



PARENT'S HANDBOOK

CUTIE PIE DAYCARE & CHILD DEVELOPMENT CENTRE

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REGISTRATION CHECKLIST

Please find below a registration checklist to ensure that you have completed all the necessary requirements to enrol your child at the Cutie Pie Daycare & Child Development Centre.

Following are the forms to be completed and signed prior to registration:

- Completed Application Package & All Consents
- Signed Enrolment Agreement
- 2 Recent Photographs
- Signed Parent's Handbook Acknowledgement
- Copy of Child's Birth Certificate or Passport
- Immunization Record or Vaccine Exemption Form
- Tuition Cheques or Signed PAD Agreement
- Allergies/Asthma Alert Form (if applicable)

Please include the following with the above forms:

\$100.00 Non-Refundable Registration Fee (one-time fee, applicable to NEW applicants only).

A non-refundable security deposit in the amount of two weeks tuition fee upon registration to secure your child's spot. The deposit will be applied towards the child's last two weeks of enrolment when withdrawn from the program.

ACKNOWLEDGEMENT TO HAVE READ THE HANDBOOK

I/We _____, the

Parent(s)/Guardian(s) of _____ (name of the child) have read, understood and agree to abide by the rules and regulations set by Cutie Pie Daycare & Child Development Centre in the Parent's Handbook. I/We understand that the rules and regulations in the Handbook can change without prior notice.

Parent/Guardian 1 Signature: _____ Date: _____

Parent/Guardian 2 Signature: _____ Date: _____

PROGRAM STATEMENT

Cutie Pie Daycare is dedicated to supporting children's learning, development, health and well-being through caring and responsive Early Childhood Educators, who focus on active learning, exploration, play and inquiry, and who see children and their families as competent and able, and as active participants in all aspects of the program. Cutie Pie Daycare staff will view children as being competent, capable, curious and rich of potential. All staff recognizes each child is a unique individual who brings his or her own abilities to the program and deserves the encouragement and space to try new things, explore new ideas and develop their own unique creativity.

Our educational program is designed as per "*How does learning happen?*" pedagogical document approved by the Child Care and Early Years Act. The four foundational conditions that are considered essential to optimal learning and healthy development for children are belonging, well-being, engagement, and expression.

Our ECE staff will:

- support positive and responsive interactions among the children, parents, and Educators;
- encourage children to interact and communicate positively and support their ability to self-regulate;
- support the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content;
- provide child-initiated and adult supported experiences;
- plan learning environments to support every child's learning and learn about children through listening, observation, documentation, and discussion with others, families in particular, to better understand each child as special individuals.

LICENSE

Cutie Pie Daycare & Child Development Centre is licensed and inspected under the C.C.E.Y.A. administered by the Ministry of Education. We are also subject to public health and fire inspections. We are licensed to serve children between the ages of 18 months to 12 years.

OUR TEAM

We employ educated and experienced staff that is dedicated to children as well as their education, well-being and safety. All of our staff have ECE certification, teaching degrees or are working towards higher education. All of our employees are CPR and First Aid certified and are required to provide updated Criminal reference checks with vulnerable sector screen at start of employment and every 5 years thereafter.

PROGRAM PLANS

All information regarding our programming is located on our parent boards. On our boards you will see program plans that will outline the observations done on the children's interests, what programming we plan to do and the programming we actually did. You will also see pedagogical documentation in the form of pictures and observations, as well as documents about activities and "projects" the children have completed.

DAYCARE HOURS OF OPERATION

Morning Extended Program Hours: 6 a.m.- 6:30 a.m. (due to COVID-19 temporarily not available)

Regular Full Day Program Hours: 6:30 a.m.- 6:30 p.m. (due to COVID-19 daycare hours are temporarily reduced to 7:30 a.m.- 5:30 p.m)

Closed: 6:30 p.m. (due to COVID-19 temporarily reduced to 5:30 p.m)

COVID-19 REDUCED DAYCARE HOURS

Program Type: FULL TIME - Monday to Friday

AGE GROUP	HOURS
TODDLER (18-30 months)	<input type="checkbox"/> Full Day: 7:30 a.m. - 5:30 p.m. <input type="checkbox"/> Half Day: 7:30 a.m. - 12 p.m.
PRESCHOOL (30-48 months)	<input type="checkbox"/> Full Day: 7:30 a.m. - 5:30 p.m.
JK/SK (48 months-6 years)	<input type="checkbox"/> Full Day: 7:30 a.m. - 5:30 p.m.
EXTENDED CARE	<input type="checkbox"/> Program not available due to COVID-19

Program Type: PART TIME - 3 DAYS (Monday/Wednesday/Friday)

AGE GROUP	HOURS
TODDLER (18-30 months)	<input type="checkbox"/> Full Day: 7:30 a.m. - 5:30 p.m.
PRESCHOOL (30-48 months)	<input type="checkbox"/> Full Day: 7:30 a.m. - 5:30 p.m.
JK/SK (48 months-6 years)	<input type="checkbox"/> Full Day: 7:30 a.m. - 5:30 p.m.
EXTENDED CARE	<input type="checkbox"/> Program not available due to COVID-19

Program Type: PART TIME - 2 DAYS (Tuesdays/Thursdays)

AGE GROUP	HOURS
TODDLER (18-30 months)	<input type="checkbox"/> Full Day: 7:30 a.m. - 5:30 p.m.
PRESCHOOL (30-48 months)	<input type="checkbox"/> Full Day: 7:30 a.m. - 5:30 p.m.
JK/SK (48 months-6 years)	<input type="checkbox"/> Full Day: 7:30 a.m. - 5:30 p.m.
EXTENDED CARE	<input type="checkbox"/> Program not available due to COVID-19

Program Type: Saturday (Program not offered due to COVID-19)

AGE GROUP	HOURS
TODDLER (18-30 months)	<input type="checkbox"/> Regular Full Day: 8 a.m. - 4 p.m.
PRESCHOOL (30-48 months)	<input type="checkbox"/> Regular Full Day: 8 a.m. - 4 p.m.
JK/SK (48 months-6 years)	<input type="checkbox"/> Regular Full Day: 8 a.m. - 4 p.m.
TUTORING	<input type="checkbox"/> 10 a.m. - 2 p.m.

Program Type: BEFORE & AFTER SCHOOL - Monday to Friday

AGE GROUP	HOURS
44 months -12 years	<input type="checkbox"/> Before School: 7:30 a.m. - 8:30 a.m. <input type="checkbox"/> After School: 3:00 p.m. - 5:30 p.m.

DAYCARE CLOSURES:

HOLIDAYS

The Cutie Pie Daycare is closed on the following holidays:

Christmas Day, Boxing Day, New Years Day, Good Friday, Easter Monday, Family Day, Victoria Day, Canada Day, Civic Holiday, Labor Day, and Thanksgiving Day. These closures have been factored into your program fees.

CODE OF CONDUCT

CONDUCT

Cutie Pie Daycare & Child Development Centre maintains high standards for positive interaction, communication and role modelling for children. Therefore, harassment and discrimination will not be tolerated in any form.

The following expectations are to be followed by all adults and children at all times:

- a. Be courteous to others;
- b. Use acceptable language;
- c. Resolve conflict in a peaceful manner;
- d. Conduct yourself in a manner which allows others to feel safe from verbal and physical abuse;
- e. Respect our premises and equipment as well as personal property of others;
- f. Show respect to individuals through behaviour and language.

COMMITMENT TO OUR STAFF

We will not tolerate the abuse of any form towards the supervisors, teachers, volunteers, student teachers, owners, or any other members of the daycare. If at any point the director/supervisor/owner/teacher or any other staff member feels uncomfortable, threatened, abused or belittled, they will immediately cease the conversation and reported the situation to our head office. The abusive parent/guardian will be asked to evacuate the premises immediately and the child's enrolment in the program will be terminated.

