

PARENT POLICY MANUAL

Welcome to the Chester & Area Family Resource Centre. This Parent Policy Manual has been designed to provide you with information about our programs and policies. Please read it and keep it for future reference. Open, two-way communication is important to our success in caring for and educating your child. If you have any questions, concerns, ideas, or comments concerning the Family Centre Programs, please feel free to speak to our staff or the Directors.

PHILOSOPHY STATEMENT

The Chester & Area Family Resource Centre believes that children learn through play, and exploration of their environment, and are entitled to opportunities that support all areas of their development. The Chester & Area Family Resource Centre adheres to the Nova Scotia Day Care Act. The Chester & Area Family Resource Centre believes in fostering active learning, multiculturalism, integration, independence and parent involvement through providing experiences for positive interactions between children, employees, parents, the Centre, and the community.

MISSION STATEMENT

The Chester & Area Family Resource Centre aims to be a sustainable organization that provides family and youth programs and services to help improve community life in the Municipality of Chester and surrounding communities.

ORGANIZATIONAL HISTORY

The Chester and Area Family Resource Centre is a grass-roots organization which began in cooperation with the Public Health Department in the summer of 1994. A group of new parents volunteered to organize a New Parents Group where children and parents came together once a month for socializing. The group was extremely popular and moved to a weekly playgroup. After the results of a telephone needs assessment conducted in the winter of 1995, indicated that a Family Resource Centre would be supported by the community, the group formally incorporated as a non-profit organization in 1995. Charitable status was granted in 1998. The organization has always been run by a volunteer board of directors who are elected at the Annual General Meeting.

The Chester & Area Family Resource Centre is located in the Village of Chester and has 2 off-site locations where we offer our programs and services. They are as follows:

Chester & Area Family Resource Centre

- Infant Room
- Toddler Room
- Junior and Senior Pre-School Room
- School Age Programs (After-School and Full-day care)
- Play Group
- Community Resource Programs

Bayview Community School

- Kidz Zone After-School Program

CONTACT INFORMATION

Chester Family Centre:

188 Pig Loop Road
 P.O. Box 99, Chester, N.S. B0J 1J0
 (902) 275-4347 fax: (902) 275-2013
 Email: info@chesterfamilycentre.ca Web Site: www.chesterfamilycentre.ca

Daycare Director: Teena Bond

Email: info@chesterfamilycentre.ca

Centre Director: Heather Daw

Email: info@chesterfamilycentre.ca

Bayview Community School

110 Clearway Street
 Mahone Bay, N.S. B0J 2E0
 (902) 624-2120 Fax (902) 624-2124

Hour of Operation

Infant Room	7:00AM-6:00PM (Monday to Friday)
Toddler Room	7:00AM-6:00PM (Monday to Friday)
Pre-School Room(s)	7:00AM-6:00PM (Monday to Friday)
School Age Before-School Program	7:00AM-8:00AM (Monday to Friday) September-June
School Age Program (School Year)	2:00PM-6:00PM (Monday to Friday) September-June
School Age Program Full-Days	7:00AM-6:00PM (Monday to Friday)

General Holidays

If any day designated as a statutory holiday falls on a Saturday or Sunday, then the holiday will be observed on the Monday immediately following. The Family Centre is **closed** on the following Statutory and Additional Holidays:

Statutory Holidays:

New Year's Day
 Family Day Victoria Day
 Good Friday
 Canada Day
 Labour Day
 Christmas Day

Additional Holidays:

Easter Monday
 Natal Day (first Monday in August)
 Thanksgiving Day
 Remembrance Day
 Boxing Day

Please note: The Chester & Area Family Resource Centre is closed between Christmas and New Year's. Please speak with the Daycare Director for more specific dates.

REGISTRATION PROCEDURE

Staff of the Chester and Area Family Resource Centre receive priority access to childcare spaces. Otherwise, childcare spaces are filled on a first come, first served basis, priority given to full-time participants.

A child is **officially registered** upon completion of the following 5 steps;

- 1.Registration form is completely filled out and signed
- 2.Parent Contract and Rate Agreement is completed and signed

3. Custodial arrangements are on file where applicable
4. Parent Policy Manual has been read and signed on the registration form
5. Pre-Authorized payments methods are completed and signed

FEES AND PAYMENTS

All child care spaces are full-time or permanent part-time and must be pre-booked. Fees are reviewed every September.

Parents must give 2 weeks notice in writing to change day(s) of care.

