

# ***Parent/Guardian Handbook***

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***www.procarecentre.ca***



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613-695-7762*

Dear Families, <sup>1</sup>

Welcome to PROCARE Family Center Inc. We are very happy that you have chosen us to care for your child(ren). We hope that this handbook will help introduce you to PROCARE and answer many of your questions.

**1. Our mission** is to provide a Child Care Center that offers quality services to families with children of all ages. We understand each child has individual needs and should be participating in a program that supports development such as: hand on learning, visual and vocal stimulation, personalized activities, and tools to enhance growth and learning through play.

## **2. Our Philosophy**

Our program accepts each child and encourages them to express their full potential in all domains of the classroom and life. Building their confidence, self-esteem and independence is a crucial element in their future success. By following an emergent curriculum with a child centered approach, allows us to develop around their interest, curiosity, and desires.

Teachers are to respect each child and parent just as the children and parents are to respect the teachers. We encourage everyone to use their freedom of speech to express opinions and give feedback on the well-being of the child and program.

Our team of registered educators are warm, caring, and professional. It's our job to create a centre that is positive and a stimulating environment; your child will be treated with patience, respect and kindness, always.

Daily communication between educators and parents is important as we work closely together to ensure expectations and routines are as similar as possible between home and daycare. We plan on building our professional relationship with parents by providing them with resources and tips on various parenting topics and workshops to help with the most important job in the world – raising the future generation.

Healthy snacks and lunches are provided daily. We believe what a person eats has a large impact on their energy and growth. Family participation is welcomed to enhance the experience and quality of care provided for each child.

Let's Learn and Grow together!

## **PROCARE Family Centre Inc. Program Statement**

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**INITIALS:**

Children are growing and adapting to life as capable and competent individuals, their brains are like sponges ready to absorb all that there is to learn, their bodies are full of energy ready to move, challenge themselves and grow, and their hearts are open for new friendships and a caring environment!

Our program is designed to encourage and support individual interest and group curiosity, to prepare each child for future academics by planning a curriculum that fosters and encourages language, music, math, and social skills. Our inclusive setting gives children a sense of home, and belonging, a place where they can express themselves freely and have a clear outline for success. A place to build new relationships and work through challenging ones with guidance from our teachers.

The safety and well-being of children, parents, and staff is our core focus. Through open dialog with parents, and visual content (Documentation, Pictures, Curriculum Plans and Community Efforts and other) we include them in our daily operation. The environment is set up with safety in mind, having open space to move without obstruction, ensuring toys are working and age appropriate, security cameras are recording to monitor play and interactions, as well ensuring surfaces and areas are frequently cleaned and disinfected throughout the day. While parents are at work, we want them to have a clear mind knowing their child is respected and cared for by all adults.

It's our goal to prepare children for the "real world" and instill qualities that will only benefit their journey! We do this by bringing in community partners to share insight, tips, and inspiration, by focusing on positive discipline methods, and encouraging individual skills sets.

We believe the 4 elements of "How Does Learning Happen" break down our core philosophy. Well-Being, Belonging, Engagement, and Expression. Below will list how we install these elements into our program.

### **Well-Being <sup>2</sup>**

Physical play is a large part of our programming and we ensure children get their fair share of fresh air. Healthy snacks and hygiene are daily discussions and self-regulation practices are taught and put into play.

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**INITIALS:**

## **Belonging**

We are all about inclusion. Every child is made to feel at home and to know they are among friends in a safe space. Relationship building is a large part of our programming and crucial to our mandate.

## **Engagement**

We harness children's natural curiosity by targeting programs and activities to their specific interest to include them in their family centre. We encourage them to explore their interests and help them focus in a world that moves way too fast.

## **Expression**

Every child is not only encouraged, but taught to express themselves freely, whether that be verbally, artistically, or through their actions. We use their expressed interest to help teach them through play. Language plays a large role in how we teach them to interact with others.

