



Parent Handbook

**“Giving your child the care
they deserve”**

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Introduction

Welcome to Ancaster Little Gems Children's Centre. ALG has been owned and operated by Karen Norman since September of 1988. Karen has been providing quality care for children in Ancaster and the surrounding area since its establishment.

ALG is a ministry licensed child centre that provides care in compliance with the Child Care and Early Years Act (CCEYA).

ALG is licensed for 72 full-day children and 15 after school.

We currently provide care on a full-time and part-time basis for children 0-9yrs.

Program Statement

Ancaster Little Gems Children's Centre (ALG) has strived to provide quality, loving childcare in a home-like environment since 1988.

We offer a learning program that is consistent with Ministry of Education policies, pedagogy and curriculum and guided by the Child Care Early Years Act (2014).

It is our belief and goal to help each child realize that they are competent, capable, curious and rich in potential. Our focus is to build a trusting relationship between the teachers, children and their families.

ALG reflects on the document How Does Learning Happen? (HDLH) Ontario's Pedagogy for the Early Years (2014). This document is a professional learning resource used by those working in childcare programs. HDLH is based on four foundations, which are essential for optimal growth and the well-being of each child. The four foundations will be evident in our goals and approaches to meet those goals.

We know that children develop and learn best through play and by pursuing their own personal interests. HDLH? asks us to move away from adult chosen themes, and instead to follow the children's interests and teach to their specific skills. Children excel when they are in a supportive and responsive relationship with adults. ALG strives to provide positive learning experiences in a safe and caring environment in which to grow and develop to their maximum potential.

Four Foundations of HDLH?:

1. ***Belonging*** – Every child has a sense of belonging when he or she is connected to others and contributes to their world.

The children will be made to feel safe and welcomed to the program. Visits will be scheduled for the child and parent before starting the program to help make the transition as smooth as possible. Through HiMAMA connections are made between home and ALG. It allows families to participate in the child's daily experiences, and it builds trusting relationships with the families.

2. ***Well-Being*** – Every child is developing a sense of self, health, and well-being.

The staff will provide a well-balanced program including indoor & outdoor physical activity, rest and quiet time. As well as, providing a nutritious menu selection.

HiMAMA allows educators to observe patterns in children's health, eating, physical activity, and sleep.

3. ***Engagement*** – Every child is an active and engaged learner who explores the world with body, mind, and senses.

We strive to provide an environment which will encourage children to engage in active, creative and meaningful play & exploration. We also encourage parents to be involved in our program by sharing their professions and life adventures. We always welcome suggestions and ideas.

HiMAMA allows educators to plan environments and experiences based on the children's interest and capabilities.

4. ***Expression*** – Every child is a capable communicator who expresses himself or herself in many ways.

Our staff will listen and respect the child by giving them the time to express their thoughts, interests and emotions in their own way.

HiMAMA enables educators to document children's communication and ideas expressed and foster further expression.

Our Goals and Approaches:

The staff at ALG will promote the health, safety, nutrition and well-being of the child by providing a clean & safe environment, a well-balanced program with both indoor and two hours of outdoor physical activity, as well as, a nutritious menu selection that is prepared in accordance with Canada's Food Guide.

All staff will be familiar with any medical conditions, allergies, food restrictions and preferences stated by the parents regarding diet and rest time.

The staff will support positive and responsive interactions among the children, parents, and other child-care providers. This will be achieved by having qualified and well-trained Registered Early Childhood Educators, who provide positive learning experiences in a safe & caring environment. Staff will greet children and families by name in the cubby area upon arrival. Staff will make eye

contact at drop-off and pick-up to assure the families that staff is aware of their arrival. At this time, staff will inquire with families of the child's evening/morning. Staff will re-assure families and be supportive if there are any areas of concern. We encourage families to call in at any time to check on their little one. If the child is having difficulty separating, the child will be comforted with hugs and re-assurance that mommy and daddy will be back soon. The staff and child will wave good-bye from the window (or gate in the infant/toddler room). Staff will encourage and help the child get involved in an activity or join friends at the snack table.