A registration fee of **\$20 per child** will be charged to each child upon enrollment/re-enrollment for administrative purposes. Please remember that your \$20 registration fee is not refundable or transferable.

Billing/payments are debited/charged to credit card bi-weekly, every second Friday. If Friday falls on a holiday, the payments will occur the following business day, Monday.

We no longer be accepting cash payments you must setup an *Electronic Funds Transfer (EFT)* from your bank account by bringing in a VOID cheque or submit a credit card number, we accept VISA, MasterCard and American Express.

If for any reason a payment is returned to us from the bank, a **\$25 NSF Fee** will be billed to the account to cover NSF charges. If an EFT (Electronic Funds Transfer) or credit card payment is not received or is declined on the outstanding balance within 10 days, the child will not be permitted to continue in the program until the balance is paid in full. All overdue accounts will be sent a Collections Agency for collection within 1 month of the last day the child attended.

Our Current Fees

	Enrollment	Fees
Infant Room	Ages 6 -17 months	<ul style="list-style-type: none"> • \$32.96 per day for full-time • \$35.02 per day for part-time • \$37.08 per day for drop-in
Toddler Room	Ages 18 -35 months	<ul style="list-style-type: none"> • \$30.90 per day for full-time • \$32.96 per day for part-time • \$36.05 per day for drop-in
Junior Pre-School	Ages 2½-3 ½/4 years	<ul style="list-style-type: none"> • \$28.84 per day for full-time • \$30.90 per day for part-time • \$33.99 per day for drop-in
Senior Pre-School	Ages 3 ½/4 years -5 years	<ul style="list-style-type: none"> • \$28.84 per day for full-time • \$30.90 per day for part-time • \$33.99 per day for drop-in

School Age Program	School Age Children 5-12 years	<ul style="list-style-type: none"> • \$13.39 per day for full-time after-school care • \$15.45 per day for part-time after-school care • \$28.84 per day for full-day (full-time) • \$30.90 per day for full-day (part time) • \$18.54 per day for full-time (embedded time, 12:22 dismissal) • \$20.60 per day for part-time (embedded time, 12:22 dismissal) • Before-School Program \$9.27 per morning and includes breakfast
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Full-time child care means that your child is **guaranteed** a spot in the program 5 days per week. All children registered as full-time will be charged for 5 days per week whether your child attends or not.

Part-time child care means that your child will attend the program on **pre-booked** days only. Part-time also means your child **does not** have a **guaranteed** program space on days they are not pre-booked. You will be charged for pre-booked days whether your child attends or not. If you require care on a day your child is not pre-booked, we will provide care if a space is available.

CHILDCARE SUBSIDY

It is the parent’s/guardian’s responsibility to set up subsidy through Child Care Subsidy Program. Parents are responsible to pay full program price to the CAFRC if they do not adhere to the Child Care Subsidy Guidelines regarding absenteeism, sick days or vacations days.

LATE PICK-UP FEE

Late Pick-Up Policy/Fees: Parents who arrive after 6:00pm (*CLOSING*) will be charged according to the schedule below:

1st Warning:	<ul style="list-style-type: none"> • Late Pick-Up Notice is given by staff to the parent.
2nd Warning:	<ul style="list-style-type: none"> • First 5 minutes late (6:00-6:05) - \$5.00 per child • 6-10 minutes late (6:06-6:10) - \$10.00 per child • 11-15 minutes late (6:11-6:15) - \$15.00 per child • 16 or more minutes late (6:16-6:20) - \$20.00 per child
3rd Warning:	<ul style="list-style-type: none"> • First 5 minutes late (6:00-6:05) - \$10.00 per child • 6-10 minutes late (6:06-6:10) - \$15.00 per child • 11-15 minutes late (6:11-6:15) - \$20.00 per child • 16 or more minutes late (6:16-6:20) - \$25.00 per child • Suspension from the program.

In addition to the monetary stipulations: A late pick-up notice will be completed, indicating the child's name and at what time the child was picked up by the parent. The late parent and program leader will sign this form. The leader gives the signed form to the Centre Director, who will add the charges to your next bill.

ABSENTEEISM

You will be charged for full-time and pre-booked days whether your child attends or not. Please call us ASAP or leave a message on the answering machine, so that other children on the waiting list can attend.

VACATION

The Chester & Area Family Resource Centre requires that you give **two weeks notice** prior to your child's vacation. Vacation for full-time participants cannot exceed 2 weeks per calendar year and 1 week for part-time participants. If you do not give notice or if you exceed the vacation days allotted, you will be charged regardless of attendance. Vacation days do not include the time the CAFRC is closed between Christmas and New Years.

