



Mothercraft Ottawa, Evered Avenue Program Parent Handbook

Established in 1944, Mothercraft Ottawa is a well-respected family service and early learning centre in the Ottawa community. Our mission is to enhance the well-being of families through responsive, quality services. We achieve this by responding to the needs and concerns of families in the Ottawa community with the development of innovative programs and support services which include a variety of licensed child care services, an Early Years Centre, prenatal and parent education courses, infant and child CPR instruction and our creative Birth and Parent Companion Program.

Our qualified early childhood educators help ensure quality care and programming for the children.

Mothercraft Ottawa is a non-profit, charitable organization, operating under the direction of an elected, volunteer Board of Directors. Members of the Board include parents with current or previous experience in using Mothercraft services; parents and non-parents; and professionals from the community.

1)Philosophy

The goal of Canadian Mothercraft of Ottawa-Carleton (hereinafter known as Mothercraft Ottawa) is to provide quality care for children in a day care environment. This care is a shared responsibility between Parents and the Agency. The program should promote and enhance all components of the child's development. It is the right of all children to have the opportunity to develop in a safe, secure and nurturing environment.

2) Board Composition

Our Board is comprised of 15 volunteer directors, who are responsible for providing direction to the organization and accountable for all affairs of the organization; the Executive Director, who is the staff person hired by and directly accountable to the Board; and the Past-President, who is an ex-officio, non-voting member.

We believe a diverse mix of skills, experience and interests strengthens the Board and benefits Mothercraft Ottawa. To that end, we seek to recruit board members from a range of disciplines and experience.

3) Hours of Service/Holidays:

The Mothercraft Ottawa Full-time Daycare Program is open year round from 7:30 a.m. to 5:30 p.m., Monday to Friday with the exception of the following days:

New Year's Day	Family Day	Good Friday
Easter Monday	Victoria Day	Canada Day
Civic Holiday	Labour Day	Thanksgiving
Christmas Day	Boxing Day	

4) Registration

Wherever possible parents will complete all forms required by the Day Nurseries Act two (2) weeks prior to the child's first visit to the program. These forms will be kept in the child's file. It is important that parents keep the program informed of any changes to phone, address, emergency contacts, immunizations, and child's state of health. Here is a list of the forms you will be required to read and complete:

- Application Form
- Daycare Program Contract
- Daycare Parent Handbook
- Child Care Facility Immunization & Tuberculosis Assessment
- Diet and Sleep Information
- Client & Participant Privacy Policy
- Personal Information (family and social)
- Consent to Share
- Policy and Procedure for Subsidy (where applicable)

5) Integration to Daycare

It is very important that your child's early experiences at daycare are positive. Some children settle in a couple of days, others need more time. With this in mind, we ask that parents follow this schedule for their child's first week at daycare.

- DAY 1 - Parent and child visit all morning.
- DAY 2 - Parent and child visit through lunchtime. Parent may leave room for a short break.
- DAY 3 - Parent and child visit together for a little while but parent should leave for a couple of hours, coming back after lunch to take child home.

- DAY 4 - Child spends morning and lunchtime at daycare without parent. Educators will try to settle child for sleep time.
- DAY 5 - Child spends a full day at daycare without parent.

The Educators will discuss your child's integration on a daily basis and will recommend any alternations that suit your child's individual needs.

6) Reporting Child Abuse is the Law

From time to time we are faced with some very difficult situations in the child care centre. We may see a mark on a child in an unusual place, witness an abusive situation or observe a type of behaviour or play that is not consistent with a child's normal range of experience. In these circumstances, we are legally bound to report these situations to the Children's Aid Society (CAS). We cannot judge or decide what child abuse is, we must leave that to a CAS worker. We are not allowed to contact parents first. We must emphasize that in our experience at Mothercraft Ottawa, we have rarely had reason to call CAS. When we have, the worker has always been a warm, caring person able to deal with the child at his/her own level. They are very willing to spend time, give explanations and to reassure the child, parents and Educators. A paramount objective of Ontario's Child and Family Services Act "is to promote the best interest, protection and well-being of children".

In the unlikely event a CAS worker calls you; we can assure you that utmost confidentiality would be maintained by staff. Only those persons directly involved would know of the call and once CAS had investigated and closed the case, the matter would be ended as far as we are concerned. We would not refer to it again and we hope it would make no difference in the close, supportive relationship we have with all our parents.

