

St. Norbert Home Daycare

PARENT HANDBOOK/POLICY BOOK



Facility Number: 102862

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My Philosophy

At St. Norbert Day Care, I believe the power of a prosperous society lies in the children of that society. Happy and secure children are ready to take on the next new stage of life, and my mission is to provide working families with peace of mind, that their children are safe, happy and nurtured in a home-like environment.

Good child-care, in my opinion, includes flexibility, and innovative learning programs, where the children can develop a sense of community and support as they receive from someone they perceive as family. In this process, I partner with families to help children s development within a nurturing and confidence-building environment.

At St. Norbert Day Care I hold my four key values strong, in everything I do:



About the Owner and her Family

I am a mother of two children, Farimehr (32) and Fardad (29). They are both living independently, following their education and career goals. My husband's name is Faryar, and he is a retired physician. I hold a bachelor's degree in biology but have followed a career in early childhood education most of my life.

Since my arrival to Winnipeg in 2014, I have worked hard to transfer my knowledge and experience in child-care to Canadian qualifications and expertise. I have completed many volunteer hours working with children in community centers. I have also completed the Family Child Program at Family Dynamics. This training included a 40 Hour Red River College Course, Business Training, Positive Guidance Training, First Aid/ CPR Training and other workshops.

Also, I am certified in Anxiety in Children and Youth-Practical Intervention Strategies, and Depression - Practical Intervention Strategies through Crisis and Trauma Resources Institute in Winnipeg.

My family is licensed as a foster care home. My husband cares for our 14 years old foster child when I am busy with daycare. Every foster child in my care is heavily vetted per required protocol, same as other residing family members in my home.

The Facilities

My home is in St. Norbert, one of Winnipeg's safest and most family-friendly neighborhoods. There are three schools in proximity to our house, and there is limited traffic on streets surrounding the house.

The house is a bungalow, with a spacious front porch and back yard. It is bright and beautiful with large windows in all of the rooms, creating a warm and nurturing environment. The spaces used for St. Norbert Day Care include basement family room, dining room, kitchen, and back yard. These spaces are child proofed. Access to the rest of the spaces is restricted during child-care hours.

Program Details

Hours of operation: 7:30 am to 5:30 pm weekdays

Number of Children: At most 8 children
(no more than 3 children under 2 years old or 5 children under 6 years old)

Language Spoken: English

General Holidays and Vacation

Childcare will not be provided on any of the general holidays listed but regular payment is still required for these days:

January	New Year's Day
February	Louis Riel Day
March or April	Good Friday and Easter Monday
May	Victoria Day
July	Canada Day
August	Civic Holiday
September	Labour Day
	Truth & Reconciliation Day
October	Thanksgiving Day
November	Remembrance Day
December	Christmas & Boxing Day

The following are day-care's pre-determined personal vacation times.

Personal vacation	First two weeks in January
	First two weeks in July

No payment is received for day-care's personal vacation weeks. All finalized dates will be posted on the bulletin board at least 2 months in advance. Parents will be responsible for finding alternate care.

Families wishing to take holidays during the year will still be responsible for their fees if I am open. If I am closed and unable provide care, payment is not required.

Safety

I have current Emergency First Aid/ CPR level C. I have two First aid kits which I will take one of them in my backpack when we go outside, and the other one is in the daycare. I have three smoke detectors, one is located on the main floor and another two are in the basement, and one carbon monoxide detector located on each floor A 5lb fire extinguisher located near the kitchen and is checked regularly and serviced annually. The property has four emergency exits,

front door, back door, and two egress windows in the basement. Once a month we practice evacuation drills according to the regulations. Our emergency shelter is Parc La Salle School located across the street, at 190 Houde Drive.

Children's nap time will be under my direct supervision.

Parents board is in front of the stairs, I will post the important announcement on the board, as well as the emergency numbers and my evacuation plan.

My approved safety plan is available if you wish to review it.