CONCERNS ABOUT THE SUSPECTED ABUSE OR NEGLECT OF A CHILD

Everyone, including members of the public and professionals who work closely with children are required by law to report suspected cases of child abuse or neglect. If the parent/guardian expresses concern that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society directly.

POLICIES AND PROCEDURES

PROHIBITED PRACTICES & DISCIPLINE

Children are disciplined in a positive manner at the level that is appropriate to the actions and age. No form of corporal punishment is permitted by any teaching staff as a means of discipline.

In accordance with the guidelines set out in the C.C.E.Y.A., at no time will the staff member take action that would degrade or humiliate the child, or otherwise undermines a child's self-respect.

Noncompliance, or prohibited processes include, but are not limited to:

- Corporal punishment of a child;
- Deliberate use of threats or use of derogatory language directed at or used in the presence of a child that humiliate, frighten the child or undermine his or her self-respect, dignity or self-worth;
- Locking up exits of the daycare premises for the purpose of confining the child, unless such confinement is required as a part of daycare's emergency protocol;
- Using a lock or lockable tool or structure to confine the child if he or she has been separated from other children;
- Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or lack of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used at the last resort and only until the risk of injury is no longer eminent;
- Depriving the child's basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- Inflicting any bodily harm on children including making children eat or drink against their will.

All persons disregarding any policy or procedure of the Cutie Pie Daycare, including staff, students, volunteers, or parents, or who demonstrate misconduct of any kind may be subject to disciplinary action at the discretion of the daycare management.

If any staff member is not in compliance and prohibited practices are observed, this will be noted on the

staff monitoring form and will be discussed with staff, at which point the staff member will be given an opportunity to comply. Any form of physical punishment for child will result in immediate dismissal of the employee.

Failure to comply with daycare code of conduct could result in the following measures:

- Verbal warning will be issued to employee by the Supervisor;
- Written warning will be issued to the employee by the Supervisor;
- Dismissal of an employee.

DISCIPLINING

We urge parents to follow these guidelines when disciplining children:

- Act with confidence and sympathetic firmness when disciplining;
- Use simple, clear statements about what is acceptable behaviour;
- Explain the consequences for misbehaviour;
- Follow through with consistent discipline;
- The consequences for misbehaviour should be immediate and bear relation to the act;
- Respect the child's feelings of guilt but do not try to add to it;
- Accept any restitution he or she may wish to make and leave and incident behind.

As teachers we have an obligation to ensure that we do the following:

- Clarify what we want, communicating those expectations simply and directly;
- Using proper supervision of all children, to be able to anticipate any situations before they arise.
- Setting limits for children;
- Engaging children in a variety of activities and choices;
- Let the children know what logical and natural consequences will occur as a result of their actions;
- Guide and redirect children to acceptable activities when they are engaging in unacceptable activities;
- Providing appropriate choices to children to help them make decisions for themselves;
- Ignoring inappropriate behaviour, as long as all children are safe from harm, and modelling appropriate behaviour;
- Treat children in the same manner that we would like to be treated ourselves.

INAPPROPRIATE LANGUAGE

Ignore the swearing at first, if the child continually swears then explain to the child that these words are bad and we do not use them in the daycare or at home. If the child continues to swear, we will direct his or her to another area in the room. If behaviour persists, the teacher will advise the parents and report to Supervisor.

DEALING WITH THE CHILD THAT BITES

Teacher who witnesses the incident will go to the biter and at eye level say "biting hurts, there's no biting aloud at the daycare". The child will be asked to sit quietly for a few minutes. The teacher then immediately will withdraw from the child who did the biting and tends to the child who is in distress from being bit. The teacher will stay and comfort the child who has been bit. If behaviour persists, the teacher will advise the parents and report to the Supervisor.

COMMUNICATION WITH STAFF, PARENT ISSUES AND CONCERNS POLICY

PARENTAL INVOLVEMENT & COMMUNICATION

Cutie Pie Daycare aims to provide an environment that is appropriate for you and your child. Parents/guardians are encouraged to take an active role in our daycare and regularly discuss what their children are experiencing with our staff and Cutie Pie Daycare as the whole. As supported by our program statement, we encourage positive and responsive interaction among the children, parent/guardian, childcare provider and staff. We work in partnership with you and welcome any comments or suggestions that you may have concerning the daycare or your child.

Cutie Pie Daycare has an open door policy to welcome you at all times. Our teachers are readily accessible by telephone, email, written notice or in person if they're not tending to the needs of the children. You are welcome to leave a message through email or phone, which the administration or teacher will property address. To address your concerns, we are more than happy to schedule face to face meetings or telephone calls at times of the day when our teachers are not focused on their students.

All issues and concerns raised by parents/guardians are taken seriously and will be addressed. Every effort will be made to address unresolved issues and concerns to satisfaction of all parties as quickly as possible. Issues and concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally or in writing upon formal request.

All newsletters, notes, reminders will be posted on our parent board and handed out to all families. Our closed Facebook page, which is restricted to current members in our program will also contain information regarding upcoming events, special days, closures, as well as pictures of your children having fun throughout the day. It is the parent's responsibility to read this information as well as share any relevant information that we may need to help the child throughout the day. On occasion, we may email important information, please ensure we have the most up to date email for all legal guardians. In the case of separated parents it is the responsibility of the parent that receives the emails to inform the other parent of the events and updates. We are not responsible for miscommunication between the parents.

PARENT / TEACHER MEETINGS

If you have any concerns regarding your child at any time please do not hesitate to ask to speak to the Supervisor. This can be an informal or formally scheduled meeting at your convenience.

COMMITMENT TO OUR STAFF AND FAMILIES

Our daycare will not tolerate abuse of any form towards the teachers, other parents or children, program or owners. Any parent making any ill comments will be expelled from the program immediately.

PARENTS ISSUES AND CONCERNS POLICY

Parents/guardians are encouraged to take an active role in our daycare 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, childcare 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 Supervisor/Director 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 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 five 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

Our centre 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.

HEALTH RELATED POLICIES

MEDICAL CONDITIONS

Each child with a medical needs requires their own individualized action plan. The plan will be developed in consultation with the parent of the child and under supervision of the health professional who is involved in child healthcare, and in parent's opinion, should be included in the consultation. It is the parent's responsibility to provide an individualized action plan for their child, as well as to train staff in a proper manner. The form can be found in the office, please speak to the Supervisor if your child has a medical condition. This form must be completed for a child who has one or more acute or chronic medical conditions such as that he or she requires additional supports, accommodation or assistance. If significant changes and updates are required to this individualized plan, a new individualized plan must be completed.

ALLERGIES

If a child has an allergy or a food restriction this should be clearly documented in your registration package, as well as discussed with the Supervisor at your initial visit to the Cutie Pie Daycare. All food allergies will be dealt with appropriately. Please note that we are a NUT FREE daycare.

ANAPHYLACTIC ALLERGY

Anaphylaxis is a severe systemic allergic reaction that can be fatal, resulting in circulatory collapse. The allergy may be related to food, insect stings, medicine, latex, etc. Food which commonly produce allergic reactions are: milk, soy, egg, wheat, fish, shellfish, peanut and tree nuts. We appeal to everyone to keep peanut butter (in particular) and other peanut/nut products out of Cutie Pie Daycare. This strategy and information will be constantly monitored and updated as necessary, depending on the life threatening allergies of the children enrolled in our care. Parents will be given written notice of any other anaphylactic allergies that are present in the daycare. If children are having peanut products before coming to the daycare, we ask parents to ensure that their children wash their hands thoroughly and make sure their clothes do not have any peanut product residue on them before bringing them to daycare.

