

PARENT HANDBOOK

Learn Centre

monkey
around



PLAY & LEARN CENTRE

PHILOSOPHY

Monkey Around Learn Centre is based on the philosophy that children will learn through playing in a safe, clean, and interactive environment promoting their developmental needs. We take great care in closely monitoring the changing personalities and needs of each child in order to provide them a caring and nurturing environment. Our staff is dedicated to providing the very best care, and focuses not only on the child, but on the family as a whole to accommodate the growing needs and hectic schedules of today's families.

THE OBJECTIVES of the Centre are to:

- Provide all children with a safe, pleasant and caring environment where children thrive in their mother tongue (French and/or English);
- Provide an interesting and varied program that takes into account the interests, needs, and level of development of each child;
- Create a trusting and warm environment where children learn to develop self-respect and respect of others through effective communication with their peers;
- Foster the development of responsible behavior by encouraging cooperation; and
- Encourage parent participation in the activities of the Centre.

LICENSE AND INSPECTION

Monkey Around Play & Learn Centre is licensed by the Ministry of Education, Child Care and Early Years Act.

ACTIVITIES

Educational activities within the program are varied in order to respect the needs, interests and individuality of each child. During free play, activities such as crafts, dramatic play, reading, outdoor play and cognitive activities as well as special programming such as cooking will be provided.

STAFFING

At least one teacher per room within the Centre is a fully qualified Early Childhood Educator or is recognized by the Ministry of Education as having the necessary qualification.

LANGUAGE

The main languages of service and care are English and French. The Educators will attempt to address each child in the Guardian's choice of official language (English or French).

CHILDREN WITH SPECIAL NEEDS

Children with special needs are welcome at the *Monkey Around Play & Learn Centre* provided that mutually satisfactory arrangements can be made to meet their needs. The policy is that each individual case should be reviewed before registration so that special arrangements can be made, if necessary. In cases where special needs are identified after registration, the parents should meet with the Director and staff to discuss the situation and find reasonable solutions. We must ensure that the child's needs are met while also ensuring that the needs of the other children in the classroom can also be met. When appropriate, *Monkey Around Play & Learn Centre* may refer parents to specialized services or other resources available to help meet the special needs of their child. Please speak to the Director if your child has any special needs.

RATIOS

Ratios are dictated by the *Child care Early Years Act* and are as follows:

- 3 infants: 1 Early Childhood Educator (maximum of 10 children per group)
- 5 toddlers: 1 Early Childhood Educator (maximum of 15 children per group)
- 8 preschoolers: 1 Early Childhood Educator (maximum 24 children per group)

HOURS OF OPERATION

The Centre is open from 7:00 a.m. to 6:00 p.m., Monday to Friday. Children are free to arrive anytime between 7:00 and 9:00 a.m. which is the deadline for arrival. By arriving by 9:00 a.m., children can benefit from the morning activities. Please advise the staff or the Director if your child will be late.

ARRIVAL AND DEPARTURE

An adult must accompany the children at arrival and departure times. We require that parents check in at the front desk for the departure of their child in order to sign them out and to ensure the safety of all children. Only those persons authorized by the parents can pick up the children; in this case, individuals may be required to show proof of identification upon arrival. We ask that the child arrive at the Centre by 9:00 to ensure that they benefit from all the program has to offer, and to ensure they do not miss out on any of the educational activities. We understand that children may have appointments or you may have a busy morning, please ensure you call to report if your child will be late or report your child's absence.

CHILD CARE FEES

The Centre's child care fees are established by the Owners and are calculated using the total annual cost of care divided into 26 equal installments.

- Fees are payable every two weeks by postdated cheques 6 months in advance. In the event that the parent has not provided postdated cheques, payments are due by end of day Monday for the upcoming two week period.
- The payment schedule can be found in the appendix.
- NEW IN 2016: Late fees will be added to the amount owing for any payment not made by the Monday that it is due at the rate of 5\$/day.
- Child care fees are required for statutory holidays or days where your child is absent due to sickness or vacation.
- There is a 30\$ fee for all payments that are rejected.

