



# **Family HANDBOOK**

*May 2018*



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## **Introduction**

Welcome to the Children First Centre (CFC)! We hope this handbook answers your questions and gives you information necessary to feel comfortable and confident in allowing us to care for your child.

We believe that children learn by playing and exploring in an appropriate stimulating culturally relevant environment. Our curriculum is interactive learning through play and discovery based on the children's interests and needs.

CFC strives to ensure that our staff can meet the needs of all children. We offer our services to children between the ages of 6 months to 12 years. Children are eligible for entry to the Centre from the day they turn 6 months old to the last day of the month of their twelfth birthday.

There are a variety of programs at CFC: The Infant/toddler program provides care for the youngest children six months to 2 years old, the Preschool Programs accommodate a wide variety of needs for children two to five years old, and we have an assortment of School Age Programs for children five to twelve.

CFC has an open door policy; you are welcome to drop in at any time to visit your child.

We welcome your input and encourage you to get to know your child(ren)'s caregivers. By working together, we will achieve the goal of promoting a quality early childhood experience for the children.

## **Board of Directors**

CFS is a non-profit registered charitable organization that operates under a Board of Directors, which consists of volunteers, mainly parents, who are elected at the Annual General Meeting (AGM). Upon registering your child you become an important member of the Centre, which relies heavily on its members for such things as fundraising, general maintenance and upkeep as well as advocating in the community for the Centre and early learning as a whole.

The AGM is usually held in the fall.

All members/users of the Centre are encouraged to attend the AGM. As this is a time to give feedback and discuss ways to improve services and programs, your comments and suggestions are appreciated.

There shall be 3-9 members on the Board of Directors. Each Board member shall be elected for a term of one year. There is no limit on how many terms a Board member may run for re-election.

The Board of Directors meet the third Wednesday of the month; therefore, anyone having questions or suggestions may bring them to the attention of a Board member to be discussed at a regular meeting.

## **Licensing**

CFC is licensed by the Government of the Northwest Territories under the NWT Child Day Care Act. The license is renewed on an annual basis and is contingent on passing the annual Environmental Health Officer and Fire Marshal inspections. Our license is for 16 infant spaces (children 6 months-2 year olds), 71 preschool spaces (children 2-5 year olds), and 40 School Ager spaces (children 5-12 year olds).

## **Our Service Vision**

1. Child care services for children 6 months-12 years old to support families entering the work force or continuing their education.
2. Traditional culture and language programs to rejuvenate the local culture and language and increase wellness and empowerment.
3. Early Start services will be incorporated to ensure early risk assessment and developmental support is available for all children.
4. Health promotion programs and services will be available, through a strong partnership with the regional health professionals.
5. Nutritional services will be offered throughout all the programs to ensure the children receive their daily basic nutritional needs.
6. Family support to ensure the needs of the family are recognized and families have a voice in the services for their children and are major players in their child's growth.
7. Social support to ensure that families have opportunities to actively participate in the community and interact with other families.
8. Early Childhood Development training and professional development for Early Childhood staff in the region. In partnership with Aurora College and the Regional Early Childhood Consultant an accredited program will be offered regionally with on site and traveling workshops and seminars.

## **Staff Members**

The key to a quality early childhood learning environment is Staff training and consistency. Our Staff comprises of full-time and part-time individuals who have acquired or are working on specialized training in Early Childhood Education and orientation to the NWT Child Day Care Act. We encourage and support our Staff to pursue ongoing professional development opportunities. All Staff members are also trained in First Aid and CPR.

CFC has an Executive Director, Office Administrator that work as a team to oversee daily operations. The Executive Director reports directly to the Board of

Directors. CFC is staffed based on the child-to-caregiver ratios as set by the NWT Child Day Care Act. The Centre also has support Staff; there is a full-time Facilities Manager, part time Kitchen Assistant and a facilities person.

Under the direction of the Board of Directors, the Executive Director is responsible for the overall administration and implementation of CFC. The Child Care Practitioners work directly with the children, are responsible for assisting in implementing the daily program and the general maintenance of the Centre. Staff work together as a team to ensure the interests and needs of the children and their families are supported.

Our staff are trained to deal with any difficulty that may develop during the day. They will help your child explore the world through various activities. They will also help your child learn acceptable behavior in an atmosphere of warmth and caring. Please feel free to approach the staff with any questions or concerns you may have.

### **Supervision Policy for Volunteers & Students**

- Direct unsupervised access (i.e. when the Individual is alone with the children) is not permitted for persons who are not employees of Children First Centre.
- Placement students and volunteers may not be counted in the staffing ratios in child care centres.
- No child shall be supervised by a person under the age of 19 years.

### **Supervision and Transportation of Children**

Supervision of the children is our number one priority. All staff will be aware of the NWT Child Day Care Act regarding child supervision.

CFC follows the legislated standards for minimum staff to child ratios and maximum group sizes in NWT and strives for higher standards to have more adults supervising children.

Walking field trips around the community are used for fun learning opportunities. A walking field trip permission form is included in the registration package. More extensive field trips or trips that pose a higher risk will require an individual field trip form. The form will list if field trip transportation will occur through walking or contracted bus services. The minimum staff to child ratios and maximum group sizes must be maintained during the field trip and any transportation to and from the visited facility. Activities outside the facility and grounds must have 2 supervisors at all times to ensure the safety and wellbeing of the children.

The minimum staff to child ratios and maximum group sizes must be maintained for School age children transported/walked to and from school.