If a child has an allergy and/or food restriction this should be clearly documented in your registration package. All food allergies will be dealt with appropriately. If the parents or physician identifies an anaphylactic causative Cutie Pie Daycare will request a written action plan from the parents to accompany the epinephrine injection device. A file for any child that has been identified as having any anaphylactic causatives, shall include proof of anaphylactic allergy (copy of allergy tests, prescription medication or note from a family physician) along with child's individual allergy action plan. The emergency procedures are to be reviewed with all parties involved. The child's photo and emergency information will be posted in the classroom and kitchen/food preparation area for easy identification. The epinephrine consent form and child's individual action plan will be in possession of staff or provider who has direct supervision of the child.

ADMINISTRATION OF MEDICATION

Cutie Pie Daycare will administer prescription drugs to children in accordance with current legislation. All parents must adhere to the following policies before the staff at the daycare will be allowed to administer medication to children. Parents are required to provide:

- a. Written medical authorization, including the dosage and times a drug is to be administered to the child.
- b. Medication must be received in the original pharmacy container, clearly labelled with the child's name, name of the drug, dosage, the date of purchase, instructions for storage and administration of the drug.
- c. If your child's prescription changes, it must be accompanied by a note from a doctor. It is the parent's responsibility to ensure that your child's Epipen is up to date and valid.
- d. It is strongly suggested that when obtaining any medication from the pharmacy, you obtain two containers so that one can remain at the daycare and you have one for home. Please ensure proper pharmacy label is on all medication.
- e. Fever reducing medication (Tylenol, Advil, Motrin) will not be administered by staff at any time unless prescribed by a doctor. Non-prescription medication will not be stored at any time without a doctor's note.
- f. Please do not leave any medication and your child's backpack or cubby.
- g. All medications are to be given to a staff member for proper storage away from the children. The exception being asthma or emergency allergy medication. This needs to be kept close to the child.

- h. It is the responsibility of parents to pick up the medication at the end of the day by asking a staff member to retrieve it from the storage container.

The Daycare's Supervisor and one other designated person are responsible for the daily administration of medications, in accordance to the instructions on the label of medication and written parental authorization. In the absence of one of these individuals, the Acting Supervisor/Designate will perform this duty. Any staff member, student, or volunteer bringing any medication into the Daycare must lock the medication in an area assigned by the Supervisor (lockable medicine cabinet).

Important to note:

- a. All administration of medication will be documented on the Medication form and kept in the child's file.
- b. After an Epi-pen has been administered the child will be sent to the hospital by ambulance and a serious occurrence report will be filed with the Ministry of Education and the owner of the Centre will be notified.
- c. Should there be an error in the administration of medication and a "double dose" has been administered, 911 will be called and a serious occurrence will be submitted to the Ministry of Education and the owner will be notified.
- d. Should a dose of medication be missed the medication will NOT be administered until the next scheduled dose.
- e. Children that become sick during the day while attending the daycare will be isolated from other children. The child will be isolated in the same room if possible as their class. If not possible then he/she will be moved to the staff room or the Supervisor's office. The child will not be left on their own at any time. Any material the child uses (toys, bed etc.) will be disinfected once they have left the daycare.
- f. If a number of children and staff show the same symptoms of an illness, they will all be placed in a separate location away from the regular group. Staff and children will be sent home and the Supervisor will monitor the spread of the illness within the Cutie Pie Daycare. A YELLOW ALERT message will be posted in the front hallway of the daycare notifying every one of the illness. All materials used by the sick children and staff will be disinfected once they have left the daycare.
- g. Sick children and staff may return to the Cutie Pie Daycare when they have been symptom free for 24 hours - WITHOUT MEDICATION - and when they are able to participate in all activities. If parents or staff are unclear if a child may return to the program the final decision will be made by the Supervisor. If the person has had a communicable disease they may need a doctor's note before returning. (If the disease is common and we have information concerning the disease that states the incubation period, the parents may bring the child back to the daycare once that amount of time has passed). If the child/staff member returns to the daycare after the required amount of time off but still has symptoms of the disease, the Supervisor may require the child/staff member to be taken to a doctor for a certificate of health before being allowed back into the daycare.

ACCIDENT/SERIOUS OCCURRENCE POLICY

In the case of emergency illness or injury:

- The teacher will administer the necessary first aid required for the corresponding injury, ensuring that child is as comfortable as possible.
- An ambulance will be called by dialling 911.
- The parent/guardian of the child will be notified immediately.
- A teacher will accompany the child in the ambulance and stay with the child until the parent/guardian arrives.

REPORTING OF SERIOUS OCCURRENCES

All child care programs licensed by the Ministry of Education under the Child Care and Early Years Act (CCEYA) are responsible to deliver services which promote the health, safety and welfare of the children being serviced. Child care operators are accountable to the Ministry of Education to demonstrate that their services are consistent with relevant legislation, regulations and/or ministry policy.

Serious Occurrence (SO) reporting is one of many tools providing the Ministry and the child care operators with an effective means of monitoring the appropriateness and quality of care provided. Monitoring includes

an ongoing review of child care operator practices, procedures, and training needs.

Serious occurrence categories include: death of a child, allegation of abuse and/or neglect, life threatening injury or illness, missing or unsupervised child, unplanned disruption of normal operations due to fire, flood, gas leak, detection of carbon monoxide, outbreak, lockdown, emergency relocation, or temporary closure.

SERIOUS OCCURRENCE NOTIFICATION FORM POSTING POLICY

Cutie Pie Daycare will post as serious occurrence notification form in a conspicuous place for the parents to view in the event of serious occurrence.

POSTING PROCESS AND TIMELINES

Cutie Pie Daycare will submit the serious occurrence initial notification report to the Ministry of Education within 24 hours of becoming aware of an occurrence or when the daycare deems that an occurrence is to be serious as set out under the regulations of the Ministry of Education and the C.C.E.Y.A. The Supervisor will complete Serious Occurrence Notification Form to communicate information to parents about the serious occurrence that took place at the daycare.

- The Serious Occurrence Notification Form will be posted on the parent bulletin board located at the front entrance of the daycare.
- Serious Occurrence Notification Form will be updated as Cutie Pie Daycare takes additional actions or as an investigation are completed.
- Serious Occurrence Notification Form will be posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by Cutie Pie Daycare, the form will remain posted for 10 days from the date of the update.
- Cutie Pie Daycare will retain the Serious Occurrence Notification Form for at least two years from the date of the occurrence and make the form available for current and prospective parents, licensing and municipal children services staff upon request.
- This policy will be reviewed annually by all staff, students and volunteers of the Cutie Pie Daycare.

IMMUNIZATION RECORD

Under the C.C.E.Y.A., in order to attend a child care facility in Ontario children must have proof of immunization against: diphtheria, pertussis (whooping cough), tetanus, polio, haemophilus b, measles, mumps, and rubella. Immunization against measles, mumps and rubella must have been administered after the 1st birthday. Enclose a copy of complete immunization record or a copy of immunization waiver, prior to admissions.

ILLNESS POLICY

Cutie Pie Daycare can only accept children in good health. The C.C.E.Y.A. requires outdoor play for each child on a daily basis. Therefore, if a child is too ill to play outside, the child should remain home. The daycare reserves the right to determine whether the child is well enough to attend the daycare. The individual who brings in the child is responsible for the child if the child is not admissible to the daycare.

In order to stop the spread of illness in the daycare, you must keep your child at home if he/she has any of the following symptoms:

- Body temperature of 38 deg Celsius or more
- Ear ache
- Discharge from eyes or ears
- Skin rash
- Nausea/vomiting
- Dizziness/fainting
- Chills
- Swollen neck glands
- Inflamed eyes
- Head lice and mites
- Scabies
- Extreme cough
- Fifth disease
- Hand-foot-mouth disease

Parents are asked to inform the Cutie Pie Daycare if their child contacts a communicable disease or contagious illness. Steps will be taken at the daycare to increase our disinfection protocol as well as our daily observations of all children's health.

Although we do our best to clean and disinfect on a daily basis, there are times in group care where outbreaks occur. In the event that an outbreak happens at the Cutie Pie Daycare, the local health

department is contacted and will advise on any precautions or protocol that needs to take place. Parents are then required to follow these precautions, as well as illness policies will be changed for the duration of the outbreak.