DEPOSIT

A deposit is required to reserve your child's space in the program. It will be used towards the first two weeks of care. This deposit is non-refundable if you decide to cancel your registration.

FEES FOR 2016-2017

Infant program:	Full Time Fees \$680/bi-weekly
Toddler program:	Full Time Fees \$580/bi-weekly
Preschool program:	Full Time Fees \$530/bi-weekly

* We no longer offer new part-time spaces. Those that are already attending Monkey Around will continue to pay the fees of and \$55/day for preschool.

Before and After School program: \$240/ bi-weekly

Before or After School program: \$160/ bi-weekly

The before/after school fees are pre-set for the school year from the first day of school (i.e. August or September depending on the school board to the last day of school in June. It includes PD Days and Snow Days however does not include school breaks.

Please note that is the responsibility of the parents to transport their children to or from School on a snow day. If you would like to have care on PD days or Snow days, you would pay the amount owing for the day minus what you had already paid for before/after school care. There is no reimbursement of fees if you choose not to send your child to Monkey Around on a Snow Day. We also offer camp when there are scheduled weeks off during the school year. Full fees for the camp is applicable as you have not prepaid for before/after school care on these days.

NOTICE OF WITHDRAWAL

A written four-week notice must be given to the Centre Director by a parent who wishes to withdraw their child. Child care fees apply during this notice period whether the child attends the program or not. If such notice is not given, parents are still required to pay the equivalent of four weeks of child care fees.

STATUTORY HOLIDAYS

The Centre will be closed on the following statutory holidays:

Labor Day	New Years Day
Thanksgiving Day	Good Friday and Easter Monday
Christmas	Victoria Day
Boxing Day	Canada Day
Family Day	August Civic Holiday

Please note that we close at 2:00pm on Christmas Eve and New Year's Eve.

TAX RECEIPTS

Tax receipts will be provided to parents no later than February 28th of each year. A duplicate receipt will be provided to parents at a cost of \$10 with 10 working days' notice.

LATE PICK-UP FEES

Late fees will be charged in the case of pickup after 6:00 p.m. A second incident will lead to a written reminder. If the late pick-up continues, a meeting will be set with the Director and if the problem persists, it could lead to the child being removed from the Centre.

Fees are:

- \$10.00 1-15 minutes
- \$15.00 16-30 minutes
- \$25.00 31-45 minutes
- \$45.00 46-60 minutes

ALCOHOL CONSUMPTION AND/OR SUBSTANCE ABUSE

Should you or an authorized person arrive at the Centre to pick up your child while you or the authorized person is under the influence of alcohol or any other drug that has apparently affected your judgment, in the opinion of the staff member, the interest of your child (ren) will be of primary consideration.

If you or the authorized person is driving, the staff member shall assist you or the authorized person to find an alternate means of transportation. In the case of a dispute, the caregiver will contact the local police to discharge any legal obligation the staff member may have under the law. The Children's Aid Society (CAS) may also be contacted as per our obligation under the Child and Family Services Act (CFSA).

HEALTH

1. Nutrition and diet

A nutritious morning snack, lunch as well as an afternoon snack is provided daily. The menus are posted in the Centre four weeks in advance. If, for some reason, your child cannot eat certain foods, please discuss this with the Director so that alternatives can be provided for your child. If your child is required to eat certain foods for medical reasons, the Centre may require that parents supply these foods. Our menus follow the Health Canada Food Guide.

2. Allergies

In order to decrease the risks of allergic reactions, the Monkey Around Play & Learn Centre will be a nut and peanut SAFE environment. It is strictly forbidden to bring any food or drink (juice boxes included) into the Monkey Around Play & Learn Centre. (Exceptions will be made if your child is required to eat certain foods for medical reasons. If this is the case, please speak to the Director.)

