



PARENT HANDBOOK

High Quality Early Learning and Child Care for Children

The North Bay Daycare and Learning Centre is a licensed and subsidized child care service, providing high quality child care and early childhood education for children from 12 months to 12 years of age.

Established in 1973, the North Bay Daycare Centre is the first licensed childcare centre in North Bay. The North Bay Daycare and Learning Centre has built a solid reputation as an excellent provider of Early Learning and Child Care. The North Bay Daycare and Learning Centre believes that parents are entitled to affordable, accessible, safe, reliable, well-managed, high quality child care for their children.

The operator and staff of The North Bay Daycare and Learning Centre believe that every child deserves a safe, warm and caring environment where they are respected, cared for and understood. This will help children grow and develop to their maximum potential. The North Bay Daycare and Learning is committed to fostering each child's self-esteem and feelings of self-worth and value through positive care giving and stimulating activities that will promote their emotional, physical, social and intellectual growth and development.

Respecting the diversity of the community, The North Bay Daycare and Learning Centre philosophy recognizes that children are unique individuals and are encouraged to learn about the uniqueness of others.

Staff

The North Bay Daycare and Learning Centre staff are well-trained in understanding the developmental needs of children. Staff use *How Does Learning Happen? Ontario's Pedagogy for the Early Years* as well as the *ELECT* approach to plan activities that facilitate learning through play and provide a balanced program that supports children's optimum development.

The Centre's non-discriminatory hiring practices create a team of staff from diverse backgrounds who support the families and communities we serve. The staff in the Early Learning and Child Care Centre exceed the Ministry of Education's requirements for Registered Early Childhood Educators. All North Bay Daycare and Learning Centre staff must have a valid First Aid and CPR Certificate and have a Vulnerable Sector Criminal Reference Check.

In addition, the following training programs are required:

- Administration of Medication
- Health and Safety Essentials
- Handle with Care
- WHMIS
- Food Safety (Cook)

Volunteers and Students on Placement

The North Bay Daycare and Learning Centre actively recruits volunteers and students on placement to work alongside staff to provide high quality care in programs. The majority of volunteers are youth (14-25 years of age) who participate in school programs. Students on placement are from a variety of secondary and post-secondary programs.

Volunteers and students directly enhance the quality of care provided to children. The children enjoy the additional attention they receive from volunteers and students and look forward to their visits.

Volunteers and students on placement never have unsupervised access to children in our programs and they are not responsible for the children. Volunteers and students at The North Bay Daycare are not counted in the staff-to-child ratio. Volunteers and students sign a statement indicating that they understand they will be supervised by Centre staff at all times. A criminal record check, including vulnerable sector screening, is required for all volunteers and students on placement who work directly with children. The criminal record check must be valid within six months of starting with The North Bay Daycare Learning Centre.

Parents as Partners

We believe in strong, respectful and reciprocal relationships with our families. These relationships start with regular discussions and connections with our program and head office staff, whether in person or by other means (e.g., notes or emails, posting information on bulletin boards, emails, social media updates).

Your knowledge about your child's learning strengths and preferences and day-to-day experiences is vitally important to success in the program. We are eager to hear from you about how to provide the best possible learning experience for your child, and how to work together in this important collaboration. Program staff will share information with you regularly.

You are welcome in your child's program at any time, and you will find there are special events throughout the year during program hours to which you will be specially invited.

Centre Programs

The North Bay Daycare and Learning Centre operates a variety of programs to meet child care needs. The North Bay Daycare and Learning Centre currently operates **Toddler, Preschool, Kindergarten and School-age** programs in our Centres. As children reach the appropriate age to move into a new age group, they can move to the next level within the Centre, when space becomes available. The North Bay Daycare and Learning Centres are licensed under the Child Care and Early Years Act through the Ministry of Education and are subject to the regulations established by the Government of Ontario.

Toddler Program

Children from 12 months to 2.5 years old, children are involved in a variety of daily activities which includes group activities, music and movement, language and listening and sensory both indoors and outdoors. A healthy and nutritious breakfast, lunch and afternoon snack are prepared daily and served on the premises. Cots and bedding are provided every afternoon for a rest period (12:00pm to 2:00pm). Special bedding, blankets and stuffed animals from home are welcomed and properly stored. Parents are responsible for supplying diapers and wipes for children on a daily basis.