Health

The home day care will be cleaned on a daily basis, toys will be washed and sanitized at the end of each day. The diaper area will be cleaned and sanitized after each usage. children will be supervised during washing their hands after playing outdoors and before starting their snack and brushing their teeth after lunch. This day care will follow Canada's Food Guide to ensure meals and snacks are well balanced.

Providing lunch and two-times snacks is parents' responsibility. If on a special occasion parents ask for the day-care to provide food, it will be with parents agreement and will be valued depending on the ingredient prices.

We will not serve known peanut products to children less than 3 years of age. For other children we will discuss with the parents.

Snack and lunch

Parents are responsible for bringing morning and afternoon snacks in accordance with Canada's Food Guide. Parents are also responsible for bringing lunches. When planning snacks, please follow the Early Learning and child Care Licensing Guidelines. I hope the guideline below can also be helpful to you in planning lunches, but it is not mandatory that your lunches meet these criteria. I understand that many factors go into packing your child's lunch and respect this.

These guidelines support a balanced approach to childhood nutrition and suggest that;

If a meal is served, we offer at least:

- 2 selections from the vegetable and fruit group
- 1 selection from the grain products group
- 1 selection from the milk and alternatives group or/and 1 selection the meat and alternatives group

If a snack is served, we offer at least:

- 1 selection from vegetable and fruit group
- 1 selection from any other fruit group (grain products, milk and alternatives, meat and alternatives)

**Adapted from Manitoba's Early Learning and Child-care Licensing guideline for Food provider*

Positive Mealtime Environment

To promote a healthy relationship with food I use the Mealtime Environment Checklist provided by Manitoba's Nutrition for Early Learning and Child Care when providing meals and snacks. It recommends that:

1. Children decide which foods and how much to eat from the food provided (including food coming from home). I.e., children are not pressured to eat or try new foods; bribes/rewards are not used to increase intake; children choose the order in which they eat the food offered.
2. Children serve themselves with the food offered (when age-appropriate).
3. Children and childcare providers eat together at the same table.
4. Childcare providers engage children in casual conversation during meal/snack time. E.g., What was the highlight of your day? What are you thankful for? If you could have a superpower, what would it be?
5. Children are actively involved in mealtimes by engaging in age-appropriate tasks. E.g., preparing and serving food, gardening, setting the table, cleaning up.
6. Children providers avoid sharing personal opinions about food and body weight. E.g., providers will avoid labeling food as "healthy" or "unhealthy" sharing personal likes and dislikes or relating food and eating to body weight in any way.

** Adapted from Manitoba's Nutrition for Early Learning and Child Care Menu and Mealtime Environment Checklist.*

Choking Hazards Safety Repercussions

As infants and young children learn to eat, they will be directly supervised and seated in appropriate child-size chairs to reduce the risk of choking.

The foods below cause the greatest risk of choking for children under four years old. Therefore, these foods will either be altered to safer shape or texture or avoided all together.

Choking Hazard/How we make it safer

Whole large pieces of raw vegetable, fruit and bread	<i>Grate raw vegetables or fruit. Remove pit and large seeds. Cut into small pieces-about 1cm</i>
Grapes	<i>Cut into quarter lengthwise and remove the seeds</i>
Food with fibers or stringy textures such as celery and pineapple	<i>Finely chop these foods</i>
Raisins and other dried fruits	<i>Do not give children under four years old</i>
Popcorn, Whole nuts and seeds	<i>Do not give to the children under four years old</i>
Fish with bones	<i>Carefully remove all bones.</i>
Wieners or sausages	<i>Cut into quarters, lengthwise, then in to bite size pieces</i>
Gum, Marshmallows hardy candy and cough drops	<i>Do not give children under four years old</i>

I will not serve food with known peanut products to children less than three years of age.

Special Diets

If a child has specific dietary restrictions (allergies, or cultural), it is the obligation of the parents to inform us. Substitute meals or snacks may then be brought from home and is the responsibility of the parents to provide.