STORM DAYS

The Chester & Area Family Resource Centre Chester site **does not** close for winter storms. We operate several programs during these days. Some school sites may be closed or operating on limited staffing. If you decide to keep you child at home, please call and let us know so we can adjust staffing requirements.

TERMINATION OF SERVICE

Please notify the Chester & Area Family Resource Centre one month in advance of your intention to leave the program or you will be charged for two weeks in lieu of notice. Notice of termination must be submitted in writing. Should child care be terminated due to non-payment of fees, the parent will still be responsible for two weeks in lieu of notice.

PARENT POLICY MANUAL AND OTHER IMPORTANT DOCUMENTATION

The documents listed below can be found in the following areas in our onsite and offsite locations.

Bayview Kidz Zone Program (Bayview Community School): on the Bulletin Board in the classroom.

Chester & Area Family Resource Centre Daycare: in the main entrance on the Bulletin Board.

Documents include:

- A copy of the Day Care Act and Regulations
- A copy of the Parent Handbook
- The License for the Program from the Department of Community Services
- A copy of the most recent Fire Inspection Report
- A copy of the most recent Health Inspection Report
- A copy of the most recent Inspection of the facility
- A copy of the Family Centre's Behaviour Guidance Policy
- A copy of the current menu
- A copy of the daily program plan and routine
- A list of names of the current members of the Parent Committee
- A copy of the most recent minutes of the parent committee
- Notification of funding provided by the Minister
- Any information required by the Minister

YOUR CHILD'S FIRST DAY

This is a very important day for your child. Children who are introduced to a child care setting with the help of their parent(s) tend to cope better with their new situation. The introduction helps to open lines of communication

between parent(s) and staff, so that special information about the child can be shared. In addition, you and your child become familiar with the environment, the staff, the routine, and the activities at the Family Centre.

We suggest the following ideas for your child's introduction to the Chester & Area Family Resource Centre:

- 1) That you and your child visit the Family Centre Program together prior to your child's first day.
- 2) That your child's first few days be shorter than normal, so that his/her days are not too overwhelming and tiring.

PARENT RESPONSIBILITIES

- ❖ In order to participate in the program, all registration forms and fees need to be filled out and signed in advance.
- ❖ All information on the Registration Form must be accurate and current. Please keep us informed of any changes that may take place.
- ❖ We cannot release your child to anyone who is not on your authorized pick-up list.
- ❖ You are responsible for checking the *Parent Information Board* everyday for updates on schedule and activities.

WHAT TO BRING, WHAT TO WEAR

- 1) Comfortable and inexpensive play clothes are suggested so that children can participate in all aspects of the program.
- 2) All items of clothing should be clearly labelled with your child's name or initials and we suggest you check the lost and found daily.
- 3) The Chester Family Centre is **not** responsible for any lost or stolen toys, games, CD's, clothes, etc. It is the child's responsibility to take care of their possessions. We recommend that a complete change (underwear, socks, pants, shirt, etc.) of clothes be kept at the Family Centre – just in case.
- 4) Please send your child with the appropriate outdoor clothing for the day and season. We try to go outside at least twice a day, to the playground or school, for walks, or day trips, and in all kinds of weather.

ITEMS FROM HOME

Children participating in programs at the Chester & Area Family Resource Centre are welcome to bring toys and items from home. However, the Chester Family Centre is not responsible for any lost, damaged or stolen items.

SNACKS/LUNCHES

http://novascotia.ca/coms/families/provider/documents/Manual-Food_and_Nutrition.pdf

Chester Family Centre Programs will provide a morning snack, lunch (during full-day care) and a late afternoon snack. Water will always be available. If your child has a special dietary consideration (means food allergies, food tolerances, and food restrictions that may be related to a child's ability to self feed, medical considerations and/or religious or cultural beliefs), you will be responsible for providing those foods.

Staff and care providers encourage children to respond to hunger and feelings of fullness and children are not forced to finish food that has been served. When working directly with children, staff and care providers model healthy eating practices that are consistent with food and nutrition standards.

Food Donations or Food Purchases

Foods that have been donated to or purchased for a facility must:

1. Be labelled with the name of the source of the food
2. Included a list of ingredients and any special preparation, storage or serving instructions; and
3. Be in accordance with special dietary considerations.

All food donations and food purchases must be approved by the Daycare Director and be in accordance with the Department of Agriculture Food and Safety Regulations.