There will be no deduction or refund in fees for days missed due to illness. There will be no substitutions or make up days given to part-time children.

All sick children are directed to stay home, children whose illnesses not infectious may return to daycare after 48 hours and/or when they are symptom-free and are feeling well. Some children require routine medication/treatment over a period of time. The Supervisor will decide if staff can administer the medication/treatment providing it can be done safely. All children who are taking prescription or nonprescription medication while attending the daycare are expected to participate in all aspects of the program. If a child is not well enough to participate, the child shall remain at home until he/she is healthy enough to do so. If your child is ill and requires antibiotics, your child may not attend until he/she has been taking antibiotics for more than 48 hours.

In the event of a child contracting a communicable disease or being in contact with the communicable disease, the staff of the daycare shall be notified immediately. Parents will be required to present doctor's certificate of health for a child who has been absent from the daycare due to a communicable disease before the child is re-admitted. If parents do not comply with an advice to keep an ill child at home, the child can be excluded by order of the medical officer of health. Once excluded, the child can return to the daycare only when cleared by medical officer of health.

HEAD LICE AND NITS

Should we find lice on your child, the child will be dismissed from the class and will need to be picked up immediately. The child must be lice and nit free before returning to school after inspection by a teacher.

EPI-PEN

If your child requires an Epi-Pen to be kept at the centre, parents/guardians are responsible for ensuring that the staff is aware of the child's allergy and associated symptoms. They are required to complete an anaphylactic alert form and provide a current picture, complete initial training to staff and program Supervisor for the use of the Epi-pen. All Epi-pens are stored within the emergency binders on hand at all times. The anaphylactic alert form will be posted in every classroom and the kitchen.

INCLUSION OF CHILDREN WITH SPECIAL NEEDS

Cutie Pie Daycare programs are open to all children. We will continue to train and support all staff by consulting the expertise from outside agencies and informing staff of professional development opportunities. We strive to provide programs based on the needs of the child and family. It is our intention to work closely with the families to provide support based on family's unique needs and expectations.

POSTING THE ILLNESS

Cutie Pie Daycare will post if one person at the daycare is infected with the fifth disease, measles, or chickenpox as this is potentially harmful to certain people. This will be posted on the parent information board. Any other illnesses such as pink eye, lice and etc. will be posted according to the guidelines set forth by local health department.

SAFE SLEEPING POLICY

This policy is in place to ensure the safety of children sleeping at our daycare centre. Parents will be consulted on specific sleeping arrangement at the time of enrolment. Parents will be notified of any changes to normal sleeping patterns.

Each child will have their own crib or cot which will be labelled with the child's name. Each child will be designated an individual crib or cot and the crib/cot sheet for the school year. Parents are responsible for washing their child's crib/cot sheet weekly. We will place each child's personal sheet/blanket along with their crib/cot sheet into their cubby every Friday to be taking home and washed. The personal sheet/blankets and crib/cot sheet shall be brought back to daycare on Monday.

If any child shows a change in sleep pattern during the visual checks they must be documented in a sleep log and any observations are noted to the parents either via daily log or verbal communication at pick up or immediately over the phone if needed. Any significant changes in a child's sleep pattern or behaviour while sleeping will prompt staff immediately in joint efforts with the parents, adjust the manner in which is

supervised during sleep. These changes can include how frequently direct visual checks should be done, and how the checks will be recorded. A sleep log is available to parents for review upon request.

Staff will be physically active throughout the classroom and/or sleep room during periods of rest as ensuring sleep checks are done. When there is 1 staff in the room, that staff is accountable for sleep checks. When there are more than 1 staff in the room, a staff will be appointed to be responsible for sleep checks.

NAP/REST TIME FOR TODDLERS & PRESCHOOLERS

As required by C.C.Y.E.A., each child in the toddler or preschool group will have to rest two hours per day. The child is permitted to sleep, rest or engage in quiet activities based on child's needs. The staff provides quiet music and supervise the rest time. Teachers will visually check on the children every 30 minutes physically being beside them, checking for unusual behaviour and distress. Staff will also check the body temperature of each child to ensure it is of proper comfort but touching the child's forehead. Please send in a blanket and soft toy for quite the rest time. No child has to sleep. Staff will provide quiet activities for those who do not sleep.

TOILET TRAINING POLICY

Toilet training is the stage in your child's life which enhances his/her confidence and comprehension of growing up. It should be a smooth and meaningful experience for your child. This process is to begin when the child is secure and comfortable during the school general toileting routine. Our teachers are well trained and experienced in observing the various windows of opportunity that your child will have and will pursue toilet training only with the cooperation and consent of the parents, as well as with continuous feedback and guidance. Children are required to be potty trained before entering the preschool program.

SEPARATION ANXIETY

Cutie Pie Daycare supports both the child and the parents while they work through their feelings of anxiety over separation. Members of the staff are to be sensitive to the emotions and anxiety when the child starts in the new program. They are available to help make this new situation manageable for both the parent and the child. A joint effort on behalf of the parents and staff should promote a relatively smooth adjustment period.

- Think and speak positively to your child about beginning day care since your feelings will affect how your child adjusted to the separation;
- Help your child with his/her feelings;
- Assure your child that you will return;
- Make sure you inform your child of your arrival and departure times.

CHILD ABUSE

It is the responsibility of Cutie Pie Daycare to report the child in need of protection. If any staff member has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and information upon which it is based to a Children's Aid Society.

PAYMENT AND REFUND POLICIES

FEES

Fees are paid via postdated cheques, cash or e-transfer. Upon registration we will collect postdated cheques for the year. In order to hold a space, we ask for first two weeks payment upfront. This deposit is non-refundable. NSF fees of \$55.00 will be charged for all returned cheques. Outstanding accounts may result in termination of care, unless suitable arrangements have been made with the Supervisor and the Daycare owner. Parents are required to pay for any days off, vacation days, sick days, suspension days, statutory holidays and any unforeseen daycare closure days (due to inclement weather, government forced closures, etc). Parents are required to pay daycare tuition fees during daycare closures mandated by Ministry of Health and/or Ministry of Education (in case of epidemic, pandemic, or any other forced daycare closure). Income Tax receipts will be issued every February upon request.

REGISTRATION OPTIONS AND FEES:

PAYMENT

- Upon signing of the Enrolment agreement, the Parent agrees to pay the Cutie Pie Daycare & Child Development Centre a one-time, non-refundable Registration Fee of \$100.00 CAD for a new student/family entering the daycare. For every additional sibling, the registration fee shall be \$50.00.
- The Parent agrees to pay the tuition fees for the program in which his or her child is to be enrolled, in accordance to the published schedule of tuition and fees. The schedule of fees is subject to change without any notice to the parents.
- The Parent agrees to pay \$55.00 charge for all NSF cheques and/or pre-authorized withdrawals.
- The Parent agrees to pay all late pick up charges as indicated in the Parent's Handbook after the contracted pick up times.
- The Parent agrees to pay additional \$50.00 service charge per child and provide 60-day notice upon transferring their child from part-time to full-time program.
- The Parent agrees to pay additional \$50.00 service charge per child and provide 60-day notice upon transferring their child from full-time to part-time program.
- Services will automatically be terminated if payment is in arrears for 30 days after the payment is due.
- The Parent agrees to pay daycare tuition fees on the 1st of each month, or biweekly, or as per invoice provided by Cutie Pie Daycare. Failure to receive payments on the 1st of each month or 48 hours after the invoice due date will result in a late fee charge of \$25.00 per day.
- Cheques must be payable to 1970238 ONTARIO LTD./CUTIE PIE DAYCARE with child's name clearly printed on the front of each cheque.
- The Parent agrees and understands that the 1st instalment is non-refundable under any circumstances.