Staff will actively listen and acknowledge the child's feelings by allowing them the opportunity to express themselves during play or if in distress. They will assist children in communicating their feelings and re-direct undesired behavior using calm voices. Staff will acknowledge children's accomplishments through use of encouraging words and positive reinforcement.

The staff will encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Staff will acknowledge that each child is competent, curious and rich in potential. They will encourage children to communicate in a positive manner through proper modeling. Staff will also build relationships with the children and create environments that allow us to support the development of children's social competence and self-regulation.

The staff will foster the child's exploration, play and inquiry by providing an environment that will encourage children to engage in active, creative and meaningful play & exploration.

Staff will observe and document the child's interests and activities provided will be based on those observations. Staff will ask age appropriate open-ended questions, allowing the child an opportunity to respond. Questions that provoke thoughtful response will be asked to further broaden their ideas. Research on topics of interest can also be done as a group. Staff will extend play by assuring the environment is rich with materials to support the child's interests, such as, props, pictures and materials.

Staff will interact in a variety of activities, both indoors & outdoors, that encourages personal choice and active play. Play within a natural environment is more creative and imaginative which will help foster language and improve cognitive development.

The staff will provide child-initiated and adult-supported experiences by observing, reflecting and assessing their program daily to ensure they are meeting the needs of the children individually and as a group. When the child's interest has been identified, staff will support those interests by providing age appropriate activities: creative, sensory, gross motor, fine motor, stories, music, etc. Activities will be implemented individually, in small or large groups. When questions arise, staff will work together with the child to try and reach a conclusion.

Staff will also assess the environment to ensure that it is set up based on the interests of the child and supported by all staff in the centre.

The staff will plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

A positive learning environment will be achieved by making the room inviting and encourage functional play. Furniture, activities, books and play materials are age appropriate. Adding family photos and displaying the child's artwork throughout the room will allow the child and families to feel a sense of belonging.

Diversity will be expressed through books; pictures on the walls; toys on the shelf; dolls, food and clothes of various ethnic backgrounds in the dramatic play; and a variety of multicultural music played throughout the day.

Open creative shelf will allow the child to create and express themselves in their own individual way.

A quiet area is set up to allow for a child to relax and have some personal space when desired.

Throughout the course of a child's daily routine we offer experiences which foster growth in a child's social, intellectual and emotional development. Children are given materials to explore the outdoors for a minimum of two hours a day. When out on neighborhood walks, children will collect items to bring back to class (i.e. sticks, pinecones, leaves, etc.), using some of those natural items for creative, sensory or science experiences. Creative materials will also be used during outdoor play as well.

Staff will bring 'the outdoors' into the classroom. Plants, flowers and natural items are displayed and added throughout the classroom in various centres. Children receive adequate rest/sleep time based on what they require. They may have a soft toy or blanket to help with their rest period. All classes have a quiet/cozy area to allow the child for some alone time if desired. Staff will also take into consideration the individual needs of the child.

In order to foster engagement of and on-going communication with parents regarding the program and their children, ALG offers an open-door policy and welcomes parents to call, e-mail or come in at any time.

We encourage parental involvement through annual BBQ's and Christmas Open House, as well as, parent information meetings, program surveys, fundraising events, daily communication during drop-off and pick-up and electronically through our HiMAMA program.

Children, parents and staff will receive assistance from resources within the community if needed. We welcome community partners, such as, Early Childhood Integration Support Services, speech therapists, occupational therapists, etc.

The staff are supported in continuous professional development by being encouraged to attend workshops provided both as an in-service here at the centre, as well as, at ASCY and Ontario Early Years. We welcome high school co-op students and college field placement students, as well as

various special guests from the area that provide support to the staff, children and families in relation to continuous professional learning.