At the time of registration, it is the parent's responsibility to outline any known allergies in the health section of the registration form. All pertinent details must be described, such as: the name of the allergens, the child's symptoms in case of a reaction, how to prevent exposure to the allergens, steps to be taken in case of a reaction, and the name of any prescription medications. The parent is responsible to update this information with the daycare administration as needed.

If a child has a severe allergy and requires an EpiPen, the parents must provide an EpiPen to the Director of the Monkey Around Play & Learn Centre, along with detailed instructions for its use and sign the appropriate form, "Administration of medication". It is the parent's responsibility to ensure that the EpiPen is not expired.

A list of the children who have allergies will be posted in strategic areas (office, kitchen, and classrooms). The list must include the name of each child, the type of allergy, and the specific treatment plan in case of a reaction.

As an additional precaution, it is very important to make sure that children who have eaten peanut butter or other products containing nuts, wash their face and hands before entering the Centre.

3. Diapers

Parents must provide diapers and wipes for their child.

4. Outdoor Activities

As per the Child Care Early Years Act, we are mandated to provide two hours of outdoor activities per day. Please ensure that your child is dressed appropriately for the weather.

If your child is too sick for outdoor play, they are too sick to be in the Centre.

5. Naptime

If your child is under the age of 18 months and requires 2 or more naps a day, they are permitted to sleep when needed or/and as per the request of the parent.

Children between the ages of 18 months and five years shall have a daily rest period of two (2) hours or less. A child who is unable to sleep shall not be kept in bed longer than one hour without a quiet activity and shall be allowed to engage in a quiet play activity off of their bed after the first hour (e.g., table top toys, felt stories).

Each child two and a half (2.5) years of age and older that is in attendance for six hours or more in a day:

- Has a rest period not exceeding two hours in length. A child in a licensed toddler or preschool group or Kindergarten group is permitted to sleep, rest or engage in quiet activities based on the child's needs. (CCEYA 47.2b)
- Rest should not be of such duration that normal sleep patterns at home are disrupted.
- More mature children do not sleep in the afternoon. An hour-long rest is sufficient to provide quiet relaxation. Beyond this length of time, children who remain awake should be provided with quiet, supervised activity.

Visual Sleep Checks:

All employees will periodically perform direct visual checks of sleeping children by being physically present and checking for indicators of distress or unusual behaviours, including but not limited to lack of breathing, changes in temperature, and changes in color. Sleep sacks blankets, and sleep aids will also be kept clear of the children's faces and airways.

Employees will also ensure that children 12 months and younger are placed in for sleep in a manner consistent with the Joint Statement of Safe sleep.

All employees will also ensure that there is sufficient lighting in the sleep room or area to conduct the direct visual checks.

The visual checks will be performed at least 3 times during the rest period, unless a parent requests more frequent checks. The checks will be performed no more than 40 minutes apart. Times will be recorded, and initialed on the Weekly Visual Sleep Check forms by the staff member doing the check. Any comments or observations will be made on the sheet, and initialed by staff.

6. Sick children

- a. Children must be healthy in order to fully participate in the activities of the Centre, including outdoor activities.
- b. A child with the following symptoms will not be permitted to attend the Centre: fever, skin eruptions, diarrhea, vomiting, or communicable disease.
- c. If a child exhibits any of these symptoms while at the Centre, staff will contact parents to arrange immediate pickup and will isolate the child until their arrival.
- d. Depending on the severity of the illness, staff may require a doctor's certificate in order for a child to re-enter the program.
- e. Parents must notify the Centre immediately when a child is diagnosed with a contagious illness.