We value the relationships we've built and look forward to creating more with new families.

We have a huge place in our hearts for the field of early childhood education, and are passionate about our important role of shaping your child's future. Our love for children, our passion for this field, and our dedication to providing quality and educational care everyday are what PROCARE really is all about.

## **Goals and Action:**

- **To promote the health, safety, nutrition and well-being of children**

All staff will promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, nutrition based on the Canada's Food Guide, access to drinking water throughout the day, limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury. Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities, <sup>3</sup>allergies, food restric-

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**INITIALS:**

tions, medication requirements, and parental preferences in respect to diet, exercise and rest time.

- **Support positive and responsive interactions among the children, parents, childcare providers and staff**

All staff will support positive and responsive interactions among the children, parents, and child care providers. The Directors will support this through the hiring of qualified, responsive, and well trained Early Childhood Educators who support families in their role as primary caregivers, and understand the needs of each child as an individual. The Directors will ensure any volunteers and students are using best practices and fully understand our program statement and policies prior to working with children and parents.

- **Encourage children to interact and communicate in a positive way and support their ability to self-regulate**

All staff will encourage children to interact and communicate in a positive way, and support their ability to self-regulate; acknowledging that each child is competent, curious and rich in potential. Staff will support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention) Self-regulation in early development is influenced by a child's relationship with the important adults in that child's life, including the ECEs in the program. All staff will provide the learning experiences, support and encouragement that help young children learn to self-regulate, which is a crucial component of quality care.

- Foster children's exploration, play and inquiry**

All staff will foster the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content that encourages choices, and active play. Staff will take frequent observations on the group and individual children to ensure we're planning a curriculum that meets group and individual needs.

- Provide child initiated and adult-supported experiences**

All Staff will provide child-initiated and adult supported experiences. The Early Childhood Educators will observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child, and supported

by all the adults in the child care environment. Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

**-Plan for and create a positive learning environment in which each child's learning and development will be supported**

Staff need to learn about children through listening, observation, documentation, and discussion with others, families in particular, to understand children as unique individuals. They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children on a daily basis.

**-Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the unique needs of the children receiving child care**

Each child will experience indoor, and two hours of outdoor play (weather permitting) daily, as well as a time to rest and sleep if needed, quiet and active times, always being mindful of each child's needs and parental direction.

**-Foster the engagement of and ongoing communication with parents about the program and their children**

Regular and ongoing communication with parents is an important component of the day. Communication may be in person, by phone, e-mail or through our online network (Sandbox Software). Communication tools and notes are also posted on our parent board. Communication needs to come from all members of the organization

**-Involve local community partners and allow those partners to support the children, their families and staff**

Parents will be directed to resources outside of the centre if necessary, and community partners such as early year's services, speech therapists, support services, occupational therapists, counsellors, etc., this will be an important part of the centres support to all children and their families.

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**-Support staff or others who interact with children in rela- INITIALS:**

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**INITIALS:**

## tion to continuous professional learning

We view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs. We seek out opportunity to share our knowledge and to learn from others in the community.

The organization will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.

## **-Document and review the impact of strategies on Children and their families**

All staff will build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offering support and mentorship.

### **3. Licensing**

PROCARE Family Centre Inc. operates in compliance with the Child Care Centre Licensing Manual through the Ministry of Education - Ontario. We also follow all Health, Fire and Town regulations.

### **4. Days and Hours of Operation**

PROCARE is open year round Monday through Friday from 7:30am-5:30pm

PROCARE is closed on the following holidays:

New Year's Day	Civic Holiday (August)
Family Day (February)	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Christmas Day
Victoria Day	Boxing Day

The Centre will be closed for the last week of July every summer and re-open after the long weekend in August. Christmas closure will vary each year, a notice of our closure is provided to families in October. **Payment is still required during times of closure.**

### **5. Daycare Fees**

Program	Amount
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Registration – Non- Refundable	\$50
Deposit (towards last month of service) Both Non-Refundable	\$500 Full Time \$250 Part Time
Toddler per month	\$1,500
Preschool per month	\$1,300
Kinder/School Age per month	\$420

**Post Dated Cheques up to 6 months**

Parents will receive sixty days (60) notice of any rate changes.