7) Behaviour Management

Our expectations for the children are developmentally appropriate and respond to the needs of the child and of the program. Expectations are consistently enforced so that the children know what is or isn't acceptable. The Educators are expected to comply with the Agency's stated policies and procedures and the requirements of the Day Nurseries Act with respect to Behaviour Management. Failure to comply could result in a verbal warning, or disassociation with the Agency. This policy applies to all staff, students, and volunteers. The following disciplinary measures are prohibited in accordance with the Day Nurseries Manual, Item DN-0802-06.

- a) Spanking and other forms of corporal punishment;
- b) Confinement of a child in a locked room;
- c) Harsh or degrading measures that would humiliate or undermine a child's self respect;
- d) Deprivation of food, shelter, clothing or bedding or any other basic need.

8) Children's Activities

Just as the children's attendance in our program is flexible, so is our approach to programming activities for the children. Developmentally appropriate, safe and fun activities are provided for all children based on their interests and developmental needs. The Mothercraft educators use the ELECT document and Ontario's Full Day Learning curriculum for planning activities. Children are encouraged to participate in all activities and may get very messy so please don't send your child to daycare in clothes that can't get dirty! Information on the children's daily activities is posted outside your child's program.

9) Outdoor Play

Outdoor play is very important for the children and is a big part of our program. The children will enjoy our lovely, secure play yards twice a day as long as the weather allows and our outdoor ratios can be maintained. (The Ministry of Community Family and Children Services requires that 100% ratio is maintained while in the playgrounds.) Parents are required to ensure that their child is properly dressed for the weather. Children are allowed to play in puddles and dig in the sand and the mud. Neighbourhood walks may occur spontaneously

10) Field Trips

Field trips and walks are a regular and carefully supervised part of our program. Walks in the neighbourhood are often taken without previous planning. You will be notified before each field trip beyond the immediate neighbourhood.

11) Rest Times

Children over 18 months will have a rest period after the mid-day meal. Children are not required to sleep but are encouraged to rest quietly. Comfort toys from home are welcome.

12) Nutrition

Our program provides morning and afternoon snack and a main meal at lunch. The snacks and lunch are prepared by our day care cook. Menus are posted in the rooms.

13) No Nut Policy

The Mothercraft Ottawa building and grounds have been designated as no nut zones due to children and staff having life threatening allergies to nuts. This means that no nuts and food containing nuts are allowed on the premises at any time. We cannot serve foods that are

labelled as “may contain traces of nuts” either so please check labels carefully if bringing food to the program.

14) Children with Allergies

Canadian Mothercraft will enroll children with allergies and to the best of their abilities, create an environment that minimizes the risk of exposure to allergies. This policy recognizes that the risk of accidental exposure can be reduced but not eliminated.

Each child’s needs will be assessed individually to determine if the centre can manage the allergy safely.

The centre reserves the right to refuse registration if it is determined by the program coordinator that the allergy is not safely manageable.

Parents wishing to enroll their child(ren) in our program must discuss the child’s allergies with the program coordinator in advance of registration to determine if the centre can manage the child’s allergies.

To determine manageability we look at the following factors:

- Type of allergy
- Number of allergies
- Level of severity
- Can exposure to allergen be managed safely and reasonably
- Are staff and parents comfortable with level of inherent risk.

Once it is determined that the allergy is manageable, then the following procedures must be followed BEFORE the child can be admitted into the program:

- The parent will provide an Allergy Information sheet that is signed by the child’s physician.
- The parent will complete the allergy form that has been prepared by the centre. The parent will be able to meet and discuss this information with the centre’s cook.
- The parent will give written consent to advise other parents in the centre about their child’s allergies and to allow us to post the child’s Allergy Alert form in the playroom.
- The parent will provide all necessary medications and epi-pens. Twinject auto-injectors will not be accepted.
- The parent will demonstrate the administration of the epi-pen to the program staff.
- CHILDREN WILL NOT BE ACCEPTED FOR ATTENDANCE WITHOUT THEIR MEDICATION AND AUTO-INJECTOR (hereinafter referred to as EPI-PEN).
- The program coordinator and the parent will prepare a plan that outlines who will provide the food for the child (the centre or the parent or a combination of the two)

- The parent and program coordinator will review the plan and the child's needs on a regular basis.
- All staff, students and volunteers will review the treatment plans on an annual basis.
- It is the parent's responsibility to notify the program coordinator, staff and cook of any changes to the child's allergy
- Any changes to the child's allergies must be noted and signed by the child's physician.