In order to ensure ALG provides a safe and healthy environment to help maximize growth, the Owner Operator and/or Supervisor observes staff interactions with children. The following practices are prohibited at ALG:

- a) striking a child, directly or with a physical object;
- b) harsh or degrading responses of any form including verbal, emotional and physical, that would humiliate the child or undermine his or her self-respect;
- c) depriving the child of basic needs including food, shelter, clothing or bedding;
- d) locking the exits of the centre for the purpose of confining the child; or
- e) using a locked or lockable room or structure to confine a child who has been separated from the group.

In the event that the Owner Operator and/or Supervisor observe such behaviour, it will be addressed immediately according to the strategies outlined in the Policy of Contravention of Disciplinary Measures, found in the Policy & Procedures manual.

Daily health checks are completed on children upon arrival and documented on HiMAMA. Documentation (with pictures) are posted around the classroom to reflect what is happening in the classroom at that time.

The child's developmental skills are also documented on HiMAMA and they assist staff with planning activities that will meet the individual needs of each child. Daily reports are sent out to parents through HiMAMA documenting the child's daily activities (i.e. meals, sleep, outdoor time, activity, notes, etc.).

A written daily logbook is kept in the office where we document changes in the program, children on medication, any absences and number of children and staff in attendance that day. A web board is used to display the children's interests. This web is dated and photographed as it changes, and it is reflective of what is happening in the classroom.

A Policy & Procedures manual and the Program Statement is reviewed by all staff, students and volunteers upon hiring and annually thereafter, and at any other time when any changes are made to the manuals. The Policy & Procedures manual sets out the expectations for how staff, students or volunteers are to implement the approaches specified in the program statement, prohibited practices, and the strategies ALG will use to deal with contravention of the policies and procedures and in the event a prohibited act has been observed. Records of compliance or contraventions will be kept on file for three years.

Our Staff:

Teachers at ALG meet the required qualifications for childcare with E.C.E (Early Childhood Education) or equivalent diplomas and are registered with the College of Early Childhood Educators. In addition, all teachers maintain current Standard First Aid and Infant/Toddler C.P.R. certificates.

Our teachers are dedicated to furthering their professional development by participating in workshops and other classes in order to remain informed on current children issues.

Our Curriculum:

Our program is designed to enhance all areas of development: physical, social, emotional, cognitive, and language.

All activities are planned based on the children's interests.

ALG reflects on the document How Does Learning Happen? Observations and documentation help assist the teacher in planning activities.

Your child's teacher will provide activities and play experiences in the following areas:

- Fine/gross motor
- Dramatic play
- Sensory experiences
- Creative
- Circle

Teachers also provide 1:1 learning experiences for your child.

Teachers record observations and periodic diagnostic assessments for children in their program. These evaluations are used for the purpose of program planning, and to identify children's strengths/needs and evaluating the programs for future excellence.

Service Accessibility:

ALG is committed to providing services that are accessible to all families that we serve regardless of fee subsidy status and/or special needs of the child and family. We support families of various racial, cultural, linguistic and socio- economic backgrounds. ALG strives to provide the best care for your child and aim to ensure that all children are treated equally, and all children's individual needs are met.

Wait/Cancellation list:

ALG maintains a wait/cancellation list for future childcare. Families are made aware, at the time they submit information for the wait list, of the length of the waitlist and the availability of care. Families are encouraged to call the centre at any time to enquire about their place on the waitlist.

Families on the waitlists are notified based on the date they applied to the waitlist, what their requirements are and space availability in the program.

Families who are currently enrolled will *have priority* should they require care for an additional child.

ALG does not charge or collect a fee or deposit for the placement of a child on our waiting list for admission.

Registration Procedures:

To register your child at Ancaster Little Gems Children's Centre, the following steps will help speed up your registration process.

- We will gladly give you a personal tour. This can be arranged by calling our office at (905) 648-8778 or by sending us an e-mail ancasterlittlegems@gmail.com
- Come by the office to pick up a registration package or visit our web site at www.littlegems.org
- Return all completed forms to the office prior to child's start date at ALG.
- A registration fee of \$50.00 (non-refundable) and security deposit of \$100.00 (non-refundable) will guaranty your child's position at ALG.
- **Only after a deposit is received a position will be held for your child.**

Arrival and Departure:

ALG is open from 7:30am-5:30pm Monday through Friday. Doors will open at 7:15 am, parents may leave as early as 7:25 am as long as, your teacher is ready.