## Programs Available

1. *Infant: 6 months to 18 months*
  2. *Toddler: 18 months to 2 years.*
  3. *Preschool: 2 years to 5 years Full and Half Day programs available*
  4. *Before school, after school lunch and full time School Age Programs: 4 years to 12 years<sup>1</sup>*
  5. *P.D. Day Program/Summer Day Programs: 5 years to 12 years*
  6. *Community Drop in programs*
- *All programs are available full -time and there may be an option of part time or drop in care depending on availability of spaces.*

## Programs

Play is the most important element in our programs. Through play, children learn what no one can teach them. They are able to develop skills such as independence, resourcefulness, curiosity, creativity and responsibility. Play is a child's work!

Our centre provides age-appropriate areas for dramatic play, arts and crafts, science and nature discovery, sensory exploration and block play, shelf toys, puzzles, fine motor tasks and books. Our gross motor activities and outdoor play provide opportunities for running and jumping and the development of gross motor skills.

During free play the children can choose their own activities according to their interests and staff support their learning in a developmentally appropriate way. Special field trips and community visitors will be offered. Children are encouraged to reach their cognitive potential and develop their greatness.

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<sup>1</sup> All except the lunch option include full day care during all East 3 Elementary closures/afternoon

## **Enrollment**

Many children are able to enter an early learning facility with little or no complications. However, this transition can be difficult for some children. Our staff will do everything they possibly can to help both the child and the parent/guardian overcome the anxiety of separation. It has been our experience that children will quickly calm down and begin to explore their environment once the parents/guardian has left. If at all possible we strongly encourage parents/guardians to set up some visitation times prior to the child's first day, to assist the child in becoming familiar with the environment and staff. There is no fee for these visits as long as the parent or other adult remains with the child at the Centre. We also welcome parents' calls at any time throughout the day to discuss their child's day and to assist in reassuring the parent their child is adjusting.

**A completed registration package must be submitted along with an up to date immunization record and the refundable deposit fee paid prior to the child being accepted. The monthly fee must be paid prior to child attending.**

While every effort is made to accommodate each child, there may be occasions where a child's particular needs cannot be met by our program. In that event, the Executive Director will work with the parents/guardians to find the best solution and may ask that the child be withdrawn. You will be given withdrawal notice of at least 2 weeks in this rare case.

## **Drop in Programs**

We offer a variety of drop in programs.

Children under 6 with an adult are welcome to any of the free drop in programs offered throughout the year. Attendance is taken at these times, each child is asked to sign in on the appropriate sheet.

Children 6 months – 12 years of age can take part in our fee structured programs when space is permitting.

Drop in procedure for these programs are as follows:

- Family fills out a registration package
- Child and family visit for an orientation
- Family contacts CFC with drop in dates required
- CFC determines if space is available and informs the family.
- Payment for drop in space is made
- Child attends program on drop in days



## **What To Bring**

### **Infant Toddler Program**

- ⌚ Indoor shoes
- ⌚ Change of clothes
- ⌚ Weather appropriate clothing and accessories
  - For Winter: Mitts, hat, scarf, boots, coat, snow pants
  - For Spring/Fall: Rubber boots, splash pants, medium weight coat
  - For Summer: Sun hat, sunglasses, shorts, sunscreen, bug repellent
- ⌚ Special blanket and stuffy for nap/quiet time
- ⌚ Diapers, wipes, cream, toileting accessories
- ⌚ Toothbrush and toothpaste
- ⌚ 2 Milk / Water Bottles

### **Preschool Program**

- ⌚ Indoor shoes
- ⌚ Change of clothes
- ⌚ Weather appropriate clothing and accessories
  - For Winter: Mitts, hat, scarf, boots, coat, snow pants
  - For Spring/Fall: Rubber boots, splash pants, medium weight coat
  - For Summer: Sun hat, sunglasses, shorts, sunscreen, bug repellent
- ⌚ Toothbrush and toothpaste
- ⌚ Special blanket and stuffy for nap/quiet time
- ⌚ Water bottle

### **School Ageds**

- ⌚ Indoor shoes
- ⌚ Weather appropriate clothing and accessories
  - For Winter: Mitts, hat, scarf, boots, coat, snow pants
  - For Spring/Fall: Rubber boots, splash pants, medium weight coat
  - For Summer: Sun hat, sunglasses, shorts, sunscreen, bug repellent
- ⌚ Toothbrush and toothpaste
- ⌚ Water bottle

***\*Please make sure ALL items are labelled with child's name.***

***\*Please note that children are taken outside at most temperatures. Children enjoy the outdoors in the cold even if it is just for 5 minutes. Outdoor play is an important part of child development.***

## Hours of Operation

CFC is open from 7:45am – 5:30pm Monday to Friday.

## Closures

CFC is closed for the following reasons:

- ALL Statutory Holidays
  - New Year's Day – January 1<sup>st</sup>
  - Good Friday – date varies
  - Victoria Day – 4<sup>th</sup> Monday of May
  - National Aboriginal Day – June 21<sup>st</sup>
  - Canada Day – July 1<sup>st</sup>
  - Civic Holiday – 1<sup>st</sup> Monday of August
  - Labour Day – 1<sup>st</sup> Monday in September
  - Thanksgiving – 2<sup>nd</sup> Monday in October
  - Remembrance Day – November 11<sup>th</sup>
  - Christmas Day – December 25<sup>th</sup>
- Easter Monday
- 2 Professional Development Days – varies
- In the event of an emergency situation, including but not limited to: fire, extended power outages, heating system failures, severe weather conditions, health & safety issues, etc., the Centre may be required to close on short notice despite all efforts of the Children First Centre Staff and Board.