DEPOSIT

Once a spot has been confirmed, a security deposit in the amount of 50% of the monthly tuition fee must be paid upon registration to secure your child's spot. The deposit will be applied towards the child's last two weeks of enrolment when withdrawn from the program. A 60-day written notice must be issued to withdraw the child from the program. If no 60-day written notice is provided, the security deposit is forfeited to the daycare.

SIBLING DISCOUNTS

The Daycare offers 10% discount to tuition fees when another sibling is registered with the daycare. The 10% discount is applied to the tuition fee of the 2nd sibling, the first sibling shall be paying regular tuition fees. This discount is not available together with Grand Opening Enrolment Promotions offered in 2020.

GRAND OPENING ENROLMENT PROMOTIONS

All promotions are applicable ONLY to full time, full day, 12 month-enrolment registrations made between December 1, 2019 and June 30, 2020.

- **Registration fee discount:** a \$100 registration fee will be waived if you register and provide a deposit for a full time, 12 month enrolment between December 1, 2019 and December 31, 2020, or if a referral has been made to another parent and that parent enrolls their child for full time, 12-month program with the Cutie Pie Daycare. In case the enrolment of the student terminates before the 12 month mark, parents are responsible for paying \$100 registration fee per child back to the daycare, as the terms of promotional discount become null and void.
- **Vacation/sick-days reduced rate credit promotion:** for months 1-6 of program enrolment, no refunds or credits will be given for a child's absence for any reason (ie: illness, vacation, suspension, daycare closure, etc.) as the child's place is held for him or her and this space cannot be replaced with another student. For the 7th-12th month of program enrolment, 5 sick/vacation days are given at reduced rate. For the 2nd and 3rd year of program enrolment, 7 sick/vacation days are given at reduced rate every 12 months. The tuition fee for the missed days will be credited towards further tuition at a rate of \$40/day. A parent must request in writing for the sick day reduced rate to be applied to the missed day. Failure to submit a written request within 24 hours of the missed day will obligate the parent to pay full tuition fee for the missed day. Part time and pre/after school programs are non eligible for vacation/sick days reduced rate credit promotion. This promotion is applicable only enrolments made between December 1, 2019 and December 31, 2020. In case the enrolment of the student terminates before the 12 month mark, parents

are responsible for paying tuition fees for the sick days used (as per schedule of fees) back to the daycare at a rate of \$40/day, as the terms of promotional discount become null and void.

CAMERAS OVER THE INTERNET FEES

Parents will be able to view their child over the internet at Cutie Pie Daycare. The cost of the program is \$25.00 per month for full time and \$15.00 per month for part time students.

RECEIPTS

Tax receipts for tuition fees paid to December 31 will be issued in February of the following year upon request. No Invoices will be issued without a request.

REFUND POLICY

- There are no refunds given for the registration fee under any circumstances.
- There is no reduction in tuition fees for holidays and summer breaks, or unforeseen daycare closures except as per promotional discounts outlined in Grand Opening Enrolment Promotion section, valid from December 1, 2019 and December 31, 2020.

ADDITIONAL FEES FOR SUBSIDY FAMILIES

Subsidized families are not subject to any program related costs, however, please note the following additional fees and charges may apply:

- **Exceeding sick and vacation entitlement:** The government subsidy office allots a certain number of sick and vacation days for all subsidy children. Should the children exceed their entitlement for the year (for which the subsidy office does not pay the daycare), the parents will be responsible for paying the daycare at the standard rate for each day the child attends the daycare, in accordance with fee and tuition schedule and age of the child.
- **Sick notes from the doctor:** the subsidy office has policies on documentation for absences due to illness. Should the subsidy office not approve the sick days, the parent shall pay the regular fee for the days not covered by the subsidy office.

WAITING LIST AND VOCATION POLICY

WAITING LIST

If a parent wishes to enrol a child into Cutie Pie Daycare & Child Development Centre and there's no availability, the parent is able to place the the child on the waiting list. There is no fee for the waiting list.

PROCEDURE FOR A WAITING LIST

The waiting list form must be filled out and returned to the daycare. Once received, the child will be placed in chronological order on the waiting list. Parents will be updated on their child's progress every 90 days. Only when the spot is available, parents must pay all applicable fees, including registration and a deposit to secure the spot. Children of staff members and siblings of current students will have first priority on the waiting list. The wait list will remain in a locked filing cabinet at all times to respect confidentiality. The only information staff can share with you as a potential family is where your child is on the list. At no time shall the staff member disclose other names that are on the wait list. Parents will be notified as to where they stand on the wait list verbally by phone, or by email. he wait list. Parents will be notified as to where they stand on the wait list verbally by phone, or by email.

VACATION/SICK DAY POLICY

In order to keep your enrolment in the daycare parents are required to pay tuition fees while on vacation, suspension, or while keeping the child at home due to illness or daycare closure. Failure to do so will result in termination of the enrolment. For months 1-6 of program enrolment, no tuition fee reduction credit will be given for a child's absence for any reason (ie: illness, vacation, daycare closure, etc.) as the child's place is held for him or her and this space cannot be replaced with another student. For the 7th-12th month of program enrolment, 5 sick/vacation days at reduced daily rate are given. For the 2nd and 3rd year of program enrolment, 7 sick/vacation days at reduced daily rate are given every 12 months. The tuition fee for the missed days will be reduced to \$40/day. A parent must request in writing for the sick day reduced

rate to be applied to the missed day. Failure to submit a written request within 24 hours of the missed day will obligate the parent to pay full tuition fee for the missed day. Part time and pre/after school programs are non eligible for vacation/sick days reduced rate promotion. There is no accumulation or roll-over of the vacation/sick days from year to year. In case the vacation/sick days allocated above are not used, the vacation/sick days becomes null and void and no reduction will be given for further tuition.

WITHDRAWAL & ENROLMENT CANCELLATION POLICIES

CANCELLATION OF ENROLMENT BY PARENTS

A parent may cancel child's enrolment in the program at any time. Please refer to withdrawal policy and procedure outlined below.

WITHDRAWAL POLICY & PROCEDURE

To withdraw the child from the daycare program, the following steps must be taken by the parents:

- A 60-day written notice of withdrawal/dismissal must be submitted to the daycare after the execution of enrolment agreement.
- Tuition will be due for 6 weeks following proper notification even if the child is no longer attending the daycare.
- The security deposit will be applied towards the tuition fee for weeks 7 and 8, following the proper notification.
- If the proper withdrawal notice is not received, full program fees (for the 8 week period) will be charged for your child's last 2 months of care and your security deposit will be forfeited.
- Any post-dated checks dated after the 60-day notice will be returned to the parent.
- In case the "Grand Opening Enrolment Promotions" discounts were applied to the initial enrolment of the child, and the enrolment is terminated within less than 12 months from the first day of enrolment, parents agree to pay back all promotional discounts that were applied to their enrolment including but not limiting to monthly or biweekly tuition fee discounts, sick day credit discount and waived registration fee discount.

SUSPENSION

The safety of all children in our care is of the utmost importance. If a child's health and safety is at risk due to another child in our care, we will work with both families to correct the situation. Consultations with outside agencies may also occur to ensure that we are doing everything possible to correct the situation. The Supervisor can at their discretion suspend a child if the child has violated another child or has done something that the management feels warrants suspension (all suspensions must be approved by the owners of the Cutie Pie Daycare prior to suspension). Suspensions are used as a last resort when either the child or parents are not cooperating.

Suspensions are done in the following manner:

- 1-day suspension with a note in the child's file and interview with parent and Supervisor;
- If situation/behaviour has not improved, a 3-day suspension with a note in the child's file and interview with parent and Supervisor;
- If situation/behaviour has still not improved a 7-day suspension with a note in the child's file and a letter to the Daycare's Program Advisor at the Ministry of Education. At this point a child is only allowed to return after an interview is held with parents. There is zero tolerance after this point. After the 7 day suspension the child will be terminated from program with no reentrance.
- If another child's well-being is ever at risk the Supervisor can (with approval from Owners) skip to terminating child's enrolment. After all avenues have been exhausted, and there has not been any progress, we may advise the family that our services may not be in the best interest of the child and the other children in our Daycare. Cutie Pie Daycare will give families a minimum of two weeks written notice that the child will be discharged from our program. We will work with the family to find suitable alternate care.