Ratio: 1 educator to 5 toddlers. Total: 2 educators to 10 children

Preschool Programs

Children from 2.5 to 5 years of age are involved in a variety of daily activities including art, small and large group activities, language, outdoor play, music and songs, and technology activities. A healthy and nutritious breakfast, lunch and afternoon snack are prepared daily and served on the premises. Cots and bedding are provided every afternoon for a rest period (12:00pm to 2:00pm). Special bedding, blankets and stuffed animals from home are welcomed and properly stored. Parents are responsible for supplying diapers and wipes for children on a daily basis.

Ratio: 1 educator to 8 children. Total: 3 educators to 19 children

Kindergarten Program

Children from 3.8 to 5 years of age are offered learning experiences in a positive and stimulating environment. Similar to a JK/SK classroom the children can participate in activities involving art, dramatic, language and literacy, science and math, technology, music, and fine and gross motor. A healthy and nutritious breakfast and afternoon snack are prepared daily and served on the premises. Parents are responsible for supplying their child with a nutritious lunch on full days.

Ratio: 1 educator to 13 children. Total: 2 educators to 26 children

School-age Program

Children from 6 to 12 years of age are given time to relax and have fun before and after their structured days in school. Children are provided a variety of activities including art, music, drama, construction and building, science, technology, and physically active play. Children play outside daily. A healthy and nutritious breakfast and afternoon snack are prepared daily and served on the premises. Parents are responsible for supplying their child with a nutritious lunch on full days.

Ratio: 1 educator to 15 children. Total 2 educators to 30 children

Children enrolled in The North Bay Daycare and Learning Centre's are expected to demonstrate respectful and responsible attitudes towards other children, staff, and students on placement, equipment and facilities. Parents will be responsible for replacing any equipment or property if their child purposely breaks or destroys anything at the Centre. Behavior guidance is facilitated in a positive and caring manner in order to ensure the fostering of each child's self-esteem. Minor behavioral issues are dealt with daily by staff. If a recurring behavioral issue arises, parents will be notified by our staff. By working together with parents, most issues can be resolved.

Our curriculum approach

The North Bay Daycare and Learning Centre embraces the document *How Does Learning Happen? Ontario's Pedagogy for the Early Years*, as set out by the Ministry of Education for children up to eight years old. The four foundations within this document—belonging, well-being, engagement and expression—are embraced in the Centre programs. Our program is also guided by the Ontario Early Learning Framework and The Child Care and Early Year Act.

Our programs offer a highly engaging and interactive play-based environment that values children's learning. In our curriculum approach, we focus on creating and supporting caring relationships between children, adults and families. Our approach is based on an understanding of early childhood development and is focused on supporting children as they develop. Activities and experiences are planned based on observations of the children's interests. Educators follow the children's lead in their learning through exploration, play and inquiry. Communication and

expression is honored and celebrated to create a sense of inclusion and belonging. Through this active-learning process, children learn that they are capable, and that they are able to make decisions and solve problems about activities that are meaningful to them.

Our approach to self-regulation and setting the stage for positive behavior

The early years set the foundation for lifelong learning, behavior, health and well-being. At The North Bay Daycare and Learning Centre, we support the social and emotional development of children in our care by working as partners with families to promote, strengthen and develop children's positive behavior self-regulation and social skills. All staff receive training to better understand the stages of early childhood development, as well as positive approaches to behavior management. In addition, The North Bay Daycare and Learning Centre offers assistance to programs, if needed, through The Inclusion Support Program and our Resource Consultant.

We use the latest research, resources and strategies to support children's attempts to regulate their behavior, emotions, attention and overall wellbeing. Ways we prevent conflicts using self-regulation and the learning environment include the following:

- Predictable routines
- Giving children choices about learning activities and during transitions
- Minimizing waiting times before getting started on activities
- Helping children identify and express their feelings
- Creating learning environments that promote self-regulation for children

The North Bay Daycare and Learning Centre program staff use a positive structured process to support children with challenging behaviors. We understand that all behavior occurs for a reason. Once we identify the reason, we can use this information to develop strategies for success.

We connect proactively with families through dialogue and open communication to resolve issues by working respectfully together. The North Bay Daycare and Learning Centre endeavors to include all children in programs.

Hours of Operation

The North Bay Daycare and Learning Centre Main Site operates Monday to Friday from 7:00am to 6:00pm.

The North Bay Daycare and Learning Centre School-age Program operates Monday to Friday from 7:00am to 9:00am and 2:30pm to 6:00pm.