To ensure that your child receives the maximum benefit of our curriculum, we suggest you have your child at the centre by 9:00 am.

The parent code on the door keypads are changed between 11:30 am and 2:15 pm to avoid disruptions during sleep-time. Should you have to pick-up your child during these hours, notify the office and we will meet you at the front door.

There is a late fee of \$10.00 (payable to the closing teacher) for every 15 min. or part of after 5:30pm.

If you know you are going to be late please call the office so we can inform your child's teacher in order to alleviate any worry.

If a person other than yourself will be picking up your child, please notify the office so we can inform your child's teacher. Picture identification will need to be produced before your child will be released.

Late/Absence Policy:

If your child has not been dropped off by 10:30am and we have not received a phone call or email regarding an absence, we will be contacting you via email on HiMAMA. If you know ahead of time of an absence or being late due to an appointment, we ask that you notify the office, either through e-mail at ancasterlittlegems@gmail.com or by telephone (905) 648-8778.

We appreciate your co-operation with this safety precaution, we hope this will avoid any further incidents of young children being left in cars during extreme heat/cold weather conditions.

Orientation Policy:

Two weeks prior to starting at ALG, the Supervisor will schedule visits for your child to come in and become familiar with our facility and their new teachers. This is also a good time for parents to become comfortable with the office staff and our program, however we do understand, that many parent's schedules may not permit the extra time. We recommend two to three visits prior to starting at ALG. These visits must be scheduled through the office.

Special Inclusion:

We aim to ensure that all children are treated equally and that all children's individual needs are met.

Here at ALG we take extra effort to help children with Speech and Language delays.

Many of our staff have taken courses in sign language and/or the Hannen Speech and Language program. We also support families of various racial, cultural, linguistic and socio-economic backgrounds.

Behavior Guidance:

The teachers at ALG strive to achieve acceptable behavior through proper role modeling. Teachers use positive reinforcement to strengthen desired behavior. We provide the child with choices when appropriate and redirect undesired behavior. Teachers show children how to resolve their conflicts by providing the children with the proper words to use with their peers.

Monitoring of Prohibited Practices and Disciplinary Action:

ALG prohibits the act of any negative practices, which include but is not limited to the following:

- (a) striking a child, directly or with a physical object;
- (b) harsh or degrading responses of any form including verbal, emotional and physical, that would humiliate the child or undermine his or her self- respect;
- (c) depriving the child of basic needs including food, shelter, clothing or bedding;
- (d) locking the exits of the centre for the purpose of confining the child; or
- (e) using a locked or lockable room or structure to confine a child who has been separated from the group.

In the event that, the Owner Operator/Supervisor or anyone on the premises of ALG observe such behaviour, it will be addressed immediately according to the strategies outlined below.

- (a) Anyone observing or hearing a prohibited practice being used will report their concern to the Owner Operator/Supervisor immediately.
- (b) The Owner Operator/Supervisor will complete a written objective account of the verbal information that was just presented to them. This written account is to be signed and dated as correct by the individual making the initial report.
- (c) The Owner Operator/Supervisor will investigate the report. Complete documentation will be part of the investigation process.
- (d) The Owner Operator/Supervisor will gather facts from any witnesses of the incident.
- (e) Any witnesses to the incident will write a description of the report, sign and date it.
- (f) The individual directly responsible for the incident will write a description of the report, sign and date it.
- (g) The Owner Operator/Supervisor will conduct an interview with the individual to discuss the report.

The Owner Operator will determine the course of action to be taken:

1. Verbal warning
2. Written warning
3. Dismissal

The Owner Operator/Supervisor and the individual will sign an agreement as to the course of action taken and any further action should a similar situation occurs.