15) Fire Drills

Fire evacuation plans are posted in each room and at every exit. Fire drills are practised monthly. The children are only expected to leave the building for a fire drill if the weather is good. If you arrive with your child during a fire drill, please stay with your child until the drill is completed and the children return to their programs.

16) Fee Payment

** Cheques should be made payable to: CANADIAN MOTHERCRAFT

*** Fees are subject to change with a minimum of two months notice.

Full fees will be charged from the first day the child is in the program including the time of integration.

Fees may be paid by VISA; MasterCard, automatic debit, cheque or cash. When paying by cash please make sure you have the exact amount. Cheques should be made payable to Canadian Mothercraft of Ottawa. On each cheque please include the name of your child; the program in which he/she is enrolled and the period covered by that cheque. Cash and cheque payments can be made at the Front Office or the Accounting office. Credit card or debit payments can only be made in the Accounting office. Credit and debit payments will be processed on the fifth (5th) business day of the month. Monthly statements are issued.

When joining Mothercraft two cheques covering the first month's care are due at the time of signing up: one for the first half of the month's care and a second post-dated cheque to cover the remainder of the month's fee. Fees are due at the beginning of the period they cover. A series of post-dated cheques may be given if preferred.

Fees remain the same regardless of absence due to statutory holidays, vacation or illness.

In order to make the payment of fees as simple as possible, we have set up a schedule which shows what you would have to pay for each month. You may also split the payments into 2 per month.

There is no discount for siblings enrolled in other programs at Mothercraft Ottawa.

There will be a \$25.00 charge for each cheque returned to us from the bank due to insufficient funds. This amount reflects the service charge passed on to us from our bank.

17) Withdrawal and Discharge:

Four (4) weeks (twenty (20) business days) written notice will be provided to Mothercraft Ottawa before the Child is withdrawn from the Program. If such notice period is not provided the parent agrees to provide Mothercraft Ottawa with payment in lieu of notice for this same period of time. The parent would forfeit any paid time and pay the remaining balance equal to four weeks.

If a child is withdrawn temporarily, he/she will be put on the waiting list on the day of withdrawal. Every effort will be made to re-enter the child on the requested date, but no guarantee can be given.

Mothercraft Ottawa reserves the right to discharge a child if:

- i) in the absolute discretion of the Director, the Child is not adjusting to the setting after a reasonable period of time;
- ii) after exhausting all teaching resources at Mothercraft Ottawa's disposal, Mothercraft Ottawa is unable to address the needs of the Child;
- iii) Child continues to display behaviour which endangers the health, safety and security of other children or staff; or
- iv) the policies, as outlined in this agreement are not being followed.

18) Late Policy

The Mothercraft Ottawa Full Time Daycare Program is open from 7:30 a.m. to 5:30 p.m. It is Mothercraft Ottawa's policy that lateness is not acceptable.

The Parent will:

Prior to commencing care, provide Mothercraft Ottawa with the names and telephone numbers of three emergency contacts who may be called upon to pick up the child if the Parent is unable to pick up the child at the scheduled pickup time.

Advise the Full-time Daycare Program Office immediately if this information should change.

19) End of Day Late Pick-up Policy

It is expected that parents will be ready to leave the childcare centre building with their child(ren) by 5:30 p.m.

Mothercraft Ottawa understands that sometimes emergencies arise and lateness is unavoidable.

The first and second time that a Parent is late, the Educator in the program will speak with the Parent, clarify the reason for the lateness and review the policy with the Parent. The Parent will sign a form to acknowledge the situation. The Educator will notify the Manager.

If the Parent is late a third time, the Educator will again speak with the Parent. The Parent will sign a form to acknowledge the situation. The Manager will contact the Parent to discuss the difficulties and attempt to arrive at a solution.

Should the lateness continue, it could result in discharge from the program.

20) No Show Policy

A Parent is considered a no-show when she/he does not appear on-site at Mothercraft Ottawa thirty (30) minutes after her/his scheduled pick-up time without contact with family or any of the emergency contact people.

