



**Hamilton East Kiwanis  
Boys and Girls Club**

**A good place to be**

## **Early Learning & Care Centre Parent Handbook**

**for**

45 Ellis Ave  
Hamilton, Ontario  
L8H 4L8

and

Queen Mary Site  
1292 Cannon St. E  
Hamilton Ontario  
L8H 1V6

905-549-1863

Please insert black and white OEYC logo here.

## Philosophy

The Hamilton East Kiwanis Boys and Girls Club – Early Learning and Care Centres are operated by the Hamilton East Kiwanis Boys and Girls Club, a non-profit agency. Through play experiences, under the guidance of specially trained staff, your child will grow in an environment that will foster:

- self-esteem and decision making abilities
- creativity, curiosity, initiative and independence
- physical activity, developing gross and fine motor skills
- interaction, communication and respect for others

These play experiences are linked with the **Boys and Girls Club Mission Statement** as follows:

**To provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.**

Our ELCC programs are licensed by The Ministry of Children and Youth Services/Ministry of Community and Social Services. Our centres must consistently comply with the provincial regulations of the Day Nurseries Act.

## HAMILTON EAST ONTARIO EARLY YEARS CENTRE Main Site -45 Ellis Avenue

We provide a place for children 0-6 and their parents or caregivers to play and learn together. Adults can learn about the benefits of early literacy, health, nutrition and early childhood development. We can also assist you with accessing other community services that ensure our children have the best start in life. Staff are ready to answer questions you may have, provide new ideas and help point you in the right direction if needed. Services provided are free of charge.

**For further information or to arrange a tour please call  
905-544-6630 or [oeyc@kboysandgirlsclub.com](mailto:oeyc@kboysandgirlsclub.com)**

## Overdue Fees

The following action will be taken for collection of overdue fees:

- the supervisor will inform the family of their overdue fees and a payment schedule will be negotiated
- child care may be suspended if the negotiated fee schedule is not followed
- the account may be referred for collection if the family is not attempting to make payment

Please let us know if you are experiencing financial difficulties and we may be able to provide you with supports or negotiate a different payment schedule.

## Late Pick-Up Fees

Parents who are late picking up their child are required to pay fines as follows:

\$5.00 per child, plus \$1.00 per child for every minute expired beyond closing time. The time will be determined by the centre's clock.

**PLEASE REVIEW IMPORTANT "OEYC" INFO ON THE BACK COVER!**

*This handbook is intended to give parents an overview of the policies of Hamilton East Kiwanis Boys and Girls Club Early Learning and Care Centres. For questions or clarification please speak with the Supervisor or the Manager of Early Years Services who can be reached at 905-525-5855.*

## Staff

Our program is staffed according to the requirements of the Day Nurseries Act. Qualified Early Childhood Educators or personnel in training and/or with childcare experience provide excellent care for your child. Staff are consistently committed to providing a healthy environment and enriched program each day. Most important to us is our relationship with each child and their family as these relationships are key to the success and growth of everyone involved.

The staffing ratio is 1:8 for children 2.5 to 4 years and 1:10 for children attending Junior and Senior Kindergarten.

## Days and Hours of Operation

Child Care & JK/SK Wrap is provided 12 months of the year, excluding weekends and statutory holidays. Hours of operation are 7:30 a.m. to 6:00 p.m. Monday-Friday. JK/SK students may participate on a full day basis for PA days and the Winter/March break should parents require care.

Preschool Universal is provided September-June only. Parents are asked to select one of the following:

**Mornings:** Monday – Friday or **Afternoons:** Monday-Friday

This program operates Christmas/March Break but not on Statutory holidays.

## Admission and Discharge Policy

A tour/orientation will be arranged prior to the enrollment of your child in our program. Parents will be given a registration package at this time and we will be able to answer any questions you may have. You are encouraged to spend time in the playroom with your child, becoming familiar with our program and our staff. Upon registration parents will be asked to assist staff in the completion of a brief developmental screen. This screen forms the basis of programming for your child and updating their progress.

When requesting to discharge your child from our program, two weeks written notice must be given. If notice is not given, you will be responsible for the full payment of program fees in lieu of notice. When the program cannot meet the needs of your child we will work with you to make alternate child care arrangements.

## Clothing and Possessions

It can be very upsetting for a child to lose a special possession; therefore the child care centre is not responsible for lost or broken toys. If children do bring toys from home, please do not send toys that are violent i.e. toy guns, knives, etc.

Your child should be dressed in clothing appropriate for the activities he/she will be involved in including up to two hours of outdoor play each day. Consideration should be given to the weather and to all around comfort and safety. **All clothing/belongings must be clearly marked with your child's name to help the staff return items to the rightful owner.** The program cannot accept responsibility for lost items.