Illness and Childcare:

How ill is too ill to come to daycare?

If your child has any of the following, we feel that they are best cared for at home.

- Diarrhea (not controlled by medication)
- Vomiting
- Fever (Temperature over 101° F or 38° C and not controlled by medication)
- Contagious infection

Should any of these symptoms present themselves during the day, we will call and ask that your child be picked-up.

We ask that they be fever/symptom free for at least 24 hours before returning to daycare. This will help reduce the spread of any illness.

Refer to appendix A & B found at the end of the Parent Handbook for further information regarding illness.

Medication Policy:

Antibiotics will be administered to your child at ALG under the following circumstances:

- The child has been on the antibiotic for 24 hours.
- The proper Medication Form has been completed and signed
- The medication is in its original prescription container with the child's name, name of medication, dosage, expiry date and storage instructions.

When possible, a child's parent and physician should try to minimize the need for medication while in childcare. Medication can be ordered to be administered twice a day (in the morning before attending childcare and upon arriving at home after childcare). However, in some situations a child may require medication during care, and it will be administered at lunch (between 11:30am – 12:00pm).

Non-prescription drugs (Benadryl/Aerius) will only be administered when accompanied by an Anaphylaxis Emergency Action Plan. A Non-prescription Medication Form must be filled out by the parent, signed and dated. Non-prescription drugs must be in an un-opened, sealed bottle. Date of purchase is also required.

**ALL MEDICATION IS TO BE GIVEN TO THE OFFICE SO IT MAY BE STORED APPROPRIATELY.
(Only the Owner Operator, Supervisor or Assistant Supervisor is permitted to administer medication)**

Mealtime and Nutrition:

Two snacks and a hot lunch are served in all the programs throughout the centre. Our meals are prepared in accordance with Canada's Food Guide, and prepared fresh daily onsite.

Snacks and lunch are social times in which conversation is encouraged. Teachers and children sit around the table in a family style seating arrangement. Prior to meals grace is said as a group. Children are encouraged to taste food but NEVER forced to eat. Food is never withheld from a child for disciplinary reasons.

Mealtimes:

Morning snack is served at approx. 9:00am.

Lunch is served at approx. 11:15 - 11:45am.

Afternoon snack is served at approx. 2:15pm.

Although we have the above schedule children in our infant program are fed according to their own schedules if needed.

Our centre is *PEANUT FREE* to the best of our ability.

Due to the number of allergies throughout the centre, NO outdoor food is allowed in the classrooms.

Staff are all trained to administer Epi-Pens in the event a child suffers from a life-threatening allergy.

Outside Time:

Weather permitting; the children will be outside for two hours per day. Please bring the following to daycare:

SUMMER:

Hat, Sunscreen, Swimsuit & Towel, Water Shoes, Indoor Shoes or Slippers

WINTER:

Hat, Mittens (2 pairs), Snowsuit, Boots, Indoor Shoes or Slippers

FALL/SPRING:

Splash Pants, Boots, Mittens, Indoor Shoes or Slippers

**** Always bring extra clothing in case of accidents****

Sleep Time:

In compliance with the CCEYA, ALG provides a 2-hour soothing rest period for your child. Rest period is approx. 12:15pm-2:15pm. Infants sleep according to their own schedule.

If your child does not sleep or rest for the full time provided, they may participate in a quiet activity (books, coloring, puzzles, etc.), with a teacher until the remaining children are awake.

The CCEYA requires children from the ages of 0-6 years to have a minimum rest period of 1 hour per day. ALG supplies blankets for all children. If you wish, you can bring in a small sleep toy that must be kept in your child's backpack. No large items due to space restrictions will be allowed during sleep time.

To ensure the safety and well-being of all infants younger than 12 months, they will be placed for sleep in a manner consistent with the recommendations set out in the "Joint Statement on Safe Sleep: Preventing Sudden Infant Death in Canada. An infant under 12 months will be placed in their crib on their back to sleep. If an infant is able to roll from their back to stomach or side, they will not be repositioned. Sleep positioners will not be used.