Refer to “Appendix A” for detailed Calendar.

## Fees

Fees are due on by the 1<sup>st</sup> of each month for the coming month. For example, fees for September enrolment are due by September 1<sup>st</sup>. Overdue payments will result in your child(ren) being removed from the program. Fee may be paid by cash, cheque or credit card. See appendix E for program rate chart.

- Monthly fees are based on a daily rate;

- Daily rates are multiplied by an average of 20 days per month. However, the number of days of service per month may vary; some months have more than 20 days whereas other months have less.
- Annually, CFC is open for a total of 242 days whereas monthly fees pay for 240 days per year; therefore, all families receive two free days of service per year.
- All fees are inclusive of lunch unless otherwise stated.
- *Vacation Leave:* We request that families give us notice if a child is going to be away for more than a week. Refer to *Appendix B* for a copy of the Vacation Schedule Policy.
- A refundable deposit of one half of monthly fees is required upon registration. Deposits are refunded at the termination of services provided that one month's written notice is provided. Deposit funds may also be applied to last month's fees when one month's written notice is provided.
- There is a **Late Pick-up Fee** rated at \$25 inclusive of the first 15 minutes for pick-ups between 5:31pm – 5:45pm and an additional \$50 charge for the each additional 10 minutes. As per the NWT Centre regulations there must be at least two Staff members at the end of the day, these fees are to cover the cost of the Staff for overtime worked. All late fees will be applied to the next month's invoice. Repetitive offences may be grounds for termination.
- **One Month written notice** is required when you wish to withdraw your child from a program.
- **There is a three month Wait period** for a child to be returned to the program wait list once the family have withdrawn them from the program.

## **Subsidy**

The GNWT department of Education, Culture and Employment has a subsidy program for those families in need of financial assistance with their child care fees. Please talk to the Executive Director or contact the local GNWT department of Education, Culture and Employment.

## **Volunteer Requirements**

### *Base Requirements:*

Families are required to participate in 12 hours of volunteer activities for full-time children (infant, toddler, full-time preschool), 6 hours of volunteer activities per year for part-time children (part-time preschool, school age full program) and 3 hours of volunteer activities per year for reduced-hours children (school age lunch program, school age after school only program) on an annual basis (January 1<sup>st</sup> to December 31<sup>st</sup>)

At least half of the volunteer hours required must be completed in the first six months of the year (i.e. prior to July 1<sup>st</sup>);

In the event that families complete more hours than required excess hours can be carried over to next year.

Families who join part way through the calendar year will have their volunteer requirements pro-rated accordingly.

Volunteer efforts are reviewed regularly. Failure to meet volunteer requirements is cause for termination.

Volunteer hours can be bought out at the beginning of the year.

Refer to *Appendix F* for a full copy of the Volunteer Policy.

## Tracking your Volunteer Hours

Each family is responsible for tracking their own volunteer hours. To do so:

- 1) Go to our website [childrenfirstsociety.org](http://childrenfirstsociety.org)
- 2) On the bottom of the page click on Volunteer Portal Sign up
- 3) Enter your information in the sign up column
- 4) click submit.
- 5) You will receive an acceptance email once it is verified you are connected to a child in our program.
- 6) Then you can log in to enter and check your volunteer hours.

## Arrival & Departure

Parents/Guardians are required to sign their child in and out of the Centre and make contact with a Staff member at every arrival and departure. Children may not arrive at the Centre unattended. The Centre will only be responsible for children once contact has been made with one of the Staff members.

Parents/Guardians must notify the Centre in writing if an alternative person will be picking up their child. Authorized alternatives must be indicated on the child's registration forms. Alternatives must be at least 12 years of age. If it is necessary to add or remove a name, please notify the Executive Director in writing. Staff members may request photo identification of alternatives to confirm identify.

Parents/Guardians are asked to call the Centre in the morning if their child will not be attending for any reason, unless prior notice has been given.

## **Introductory Period**

In order to ensure CFC is suitable for your child, the Centre has a **one month Introductory Period**. This period will allow both the parents/guardians and Staff to determine whether the Centre is the proper environment for your child. Throughout the Introductory Period, the Executive Director or Team Leader in the program will discuss with the family any topics or concerns. The Executive Director may arrange a meeting with the family to decide whether the Centre is able to adequately care for your child. In cases where the Centre is not a good match to the child's needs, deposits and unused program fees will be refunded in full.

## **Child Guidance**

The Children First Centre strives to provide a secure and safe environment for our Staff and the children enrolled.

Discipline should be a learning experience for the child by helping them become aware of healthy ways to express feelings and frustrations. The progressive discipline approach enables teaching of appropriate behaviours and eliminates undesired behaviours.

Child guidance is maintained through careful, active supervision, setting clear limits and giving age appropriate explanations. Staff approach discipline in a positive manner, using positive reinforcement and attention to encourage desirable behaviours. Staff treat each child as a unique individual and are fair, firm and consistent. We encourage children to accept the consequences of their behaviour and we engage in problem solving alternatives where appropriate.

Refer to *Appendix D* for a copy of the Child Guidance Policy.

## **Communication and Parent Participation**

It is our goal as a centre to maintain an "OPEN DOOR" policy. We feel it is important to have open communication with the parents/guardians and families. Parents/guardians are always welcome at the Centre at any time during the day to visit with their child without giving prior notice, and please feel free to call at any time to check on how your child's day is going. We ask that you advise us of any changes or events at home that may affect your child's behavior. Our staff are committed to providing an environment which fosters co-operation between the home and the Centre. It is very important that both the parents/guardians and the staff work together to help your child reach their full potential. Daily contact with families is encouraged at drop off and pick up time or please feel free to call the Centre to speak with the staff in your child's

program. Family members with special talents are welcome to participate and contribute to the programs.