Menus

1. The Daycare Director must develop and follow menus.
2. A menu must be kept on file for 12 months.
3. The Daycare Director may make a substitution to a menu if:
 - The substitution is of equal nutritional value to the original menu item;
 - The menu documents the substitution; and
 - A record of the substitution is kept on file for 12 months.

Infant Feeding Requirements

1. Breast milk or formula provided by a parent for an infant must be:
 - Labelled to specify the name of the infant, the date received, and the contents;
 - Refrigerated at 4.0° or lower; and
 - Stored in accordance with Provincial guidelines.
2. Food provided by a parent for an infant must be dated, refrigerated if required, and used or discarded before the expiry date.
3. An infant who cannot hold a bottle must be held by a staff member during bottle feeding.
4. An infant must not be fed in a crib or by bottle propping.

Breastfeeding

The Chester & Area Family Resource Centre promotes, protects and supports breastfeeding. Providing a supportive environment in our regulated childcare setting is essential to promote continued breastfeeding.

ARRIVALS AND DEPARTURES

Policies and procedures relating to arrivals and departures of children.

Arrival:

- 1) You must bring your child to the Family Centre Program and escort them to a Program Leader/Program Coordinator. Parents are responsible for each child's safety in the parking area. Our responsibility for your child does not begin until he/she is in the care of a Program Staff Member. **Children are not to be sent in to a Family Centre Programs unescorted.**
- 2) The staff receiving you child will mark the attendance sheet, noting the time of arrival. This allows us to see who is on the premises during fire drills and emergencies, and to keep accurate attendance records.
- 3) Please notify the Family Centre Program no later than 9:00am if your child will not be attending.
- 4) Please be aware of the departure time of any off-site outing that has been scheduled for a specific day. We cannot guarantee supervision at the facilities after scheduled outing time. We will not wait for late children. You may be able to meet us at our destination, which will be posted, or you may have to wait until we return to the facility.

Departure:

- 1) We expect you to pick up your child and sign out on the attendance sheet. In the event that you are unable to pick up your child, notify the Family Centre Program Coordinator ASAP. Please advise who will be coming for your child, and give an approximate time for pick up.
- 2) Staff members will only release your child to those persons listed on the authorization form at the time of enrolment. **Please update any changes to this authorization list.**

- 3) If you want someone not listed on the authorization form to pick up your child, you must inform us prior to pick-up. When this is not possible, we must be able to contact you for authorization, or we will not release the child to any person not on the list.
- 4) We will not release children to anyone under twelve years old.
- 5) Family Centre Programs **close promptly at 6:00PM**. It is our policy to call the RCMP and Family and Children's Services to inform them of the situation if no contact with the parents or authorized persons has been made by 7:00PM.
- 6) If alcohol/drug consumption is suspected, then we will not release children to anyone, including parents. It is our policy that alternate arrangements for release must be made, and we will call the RCMP and Family and Children's Services to inform them of the situation if cooperation is not met. Safety of the children and staff is our primary concern and responsibility.

HEALTH, SAFETY & MEDICATION

http://www.gov.ns.ca/coms/families/provider/documents/Guidelines_for_Communicable_Disease_Prevention.pdf

At the Chester & Area Family Resource Centre, we are concerned about the Health and Safety of all children and staff in the Programs. Infections can spread rapidly within a child care centre, so universal precautionary measures are to be taken at all times. Please carefully read the following:

- 1) If your child will be absent due to illness, please call the Chester Family Centre and/or notify the program staff of the condition of your child.
- 2) Please do not send your child if there is any question of illness, as we are not equipped to accommodate sick children. Children who exhibit the following will not be accepted for care:
 - a) Children who exhibit conditions of illness which make him/her unable to participate in program activities, should be kept at home.
 - b) Children who exhibit symptoms of a contagious or transmittable illness (i.e. Fever, diarrhea, vomiting, infection, persistent coughing, swollen glands, unidentifiable rash, pain/aches, chicken pox, etc.)
- 3) If your child becomes ill while attending a Family Centre Program, you will be notified immediately and will be expected to have an authorized person pick-up your child in a reasonable amount of time.
- 4) Please inform the staff if your child has a contagious condition which has been diagnosed by a medical doctor.
- 5) You will be informed of any contagious condition your child may have been exposed to while attending Family Centre Programs.
- 6) Once diagnosed with a contagious condition, your child will not be permitted to return to Family Centre Programs without a letter from his/her doctor stating that he/she is past the contagious period of the condition and able to participate in Program activities.