Serious Occurrence Notification Plan:

ALG's main priority is to promote the health and safety of our children. The staff work to maintain a safe and nurturing environment, however despite all safety precautions, injuries may occur. In the event of a serious occurrence, the childcare provider must post a "Serious Occurrence Notification Form." in a visible area for 10 days, regarding the incident which took place at the centre.

A serious occurrence includes:

- Any death of a child while in attendance at ALG.
- Any serious injury to a child while in attendance at ALG.
- Abuse of a child within the meaning of the *Child & Family Services Act* by a staff member at ALG.
- Any situation where a child is missing or is temporarily unsupervised.
- Disaster occurring on the premises of ALG (fire, flood, power outage). The Serious Occurrence Notification Form will give parents information about the incident and outline follow-up actions taken and the outcomes. This form will respect the privacy of the individuals involved. Longer-term actions will be included to help prevent similar incidents from re-occurring. There are many factors, which may lead up to a serious occurrence report. A serious occurrence does not necessarily mean that ALG is out of compliance with licensing requirements or that the children are at risk in the childcare program.

Absent / Sick Days:

Parents are responsible for full fees on days that your child is absent or sick from daycare.

Vacation Policy:

Parents are responsible for full payment for any vacation taken throughout the year.

Statutory Holidays:

ALG will be closed to observe the following Holidays:

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

(Parents are responsible for full fees for these days)

Method Payment of Fees:

Fees may be paid by cheque, debit, e-mail transfer or cash before service is rendered. It would be appreciated if all cheques be dated for the Monday to avoid daily banking.

Payment schedules can be set up with the office for weekly, bi-weekly or monthly payments.

Monthly statements will be sent out through HiMAMA, the last week of each calendar month.

Please note:

** Late payment subject to interest charge of 2% will be charged.

** Rates are subject to change as conditions may require. Parents will receive at least three weeks notice of any change in rates.

Field Trips and Outings:

ALG takes part in walking trips and planned activities off the premises. (There are no trips taken that require transportation). A consent and permission form is included in your registration package.

Smoke-Free Environment Policy:

In accordance with the *Smoke-Free Ontario Act, 2017*, Ancaster Little Gems Children’s Centre is a Smoke-Free Environment. The act prohibits smoking or holding lit tobacco in a childcare centre, whether children are present or not. Staff, students, volunteers, parents or anyone coming onto the premises while smoking will be asked to leave the premises immediately.

As of October 17, 2018, smoking of medical and recreational cannabis and the use of electronic cigarettes (containing any substance) is prohibited in the same places where smoking tobacco is prohibited under the *Smoke-Free Ontario Act*.

The sale of tobacco or vapour is also prohibited in a childcare centre.

In accordance with the *Childcare Early Years Act, 2014*, ALG must be smoke-free at all times. In order to abide with these regulations no smoking or vaping on the property including while in your car is prohibited.

Staff, students and volunteers are notified upon hiring of our Smoke-Free Environment Policy. There are five No-Smoking/Vaping signs posted on our exterior building doors visible for all to see, as well as one in the staff bathroom.

Emergency Management Policy:

ALG has an emergency management policy, which covers, but not limited to the following: fire, gas leak, utility failure, criminal activity, lock down, winter storm, imminent weather, first aid incident, child abuse, missing child, and serious violent activity in the vicinity of the centre.

If one of the above noted emergencies occur, all parents will first be notified through HiMAMA. Should there be no connection to the internet, parents will be notified by phone. If the centre must be evacuated, the staff and children will make their way over to either the Hamilton Public Library (Monday – Thursday) or St. Andrew’s Church on Sulphur Springs Road (Friday). The Owner Operator/Supervisor will then contact parents through HiMAMA to inform them of the situation.

Inclement Weather Policy:

In the event of impending severe weather conditions, Ancaster Little Gems will monitor the weather warnings. Ancaster Little Gems will only close due to severe weather conditions, if both the Catholic and Public-School Boards announce that schools will be closed. If busses are cancelled, but school remain open, Little Gems will remain open as well.