The School-age Program will operate full days from 7:00am to 6:00pm on PD Days, non-statutory holidays, snow days, and school breaks, such as, March break, Christmas break, and during the summer.

Both sites are closed on weekends.

The Centre's will be closed on the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

These statutory holidays are included in your weekly rate and must be paid for.

Money Matters

Full Day Toddler	\$200.00 per week
Full Day Preschool	\$185.00 per week
Full Day School-age	\$185.00 per week
Before School Only	\$50.00 per week
After school Only	\$75.00 per week
Before and After School	\$125.00 per week

Registration Fee

Families who register at The North Bay Daycare and Learning Centre's are required to pay a one-time, non-refundable registration fee of \$10.00. Each year, in January, you will be required to re-register and pay the \$10.00 registration fee. If a family cancels from the program and re-registers, they will be charged the registration fee again.

Payments

Upon registering, and before your child attends, full fee paying, parents are required to pay the first and last week fees. Parents who pay child care fees will be given a bill for the whole month, at the beginning of each month. You will have until the 15th day of that month to pay your bill in full.

Payments for children registered in programs can be made by cash, cheque or email transfer. Please place your payments of cash or cheque into an envelope, write your name, the date, and the amount on the envelope and deposit your payment into the cash box located in the kitchen of your child's program.

An administrative fee of \$40.00 will be charged for any payments that are returned with a notice of insufficient funds.

Email money transfers can be sent to avery.northbaydaycare@sympatico.ca

All parents, subsidized or paying, must supply the Centre with a void cheque or their banking information. This is not for direct withdrawal but is used in the event of unpaid fees.

Any payments received later than the 15th day of the month or the date stated on your invoice, are subject to a \$1.00 per day late charge. This charge will be calculated and added onto your bill until it is paid in full. If your payments are late or unpaid, your child will also be refused care until your bill is paid.

Late Pick-up Fees

The North Bay Daycare and Learning Centre's close at 6:00pm. If your child is picked up after 6:00pm, there will be a late fee of \$5.00, plus \$1.00 for every minute you are late. If a parent is consistently late, they may be asked to find alternative child care.

Excursion Fees

Educators plan many excursions for the children to participate in through-out the year, including: tennis, the indoor playground, splash pad, skating, bowling, and gymnastics. Parents are responsible for paying the costs of these excursions. To help ease the costs of some of these trips our educators also plan fundraisers. Parent's participation in both the field trips and fundraisers are needed and greatly appreciated.

Vacations/Absent days

Full fee paying families are able to take one week vacation, free of charge, during the summer months only.

Subsidized families are given an allotted number of vacation/absent days when you qualify for fee subsidy. If you exceed your allotted days you will be required to pay the Centre for those absent days that subsidy does not cover. Please see your parent agreement.

Fee Subsidy

The North Bay Daycare and Learning Centre works with the Nipissing District Social Services Administration Board - Children's Services Division to support families who need fee assistance. Families can apply for fee subsidy from the DNSSAB.

New subsidy applicants please call the in-take line at **705-474-1923**.

Please note: Failure to pay any fees to The North Bay Daycare and Learning Centre will result in termination of care and the outstanding balance will be forwarded to the Collections and/or Small Claims Court. If the matter proceeds to court you will be responsible for paying all court costs.

Important Information

Prohibited Practices

- No form of corporal punishment of the child;
- Physical restraint of the child, such as confining the to the high chair, car seat, stroller, or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or someone else, and is used only as a last resort and only until risk of injury is no longer imminent;
- Locking the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

Child and Family Services Act

The Child and Family Services Act states that every person who has a reason to believe that a child is at risk has a legal obligation to report his or her suspicions immediately to the Children's Aid Society. The North Bay Daycare and Learning Centre staff has a legal obligation to report any suspicions to the Children's Aid Society, and inform them about concerns which might be confidential. The North Bay Daycare and Learning Centre staff are trained to spot signs of child abuse and neglect. If there are reasonable grounds to suspect abuse or neglect, staff are required to file a report. It will be the responsibility of the Children's Aid Society to

investigate suspicions and evaluate the situation. Staff can be fined \$1,000 for failing to report a situation. The North Bay Daycare and Learning Centre is committed to meeting the legal requirements of the Child and Family Services Act and to ensuring the safety and protection of each child in our programs.

Sleep Supervision

The Centre shall ensure that staff periodically perform direct visual checks of sleeping children by being physically present and checking for indicators of distress or unusual behaviors.