7. Medication

- a. With parent's written authorization, staff may administer physician prescribed medication, in accordance with the *Child Care and Early Years Act*. Please note that we will not administer any type of acetaminophen or ibuprofen to a child.
- b. Staff is not authorized to administer medications that are not prescribed.
- c. Medication must be presented in its original container bearing the name of the child, the name of the medication, the dosage, the date of purchase and all storage requirements.
- d. Parents are responsible for verifying expiration dates on prescriptions, as staff is not authorized to administer medication that has an expired date.

8. Fever Policy

FEVER is a common symptom of illness in daycare aged children. In children, most fevers are caused by infectious agents. Unfortunately, the degree (or height) of a fever does not tell you how serious the child's illness is. A child with a mild infection can have a high fever, while a child with a severe infection might have no fever at all. Many children with fevers have viruses that may be contagious to the other children in the Centre. Teachers at the daycare are faced with children with fevers many days and parents have varied responses to being called to pick up their children. The teachers and Director cannot be responsible for diagnosing the severity or contagiousness of child's illness, and guidelines are needed as to what to do with a child that has a fever.

Objective:

To create formal guidelines as to when a parent needs to pick up their child.

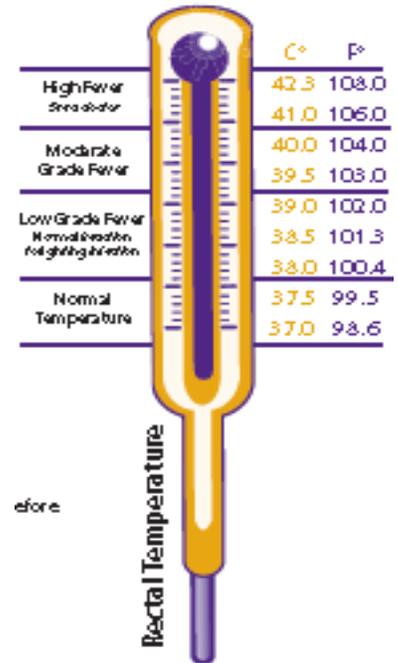
Definition:

TABLE 1: Normal temperature ranges (Ottawa Public Health)

At the *Monkey Around Play & Learn Centre*, temperature is measured by the Axillary (under the armpit) method. And any temperature over 37.5 ° Celsius or 99.5 ° Fahrenheit is considered a fever and the parents will be contacted.

Guidelines:

- The Centre will notify a parent if their child has a fever (above the normal temperature range of or 37.5° Celsius or 99.5° Fahrenheit).
- The parent and/or designated person must pick up the child as soon as possible, within 1-2 hours maximum, if the child:
 - is not able to participate in the activities of the Centre
 - is excessively cranky, fussy or irritable
 - is excessively sleepy, or lethargic
 - is persistently wheezing or coughing
 - has a fever and a rash
 - diarrhea or vomiting
 - eye discharge
 - has a fever and any other signs of illness that worry the caregivers
 - has an axillary temperature of higher than 37.5° Celsius (99.5° Fahrenheit)
 - refuses fluids or seems too ill to drink adequately
- The child should not return to the Centre until they have been free of fever for 24 hours and also fever free without any medication for 24 hours that could reduce their temperature [i.e., acetaminophen (Tylenol, Tempra) or Ibuprofen (Motrin, Advil)] and free of any of the points above. Except in rare circumstances, it is unacceptable to give your child one of these medications in the morning prior to sending the child to Centre. Depending on the severity of the illness, staff may require a doctor's note in order for a child to re-enter the program.
- In the event that the teacher and Director feel that the child's condition is serious, the staff at the *Monkey Around Play & Learn Centre* have the right to call 911 for transportation of the child to the hospital. Every attempt will be made to contact the parents or other emergency contact designates prior to this call.



9. Communicable Diseases outbreak

Monkey Around Play & Learn Centre follows the Ottawa Public Health guidelines pertaining to absences required when the children are ill. These Guidelines are found on the Ottawa Public Health Website at <http://ottawa.ca/en/residents/public-health/outbreak-management>.