Parents are asked to stay tuned to the Hamilton and area TV and radio stations for weather reports and School Board announcements. We will also send out a notification through HiMAMA and will record a notification on our answering machine.

The following is a list of Hamilton and area media outlets that will report on School Closures:

95.3 Fresh FM / Y108 FM
 CKOC 1150 / K-Lite 102.9 FM
 CKPC 1380 AM / Jewel 92.1 FM
 CHCH TV Morning Live (Channel 11)
 CBC Hamilton www.cbc.ca/hamilton

If ALG remains open during winter weather, please be aware that many of our teachers have long drives into the centre, so our staffing could be affected first thing in the morning. We will do our best to take care of your needs, but safety is our utmost concern.

Centre Closure Due to Power Outage:

If ALG should lose power at some point of the day, we may have to close the centre. The first notice will go out through HiMAMA approximately an hour and a half after the power is lost stating what the potential plan will be. If power is not restored by a given time, we will send a second notice stating the time the centre will be closing. Board of Health will contact us within two hours of power failure to discuss our plan of action.

In the Event of an Evacuation:

In the event of an emergency and the centre must be evacuated, the staff and children will make their way over to either the Hamilton Public Library (Monday – Thursday) or St. Andrew’s Church on Sulphur Springs Road (Fridays). The Owner Operator/Supervisor will contact parents through HiMAMA to inform parents of the situation. Should there be no connection to the internet, parents will be notified by phone.

Policy for the Supervision of Students & Volunteers:

ALG will ensure that direct unsupervised access (i.e. when the individual is alone with a child) is not permitted for persons who are not employees of the centre; including all students and volunteers.

Enrollment and Service Termination:

Enrollment Fee:

At ALG we charge a \$50.00 registration fee (non- refundable) upon registering. A deposit of \$100.00 (non-refundable) will hold your spot until your child’s start date. The \$100.00 will be applied to your first week’s fees.

Service Termination:

ALG requires four weeks written notice of withdrawal of your child from the program. If notice is not given, you will be responsible for four weeks fees.

Lost and Found:

There is a lost and found located in every room of the centre. Please check the lost and found in your child's room on a regular basis.

Any items left at ALG after 30 days will become the property of the centre.

Personal Belongings:

Please be certain to label ALL your child's belongings to help prevent loss. Mabel's Labels is an on-going fundraiser here at ALG. Simply go onto the Mabel's Labels website and look up Ancaster Little Gems.

https://mabelslabels.ca/en_CA/fundraising/support/

ALG understands that children enjoy sharing their own belongings from home and to allow for this staff may schedule Show & Tells days. We would prefer that home toys not be brought into the classroom as it may get lost or causes issues amongst the children.

**** ALG does not accept responsibility for any lost or broken items ****

CUBBIES: Please clean out your child's cubby at the end of your child's week.

Parent Involvement:

Parents are welcomed to get involved with different aspects of ALG:

- Fundraising activities
- Christmas open house
- Family BBQ
- Attend parent meeting
- Providing classrooms with beautiful junk (i.e. fabrics, buttons, thread spools, any natural materials such as wine corks, seashells, special rocks, etc.)

Conflict Resolution Policy:

In the event of a parent issue or concern, ALG will support open discussions through a fair and transparent process. ALG will ensure any issue or concern will be addressed in a timely manner. The Owner Operator and/or Supervisor will always be available to meet with parents if an issue or concern should arise. We ask that day-to-day concerns to be brought to the attention of the classroom teacher first for a quick resolution.

The staff will notify the office of any concerns that have been brought forward by a parent. If the

matter is not resolved, we then ask that the parent speak with the Owner Operator and/expected response will be given to the parent.