Hand washing & Health Practices

Diseases can spread any place where children interact. The best way to control the spread of diseases is through good health practices. To reduce the spread of Communicable disease or illness we will follow the Infection Control Guidelines for Early Learning and Child Care for hand washing , cleaning and sanitizing.

All children will be held their bottle feeding until such a time when they can hold the bottle comfortably themselves. Children are not left alone with their bottle.

Please visit <https://www.manitoba.ca/health/foodinchildcare/> for more information for early learning and child care.

Program and Routine

Daily Schedule

7:30 - 8:30	Children arriving, Free play (child directed)
8:30 - 9:00	Circle time or provider directed activity
9:00 - 9:15	Bathroom time, hand washing for snack
9:15 to 10:00	Snack time
10:00 - 10:15	Hand washing, Dress for outdoor play
10:15 - 11:15	Outside time (weather dependent)
11:15 - 11:30	Hand washing and lunch prep
11:30 - 12:15	Lunchtime
12:15 - 12:45	Bathroom, diapering. Cleanup from lunch
12:45 - 2:45	Nap/ rest time/ quiet activities for non-nappers
2:45 - 3:00	Story/ quiet wakeup activities
3:00 - 3:30	Snack time
3:30 - 4:00	Diapering, and hand washing
4:00 - 5:00	Outside time (weather depended or active play inside)
5:00 - 5:30	Clean up prepare for home, quiet activities

Since Children learn through play, I will provide a variety of play experiences. These will include fine motor gross motor stories, art, music, problem solving and social play.

My schedule will remain flexible taking into consideration the individual developmental needs of each child and modifications will be made whenever possible.

Inclusion Policy

Access

- I accept and welcome children of all abilities
- I make changes to my daily program to meet the needs of each child.

Participation

- I provide opportunities for all children to participate in social free play and routines throughout the day
- I believe that each child deserves an environment and experiences that promote growth in all areas of their development

Support

- I respect and value input from parents
- I support families by consulting with early intervention professionals
- I receive professional development in current areas of child development, research theory and practice

Parent communication

I thank you for the privilege of caring for your child. I respect the role of parents as the primary caregivers. I believe open communication between myself and you as parents is essential. I will work toward positive partnerships with parents and will aim for clear and consistent communication.

The bulletin board in front of the stairs is used for notices regarding special events, closure dates, changes and any other general message for all parents.

If you have any questions or concerns, please don't hesitate to contact me by text or phone call. If you call during the day, please keep in mind that you may need to leave a message, as I may not be able to answer depending on the children's needs.

Please ensure that you keep me updated on changes to your child's health, development as well as any changes in your emergency contact person's information (i.e.: phone numbers etc.)

Enrolment

I must meet you and your child BEFORE they are accepted into my family childcare home.

I will also need a complete Child Information Registration form and payment.

If you wish to bring your child to visit (after they are accepted and before attending on their own) you may do so. You will not be charged for a visit, however you will be expected to stay with your child for the duration of the visit.

Withdrawal

I require four weeks advance written notice if you want to withdraw your child from my Family Child Care. If this notice is not given, parents will be required to pay the parent fee for the four week period after the date of notice. This notice does not include my holidays.

I reserve the right to terminate services to parents if:

- Fees are not paid
- Non compliance with my Family Child Care policies.

At the beginning of enrollment, there will be a two-weeks trial, after which the parent or the daycare provider can decide that the Home daycare is unable to meet the child's or the family's needs. In this case they can terminate services without the required four weeks' notice. Please note, the payment for the trial weeks is received in full prior to the start of the trial and is not refundable even if the child withdraws before the trial ends.

- St. Norbert Family Daycare is a full-time program. I may accept part-time children from time to time, but please note that full-time takes precedence over part time. A part-time space only available until a request for full-time is received from another family. I will give the part-time parent the option of paying full-time rate or withdraw their child.

Arrival and Departure

St. Norbert Day Care starts its daily program at 7:30 am, and ends the program at 5:30 pm, and expects parents to respect their routine arrival and departure timing.