## Nutrition

Two nutritious snacks and a lunch will be provided each day. Children's special dietary needs and allergies will be posted in the cooking and serving areas. For special instructions regarding dietary restrictions parents must indicate this in writing on the child's registration form. Allergies must not only be identified on the registration forms but a doctor's note is also helpful. To assist you in the menu planning at home, our menu is posted in advance and any changes will be posted. Please remember that we are a **nut reduced** environment which means every effort is made to keep nuts and nut products out of our programs. All our families, staff and agency partners are expected to respect this important safety rule.

## Arrival and Pick-Up

**On arrival, please bring your child into the room and touch base with staff. Please make sure that the staff are aware of your departure when you are leaving.**

A reminder that while staff are available, either at pick-up or drop off, to chat and answer quick questions, their primary role during these times is supervision/interaction with all the children in the room.

Please ensure that you communicate any changes in the child's schedule (i.e. new person pick-up, early pick-up) as well as helpful information about their health and "state of mind" when dropping off. The more we know, the better prepared we are to respond to your child's needs.

Our registration forms include an area where you can list other **adults (16 years of age and over)** who may pick up your child. Please remember to let us know when someone else is picking up. If that "someone" else is not listed on your registration forms, written/verbal confirmation must be communicated to staff before your child will be released. Anyone picking up your child from the program for the first time will be required to show photo identification.

## Students

Our centres provide learning opportunities through placements in our programs for secondary and post-secondary students. These students are a welcome part of our team. We encourage students to introduce themselves and would encourage you to inquire about their specific placement in our program. Students are always monitored (and evaluated) by staff and are never left alone to supervise any of the children.

## Financial Policies – Parent Fees

Fees can be paid either every two weeks or once a month. All payments will be submitted to the supervisor upon enrollment and at the start of each six month period. A fee schedule will be available to assist in completing the cheques.

N.S.F. cheques will result in a \$10.00 service charge to cover the expense of re-processing fees. After two N.S.F. cheques, payment will be required by cash, certified cheques or money order.

Fees are payable at all times regardless of your child's attendance in our program. Fees are also payable if your child is absent due to vacation, sick or inclement weather.

**\* In the event of school board closures due to severe weather conditions, our centre will close. Centre closure information can be found on : CH Morning Live, Y108, CKOC 1150 or 900 CHML.**

## **STATUTORY HOLIDAYS: CENTRES CLOSED**

New Years Day	Canada Day	Christmas Eve (1/2 day)
Victoria Day	Aug. Civic Holiday	Christmas Day
Good Friday	Labour Day	Boxing Day
Thanksgiving Day	Family Day	New Years Eve (1/2 day)

The Hamilton East Kiwanis Boys and Girls Club Early Learning and Care Centres have a contract with the City of Hamilton for child care subsidy. For eligibility information contact the child care subsidy office directly at 905-546-4870.

The Preschool Universal program is **currently** 100% funded by the provincial government for children 2.6 to 3.8 years who will attend Junior Kindergarten at Holy Family, Queen Mary, or Memorial schools. These children are eligible for a 2.5 hour daily program without fees attached.

## **Behaviour Guidance**

The Supervisor of the program is responsible for ensuring that everyone who is in daily contact with the children uses appropriate behaviour guidance techniques.

Behaviour guidance techniques will be:

- Used in a positive and consistent manner
- Appropriate to the developmental level of the child
- Designed to assist the child to learn appropriate behaviour
- Implemented as soon as possible after behaviour occurs

Staff, students and volunteers in our centre will not:

- Use corporal punishment to discipline a child
- Use harsh or degrading disciplinary measures which would humiliate or undermine the child's self-respect
- Tease, or permit others to tease a child
- Deprive a child of basic needs such as food, shelter, clothing or bedding
- Lock, or permit to be locked:

(a) The rooms or exits, which are used by children during the hours of operation, for the purpose of containing a child

(b) A structure to confine a child who has been withdrawn from the other children

- Punish or reprimand a child for failure to use the toilet
- Punish or reprimand a child for refusing to eat or drink

Children will be encouraged to solve problems by:

- Identifying them
- Thinking about alternatives
- Making decisions
- Talking it over with the other child or staff

## **COMMUNITY PARTNERS**

Our collaborative partnerships with community agencies ensure our success in providing a fully integrated, supportive and enriched program for all our children and their families. Our daily routines, enriched activity rooms, group and individual planning are supported by many clinicians including : Public Health Nurses, Dieticians, Speech Pathologists, Resource Teacher, Support Facilitators, and Parent Therapists, to name a few. Some of these partners are placed within the staff team on a regular (daily) basis while others will schedule program visits. Where appropriate, these visits will be communicated to parent/s.