CANCELLATION OF ENROLMENT BY THE DAYCARE

Cutie Pie Daycare reserves the right to cancel the enrolment of a child for the following reasons:

- Nonpayment or late payment of tuition and fees;
- Noncompliance with the policies and rules of the daycare set forth in the Parent's Handbook;
- Physical and or verbal abuse of staff, by parent or child;

- Failure to address the child's behaviour or any issues that are affecting the daycare community and staff;
- Disruptive and ongoing behaviour problems that interfere with the learning process of his/her peers;
- Failure to address child's illness or health problems;
- The child is beyond license age limits;
- In opinion of the Supervisor and the owner, the program does not or cannot meet the needs of the child.

In the event there's a concern regarding the above noted items, the daycare has a right to cancel child's enrolment in the program. The daycare will send a 2-week enrolment cancellation notice in writing to the parent by email or registered mail. After the 2-week period the child will be removed from the program and the Enrolment Agreement will be terminated. All paid up to date tuition fees and the security deposit will be forfeited to the daycare. All post-dated cheques dated after the 14-day notice will be returned to the parent.

GROUND FOR IMMEDIATE DISMISSAL

The daycare reserves a right to waive the 2-week enrolment cancellation notice and dismiss the child immediately from the program and the premises, terminating the Enrolment Agreement and forfeiting the tuition and deposit fees in case:

- Parent has demonstrated the abusive, harassing and/or inappropriate behaviours towards any staff members, children or other parents.
- The child has demonstrated abusive and for inappropriate behaviours towards the staff member or a child in the program.

Should the Supervisor determine that a child cannot adjust to the program, the child will be withdrawn from the program and the Enrolment Agreement will be terminated. Upon the termination of the agreement, the parents will not be legally responsible for tuition fees, as the security deposit will be applied towards the 2-week child care period.

REQUEST TO CHANGE PROGRAMS AFTER AN INITIAL ENROLMENT

The parent/guardian understands and agrees that a new request made to change the initial hours or program of the child's enrolment may or may not be agreed to by the daycare and that such agreements will be at the sole discretion of the Supervisor.

In case a program transfer takes place:

- The Parent agrees to pay additional \$50.00 service charge per child and provide 60-day notice upon transferring their child from part-time to full-time program.
- The Parent agrees to pay additional \$50.00 service charge per child and provide 60-day notice upon transferring their child from full-time to part-time program.

ABSENTEEISM, ARRIVAL AND DEPARTURE POLICY

ARRIVAL & DEPARTURES

All children need to be signed in and out of the Cutie Pie Daycare daily. Therefore, it is imperative that parents make contact with a staff member to let them know that they are dropping off or picking up the child. This will ensure the safety of all children.

ALTERNATE PICKUP

Children will not be released to anyone except their parent or guardian, or other persons specifically authorized by their parent or guardian. Photo Identification will be required of those authorized to pick up children who are unfamiliar to staff. If you wish to have another adult pick up your child, then you must provide written permission in advance, or a phone call, to verify the arrangement. Otherwise, the child will not be permitted to leave. Please advise them of the pickup and drop off procedures. We will not release children to anyone under the age of 16 years.

ABSENTEEISM

If a child is going to be absent or late please inform the daycare office at 905-235-8877 or by sending an e-mail to Supervisor.CutiePie@gmail.com by 9am.

In case the child is absent for more than two days, parents are required to notify the daycare with an estimated return date. There will be no refunds, credits or makeup sessions for absenteeism due to illness vacation or any other reasons. If a child is absent for more than 10 days without any notice, the child will be considered withdrawn from the Daycare. All fees, including tuition and deposit fee will be forfeited.

PICK UP POLICY

The reduced hours daycare program runs from 7:30 a.m. to 5:30 p.m. Children who are picked up after their scheduled pick up time are subjected to a late fee as per breakdown below. For children with registered pick up time at 5:30 p.m., a late fee will be charged as per chart below.

PICK UP TIME	LATE FEE CHARGE
5:31-5:35 p.m.	\$10
5:36-5:45 p.m.	\$20
5:45-6:00 p.m.	\$40

FIRE & SAFETY POLICIES/EMERGENCY MANAGEMENT

FIRE DRILLS

We conduct fire drills once a month. This procedure is in compliance with the Fire Department. This procedure does not involve the fire department alarm system. It is simply a drill in which we practice exiting from the front of the daycare and the back of the daycare in case of emergency. In the event of a real emergency, children will understand what is happening and stay calm, following the teacher, to safely get outside.

EMERGENCY AND EVACUATION PROCEDURES

Emergency and evacuation procedures are in place at the Cutie Pie Daycare. In the unlikely event that children are required to be evacuated from the daycare due to high carbon monoxide, the smell of gas or any other environmental emergency, the children will be moved to an emergency shelter. All emergency devices and medication will accompany the child (Epi Pen, insulin, inhalers, walking aids, etc.) The emergency shelter is located at Cutie Pie's front parking lot. The emergency shelter location is posted on the wall in all hallways along with the fire procedures. Once everyone has arrived safely, parent/guardian will be contacted by phone and notified of the emergency. If we are not able to reach the parents/guardians, emergency contacts will be contacted instead. Update/debriefing on the emergency and when the daycare will open will be sent to parents by email, the parental portal, posted in the daycare and on the closed Facebook page.

Once an all-clear from an authority (emergency service personnel, the licensee, law enforcement, fire department, emergency medical service, rescue services), that's a threat and or disaster no longer pose a danger and it is deemed safe to return to the childcare premises and/or resume normal operations the daycare, Supervisor will send a notice out to all staff and parents indicating the date the daycare will reopen. This notice will be sent by email, posted on the parental portal, posted on daycare's doors and on the closed Facebook page.

VOLUNTEER AND STUDENT-TEACHER POLICY

Cutie Pie Daycare & Child Development Centre will allow volunteer/student teachers in the classroom given they will abide by daycare's policies and procedures and to strive for the same goals as staff members. Volunteers/students will not be included in the staffing ratios. Under no circumstances will a student or a volunteer be left alone with children without daycare staff member to supervise.

REQUIRED INFORMATION FOR VOLUNTEERS/PLACEMENT STUDENTS

Volunteers and placement students are required to provide the following information prior to start date, and will be advised of such at orientation:

The following applies to students and volunteers

- A current police check for vulnerable sector;
- Provide updated immunization records, including two-step tuberculosis test;
- Valid CPR and first aid, not required but strongly recommended;
- Not permitted to be counted in the children-teacher ratio;
- Must be supervised at all times;
- Never to be left alone with children;
- Never to be left alone in the kitchen or where food is prepared;
- Not permitted to accompany children to washrooms;
- Not permitted to take children outside without supervision;
- Not permitted to take children to or from buses without supervision.

Role of student/volunteer

- Must read and sign all anaphylactic plans/charts;
- Must be aware of our policies by reading and signing acknowledgment form;
- Must be aware of all exits in case of fire;
- Review evacuation and fire safety plan;
- Must read and sign individually anaphylactic forms for each child;
- Review Cutie Pie Daycare's Parent Handbook;
- Assist in the classroom, cleaning, prep work, placing of cots.

Role of the Supervisor

- Introduction made to the parents via email or Facebook posting;
- Ensure that student files up to date;
- Ensure that all policies are signed;
- Ensure that all allergy boards are signed.