Parents are responsible for dressing and undressing their child upon arrival and at departure times. I will assume responsibility when their child is undressed, their outdoor clothing is put away and I am informed that they are ready to start their day.

Please notify me by text or phone call if your child will be absent or coming later than normal. It may affect a planned outing or activity if we find ourselves waiting.

There is available parking on the street outside my house.

Please notify me by text or email if your child has after school activities in advance.

Release of Children

Your child will not be released to anyone except those indicated on the registration form. If there is an exception, you must notify me by email, phone or give me a note. If the pickup person is not known by me, he or she will be asked to present photo identification. Your child will not be released unless they present this identification.

In the case of parental separation or divorce, I do not have the right to deny access of the child(ren) to either parent unless I have in my file a copy of the custody agreement and/ or the restraining order.

If parents appear to be intoxicated or under the influence during pick up time, I will offer to call another individual on the child's pick up list. If the parent refuses, then I may call the proper authorities to ensure the child's safety and well-being.

Children's personal Belonging/ Parent Responsibilities

Parents are responsible for providing:

- Complete extra set of clothing
- Inside shoes
- Outdoor clothing (appropriate for the weather and daily outdoor play)
- Diapers, wipes, diaper cream (if applicable)
- Sunscreen and bug spray (if applicable)
- A lunch with your child's name on it
- A blanket to be kept at daycare and washed weekly (no pillow please)
- Child's favorite stuffed animal for nap time.

For safety reasons (regulation) children under the age of 1 year of age are not allowed to have blankets when napping.

Please do not bring toys or electronics to the family Child Care Home.

Please label your child's items. I will do my best to ensure that children's items will be returned to them. I will not be responsible for replacing lost or stolen items.

Behaviour Management Policy

Manitoba Regulation 27(1) states that a family childcare provider shall not permit, practice or inflict any form of physical punishment or verbal or emotional abuse upon, or the denial of physical necessities to, any child in attendance at a family day care home.

There are three aspects to behavior management that will be practiced:

Indirect guidance: Children will be made aware of what behavior is expected of them. These expectations will vary with the age of the child and will take into account each child's individual personality and needs. They will be based on their stage of development. The toy , planned activity and materials will be age-appropriate, in good repair and will be arranged and rotated in such a manner that they will promote new interest, stimulate play, and minimize frustration.

Prevention Strategies: Although conflicts are inevitable in any childcare setting, steps will be taken to ensure a positive environment that provides opportunities for appropriate behavior. Limits and the reason behind the limits will be stated and explained throughout their day. Thus, allowing the child to learn that the child has some control over what happens in their life, and that their wants are considered and valuable. All children will have positive adult interaction throughout the day. Through this interaction appropriate behavior and problem-solving skills will be modeled

Intervention Strategies: It depends on the age and ability of the child. In most cases, a child will be aided in problem solving with the other child. Both children's feelings will be acknowledged, and the chance will be given for the child to resolve the situation on their own. In other situations, redirection will be the strategy used. Asking questions like " What can we do with the sand, instead of throwing?" will be asked to give the child the chance to change their actions on their own. If the problem persists, the child will be directed to another toy or area to play. If the child is hurting themselves or others, they may be removed from the situation. Once then child feels ready to return to the situation, they will be assisted in returning to that situation if they choose.

Child Abuse Reporting

I have a responsibility to report any case of suspected child abuse (physical, emotional or neglect) relating to children in my family day care.

Code of Conduct

My approved Code of Conduct is a separate document and will be given to you.

Financial Agreements

Deposit Required:

In order to save your child's space at my child care home you will be required to pay a deposit of \$100. This deposit will be credited to your account and applied to your first parent fees. If you change your mind and decide not to take the space the deposit will not be refunded..

Parents Fees

The daily fee set by Early Learning and Child Care (ELCC)

Infant/ Toddler	\$10.00 per day after license is confirmed.
Preschool	\$10.00 per day after license is confirmed.
School age	\$10.00 for a full-day after license is confirmed.
1 period	\$6.15 per day after license is confirmed.
2 periods	\$8.60 per day after license is confirmed.
3 periods	\$10.00 per day after license is confirmed.