**6. NSF (Non-Sufficient funds)**

There will be a \$50 fee to cover any NSF “returned cheque” charges made to PROCARE Family Centre. The director will contact you to arrange immediate payment. Frequent failure to pay can result in dismissal from the program.

**7. Extra Fees**

**Wipes** – PROCARE does not provide wipes, however, we do order them in bulk for convenience. When we see that we are running low on wipes, we will send a letter home requesting a fee of \$10. This fee DOES NOT apply for parents whose children are potty trained.

**Field Trips & Guest Speakers - \$100** this fee will cover the yearly expense of extras in our program such as: music teacher, kids yoga, field trips and other. Please speak with Director for payment options.

**8. Late Payments on Fees**

Will result in a \$5.00 charge per day effective the 2nd day of the month.

**9. Income Tax Receipts**

Receipts for income tax purposes are issued at the end of the year. Please indicate whom the receipt should be made out to on the registration form.

**10. Arrival and Pick Up**

**INITIALS:**



Drop off times are any time after 7:30a.m. and Pick up times are any time after 3pm/ before 5:30p.m. <sup>5</sup>

Parents are responsible for assisting their child(ren) with removal of outdoor shoes, and other outdoor wear. It's to be placed away on their hook or in their bins in a neat and organized manner. Parents are also responsible for helping them put on their indoor shoes and escorting them to the classroom/teacher. Always ensure your child is signed in at arrival and pick up on the mandatory attendance, as well, ensure a teacher has acknowledge your departure.

If someone other than a parent or legal guardian is picking up, please make sure:

- The educator is informed the morning of
- Written permission by note or email
- Person picking up is on the authorization list and have at least 1 piece of identification.

### **Authorizing individuals to pick up your child**

On the enrollment form, you will find a line asking for the names of the individuals who are authorized to pick up your child. You may authorize as many individuals as you wish in writing on your form. We will not allow your child to leave with an unauthorized person; this is for the safety and protection of your child. We will check the ID of the person listed to pick up your child. Please remember to keep this form updated with your current phone number and address changes.

### **11. Absences/ Holidays**

If your child will not be attending daycare on any of the days he/she is expected to be in, please be sure to call and let us know before 10am, 613-695-7762

### **12. Withdrawal**

If you desire to cancel enrollment, you must give four weeks' notice, if you're withdrawing before the end of year of registration, deposit is not returned or put towards the last month. Contract is year to year.

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**INITIALS:**

### **13. Discharge Policy**

Your child may be discharged if:

- A problem continues which negatively affects other children in attendance at PROCARE, such as threats directed towards children, staff or self
- Student enrollment fees have not been paid for 3 months
- Failure to meet PROCARE policies

PROCARE is a **BULLY FREE** centre and has zero tolerance for: Physical contact, passive aggressive behavior, being disrespectful towards students or staff and attitude towards the rules of the program. The safety and well-being of children and staff is PROCARE's responsibility - Students are subject to termination from the program.

### **14. Transportation and Parking**

- At no time is a staff member to drive a child to or from PROCARE Family Centre Inc. without written permission from Parent and Director.

- Parents are responsible for parking in permitted zones, or PROCARE Parking lot. If Parking is an issue, please advise the office and we will work to solve this problem. We do encourage families who reside in our neighbourhood to walk, bike or use public transit; this is good for the environment.

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### **15. Integration Period**

We understand that finding the right daycare is a difficult decision to make. That is why our staff work hard to ensure that the transition is smooth, reassuring, and as stress free as possible for the child, making it a little bit easier on the parents as well.