We have an open-door policy at ALG, please feel free to call the Owner Operator or Supervisor at any time (905)648-8778. You may also stop by the office or send an e-mail at ancasterlittlegems@gmail.com

Concerns and Suggestions:

If you have any concerns:

- Please feel free to call the office and speak to Karen or Casie.
- E-mail us ancasterlittlegems@gmail.com

“Open Door” Policy:

ALG understands how difficult it can be to be away from your child. We understand that as a parent, the success of your day depends on the success of your child’s day. So please feel free to call and we will gladly go check with the classroom teachers to see how your child’s day is doing.

Parking:

ALG has “on site” parking. Please park your car in such a way that it enables others to enter and leave the parking lot in a safe and swift manner. Take your time coming into and leaving the parking lot and avoid making additional parking spaces (i.e. fourth spot by the Little Gems sign).

Always accompany your child in the parking lot. We are asking that parents take no more than 10 minutes during drop-off and pick-up to help eliminate congestion in the parking lot. Please, ***never leave your car running while unattended.*** Cars have been known to slip into gear and cause horrible accidents. ***Siblings are not to be left in the car while dropping off/or picking up a child attending ALG.***

*** Thank you for choosing Ancaster Little Gems Children’s Centre. We know you and your family will enjoy your time with us. ***

Illness and Childcare

How ill is too ill to come to school?

If your child has any of the following, we feel that they are best cared for at home.

- Diarrhea
- Vomiting
- Contagious infection
- Temperature over 100 Fahrenheit - 38 Celsius

When will you need to pick up your child due to illness?

You will receive a call from us asking for you to pick up your child;

If your child becomes ill while at Little Gems

If they have vomited

If they have had three soft Bowel Movements

If they have a temperature of 101 Fahrenheit - 38.5 Celsius

Please Note:

You will not be able to bring your child back to Little Gems until your child is symptom free for 24 hours please follow the Infection Control Guidelines as outlined by the City of Hamilton.

This will help us keep all our Little Gems Healthy throughout the year.

Can Medication be administered to my child?

Antibiotics will be administered to your child at Little Gems under the following circumstances:

- The child has been on the Antibiotic for 24 hrs
- The proper Medication Form has been signed
- The medicine is in its original prescription container.



Infection Control Guideline for Child Care Centres

Exclude a child with any of the following conditions

Condition	Exclusion Period
Chickenpox	Until scabs have formed and child is comfortable to be in the program
Diarrhea	Until 24 hrs after last diarrhea movement
E. Coli	Until 2 consecutive negative stool specimens taken 24 hrs apart
Giardia	Until Diarrhea has stopped (24 hrs after last diarrhea movement)
Headlice	Until 24 hrs after first treatment & most of the nits have been removed
Hepatitis A	Until 1 week after onset of jaundice
Impetigo	Until 24 hrs of Antibiotics
Influenza	Until 5 days after symptoms began
Measles	Until 4 days after rash appeared
Meningitis (Bacterial or Viral)	Until child is recovered, decision is to be made by a physician. A doctor note is needed.
Mumps	Until 9 days after swelling began
Pertussis (whooping cough)	Until 5 days after antibiotics are started, or until 3 weeks if not treated with antibiotics.
Pinkeye (yellow or white discharge)	Until 1 full day of antibiotic treatment (24 hrs.)
Pinworms	Until 24 hrs after treatment
Pneumonia	Until seen by a physician and permitted to return
Ringworm (body)	Until treatment has started: Keep child from swimming /wading pools, and water play until treatment is complete
Rubella (German Measles)	Until 7 days after onset of rash
Scabies	Until 24 hrs after treatment
Scarlet fever	Until 24 hrs after starting treatment
Shigella	Until 2 consecutive negative stool specimens taken 24 hrs apart
Strep throat	Until 24 hrs after antibiotics are started
Tuberculosis – active	Call the social and public health services department 905-546-2063 ask to speak to a public health nurse
Vomiting	Until the vomiting stops and it is determined that the vomiting was caused by a non-infectious condition.

Ancaster Little Gems will be following these guidelines. If you have any questions, please contact the office (905)648-8778 and we will gladly go over any areas of concern.