Families are also asked to complete a program evaluation periodically throughout the year. Feedback and suggestions are welcome any time. Daily reports are completed on all children in the infant and toddler program. Portfolios are completed on all children who attend a program please talk to your programs Team Leader any time you wish to see your child's. Once a year families will be invited to a special event to see their child's portfolio and speak with the staff team.

Newsletters and calendars are available on a regular basis to keep you informed of the activities and special events happening at the Centre in your child's program.

Program Schedules and weekly Program Plans are all posted in each program on the Parent Information Board located in each room.

Field trips – parents/guardians will be notified of any field trips and off-site activities through the monthly calendars as well as postings. Parents/guardians are encouraged to come along with their child on these outings. Please talk to the staff if you are interested. At times off site activities such as walks are not always planned ahead of time but occur to accommodate the interests and needs of the children. Field Trips are by foot or bus only.

Family Events – throughout the year we plan at least two special family events.

Fundraising- parents/guardians are asked to assist the Centre in the fundraising throughout the year. Fundraising helps us in keeping our program fees down by assisting us in purchasing numerous program supplies, such as new toys, gross motor equipment, and other needs the center may have. The program cost of child far exceeds the monthly program fees so we are constantly seeking funds through proposals and fundraising.

## **Health and Safety**

NWT's *Child and Family Services Act* states clearly that professionals who work with children have a legal obligation to report promptly to a child protection worker that a child may be in need of protection. Therefore staff are trained in the identification and reporting of suspected abuse and must follow the legal obligation when reporting this suspected abuse.

As part of the enrollment process, all children must be up to date with their required immunizations prior to starting or have a signed exemption form completed. Updates must be given to the Administration office as immunizations

To maintain a good standard of health, a Daily Health Check is completed upon each child's arrival at the Centre. The Centre follows Public Health and Day Care

- a communicable disease such as pink eye,
- undiagnosed rash/skin disease,
- 

must be kept at home until they are well or diagnosed by a physician. Should a child become ill during the day he/she will be supervised away from the other children and the Executive Director or Room Practitioner will use their discretion in deciding if the parent should be contacted and if the child is sent home. Should the child need to be sent home it is the family's responsibility to pick up their child or to make arrangements for them to be picked up. Our centre is not equipped to attend to the needs of a sick child.

Please notify the Centre if your child has been exposed to any communicable disease whether or not they are showing any symptoms. Email or poster will be used to notified families of any communicable disease.

After a busy morning of exercise and activities the preschool and infant/toddler children rest for approximately 1 to 2 hours. The older children may have a "quiet time" if they are not in need of a rest or their parents request that they do not rest. "Quiet time" will consist of children being engaged in a quiet activity within a calm environment. This follows Regulation 31 (1) and 31 (2) NWT's *Child and Family Services Act* that states each child attending is provided with a period of time for rest or quiet time.

Incidents and young children seem to go together. Children often fall and always seem to have bumps and scrapes. If your child gets hurt at the Centre a written report will be completed and shown to you for you to sign in acknowledgment and this will then be placed in your child's file. If there is a serious occurrence that results in the need for medical attention, the Centre will contact you and arrangements will be made for you to pick up your child or meet the staff at the emergency facility. If you cannot be reached, we will contact your emergency contact.

**Upon registration an emergency contact, other than the parents – MUST be given on the enrollment form. In an emergency staff will always attempt to contact the parents first.**

Emergency contacts will also be used if for some reason you are unable to pick your child up at the end of the day.

A random monthly evacuation drill is conducted as part of our program. Children are oriented to the procedure within their first week of attending our program as to ensure their safe retreat. In the event of a building evacuation the Midnight Sun Recreation Complex is our backup facility.

**We ask that you assist us in providing a safe environment for the children by ensuring that your child does not bring food, money, balloons (either inflated or**



**deflated), toys with small pieces or anything which may be a hazard to the young children at the Centre. Thank You**

## **Medication**

Only prescribed medication may be administered by the staff. This staff will be assigned by the Executive Director or Team Leader. A medication form must be completed by the parent or guardian before medication may be dispensed, and the staff administering the medication must sign the form after giving the medication. All medication must be brought in the original container labeled with: **A child's full Name-date-dosage (amount and time to be given)-storage instructions ( i.e ...refrigerated) All medications and forms must be kept up to date to ensure they will be administered upon request.**

## **Nutrition**

Wholesome, nutritious lunches and snacks (morning and afternoon) are provided for the infant/toddler, preschool and school age programs. Menus for the programs are posted on the Parent Information Boards in each room with the current week as well as a week in advance being posted for viewing. Special needs and allergies should be discussed with the staff prior to enrollment. All containers, cups and other items **MUST** be labeled with your child's full name.