Visual checks will be completed every 20 minutes during the rest period, at 12:20pm, 12:40pm, 1:00pm, 1:20pm, 1:40pm, and 2:00pm. Checks will be logged on the daily attendance sheets.

In addition, staff shall ensure that there is sufficient lighting in the sleep room or area to facilitate the direct visual checks.

Staff will communicate to parents the observance of any significant changes in a child's sleeping patterns or behaviors during sleep.

Families will be consulted respecting their child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request.

Arrival and Prompt Pick-Up

Parents or guardians are required to personally drop-off and pick-up their children from the Centre, this includes entering the building and making contact with your child's educators. Arrival and departure of children must be recorded by the parent or guardian prior to leaving the premises.

In order for children to receive the maximum benefits from our programs, it is recommended that children arrive by 9:00 a.m. The Centre's close at 6:00 p.m., so it is important that parents arrive prior to 6:00 p.m. in order to gather their child's belongings and leave the Centre on time. Parents are asked to arrange for another authorized adult to pick up their child if they will not be on time to do so.

Parents are required to inform the staff, verbally or in writing, if anyone other than themselves will be picking up their child. It is mandatory that any individuals picking up your child provide appropriate photo identification. Children will not be released unless proper ID is supplied.

Emergency Contacts

Parents will be asked to provide at least two local emergency contacts that can be reached in case parents cannot be reached, during an emergency. Only authorized adults will be permitted to pick-up children from the Centre. Adults authorized to pick up children must show photo identification. Please ensure that the two contacts are aware of their responsibility and that their contact information is kept up-to-date.

Absenteeism

If your child will not be attending the Centre, please notify the staff at the Centre by 10:00 a.m., by calling 705-474-1850.

Remember your child care fees must be paid whether your child is present or not.

Inclement Weather

Severe weather conditions could result in buses being cancelled or schools being closed. We do offer full day care at our School-age Program on snow days. Full fee paying parents will be charged the full day fee (\$37.00 per day) if your child attends on these days.

At The North Bay Daycare and Learning Centre ALL children spend time outdoors daily, at least an hour in the morning and an hour in the afternoon. During extreme weather conditions to keep children safe from serious adverse health effects, such as frostbite and sunburn the Centre follows these guidelines; during the winter, children are kept indoors when temperatures outdoors reach -30 C with or without the wind chill. Staff exercise judgment and will adjust the amount of time spent outdoors during times of extreme cold or heat. During the warmer months when the UV index is high, child may be kept indoors, staff will provide drinking water, utilize sunscreen lotion and shaded play areas to minimize exposure to UV rays. Parents are also encouraged to provide their children with protective clothing.

Food and Nuts

For families who attend the Main Centre, due to health regulations and children's allergies, all food is prepared by staff, on the premises, for distribution to the children. Parents are not permitted to bring any food (including store bought items) into the program. There may be some exceptions made for children with special dietary needs, special events, and holidays.

The North Bay Daycare and Learning Centre staff will not serve products that may contain nuts in any of the food that is prepared, or use nuts in any craft materials or activities. Please do not pack any extra snacks for your child as they will be provided by the Centre. Parents are asked to ensure that children finish eating any food consumed on the way to the Centre, prior to entering the Centre.

Children registered and attending the School-age Program are required to bring a lunch from home on full days, such as March break, PD days, Christmas Break and during the summer.

Medication

The North Bay Daycare and Learning Centre staff will administer medication that is in the original container, not expired, and labelled with the child's name. In accordance with the Child Care and Early Learning Act and the Centre's procedures, prescription medication must be affixed with the pharmacist's label indicating the name of the child, the medication prescribed, dosage and expiry date, as well as how the medication should be stored. In addition, parents must complete a Parent Authorization to Administer Medication form.

Staff must receive training on administration procedures from parents if a child has an Epinephrine Auto-Injector (EpiPen). Parents will also be requested to complete the applicable authorization forms and provide the staff with new medication prior to expiry. A child who has been prescribed an EpiPen will not be admitted to the centre without a current (not expired) EpiPen.

Immunization Records

The Nipissing/Parry Sound District Health Unit requires all families to complete a Registration Form prior to attending. A copy of your child's immunization record must be attached to this document, and submitted to the Health Unit, prior to your child's first day. The Centre also requires a copy of your child's immunization records for their file. Please submit to the Centre any records of immunization after they have been updated.