In the event of a No Show

The Educator and child(ren) will remain on the premises. The Educator may not take the child(ren) home due to safety and liability concerns.

The Educator will contact, in order, one of the following:

The Manager

The Executive Director

The President of the Board of Directors or designated Board Member.

In the event that this is necessary, the Manager, Executive Director or Board Member will make alternative arrangements for the child.

Parents who are consistently late will be considered to be in violation of their contract and termination of services may occur.

21) Immunization

We are required by the Day Nurseries Act to have up-to-date records of immunization on file for the children in our care. Parents are required to complete the green immunization form prior to the child's first visit in the program. The child will not be accepted into the program until this form is complete.

If you choose not to immunize your child due to religious belief or a medical condition there is a separate form for you to complete. Please notify the Full-time Daycare office of any new immunization your child may receive.

22) Children's Health

Health Conditions requiring Exclusion from the Full-time Daycare Program

When is a child too sick or contagious to attend the Full-time Daycare Program? This is a question which may present itself during your child's stay at the centre. In order to protect all of the children, the following procedures must be followed. Your Child cannot attend the Full-time Daycare Program if he/she:

*Has a temperature of 101 degrees Fahrenheit (38.4 degrees Centigrade) or over. *Children must be symptom free for 24 hours before returning to the program.*

*Has not been fever free for 24 hours.

*Has vomited while at daycare or within the last 24 hours (vomiting is more severe than an infant's "spit up"). *Children must be symptom free for 24 hours before returning to the program.*

*Has diarrhoea (abnormally loose, watery bowel movements that are much more frequent than usual). Children will be sent home from the program upon the third incident of diarrhoea during the day. *Children must be symptom free for 24 hours before returning to the program*

*Has been on a prescribed medication for less than 24 hours for a condition requiring exclusion from the program according to the City of Ottawa *City of Ottawa Guidelines for Schools and Child Care Facilities on Communicable diseases and Other Childhood Health issues*. Your child must be able to cope with all aspects of the program.

This document may be found on-line at:

http://ottawa.ca/health_safety/professional/teach_employer/teacher/ccf_guide_en.html

*Has a rash that has not been identified by parent or physician or that seems to be worsening.

*Has a severe cold with fever, sneezing and heavy nasal drainage.

*Seems really sick without any obvious symptoms. In this case, the child may act and look different; may be unusually tired, listless or irritable.

*Is requiring one-to-one attention from a staff member in order to allow the child to cope and be reasonably comfortable.

*Has any disease/illness/condition listed in the City of Ottawa *Guidelines for Schools and Child Care Facilities on Communicable diseases and Other Childhood Health issues* requiring exclusion. These guidelines are posted in every program.

*Is unable to participate in all activities – indoor and outdoor. If a child is too sick to go outside, then he/she cannot attend the program

*Has chickenpox. Your child will be excluded from the onset of symptoms for 5 days until the majority of the pox are scabbed over. Your child must be able to fully participate in the program upon his/her return

If at any time the staff feel that a child is too sick to be in the program, the child will not be allowed to attend. It is important to try to have alternate child care arrangements in case you cannot stay at home with your child.

If your child is going to be absent from the program at his/her regularly scheduled time or is going to be late, please notify the staff as soon as possible.

23) Medication Policy

There are strict procedures in place concerning the administration of medication to children at the daycare. In order to ensure the health of your child, the steps listed below must be followed:

Medications: prescription or over the counter must be in the original bottle and packaging. The child's name must be clearly labelled on the bottle and packaging.

Medication will only be administered once the parent or guardian has completed a Medication Authorization Form. These forms must be filled out with specific instructions as to time and dosage. We are required to follow the guidelines on the medication packaging. We cannot administer medication under instructions such as "if you feel it is necessary". Exception: Medications to ease asthma and /or allergic reactions will be administered, as necessary, once the parent or guardian has outlined clearly the conditions required to make the medicine necessary and has completed a Medication Authorization Form.

Medication to control pain must be given at a specific time or temperature. If a low-grade fever persists for longer than 24 hours, your child will need to stay at home until they are fever free (without the use of fever reducing medications) or a note from your doctor is provided. At no time can the children stay in the program with a fever of 101 degrees Fahrenheit (38.4 degrees centigrade) or over.