DISCIPLINE POLICY

Definition of a behavioral problem:

1. Any behavior by a child that is viewed or deemed unsafe to the well-being of himself/herself, or any other person/child.
2. The improper use of language or gestures directed to staff or other children.
3. Damage or theft of Monkey Around Play & Learn Centre property or the property of others.
4. An overall disrespect to staff or other children.

Methods of Guidance and Discipline Used Shall:

1. Be positive. For example, instead of saying, “stop kicking the table!” say, “please keep your feet on the floor.”
2. Shall be consistent with the age and developmental needs of the child.
3. Lead to the child’s ability to develop and maintain self-control, and self-regulation. .

Early Childhood

1. Staff members shall not discipline children for failing to eat or sleep or for soiling themselves.
2. Time outs shall not be given to any child.
3. Rest and relaxation time will be given to children when all other options have been exhausted and the child needs time to themselves to self-regulate.
4. Children will be redirected when needed, and encouraged to problem solve amongst themselves (children aged 2.5 or older)

Behavioral Disciplinary Actions

1. Children may be removed from a group activity to another area, provided that the child removed is either under the supervision of another staff member or continuously visible to a staff member.
2. Verbal warning from the Director.
3. Verbal warning from the Director with a written notice for parent(s) to be signed stating the time period for the expulsion.
4. Conference with Director.
5. Suspension or termination from Monkey Around Play & Learn Centre without refund.

6. Extreme or violent behavior resulting in an injury to another child or staff member may warrant immediate termination from our program without any previous warnings.
7. Monkey Around Play & Learn Centre retains the right to dismiss any student without prior written notice from or conference with the Director.
8. The Centre will not expel a child based solely on the child's parent making a complaint to the MEDU regarding a Centre's alleged violations of the licensing regulations.
9. Staff members shall not use hitting, shaking or any other form of corporal punishment of children.
10. Staff members shall not use abusive language, ridicule, harsh, humiliating or frightening treatment of any other form of emotional punishment of children.
11. Staff members shall not engage in or inflict any form of child abuse and/or neglect.
12. Staff members shall not withhold from children food, emotional responses, stimulation, or the opportunities for rest or sleep.
13. Staff members shall not require a child to remain silent or inactive for an inappropriately long period of time for the child's age.

Prohibited Practices

As indicated in section 48 of Ontario Regulation 137/15 made under the Child Care and Early Years Act, 2014, no licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care:

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

PARENTAL CONCERNS

Communication between parents and staff is an integral part of your child's success at the Centre. Parents are encouraged to discuss issues related to the program and to their child's well-being with the staff of the Centre. If issues cannot be resolved through these means, parents are welcome to discuss them with the Director.

FIRE DRILL

The Centre conducts a fire drill monthly to familiarize the children with the proper escape procedures. All drills are documented.

LOCKDOWN

A lockdown is an emergency situation which prevents the safe evacuation of Monkey Around Play & Learn Centre building and requires steps to isolate the children and staff from danger by requiring everyone to remain inside the building. In all lockdowns, staff will establish communication with police, alert the Owners and provide a report as soon as possible. The Centre conducts lockdown practices monthly to familiarize the children with the proper procedures.

SMOKE FREE POLICY

The Smoke Free Policy is to help protect the health of all Ontarians by prohibiting smoking in all enclosed work places and public places. Under the Act, smoking is prohibited at all times in a Daycare location, whether or not children are present. This also includes the use of e-cigarettes and “vaping”.

Monkey Around Play & Learn Centre will abide by the following Smoke Free Ontario Act.

Instructions

No person shall smoke or hold lighted tobacco in a place where daycare is provided within the meaning of the Child Care Early Years Act.

