unless the temperature reaches -25 degrees Celsius (including wind chill factor). Please ensure that your child(ren) is dressed appropriately for the weather. The Centre does not carry extra winter clothes. In the summer, your child must have a hat and sunscreen to go outdoors. Please have all outdoor clothes marked with your child(ren) name clearly written with a permanent marker. It is expected that your child(ren) will participate in outdoor play while attending the Centre. If your child(ren) cannot attend outdoor activities on any given day, the Centre's decision to keep the child inside will depend on the staffing ratio on that day.

CHILD PROTECTION

Reporting of suspected child abuse and/or neglect

It is Epiphany Children's Centre's policy that upon any suspicion that a child is being neglected or abused physically or mentally, it is the staff member's legal responsibility to inform the appropriate department of the Child and Family Services office. Staff will seek an explanation from parents regarding bruises, marks or changes in behaviour. If staff remain concerned after addressing their issue, the department of the Child and Family Services' Office for Protection will be notified. No sensitive information will be shared with any unauthorized persons and all information regarding children and parents is strictly confidential.

DIVERSITY

Any medical, cultural or dietary needs, wherever possible will be met. All equipment is available for use by both sexes. We aim to provide a range of toys representing a diverse range of cultural backgrounds. No sexist or racist behaviour of any kind will be tolerated

within the Centre. Children, staff and guardians will be encouraged to develop positive attitudes towards differences in race, culture, language and gender.

CHILDREN REQUIRING ADDITIONAL SUPPORT.

Staff will attempt to accommodate any child or parent with special needs within the daycare setting, by discussing their needs individually.

The Centre follows an inclusion policy for children requiring additional support needs. Intake meetings are a requisite of all children who receive funding under an Inclusion Support Staff grant. This meeting must be scheduled before the child's first day of attendance at the Centre. An inclusion facilitator is available to liaise with the child's key worker and parents. A key worker will be assigned to a child with any special educational needs. He/she will keep up to date IPP's (Individual Program Plans) for each child. These plans will be discussed by the key worker, parents, and inclusion facilitator before being put into action. The inclusion facilitator will be available to speak to parents at a mutually convenient time and all conversations will be in private.

When the child is ready to begin Kindergarten, the Centre will re-evaluate goals and make sure that it can accommodate the child's needs. If unable to accommodate, a 12-week notice will be given to find alternate care.

As Children start daycare, there could be challenges for staff in meeting the needs of the child. The staff will try their very best within the given ratio, to meet their needs. If the staff feel an enhanced ratio is required until the child adapts to the program, the Centre will meet with families with staff observations and request consent to apply for enhanced funding. If the family does not want to give consent, the child will be withdrawn from the program with a two-week notice. Any unused fees will be reimbursed at the time of withdrawal.

CHANGES TO PERSONAL INFORMATION

Each child's registration information is checked for updates annually. If there are any changes to the information that a parent has provided in the enrolment form (for example, phone numbers, addresses, emergency contacts), it is the parent's responsibility to inform the Centre as soon as possible. This allows staff to contact you at the very earliest in the event of an emergency.

In the event of an emergency, if parents are unreachable by the Centre due to unreported changes in contact information provided, further action may be taken. Please refer to behavior management policy section.