Illness

The North Bay Daycare and Learning Centre's are not equipped to provide care for children who are ill. Parents are asked to keep their children at home if they show symptoms of contagious illnesses. This includes, but is not limited to, the following: fever, vomiting, diarrhea, and discharge from the eyes, skin rashes or itching, lice, severe or croupy coughs.

A daily health check is completed by staff in order to minimize the spreading of illness in the Centre's. Parents are asked to keep children at home for a minimum of 24 hours after symptoms have disappeared.

If a child becomes ill during the day, parents will be notified and asked to pick the child up. In some cases, a medical certificate may be required for re-admittance.

First Aid

Minor accidents and illnesses are common occurrences with children. All staff have a valid First Aid and CPR-C Certificate and will handle all minor cuts and/or bruises. More serious accidents or illnesses will be reported to parents immediately, and they will be requested to pick-up their child and seek medical attention if needed. If during program time, there is an emergency requiring immediate medical attention, staff will call 911 and accompany the child to the hospital. Parents will be notified and requested to join the child and staff at the hospital.

Serious Occurrences

The health, welfare and safety of all children in our care is our top priority. One of the ways we support children's wellbeing and safety is by complying with the Ministry of Education requirements regarding serious occurrences. Complete details are available in The North Bay Daycare and Learning Centre Serious Occurrence Policy, including a detailed definition and examples of serious occurrence. The policy also provides the detailed procedure that staff follow if there is an occurrence and the reporting process.

As required by Ministry of Education policy, whenever there is an occurrence (Death of a child, Allegation of abuse and/or neglect, Life-threatening injury or illness, Missing or unsupervised child(ren), Unplanned disruption of normal operations) we issue a report to the ministry. Following submission of the Serious Occurrence report to the ministry, The North Bay Daycare and Learning Centre generates and posts a Serious Occurrence Notification Form beside our ministry license in the Centre or program within 24 hours.

The Serious Occurrence Notification Form will remain posted at the Centre or program for 10 business days. If there is further information, such as additional actions taken by the Centre or the parent this information will be added to the Serious Occurrence Notification Form after the initial posting, and the form will continue to be posted for a further 10 business days.

If the serious occurrence involves an investigation by the Children's Aid Society, the Serious Occurrence Notification Form will not be posted until CAS completes its investigation. Please familiarize yourself with the detailed Serious Occurrence Policy for complete information about serious occurrence definitions and examples and reporting processes.

Safety and Security

The North Bay Daycare and Learning Centre's number one priority is the safety and security of all children in the Centre's. Doors to the Centre's are locked at all times and parents will receive the access code once registered and a start date is agreed on. **Please do not hold the door open for anyone.** Individuals without the codes must ring the doorbell, so that staff are aware of visitors to the Centre. If someone who does not punch in the code enters the Centre with you, please alert the staff immediately. Only parents, and persons authorized by parents to drop off and pick up children, should have the access code.

When dropping children off at the Centre, parents must ensure that they are greeted and children are delivered to staff for attendance. Children must be under direct supervision of a parent or staff member at all times while on the premises. Children should not be left unattended in vehicles, the main entrance or cubby area upon arrival or dismissal.

Misuse of the doorbell interrupts programs and is a safety concern. If you must use the doorbell, please be patient, as staff are busy with the children and may not be able to open the door immediately.

Evacuation Site

In the event that children need to be evacuated from the Centre, an alternate location has been selected. This information is available at the Centre. Parents would be notified of the evacuation once the children are safely relocated. Parents should be familiar with the location of the evacuation site.

Appropriate Dress

For safety reasons children are required to **wear shoes with closed heels and toes for indoor and outdoor play (no flip flops)**. Please ensure that children have appropriate clothing at the Centre for daily outdoor play (coats, snowsuits, hats, boots, shoes, gloves/mittens, sunhats, etc.). Please clearly label all items with the child's first and last name. In addition, please provide at least 2 labelled changes of clothing (pants, shirts, underwear, and socks), as well as, indoor shoes for your child.

Withdrawal from Program

Families are required to give two weeks' notice when withdrawing from the Centre. Payment is due for the two week notice period regardless if your child attends or not. Any outstanding fees owing must be paid to the Centre before your child's last day.

The North Bay Daycare and Learning Centre reserves the right to terminate a child's space at the Centre for any reason, such as delinquency in payment of fees, or an inability of the child or parent adjusting the Centre's programs and policies.

Contact Information

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419 Haig Street
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