In the event of an emergency evacuation at either site all children will be escorted by staff to the appropriate approved shelter as indicated below:

**ELCC- Ellis Site- Ellis Avenue Bible Church, 80 Ellis Avenue**

**ELCC- Queen Mary Site: Boys and Girls Club, 45 Ellis Avenue**

Parents will be contacted directly to arrange for the pick up of your child from the appropriate location.

## **Parent Communication/Parent Involvement**

Parents are encouraged to take note of the Parent Board daily where important memos and current bulletins will be posted. Program charts outlining daily activities and special events will be posted weekly for your interest and convenience.

Newsletters, calendars and memos will be provided regularly to keep you up to date with your child's program. There are many different opportunities for parent involvement in our program.

We welcome parent volunteers on field trips, special events, as assistants in our kitchen and as members of our **EARLY YEARS NEIGHBOURHOOD ADVISORY.**

Parent feedback is always welcome. We encourage parents to speak to a staff member regarding concerns and successes of their child. Finally, our centre conducts an annual written parent survey. The results of this survey, along with other pertinent information form the basis of program/service improvements.

## **Health and Administration of Drugs**

According to the Day Nurseries Act each child must be immunized according to the directions of the local Medical Officer of Health before registering in our program. Parents must fully complete an "Immunization History" form before admission. A copy of this form is submitted to the local Public Health agency. This local branch is also responsible for monitoring our sites which includes (but is not limited to) monthly enrollment monitoring, routine site inspections and monitoring/information sharing of disease control. Our local Health Unit is an excellent resource for our staff/families (see the Community Partners section for more Public Health details).

Regulations require that all children (when attending 6 hours or more) play outdoors for a part of each day. If your child is too ill to participate in our program, including outdoor play, it is our policy that he/she is kept home.

Should your child become sick while in the program, you will be notified and suitable arrangements must be made for returning him/her home. If you are unable to pick up your child, then your designated contact person will be notified. This same procedure will be followed in the event that the program must be closed due to inclement weather or emergency conditions.

In the event of an accident requiring hospital attention, we will take the child, along with his/her file, to the nearest hospital. At the same time, another staff person will contact you to pass on all available information and to let you know to which hospital your child has been taken.

It is the policy of the program to administer only medication which has been prescribed by a physician for your child. This policy requires that medication be sent in the original container, clearly labeled with the child's name, name of the drug, dosage, date and instructions for storage. If the medication is non-prescription your doctor will need to document all of the above information on letterhead or a prescription pad including their signature.

Parents are required to complete a Medication Administration Form which will be supplied by the staff. This form must be completed every day that the medication is to be administered. Under no circumstances will medication be given without a completed Authorization Form.

***Please keep us informed:***

***It is essential that program files be kept up to date. Parents must notify the staff immediately of any changes to telephone numbers or other information on the enrollment of your child.***

**Rest Time**

Rest time is required under the Day Nurseries Act for children who are in attendance six consecutive hours or more. Rest time provides children with an opportunity to relax and take a break from active play. We will provide an environment that is calm and relaxing during this down time to encourage your child to sleep or rest. Those who do not sleep may find a quiet activity following one hour of rest. We would ask parents to bring in a blanket for sleep time and a soft toy if their child would like.

**Outdoor Play**

Children (attending six hours or more) will play outside for at least two hours daily, unless the weather is not appropriate. Please dress or send appropriate outdoor clothing for the season. Remember to **label all of your child's belongings with their name.**

Parents will be asked to complete a sunscreen application permission form during the summer months. Please inform staff of any allergies or sensitivity to sunscreen use.

**Field Trips**

Throughout the year, trips will be arranged to special places of interest to the children. Permission forms will be given to you for each trip and parents are always welcome to accompany us. We will take small neighbourhood walks which do not require a trip permission form.

Trips are intended for all children and staff. If you choose for your child not to attend the trip, you will need to make alternate child care arrangements that day. Fees are still payable for that day.

**Illness**

If your child appears to have the following symptoms, please keep him/her at home until they are **at least 24 hours symptom free:**

- unidentified rashes
- fevers
- stomach illnesses such as diarrhea or vomiting
- throat infection
- head lice—nit free
- contagious illness such as chicken pox
- discharge: eyes, nose or cough

Please contact the Centre when your child is away and let us know what their symptoms are so we can attempt to prevent the potential spread of illness in our program. If you are unsure if your child should attend, please speak with the supervisor or program staff.

In the event your child becomes ill during the day, we will contact parents/guardians to make arrangements for pick up as soon as possible. A Doctor's note may be requested depending on the nature of the illness and /or length of a child's absence.

Parents may also be asked to sign "absence forms" required by the City of Hamilton. Please speak with a staff for a copy of this form.