Day 1: Morning care, pick up before lunch (9am- 11:30)

Day 2: Morning Care and Lunch, Pick up before nap (9am-12:30)

Day 3: Morning Care, Lunch and Nap time. Pick up after snack (9am-3:00)

Parents are welcome to call or email any time throughout the day to check in on their child.

### **16. Illness**

We take all precautionary measures to prevent the start-up and spreading of illness, and your cooperation with our policies will be of great help. If your child has:

- A fever of 100 or greater before child care, accompanied by behavior changes or other signs or symptoms of illness-until medical evaluation indicates inclusion in the Center
- Symptoms or signs of possible severe illness, such as; uncontrolled coughing, irritability, persistent crying, unusual lethargy, wheezing, Vomiting, diarrhea or other unusual signs
- Eye discharge (white or yellow) or pink eye; until 24 hours after starting treatment; if treatment is not sought then when the discharge clears
- Respiratory illness  
please keep him/her home, in all fairness to all the other children.

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**INITIALS:**

**Your child may return when:**

1. They are fever or symptom free for at least 24 hours before returning to daycare
2. They have been treated by a doctor or a doctor permits them to return to the Center. <sup>7</sup>

You can return with a signed doctor's note. <sup>8</sup>

If your child becomes ill while at the center, then you will be called to come pick up your child.

Exposure to communicable diseases and any infectious illness should be reported promptly to the center, so our staff can look for any early symptoms. The center will notify parents when a child has been exposed to an infectious disease.

**17. Medication Policy**

Medication prescribed or ordered by a physician or dentist will be administered during the time the child is at centre. Parents will need to give written authorization and instructions by filling out a Medication Permission Form. This form needs to be filled out before the child will be given any medication at the center. All medications brought to the center should be in its original container. They need to be properly labeled

- with the child's name and medication name
- Time and amount to be administered.

**18. Child Accident Form**

Our staff take every effort to ensure the safety of your child. Unfortunately accidents do occur. In case of that event, an accident form will be filled out by Pro-Care staff for every detected injury that occurs. A copy with your

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**INITIALS:**

signature will be retained for your child's file. A child coming into PROCARE with injuries may require an accident form, so that both the parent and PROCARE staff are aware that it did not occur at the Center.

In the event a child gets injured in our care, a copy of the accident report will be given to the parent.

### **19. Prohibited Practices**

Immediate suspension and/or termination of employment will result in the case of a staff member, student or volunteer using any prohibited practices:

- 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
- Inflicting any bodily harm on children including making children eat or drink against their will.

### **20. Snacks and Lunch**

Each child will be given healthy snacks and lunch. All food served at the Center will meet nutritional guidelines. Menus will be posted in the centre.

Birthday, holiday treats, or special treats are permitted. Please check with your child's teacher so you know how much to bring and what is an acceptable treat. **Please be aware that we are a 'NUT FREE facility'.**

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## **21. Family Involvement**

PROCARE newsletters will be provided monthly along with a calendar. It will include information on our program plans, upcoming events and theme days. It may also include messages or requests specifically for parents.

Informal parent participation in the center is always welcome. Parents are invited to visit the center at any time. On some occasions, such as field trips, parent's help may be requested. If you have a talent or skill, and you would like to share with the children, we'd be happy to schedule you as a guest speaker for circle time!

## **22. Social Media**

Please follow our Social Media pages:

Twitter: @Procareottawa

Facebook: ProCare After School Centre

LinkedIn: ProCare After School Centre

We do not post any pictures of the children's faces; you will see pictures of the activities or back of the children. You will also find current and informative articles/blogs to read. We also post about upcoming events and workshops.

Please refer to our Photo/Video consent form in the registration package for usage approvals and guidelines.

## **23. Volunteers**

PROCARE welcomes volunteers! Volunteers are important and can often serve as a mentor in your child's life. All volunteers are required to have a criminal records check.