PARENT VOLUNTEERS

We love to have parents volunteer join us on field trips we take throughout the year. In order to have parents accompany us we require that all volunteers provide us with a vulnerable sector police check. It may take up to six weeks to receive your report so we had a recommend requesting one right away. You can do so by going to a local police office.

NUTRITION AND FOOD POLICY

DAYCARE PROGRAM

All food and snacks are provided by Cutie Pie Daycare. We follow a monthly menu rotation that changes for Spring/Summer and Fall/Winter. This menu is posted on our parent board and accessible to all families. Occasionally, we will need to change a daily menu item; this will also be posted to ensure the families are aware of what their children are eating. In the beginning of the daycare's operations, our menu is being catered by Savta's Catering, after we reach our full capacity the menu will be prepared by our in house cook. The menu is prepared in accordance with Canada's Food Guide.

If a child enters our programs with any dietary restrictions or allergies, we will work with the families to ensure that their children will receive nutritious meals and snacks. It may be necessary, depending on the allergy or restriction to have the families supplies some of the food the child needs. For example, a parent will be asked to supply lactose free milk products; gluten free products (pasta, bread, etc).

We ask that your child bring a refillable, **washable bottle with water for the day labeled with your child's name**. This bottle will be refilled throughout the day; these bottles will be sent home every evening to be washed.

All special dietary concerns and allergies will be posted on information boards. Menus and any substitutions are to be posted each month on the information board. Due to severe allergies and other food sensitivities;

peanuts, eggs, all nut products, and shellfish are prohibited at our facility. It is the responsibility of the parent/guardian to note any allergies or restrictions related to medicine, food or the environment that your child may have. An individual anaphylactic plan shall be completed and provided to the daycare.

WE ARE A NUT FREE ENVIRONMENT.

SCHOOL-AGE PROGRAM

We ask all parents to supply their children with meals and snacks. Please provide your child with a healthy snack and a drink. All snacks must be labeled with the first and last names. They are to be deposited in our snack bin upon arrival so that the teacher can easily distribute them at snack time. Please ensure that snacks do not need preparation as the teachers can assist with opening wrappers and straws, but cannot heat food or peel food. All lunch bags should contain an icepack to maintain proper food freshness.

DRINKS

All drinks must come in the non-spill container with a straw or a lid. Approved beverages: milk, water, rice milk, soy beverages, apple juice, orange juice, pear juice.

SNACKS

List of safe snack food for parents providing snacks:

- | | | | |
|------------|--|--------------|---|
| Fruits | <ul style="list-style-type: none">• All fresh fruit• Applesauce cups• Dole fruit bowls | Other snacks | <ul style="list-style-type: none">• Yogurt• Cottage cheese• Cheddar cheese crackers• Crackers• Pita• Cookies (nut free)• Pudding cups• Raisins• Rice crispy marshmallow squares• Granola bars with no peanuts symbol |
| Vegetables | <ul style="list-style-type: none">• All fresh vegetables• Carrots and dip• Celery sticks of cream cheese | | |

DO NOT SEND

Chocolate, snacks that may contain traces of nuts, sesame seeds, or snacks with high sugar content.

BIRTHDAYS

Your child’s birthday is special to all of us and we will do our best to make this occasion unforgettable. Parents are welcome to bring in a NUT FREE - STORE BOUGHT treats to share with the whole class. Make sure that the package has ingredient list visible and has a clearly marked peanut/nut free label. For allergy reasons no home made food is allowed into the daycare. Families are welcome to join the classroom for the celebration during our afternoon snack time. Please advise the program Supervisor of any visitors to the daycare such as performers. Due to COVID-19 pandemic, no outside food is allowed into the daycare. We may offer for our in-house Chef to prepare the birthday treat for your child for an extra fee.

OTHER PROVISIONS AND POLICIES

POLICIES AND PROCEDURES

A copy of the full policies and procedures is made available to parents at all times in a Supervisor’s office as well as at the entrance hallway of the daycare.

POLICY CHANGES

Cutie Pie Daycare reserves the right to change its policies as needed. Parents will be notified of Policy changes via e-mail. An updated copy of the Parent’s Handbook will be available for review at all times. Parents will be required to review the policy changes at their own time. Please place the updated policies in

your Parent Handbook for future reference. Failure by the Parents to review policy changes in time does not excuse the Parent from abiding by the new policies.

CONFIDENTIALITY

Every issue and concerns will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, all children, staff, students and volunteers, except when information must be disclosed for legal reasons.

LESSON PLANS

Lesson plans are posted on the bulletin board in the hallway.

UPDATING CHILDREN'S FILES

It is mandatory that all children's files be updated annually by parents/guardians or upon any change in information such as address, phone numbers, authorized pick-up persons, allergies or food restrictions. It is required that immunization records be kept up to date and provided to the office after your child's doctor's visit.

PART-TIME CARE

All part-time registrants have set days. The option to substitute days is not available. If another day is required and there is a space available in the daycare that day, then an additional daily charge will apply. An approval from a Supervisor is required for adding additional days as we have to maintain proper ratios in our classrooms at all time.

REGISTRATION FOR SCHOOL YEAR, CAMP, JK/SK, SCHOOL AGE, FULL-TIME SPOT

Registration into our program is all year around. Priority will be given to children that require full-time care in the summer. If anyone is interested in keeping their spot for September and is not intended to attend our summer program, they are still required to pay full tuition fees for the months of July and August.

CAMERAS OVER THE INTERNET

Parents will be able to view their child over the internet at Cutie Pie Daycare. The cost of the program is \$25.00 per month for full time and \$15.00 per month for part time students. Cameras are located in each classroom and on the playgrounds. There is no sound available to hear what is happening but you may view all parts of the program as your child's day progresses. Bathroom views are never shown on the cameras. Parents will be given a password which will allow them to log onto the cameras via online app. Parents agree to uninstall the camera viewing/streaming app on all devices after termination of their child's attendance and/or termination of camera streaming service. In case the app is not uninstalled, parent may be held liable by law for violation of privacy.

PICTURES AND VIDEO CAMERAS

During the course of the school year we may take pictures and videos and display in the daycare or on the daycare's website and promotional material. The pictures can vary from class trips to peer activities in which children participate in throughout the week. The pictures will not be used for any other purposes.

NO RESPONSIBILITY FOR PRIVATE PHOTOGRAPHS AND VIDEOS

The parent/guardian acknowledge that the daycare does not supervise and has no control over or responsibility for photographs and videos taken by other parents and/or students and published in any medium including, without restriction, social networking websites and personal websites.

FIELD TRIPS AND PARENT PARTICIPATION

Our scheduled field trips are designed to complement our curriculum goals. Parents will be notified of each trip in advance. There maybe a charge to parents to cover the cost of transportation and entrance fees. Individual permission slips must be signed and returned before each child can participate. Whenever possible, we welcome parent's participation. If you wish to volunteer for the trip, please let your classroom teacher know as soon as possible after forms have been sent home. For the continued safety and security of the children volunteers are asked to provide the school with the recent criminal background check.

PARENT/TEACHER MEETINGS

If you have any concerns regarding your child at anytime please do not hesitate to ask to speak to the Supervisor. This can be an informal or formally scheduled meeting as you wish.

STAFFING POLICY

The Cutie Pie Daycare & Child Development Centre takes very serious approach to selecting our staff. Our teachers qualified in the early childhood education as well as early childhood assistance. Each teacher is carefully interviewed, referenced check and required to have a police clearance, medical assessment, TB test, current First Aid certificate. Our staff are encouraged to attend as many professional development opportunities as possible. We provide the staff with internal training and workshops throughout the year.

TEACHER/PARENT RELATIONSHIP

It is not permitted for our staff to have a relationship with any parents or children outside of work hours, or off-site. This can result in immediate dismissal of the staff member and could result in termination of your membership. Teachers are not permitted to be friends with parents on social media unless a private relationship existed before the child was enrolled in the daycare.