**AS WE ARE A NUT AWARE CENTER. DO NOT SEND FOOD ITEMS FROM HOME. We have had some incidents where items that contain nuts or may contain traces of nuts have come in to the building and put children at risk. Cross contamination is a huge concern. So to alleviate that we ask that no food is brought to the Centre from home. The exception to this is where there are severe allergies and the child needs to provide their own prepackaged food to meet those needs.**

## **Clothing and Possessions**

***"If your child isn't dirty at the end of the day, give them back to us because they haven't played hard enough to learn anything"***

Playing and learning is hard dirty work. Here are some clothing tips to help your child play and learn:

- make sure your child knows it is ok to get dirty. Children often refuse to take part in a messy activity because they are afraid they will get dirty
- dress your child in comfortable, washable clothes
- make sure your child has a change of indoor clothing in their cubby at all times, in case of incidents. Please label all with child's name.
- outdoor play is an important part of our program and under the Child Day Care Act, we are required to have the children play outdoors each day, thus clothing for all weather conditions should be at the Centre, such as

winter/sun hats, coats, snow/splash pants, winter/rubber boots, 2 pairs of waterproof mitts, neck warmer, (scarves are not permitted) etc.

- please help keep your child safe by removing strings from your child's clothing (jackets/hoods etc.) to prevent choking/ strangulation
- label all clothing so they can be easily identified, all items without a name will be placed in the "lost and found" and after a period of time unclaimed items will be donated.
- send your child with clothing that encourages independent dressing and are easily laundered
- **SHOES**- the Child Day Care Act regulates that children must wear shoes to all programs. It is recommended that running shoes be worn for your child's safety on our equipment. Your child may leave an extra pair of shoes at the program. In all programs the children will have their own "cubby" space in which to keep their personal belongings. A mini profile with the child's picture will be in the "cubby" to assist them in independently locating their space and help everyone get to know them. Please assist us in keeping this space clean and tidy.

We ask that very special home toys and toys with weapons are kept home for the children's safety and to prevent the item from getting broken or lost. The staff or the Centre will not be responsible for ensuring that toys are not lost or damaged if you chose to send toys to the Centre. We understand children often need a comforting item for the transition from home to the Centre. We ask that one comforting item be chosen and that other toys are not brought in. The program rooms will at various times have a show and share day where children are encouraged to share special things from their lives, could be a family picture, a special toy, a book or information from a trip etc. These items will be shown and shared in a special time during the day and put away safely before and after. Please do not send anything precious or irreplaceable.

Creative projects are placed on top of the cubby for you to take home often. Projects too large to be filed will be placed in a container on or near the cubbies. Please watch for these and do not allow your child's work to pile up. Take it home to enjoy with them. They are very proud to share.

## -APPENDIX A- Annual Calendar



### 2017-18 Calendar\*

ph (867) 777-3703 or email [childrenfirst@northwestel.net](mailto:childrenfirst@northwestel.net)

July 1	Program Closure - <b>Canada Day</b>
August 7	Program Closure - <b>Civic Holiday</b>
September 4, 2017	Program Closure – <b>Labour Day Holiday</b>
October 9, 2017	Program Closure – <b>Thanksgiving Day Holiday</b>
November 13, 2017	Program Closure – <b>Remembrance Day Holiday observance</b>
December 22, 2017	Program Closure – <b>Professional Development Day</b>
December 25 <sup>h</sup> , 2017	Program Closure – <b>Christmas Holiday</b>
December 26 <sup>h</sup> , 2017	Program Closure – <b>Boxing Day Holiday</b>
January 1, 2018	Program Closure – <b>New Years Day</b>
February 23, 2018	Program Closure – <b>Professional Development Day</b>
March 30, 2018	Program Closure - <b>Good Friday</b>
April 2, 2018	Program Closure - <b>Easter Monday</b>
May 21, 2018	Program Closure– <b>Victoria Day Holiday</b>
June 21, 2018	Program Closure - <b>Aboriginal Day</b>
June 28, 2018	Summer Programming starts

## **-APPENDIX B- Vacation Schedule**

### **Policy**

Children First Centre ensures programming and staffing meets the children's needs and absences.

### **Purpose**

To ensure the programs are prepared for the accurate number of children.

### **Procedure**

Vacation leave, for a minimum period of one week, two week's written notice is requested. However, in order to plan for Christmas and summer vacation two months' notice is requested. Note that summer vacation leave notices are preferred by May 1<sup>st</sup> and Christmas vacation notice is preferred by November 15<sup>th</sup>.

For school-age children not requiring full-time care throughout the summer a retaining fee of \$375 per month will be charged for July and August.

Written notification is also requested for unplanned absences from CFC (i.e. sick days) in order to record all absences and ensure receipt of attendance fees from ECE.

## **-APPENDIX D- Child Guidance Policy**

The Children First Centre strives to provide a secure and safe environment for our staff and the children enrolled.

It is understood that staff will use discretion where discipline is concerned. When behaviors become unsafe and staff feel that a behavior support plan needs to be implemented, this will be done in consultation with the Executive Director, Team Leader and the parents/guardians.

Unsafe behaviour will be determined and resolved taking into consideration the child's age and stage of development. Where biting and temper tantrums might be seen as a part of learning boundaries and communication in a toddler, it may be unsafe and unacceptable in a school age child. Therefore, different measures would be implemented in these situations.

### **Purpose**

Discipline should be a learning experience for the child by helping them become aware of healthy ways to express feelings and frustrations and manage self-regulation. The progressive discipline approach enables teaching of appropriate behaviours and eliminates undesired behaviours.

The methods staff use will include but not be limited to:

1. REDIRECTION: guiding a child into acceptable options
2. LOGICAL AND NATURAL CONSEQUENCES: making the child aware of the results of their actions
3. LIMIT SETTING: staff develop boundaries for the children, either as a group or individually according to the situation
4. MODELING: demonstrating appropriate ways to the children
5. PROVIDING CHOICES: staff outline appropriate choices and children are encouraged to make decisions for themselves
6. ANTICIPATING: staff plan and prepare the environment in such a manner to avoid conflict
7. IGNORING: some inappropriate behavior can be ignored and more attention paid to appropriate behavior
8. REFLECTION TIME: a child may be removed from a situation that is distressing them for a short period of time

### **Procedure**

The Children First Centre staff are not to yell or scream at the children; a raised voice may be needed sometimes to get the child's attention if the safety of the child or other children is involved.