Parent fees will be charged for all child absences including sick days, vacations days and general holidays. Parents will not be responsible for paying fees on daycare personal vacations or in the case of a personal emergency when I need to close.

Late Parent Fees:

Parent fees are due every 4 weeks and must be paid at the beginning of each billing period (4 weeks in advance of service). For every day the fees are late, there will be a charge of \$50 per day.

Please note: If you are more than a week (5 working days) late on paying your parent fees, I have a right to immediately terminate services without notice. I will not be providing care until you are up to date on your payments.

Late pick up Charges:

Please respect that the family childcare closes at 5:30 pm. If you are late picking up your child, you will be charged \$15 for every 15 minutes (or portion of) you are late.

Forgotten Lunch Fees:

Please note that I do not provide lunches and snacks for the children. If you forget your child's lunch and/or snacks and I must provide one, you will be charged an extra fee of \$10.00. I will ensure the lunch and snacks I provide follows the guidelines set out in Canada's Food Guide.

Subsidy:

Families are welcomed to apply for government subsidy at www.mantoba.ca/childcare

All parents will be responsible for paying full fees until subsidy is approved. If subsidy is approved, fees paid will be credited to your account. Parents are also responsible for all fees not paid by subsidy during the period of subsidy or expiry of subsidy (this includes exceeding allowable absent days).

NSF Charge:

In the case of NSF (non-sufficient funds) bank charges will be charged to the parent and parents will be required to pay all future payments in cash.

Receipts:

Receipts will be issued with each payment, upon termination, and at the end of the year of the year for tax purposes.

Children's Illness

If a child is not well enough to participate in daily activities at day care, then they are not well enough to be at daycare. Please ensure they stay home to recover.

If a child becomes ill in the childcare home, I will contact the parent/guardian and parent will be expected to pick up their child. In the event of the communicable illness or disease, I reserve the right to refuse care until the child is no longer contagious.

If at any time medical treatment is necessary due to serious injury or illness, I will take whatever measures are necessary for the protection of the child(ren). If this involves transporting the child to the hospital, all associated costs (i.e., ambulance) will be the financial responsibility of the parents/guardian. I will not be using my personal vehicle to transport children for medical attention.

Parents are responsible for paying regular fees if their child is ill or absent.

Administering Medication

Only prescribed medication will be administered. It must be in the original container, properly labeled with the child's name and instructions. The parent-consent and medication record will need to be completed. Medications are kept locked in the fridge.

Substitute Care

Faryar is my substitute provider in the event of an unavoidable appointment, injury, or illness. My substitute has read all policies including evacuation procedures, emergency procedures behavior policy and children's information records. All parents will be notified in advance as well as my childcare coordinator.

If I have a family emergency or illness and must close for the day, I will give you as much notice as possible. You will be responsible for finding alternate care and you will not be charged for the day.

Neighborhood Outings

We will take walks in the immediate neighborhood, the playground across the street or to visit the nearby park. Parents will receive a text notification stating which place we will be visiting and what time we will be leaving and returning parent permission will be obtained during enrollment for neighborhood outing.

Field Trips

I will not plan a fieldtrip, unless one of the parents join us and the fieldtrip will be in the neighborhood.

Transportation

Parents are responsible for transporting children to and from school. Children walking to and from school or using the bus become my responsibility upon entering my home alerting me of their arrival upon alerting me of leaving my home, my responsibility will cease.

For preschool children, responsibility will be assumed when parents alert me of leaving the caregiver's home, and responsibility will cease when parents make their presence known when they are picking their child(ren) up. Parents are responsible for dressing and undressing children.

Direct /Indirect Supervision

Direct supervision will be given to all children in my care. However, indirect supervision will be used for the preparation of snacks and lunch, and use of the bathroom. I routinely check on the

children in all cases of indirect supervision. Indirect supervision will always take into consideration the developmental level of each child.