Given health and safety regulations and municipal by-laws smoking and vaping (electronic cigarettes) is also not permitted on the premises. **DISCHARGE BY THE CENTRE**

- a) The Director may discharge a child from the Centre for the following reasons:
- The parent has not paid the required child care fees
 - The parent has more than three late pickups
 - The parent has contravened the Centre’s rules and regulations
 - The parent has behaved in an aggressive fashion towards the staff of the Centre.
- b) The Director reserves the right to request withdrawal of a child, following the recommendations of staff in the following circumstances:
- The child has difficulty successfully integrating into the group
 - The program is unable to meet the needs of the child
 - The child behaves in ways that put himself and/or others at risk

Before proceeding to the withdrawal of a child, the following steps will be carried out:

1. Staff will observe the child and inappropriate behaviors will be recorded and discussed with the child's parents.
2. Staff will identify and implement solutions in order to reduce or eliminate behaviors.
3. If difficulties persist, a preliminary meeting will take place between the parents and the Director in order to discuss the situation and possible solutions.
4. If the solutions discussed do not bring desired results, a second meeting will be held in order to discuss an action plan, which will outline objectives, strategies and timelines.
5. If the situation is not resolved following these steps, a four-week notice will be given to parents for the withdrawal of their child.

CLOTHING AND OTHER REQUIREMENTS

All clothing must be labeled with your child's name.

The following chart lists the specific requirements for each program:

Infant	Diapers, wipes, bottles, formula or infant food if the child is not eating food provided by Monkey Around, 3 changes of clothes, indoor shoes and a sleep sack
Toddler	Diapers, wipes, 3 or more changes of clothes, a blanket, indoor shoes and a water bottle.
Preschool	3 or more changes of clothes, a blanket, indoor shoes and a water bottle.
After School	2 or more changes of clothes, indoor shoes and a water bottle

The following chart is the lists of specific requirements for all children during outdoor play time.

Winter	Winter boots, snow pants, snow jacket, hat without ties, 2 pairs of mittens without strings and a neck warmer (no scarves)
Summer	Summer hat, sunscreen, bathing suit, water shoes and a towel
Spring/Fall	Splash pants, outdoor rubber boots or shoes, light hat and mittens

*****Please ensure all of your child's belongings are labelled*****

****Monkey Around Play & Learn Centre is not responsible for lost articles****

APPENDIX – CHILD CARE FEE SCHEDULE

Due Date for Payments	Fees Cover Care for the weeks of...
August 22, 2016	August 22 to September 2
September 5, 2016	September 5 to September 16
September 19, 2016	September 19 to September 30
October 3, 2016	October 3 to October 14
October 17, 2016	October 17 to October 28
October 31, 2016	October 31 to November 11
November 14, 2016	November 14 to November 25
November 29, 2016	November 29 to December 9
December 12, 2016	December 12 to December 23
December 26, 2016	December 26, 2016 to January 6, 2017

I HAVE READ THE HANDBOOK AND HAVE BEEN GIVEN THE OPPORTUNITY TO UNDERSTAND ITS CONTENTS. I FURTHER, AGREE TO ABIDE BY THE POLICIES AS SET OUT IN THIS HANDBOOK.

I AGREE TO PAY THE CENTRE ACCORDING TO THE CHILD CARE FEES POLICIES AND THE PAYMENT SCHEDULE AS SET OUT ON PAGE 4 AND THE APPENDIX OF THIS HANDBOOK.

IN THE EVENT I WISH TO WITHDRAW MY CHILD/REN, I WILL PROVIDE THE MINIMUM NOTICE AS SET OUT IN THE NOTICE WITHDRAWAL SECTION ON PAGE 5. I AM AWARE THAT CHILD CARE FEES ARE APPLICABLE DURING THIS NOTICE PERIOD.

Child's Name: _____

Parent / Guardian's Signature: _____

Print name: _____

Date: _____

<COPY FOR YOUR RECORDS>

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Child's Name: _____

Parent / Guardian's Signature: _____

Print name: _____

Date: _____

<PLEASE SIGN AND PROVIDE THIS PAGE TO THE DIRECTOR>