Medications will be stored in a container in the refrigerator or designated cupboard in the playroom, as required. It is the parent's responsibility to take the medication home at night. Epi-pens and puffers will be kept close at hand, as required by the child's condition.

Please do not leave any medication – Tylenol, decongestant, vitamins or any prescription medication in your child's personal bag in their cubby.

We cannot keep Tylenol, etc. on the premises in case your child develops a fever unless we have a note from the doctor stating that it is medically necessary.

If your child becomes ill while in care, you will be notified immediately. If we cannot reach a parent within a reasonable amount of time we may call the emergency contacts. You will be required to pick up your child from care within 1 hour of notification of illness. The staff will keep sick children isolated from the other children when required until the parent arrives.

24) Accident Reports

If your child has an accident while in our care, the Educators will fill out an accident report for you to read and sign when you arrive to pick up your child. These reports are kept in the child's file.

25) Medical Treatment

In case of emergency, every effort will be made to contact the parents or their alternates. Sometimes this is not possible, and immediate treatment is necessary. If your child is hurt or becomes seriously ill while in care at Mothercraft Ottawa, he/she may be treated at the emergency room of the hospital as required.

26) SERIOUS OCCURENCE POSTING

On November 1, 2011, the Ontario government introduced a new policy that requires licensed child care centres and private-home day care agencies to post information about serious occurrences that happen at a centre or a home location. To support increased transparency and access to information, when a serious occurrence happens, a "Serious Occurrence Notification Form" must be posted at the centre or home location in a visible area for ten days

A serious occurrence could include:

- Serious injury to a child;
- Fire or other disaster on site;
- Complaint about service standard.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

Child care licensing inspection findings may be accessed through the Licensed Child Care Website which is available at www.ontario.ca/ONT/portal61/licensedchildcare.

27) Photography

Photos and movies are sometimes taken for use within the child care centre with the children. Occasionally these, or other pictures, may be used in the media or for educational purposes. Whenever possible, this will be cleared with parents, but this is sometimes difficult or impossible in cases where pictures contain large groups of children or are used several years after they are taken. Names of the children are never used with their photos. (If you do not wish your child’s picture to be used for publications or newspaper/television stories about the child care centre or for educational purposes, please notify the office staff at the time of registration.) We will then ensure that your child’s picture is not taken.

28) Students

In cooperation with high schools, community colleges and universities in the area, the child care centre is frequently used as a source of practical experience for students in early childhood education, child care family daycare. These students enhance the staffing and permit individualized care and special activities which might otherwise not be possible. These students work under the direct supervision of the staff at all times.

29) Supervision

Child staff ratios will be maintained according to the Day Nurseries’ Act at all times. The children are never left unsupervised.

Ratios

	INDOORS	OUTDOORS
Toddlers	1:5 between 9 am and 3:30 pm. 1:7 before 9 am and after 3:30 pm.	1:5
Preschoolers	1:8 between 9 am and 3:30 pm 1:12 before 9am and after 3:30 pm	1:8
Kinders	1:10 between 9 am and 3:30 pm 1:15 before 9 am and after 3:30 pm.	1:10

Parents are responsible for their children during arrival and departure times.

30) Proof of Identity

The staff may not release the children in care to anyone other than the parent/legal guardian without the parent/legal guardian’s written authorization. In the event that someone else is picking up the child then the staff must be notified by the parent prior to the child leaving the

program. Anyone picking up the child may be asked to provide photographic identification if the staff is not familiar with the individual; this includes parents, please come prepared with identification.

Please note that parents and the agency representative must complete both of the following pages. One page will be kept at the Centre in your child's file and one will be returned to the parent.



**Signature page #1
PARENT COPY**

This is to verify that I, _____ have read, and fully understand, and agree to comply with the contents of the Parent Handbook.

Child's Name _____

Date of Birth _____

Parent's Name (please print) _____

Parent's Signature _____

Date _____

Per Mothercraft Ottawa _____

Date _____



**Signature Page #2
CENTRE COPY**

Income Tax Receipts

Receipts for income tax purpose will be issued at the end of the year. Please indicate to whom the receipt should be made out to: _____

This is to verify that I, _____ have read, and fully understand, and agree to comply with the contents of the Parent Handbook.

Child's Name _____

Date of Birth _____

Parent's Name (please print) _____

Parent's Signature _____

Date _____

Per Mothercraft Ottawa _____

Date _____