No person shall practice any form of:

1. Corporal punishment, such as hitting, shaking, spanking or shoving
2. Physical, emotional or verbal abuse such as humiliation, being harsh or put downs
3. Holding back of food, rest or use of the bathroom
4. Isolation, being held down or kept away from adult supervision

If there is an incident at CFC involving a child the following steps of the **Progressive Discipline Plan** will be taken:

#### **Step 1: Family-Staff Conference**

The Executive Director or Program Team Leader will meet with parents/guardians to provide a description of the behavior and how it was handled by the staff. Solutions will be generated and implemented for future. A written summary of the

conversation will be documented and must be initialed by the staff member who witnessed the behaviour, the Executive Director or Program Team Leader and parents/guardians.

**Step 2: Behaviour Support Plan**

The Executive Director or Program Team Leader will provide a written record of the behavior. A behavior support plan must be implemented, adjustments made as needed and then signed by the staff and parents/guardians. Additional supports for the child will be explored. **Step 3: Revised Behaviour Support Plan**

If the child’s behaviour persists despite the staff of CFC following the behaviour plan, the child will be closely observed and monitored for a 2-month period. Written observations will be tracked for triggers and solutions. Professional support may be sought to guide the staff in supporting the child. A meeting must take place between Executive Director or Program Team Leader and family where the behavior plan must be reviewed, revised (if needed) and signed by all present. All documentation will remain in the child’s file. Every effort and resource available will be sought to ensure the child’s needs are met.

**Step 4: Termination**

Given that the steps above have been followed and an inappropriate solution has not been found, the Executive Director in consultation with the Program Team Leader will work with the families to decide if the program is able to meet the child’s and family’s needs. This may lead to termination of the child’s participation in the program. The Parent/Guardian will receive written notification from the Executive Director informing them that their child’s enrollment at CFC has been terminated. CFC reserves the right to immediately terminate any child that grossly endangers the welfare of other children, staff or other affiliated individuals.

The above progression will be incremental. All steps from the discipline of minor and major behaviours as per this policy must have already been taken and documented. Termination of a child’s enrollment can only be implemented with solid documentation of the issue and written notice from the Executive Director.

The time interval associated with the progression from one step to the next is not fixed. The interval will depend on the severity of the situation, the frequency of the unsafe behaviour and the level of effort being put forward by the Parent/Guardian and staff in addressing the problem.

CFC recognizes and respects Parents/Guardians as the child’s primary caregiver and is committed to developing and maintaining positive relationships and open communication between the Parents/Guardians, staff and the Board. A partnership of mutual respect is necessary to foster the growth and development of the children and the facility.

**Appeals**

If CFC gives notice of discontinuation of service, the Parent/Guardian of the affected child(ren) may make one appeal to the Board, if desired. This appeal will be reviewed by the Board and the decision final.

**Children First Centre will make every effort to meet each child’s needs so they can stay in the Centre. Only when there are extremely severe circumstances where there has been insufficient change will removal from the Centre be considered. At the discretion of the CFC, removal from the Centre could be temporary. Each case will be considered on an individual basis.**

**\*\*Under certain circumstances, CFC Board reserves the right to make exceptions to this policy on a case by case basis\*\***

<hr/> <b>Chairperson</b>	<hr/> <b>Vice Chairperson</b>
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## APPENDIX E- Program Schedule and Rates