During nap times children are directly supervised. As I use the basement for children's nap time, and in compliance with the approval of the Fire Department, I will be in the basement for the duration of their naps.

If I am using more than one room in my childcare, indirect supervision may take place when I leave one room to check on children in the other room.

Written permission for indirect supervision arrangement from parents must be signed and will be kept in the child's file and updated regularly.

Confidentiality Policy

Information about your child, verbal or written, will only be released under the following circumstances:

- In case of emergency or injury to your child, information may be released to police authorities or medical staff attending the child.
- At the written request of the parent(s) of the child.
- In case of suspected abuse, to the appropriate child and family services department.
- To a substitute care provider.

Please ensure that you respect the confidentiality of the children and families in our family childcare.

Photos

Pictures will be taken of the children at play. I use these for emailing parents, sharing with families, and posting on devices: our home childcare walls to generate a feeling of belonging. Parents signed consent is required.

E-mail, Electronic Devices & Internet Policy

Children and adults using the child-care home's computer and/or their own personal electronic:

- Respect and protect the privacy of others
- Respect and protect the integrity of all electronic resources
- Respect and protect the intellectual property (the ideas, creations and copyrights) of others
- Communicate in a respectful manner
- Report threatening or inappropriate material

Inappropriate use includes:

Intentionally accessing, transmitting, copying or creating material that:

- Violates the home's code of conduct (such as messages that are pornographic, threatening, rude, discriminatory, or meant to harass)
- Is illegal (such as obscenity, stolen materials, or illegal copies of copyrighted works)

Social networking and other websites

Information (including photos or videos) about children, parents, childcare provider or others involved in the childcare home are not posted by provider, parents, or children on:

- Social networking websites (i.e., Blogs Myspace, Facebook, etc.)
- Public networking or file sharing site (i.e., Photobucket, Flickr, YouTube, etc.)
- The childcare home's website (except with written parental permission) and any other type of Internet website children are not accepted as "friends" or "buddies" by the childcare provider when using social networking sites as Facebook or Instagram

Use of cell phones

- Cell phones and other personal electronic devices are used only for work purposes and important family matters by the provider when caring for the children. I will not use my cellphone unless necessary.
- On outings with children, a cell phone is used for safety purposes or communication with children's parents only.

Supervision and monitoring

The childcare provider has the right to monitor the use of information technology resources and to examine, use, and disclose any data found. This information could be used in disciplinary actions and released to the police if it is criminal in nature.

Children's nap time will be under my direct supervision.



St. Norbert Home Daycare

WAIVER: DUTY OF CARE FOR COMMUTE

Your signature indicates that you're aware of and agree to the following:

This daycare does not accept responsibility for the children's wellbeing during their commute to and from the daycare premises, as the daycare does not provide commute services. The daycare assumes responsibility for the children from the time the child arrives at my home up to the time they leave. If a child does not arrive to my home at the expected time the parent has pre-determined, I, the provider will look down the street to ensure they are not coming and then call the parents to notify them that their child has not arrived.

Child's Name: _____ Birthday: _____

Time of arrival on school days: _____

Time to leave on school days: _____

In case of late arrival (10 minutes delay or more) daycare will notify the following contact:

Contact name: _____ Phone number: _____

Relation to the child: _____

Parent's or Guardian's Name and Signature: _____

Date: _____

Parent's or Guardian's Name and Signature: _____

Date: _____



St. Norbert Home Daycare

INDIRECT SUPERVISION FORM

Your signature indicates that you're aware of and agree to the following:

With the written permission of the parents, this daycare is allowed to care for their children through indirect supervision. Short instances of indirect supervision include but is not limited to caregiver's bathroom breaks, food preparation time, etc.

Indirect supervision instances only include activities occurring on the premises of the family day care home. A caregiver will visually check the children every 10 minutes.

Nap time will be directly supervised.

Child's Name: _____ Birthday: _____

Parent's or Guardian's Name & Signature: _____

Date: _____

Parent's or Guardian's Name & Signature: _____

Date: _____