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**INITIALS:**

On occasion there may be students who are in need of training for required courses. These students will be doing extras for your child, such as reading stories, art activities, and helping with your child's development. We welcome parents and grandparents to observe at any time. They may even share an interest with the children such as a hobby or a book. Volunteers are supervised at all times and will not be left alone with a child.

INITIALS:

## **24. Clothing**

Please dress your child according to the weather with appropriate hats, mittens, and coats during the winter months and label them with their name. Be sure your child has indoor shoes to wear. This helps keep our center clean! During summer months, please send them with a bathing suit, towel and hat.

Dress your child in clothing that is not valuable so that they feel free to participate in all activities. We are not responsible for damaged clothing, We do provide art shirts and encourage the children to wear them.

## **25. Donations**

PROCARE opens its doors to donations of toys, books, etc. All donations that are in good, working condition will be much appreciated. It is our goal to provide children with a fun, educational and stimulating environment.

## **26. Fundraisers**

From time to time PROCARE may do fundraisers to raise money for needed toys, supplies, educational materials, or upgrades/repairs to the centre and yard. Fundraisers are a positive way to show community and family support.

## **27. Waiting List**

In an event that our program should be full at any time, the child's name would be placed on a waiting list.

## **28. Emergency Management Policy**

We have set in place an Emergency Management Policy for all staff to review and sign off annually. This policy includes all procedures to keep the children and teaching team safe. Our 'Emergency Back Pack' is located near the side entrance, and will be brought with us in the event of an actual emergency. Our meeting place is at Fisher Park School - 250 Holland Ave.

## **29. Parents Concern and Complaint Policy**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by documenting the concern, investigating it (reviewing our classroom security cameras) and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal



reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

## Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

## Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children’s Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
<ul style="list-style-type: none"> <li>- Food and Water intake</li> <li>- Sleep</li> <li>- Behaviours</li> <li>- Separation anxiety when a child starts</li> </ul>	<ol style="list-style-type: none"> <li>1. At drop off or Pick up, speak with your child’s teacher regarding the issue/concern.</li> <li>2. E-mail the Directors to inform them of your issue/concern if parent/guardian did not feel it was resolved when speaking with the educator</li> <li>3. Set up a meeting to discuss in person strategies/ actions that will be taken</li> </ol>	<ol style="list-style-type: none"> <li>1. Respond to the paren/guardian in an educated and kind manner. Listen to their issue/concern, answer best you can, if you do not have the answer. Let them know you will get the Directors to contact them.</li> <li>2. Actively update the parent/guardian throughout the day by using the STORYPARK app. Send them pictures/videos/notes. Only 1 teacher at a time is to be posting on STORYPARK for parents.</li> <li>3. Document through observations and notes in the child’s file.</li> </ol>

THE ABOVE WRITTEN POLICIES FROM PAGES 1 - 8 ARE PROVIDED TO YOU AS A CONVENIENCE AND TO AVOID ANY MISUNDERSTANDINGS. IF YOU DO NOT UNDERSTAND ANY POLICY OR PROCEDURE, PLEASE ASK.

**\*\*please note rates are subject to change\*\***

**INITIALS:**

**After Hours Fee:** The Center closes at 5:30 pm. All children should be out of the Center by 5:30 pm. Parents should arrive no later than 5:20 pm to allow enough time to visit with the teacher, and to collect the child's belongings. Service beyond that time necessitates paying staff overtime. Consequently, a \$5 fee will be charged for each 5 minutes past closing time.

**Special Provisions Fee:** When circumstances require special diets, equipment or staffing, there will be additional charges for those items. This will be discussed with parents before implementing.

**PROCARE Family Centre  
PARENT CONTRACT**

I have read and understand the policies and procedures outlined in the PROCARE Family Centre Parent Handbook.

Our start date for child care services will be:\_\_\_\_\_.

I understand that a two weeks written notice is needed to end my child care services.

\_\_\_\_\_  
Parent/Guardian Signature Date

\*\* Please return this form signed and dated with registration

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