May 15, 2018

Program	Age Range	Days and Time	Monthly Fee [1] [2] [3] [4]	Daily Drop In <sup>[5]</sup>
Infant	6 to 23 months	Monday to Friday 7:45AM-5:30PM	\$1380	\$80/day Space permitting
Infant Half Time	6 to 23 months	Monday to Friday 7:45 -11:50am	\$800.00	\$50/day Space permitting
	6 to 23 months	Monday to Friday 1:00pm-5:00PM -	\$800.00	\$40/day Space permitting
	6 to 23 months	Monday to Friday 5:00PM -9:00PM	\$800.00	\$50/day Space permitting
Infant Weekend care	6 to 23 months	Saturday& Sunday 8:00am – 5:00pm	\$1380 (includes lunch and 2 snack)	\$80/day Space permitting
Toddler	24-36 months	Monday to Friday 7:45AM-5:30PM	\$1200	\$75/day Space permitting
Half-Day Toddler	24-36 months	Monday to Friday 7:45AM-12:15PM	\$650 (includes lunch and 1 snack)	\$45/day Space permitting
	24-36 months	Monday to Friday 1:00PM-5:30PM	\$550 (includes snack only)	\$35/day Space permitting
	24-36 months	Monday to Friday 5:00PM-9:00PM	\$650 includes supper and 1 snack	\$45/day Space permitting
Full-day Preschool	3 years to 5 years	Monday to Friday 7:45AM-5:30PM	\$1170	\$65/day Space permitting
Half-day Preschool	3 years to 5 years	Monday to Friday 7:45AM -12:15P	\$635 (includes lunch and 1 snack)	\$40/day Space permitting
	3 years to 5 years	Monday to Friday 1:00PM -5:30PM	\$525 (includes snack only)	\$30/day Space permitting
	2 years to 5 years	Monday to Friday 5:00PM -9:00PM	\$635 (includes supper and 1 snack)	\$40/day Space permitting
Preschool Weekend care	3 years to 5 years	Saturday& Sunday 8:00am – 5:00pm	\$650 (includes lunch and 2 snack)	\$65/day Space permitting
Junior Kindergarten Full-day	4-5-year's	Monday to Friday 7:45AM -8:30AM, 11:50PM- 1:00PM 3:20pm- 5:30pm	\$800 (includes lunch and 1 snack)	\$50/day Space permitting
Junior Kindergarten After School	4-5-year's	Monday to Friday 3:20pm- 5:30pm	\$530 (includes 1 snack)	\$45/day Space permitting
Junior Kindergarten Morning/Lunch	4-5-year's	Monday to Friday 7:45AM -8:30AM, 11:50PM- 1:00PM	\$445 (includes Lunch)	\$40/day Space permitting
School Age Care (Summer Program)	5 years to 12 years	Monday to Friday 7:45AM-5:30PM	\$1020	\$60/day Space permitting
School Age Care Summer Weekly rate	5 years to 12 years	Monday to Friday 7:45AM-5:30PM	\$250 per week.	
School Age Care (September to June)	5 years to 12 years	Monday to Friday 7:45AM -8:30AM, 12:00PM- 1:00PM 3:20pm- 5:30pm	\$720 (includes full day care during all East 3 Elementary closures) <sup>[4]</sup>	\$45/day space permitting
School Age Care after School only (September to June)	5 years to 12 years	Monday to Friday 3:15PM -5:30PM	\$475 (includes full day care during all E3E closures & includes snack)	\$40/day space permitting
School Age Care Lunch Only (September-June)	5 years to 12 years	Monday to Friday 12:00 to 1:00PM	\$200 (does not include any E3E closure dates)	\$15/day space permitting
School age care Morning and Lunch only (September to June)	5 years to 12 years	Monday to Friday 7:45 to 9:00PM	\$400 (includes full day care during all East 3 Elementary closures)	\$20/day space permitting
School Age Evening Care	5 years to 12 years	Monday to Friday 5:00PM -9:00PM	\$600 (includes supper and 1 snack)	\$40/day Space permitting
School age Weekend care	5 years to 12 years	Saturday& Sunday 8:00am – 5:00pm	\$650 (includes lunch and 2 snack)	\$60/day Space permitting
Late Pick Up Penalty	All ages	1- 15 minutes late	\$25	
		>15 minutes late	\$50 for each additional 10 minutes	





**Subsidized Rates:**

1. Families receiving the ECE Child Care Subsidy: rates as per maximum subsidy allowance chart ( see attached)
2. Families not eligible for subsidy but unable to pay full rate can request consideration for 2014-15 rate as follows:
  - Families can submit previous year’s household income tax returns or two consecutive pay stubs to qualify.
  - Family with one child in care – assistance available for families with incomes under \$90,000.
  - Each additional child under the age of 12 – assistance available for families with income increments of \$15,000 per child.

Sample income cut-offs to receive 2014-15 rate	
One child	\$90,000
Two children	\$105,000
Three children	\$120,000
Four children	\$135,000
Five or more children	\$150,000

**Subsidized Schedule and Rates:**

Program	Age Range	Days and Time	Monthly Fee <sup>[1] [2] [3] [4]</sup>
Infant	6 to 23 months	Monday to Friday 7:45AM to 5:30PM	\$1150
Infant Half Time	6 to 23 months	Monday to Friday 7:45 -11:50am	\$670 (includes snack only)
	6 to 23 months	Monday to Friday 1:00pm-5:00PM -	\$670 (includes snack only)
Toddler	6 to 23 months	Monday to Friday 1:00pm-5:00PM -	\$1000
Full-day Preschool	2 years to 5 years	Monday to Friday 7:45AM to 5:30PM	\$975
Half-day Preschool	3 years to 5 years	Monday to Friday 7:45AM to 12:15PM	\$430 (includes snack only)
	3 years to 5 years	Monday to Friday 1:00PM to 5:30PM	
School Age Care (2014 Summer Program)	5 years to 12 years	Monday to Friday 7:45AM to 5:30PM	\$850
School Age Care Weekly rate	5 years to 12 years	Monday to Friday 7:45AM to 5:30PM	\$250 per week.
School Age Care (September to June)	5 years to 12 years	Monday to Friday 7:45AM to 8:30AM, 12:00PM to 1:00PM	\$575 – includes full day care during all East 3 Elementary closures <sup>[5]</sup>
School Age Care after School only (September to June)	5 years to 12 years	Monday to Friday 3:15PM to 5:30PM	\$375– includes full day care during all East 3 Elementary closures (includes snack)
School Age Care Lunch Only (September to June)	5 years to 12 years	Monday to Friday 12:00 to 1:00PM	\$200 (does not include any E3E closure dates/afternoons)
School age care Morning and Lunch only (September to June)	5 years to 12 years	Monday to Friday 7:45 to 1:00PM	\$375– includes full day care during all East 3 Elementary closures
Late Pick Up Penalty	All ages	1 to 15 minutes late	\$25
		>15 minutes late	\$50 for each additional 10 minutes

**NOTES:**

1. Fees may change subject to board and parent approval but not without prior written notice to all parents.
2. There is no fee discount for families with multiple children registered in the program.
3. All fees include snacks and lunch unless otherwise indicated.
4. No discounts for early pick ups.
5. There is a summer holding fee of \$375 monthly, for families in the program that want to keep their space for the fall but will not be registered for any programming July-August.