PARENTS HIRING STAFF FOR OFF HOURS BABYSITTING

The daycare recognizes that on some occasions parents may wish to hire staff after hours to do some babysitting and their homes or homes of staff. We are concerned of the potential liability of this arrangement. Hence, parents must acknowledge that Cutie Pie Daycare & Child Development Centre accepts no responsibility for any activities of our staff outside of work hours and make no comments to the quality of care that is received to getting these arrangements. Staff may not sign children in or out of the daycare.

REDUCED RATIOS

A reduced ratio is allowed by C.C.Y.E.A. during arrival, departure and sleep time, at this time the ratio differ from the ratios that are followed throughout the rest of the day. The intent is, for most programs, children arrive and depart at different times and attendance may fluctuate greatly during these time periods, the provision allows for flexibility in staffing requirements during arrival and departure. A reduced staff to child ratio can also be scheduled for staff to have a meal break well children are adequately supervised. In case of children under 18 months, outdoors, the event of emergency, reduced ratios are prohibited. For programs that are authorized for six hours or more a day, the period of arrival is not to exceed 90 minutes after the opening of the childcare centre and the period of departure is not to exceed 60 minutes before the childcare centre closes.

ALTERNATE PICK UP

Children will not be released to anyone except their parent or guardian, or other persons specifically authorized by the parent or guardian. Identification will be required of all authorized to pick up the children who are unfamiliar to staff during the pickup and drop-off procedures.

A SCENT SENSITIVE WORK PLACE

Due to health concerns arising from exposure to scented products, staff and visitors are asked to be considerate and limit the use of such products as perfume, cologne, tobacco, etc.

SMOKING POLICY

Smoking is not permitted anywhere on the daycare property. This includes inside the building, anywhere on the playground or any of the sidewalks/curbs surrounding the outside of the building. We also do not permit any persons to have any smoking paraphernalia visible on them, this includes cigarettes lighters etc.

OUTDOOR PLAY

All children will play outside for 2 hours daily, weather permitting, in accordance to the rules set forth by the day nurseries act. We will not go outside if the weather is -20°C with the wind chill in the winter months and $+30^{\circ}\text{C}$ including the humidity index in the summer months. All children must participate in outdoor playtime. Please dress your child appropriately. Ratios will remain in according to the C.C.E.Y.A.

PLAYGROUND SAFETY POLICY

Playground safety is very important. Prior to children accessing the playground the staff will perform a daily visual check of all equipment, fence and gates in accordance with requirements set out in the Canadian Standard Association. The playground is checked for hazardous debris, damage caused by vandalism, operation of gates, inspection of strings and ropes. Once an inspection is carried out all findings are recorded. The monthly inspection includes checking for damage and wear of the equipment and components. We check for broken or missing handrails, guard rails, damages to the fence gates and retaining walls. All defects are documented, and repaired as soon as possible. Children will not be allowed

to play on any faulty equipment or structures until the structures are fixed and inspected by the Supervisor. Playground repair log is maintained and available upon request.

BLANKETS

Parents are asked to provide a comfortable blanket for their children during nap time. These blankets will be stored in your child's cubby. We ask that you take the blanket home to wash every Friday and return it on Monday.

LAUNDRY

Sheets and blankets will be sent home to be laundered at the end of each week as part of mandatory hygiene requirement.

BELONGINGS FROM HOME

We ask the children do not bring belongings from home as they could be broken, lost or misplaced. The daycare is not responsible financially or in any other way for any lost or misplaced items including, but not limiting to jewellery, clothing, toys, sleeping apparel, medical devices, sunscreens, etc.

LOST AND FOUND

Unidentified items that have been left at the school will be deposited in the lost and found box located near the office. Please check the box regularly for missing items. At the end of this term, any unclaimed items will be donated to a local charity.

INCLEMENT WEATHER CONDITIONS

Cutie Pie Daycare will attempt to remain open during inclement weather and will follow the York Region school bus schedule. If you are unsure of whether the daycare is open, please call us directly before attempting to go to the daycare. The daycare is required to close during the middle of the day due to bad weather. The school principal or administrator will call the parents/ guardians for early pickup. Please refer to severe weather for fortification and pick up procedures.

SNOW DAYS

We are open on snow days for day care programs, from 8 a.m. - 4p.m. When the city has called for a snow day all children must be in the program by 9:30 a.m. We will not accept any children after this time.

ACTIVITIES OFF PREMISES

To enhance the educational process, from time to time, children will be engaged in off site activities such as walks to nearby parks, field trips, etc. Parents will be notified prior such activity will take place and asked to sign off site permission form.

RESOURCES FOR PARENTS

Below are some of the resources that we use from the Ministry of Education in developing our program. You may find links to all of these wonderful documents at:

-Government of Ontario, Ministry of Education Website. (2015) *Child Care Information for Professionals*.

Retrieved from <http://www.edu.gov.on.ca/childcare/pedagogy.htm>

-**2014 How Does Learning Happen?** A pedagogical document that explains the four foundations of learning: belonging, well-being, engagement and expression.

-**Child Care and Early Years Act 2014**

These new legislations replace the Day Nursery Act. It creates new rules for child care in Ontario. The Child Care and Early Years Act applies to licensed child care Centre's, licensed home child care agencies, home child care providers contracted by a licensed agency, and unlicensed child care.

RECOMMENDED CLOTHING

CLOTHING

Your child should be dressed in appropriate clothing for playroom and outdoor activities. We try to encourage the children to be independent, giving help when necessary; therefore, children's clothes should be free of complicated fastenings for washroom routine.

Children are welcome to wear non marking shoes or play slippers that remain at the Centre.

You will also need appropriate outdoor clothes for all seasons and weather conditions.

Please ensure everything is labeled with your child's name.

Please leave a full change of clothing for children on site, in their cubbies.

SEASONAL ITEMS NEEDED:

Spring and Summer

- Extra pair of shorts, t-shirt, socks, shoes
- Extra pair of underwear/pull ups/diapers
- Sunscreen
- Cap/ sun hat
- Bathing suit for water play

Not permitted on playground: open toes sandals, flip flops, crocks, sunglasses, watches, jewellery.

Fall and Winter

- Extra pair of pants (one pair of splash pants)
- Extra pair of socks, long sleeved shirt
- Extra pair of underwear/pull ups/diapers
- Extra pair of rain boots, indoor shoes
- Warm winter jacket and snow pants
- Waterproof winter boots
- Warm hat, mittens/gloves, neck warmers

TODDLERS AND PRESCHOOLERS - FIRST DAY OF DAYCARE/TRANSITION PACKING LIST

What to Bring	What is Provided
<ul style="list-style-type: none"> • diapers/pull ups and wipes • diapering cream and/or powder • 2 full sets of extra clothing • water bottle or cup with a lid • sun screen as per our sunscreen policy • weather-appropriate outdoor clothing for all seasons • blanket (if desired) • indoor shoes <p>If toilet learning:</p> <ul style="list-style-type: none"> • 4 sets of extra clothing: pants, underwear, socks • 1 spare pair of shoes 	<ul style="list-style-type: none"> • snacks and a hot lunch <p>*Please label all articles of clothing, bottles, diaper bags, diapers, wipes, cream, soothers and any other necessities you bring.</p> <p>Each child is provided a bag to store personal items. We are not responsible for lost articles if not labelled.</p>

KINDERGARTEN AND SCHOOL AGE FIRST DAY OF DAYCARE/TRANSITION PACKING LIST

What to Bring	What is Provided
<ul style="list-style-type: none"> • 2 full sets of extra clothing • water bottle • sun screen as per our sunscreen policy • weather-appropriate outdoor clothing for all seasons • homework • indoor shoes 	<ul style="list-style-type: none"> • snacks and a hot lunch <p>*Please label all articles of clothing, bottles, diaper bags, diapers, wipes, cream, soothers and any other necessities you bring.</p> <p>Each child is provided a bag to store personal items. We are not responsible for lost articles if not labelled.</p>