## **-APPENDIX F- Volunteer Requirements**

### **Policy**

Families are required to participate in volunteer activities or pay a fee.

### **Purpose**

Children First Society (CFS) requires Families to be active in volunteer activities (such as: work parties, Board of Directors, Subcommittees, and fundraising efforts) or pay a fee in lieu of volunteering in order to ensure the financial security and viability of the organization.

### **Procedure**

#### *Base Requirements:*

- Families are required to participate in 12 hours of volunteer activities for full-time children (infant, toddler, full-time preschool), 6 hours of volunteer activities per year for part-time children (part-time preschool, school age full program) and 3 hours of volunteer activities per year for reduced-hours children (school age lunch program, school age after school only program) on an annual basis (January 1<sup>st</sup> to December 31<sup>st</sup>)
- At least half of the volunteer hours required must be completed in the first six months of the year (i.e. prior to July 1<sup>st</sup>);
- At the beginning of each calendar year (i.e. January 1<sup>st</sup>) families will have their volunteer hours reset to zero.
- In the event that families complete more hours than required excess hours can be carried over to the next year.
- Families who join part way through the calendar year will have their volunteer requirements pro-rated accordingly.
- Families who have more than one child attending CFS will be required to participate in 100% of volunteer activities for the child with the greatest volunteer requirement and 50% of volunteer activities for each additional child. For example:
  - a family with 1 full-time and 1 part-time child will be required to participate in 15 hours of volunteer activities per year;
  - a family with 2 full-time children will be required to participate in 18 hours of volunteer activities per year;
  - a family with 2 part-time children will be required to participate in 9 hours of volunteer activities per year.
- Any individual designated by a family may complete volunteer hours on behalf of that family's child(ren); the volunteer does not need to be the parent/guardian of the child(ren).
- Each family is responsible for tracking their own volunteer hours.
- Volunteer efforts of each family will be reviewed quarterly.
- Families must notify the Executive Director of any errors in the recorded volunteer hours.

#### *Alternative Option:*

- At the beginning of each calendar year or at the time of enrolment, whichever is later, families may opt to pay a fee in lieu of their volunteer requirements.
- Unless notified, the Society assumes families will not opt to pay a fee and so will complete the required volunteer hours based on their children(s) enrolment. Notifications must be received within 10 business days of the beginning of the calendar year or the time of enrolment.
- After this period, families cannot alter their choice.
- The fee in lieu of volunteer hours is \$125 per 1-hour increment up to the total number of volunteer hours required based on their children(s) enrolment.
  - For example: a family with a full-time child can chose to complete 9 hours of volunteer time and pay \$375 in order to fulfill their total volunteer requirement.

*Penalties:*

- Families who fail to fulfill their volunteer requirement (either by paying a fee in advance or completing the required hours as described above) are subject to the following penalties:
  - First Stage:
 

A written reminder will be given. The Board may be issue this reminder following quarterly reviews.
  - Second Stage:
 

A non-compliance fee of \$500 for each 3 hours of incomplete volunteer time, payable immediately. Where the number of outstanding hours is not divisible by 3, the board will prorate the penalty accordingly. The Board may choose to apply this fee twice per year as follows:

    - On July 1<sup>st</sup>: If a family has completed less than 50% of their required volunteer hours by this date, the non-compliance fee will be assessed on the total number of outstanding hours. The fee is 50% refundable at the end of each calendar year if the full annual volunteer requirements are met by December 31<sup>st</sup>. The fee is entirely non-refundable if the family removes the child(ren) or the child(ren)'s registration is terminated before the end of the calendar year, regardless of number of volunteer hours completed.
    - On December 31<sup>st</sup>: The fee will be applied to a family's outstanding volunteer hours. No refund will be available and no discount will be given.
  - Final Stage:
 

Termination of the child(ren)'s registration in the program. Without exception, program deposits, non-compliance or any other fees are non-refundable if registration is terminated. The Board will assess this penalty on a case-by-case basis but not before assessing first and second stage penalties.

*Obligation to Attend:*

- Once a family has committed to volunteering for an event or activity, it is their responsibility to have someone present to fulfill that commitment. If, for any reason, a family cannot keep their original commitment it is their sole responsibility to find a suitable replacement. Families who fail to show for a volunteer commitment – with, or without, notice – are subject to a \$300 non-refundable no-show fee per missed commitment.

**\*\*Under certain circumstances, the CFS Board of Directors reserves the right to make exceptions to this policy on a case-by-case basis.**

**-APPENDIX G-**

**Out of School Daily School Transportation Procedures**

1. A minimum of 2 staff with each walking group will wear a safety vest during the walk
2. First Aid kits with emergency contacts and a cell phone will be carried with staff at all times
1. Group pick up lists will be utilized
  - Kindergarten/Junior K children may be gathered from their classroom
  - Older school agers will come to Downstairs meeting area by kindergarten end
3. Group pick up lists will be keep up to date by staff
4. Roll Call from the group pick up list will be taken before leaving the building/playground
5. Children who are not present will be waited for in the designated area by one staff and the group of children while the other staff checks with school staff for absent child
6. If a child remains unaccounted for staff will call the Centre and verify/get direction
7. If no verification of child's absence, then child's contacts will be called
8. Adults will roll model safe street behaviour
9. Children will walk between staff
10. Staff will regularly do a count of children during the walk, including stopping at the interagency bridge and the edge of the school playground, (before crossing the street), to do a formal roll call.
11. Children will remain on the designated walkway
12. Roll call will be taken when group arrives at their destination (school playgrounds/CFC front entrance).

Updated May 2017

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