Medications:

Special needs, allergies, or concerns must be reported to the Program Coordinator. The employees at the Chester Family Centre are only permitted to give medication authorized by a doctor or parent. If your child is required to take prescribed or over-the-counter medication during the program, a **Medical Record Form** must be on file before we can administer medication. Please check all medications in with the Program Coordinator.

We strongly reinforce safety rules for all children, and work with the children to teach safety and responsibility at all times. If your child is found with alcohol/unauthorized medications, we are obligated to report this to the RCMP and Family and Children's Services.

If your child is injured during a Program, we will take whatever steps necessary to provide appropriate care. These steps include, but are not limited to:

1. Attempts to contact parent's,
2. Attempts to contact emergency names on the registration forms,
3. Summoning 911/Emergency Care

Accident Reports:

Employees are required to complete an **Accident Report Form** for any accident that occurs during a Family Resource Centre Program. It must be signed by the employee who witnessed the accident and administered the treatment, and the Program Coordinator. It is then explained to the parent/s and signed by the parent/s before being placed in the child's file. Parents/Guardians are to be informed of the injury at an appropriate time, depending on the extent of the injury, maintaining confidentiality of any concerned parties.

VOLUNTEERS

Volunteers are always welcome at the Chester & Area Family Resource Centre to assist employees. They will work under the direction of the Program Coordinator and under the guidance of employees. Requirements and responsibilities will vary with the situation. Volunteers will be responsible for filling out all required forms prior to volunteering in any of the Family Centre programs and services.

VOLUNTEER TIME TOWARD PROGRAM FEES

The Chester & Area Family Resource Centre has always relied on fundraising in order to bridge the gap between running child care programs and the program fees. The fundraising events that we have are a very important part of the Family Centre. Without fundraising, the program fees would be far more expensive. Unlike most other Family Resource Centres, the Chester & Area Family Resource Centre allows volunteer hours to be used for payment of program fees. In order to encourage fundraising, we offer a flat rate of \$6.00/hour for volunteer time. For example, if you volunteer at a fundraising event for 3 hours, you will receive a discount of \$18.00 applied directly to your bill.

All volunteers intending to take advantage of this payment option must fill out a volunteer payment form prior to receiving approval of volunteer hours and the subsequent discount.

CONDUCT OF CHILDREN

The Chester & Area Family Resource Centre reserves the right to expect children in all Family Centre Programs to abide by the rules posted, and respect the leadership of the Program Coordinator and Leaders. Good behaviour is expected, and every effort will be made to maintain an atmosphere conducive to a spirit of mutual respect and cooperation, where self-esteem is fostered. It is our intention that every child enjoys a safe and positive experience at Family Centre Programs.

If a child fails to respond to verbal reminders or displays consistent aggressive behaviour, the parent will be informed at the time of pick-up. Depending on the severity of the incident, parents will be notified verbally and/or in written form (Incident Report Form), and this may result in a temporary suspension from the program.

BEHAVIOR GUIDANCE POLICY

The Chester & Area Family Resource Centre recognizes that a well-planned program with interesting activities helps prevent most inappropriate behaviours. We structure our programs with a variety of developmentally appropriate and interesting activities that encourage children to participate.

Behaviour Guidance Techniques used by the staff at the Family Centre include:

- Acceptable alternatives for unacceptable behaviours (explanations of appropriate behaviour and reasons why some behaviours are inappropriate, focussing on the behaviour and not the child, such as "When you throw sand at Johnny, it hurts his eyes. Please keep the sand in the box").
- Positive reinforcement (recognizing/rewarding appropriate behaviour with praise).

- Positive directions (positive statement of expected behaviour: “walk please” instead of “don’t run inside”).
- Real choices (child is given a choice of acceptable alternatives, such as “do you want to help clean up the Lego or the play dough?” instead of “do you want to help clean up?” which invites the response “No”).
- Modelling by staff of appropriate behaviours.
- Age appropriate limits (staff set limits in a positive way, and periodically remind children).

Staff will not:

- Will not use corporal or physical punishment in any form.
 - Will not use harsh, humiliating, belittling, or degrading responses of any form, including verbal, emotional, or physical.
 - Will not confine or isolate children.
 - Will not deprive a child of the basic needs, including food, shelter, clothing (i.e. withholding meals, snacks, water).
 - Will not offer food to reinforce positive behaviors.
 - Will not withhold food as a consequence for inappropriate behavior.
 - Food is not used as a reward for completing a task or finishing a meal (e.g. dessert will not be withheld if the child does not finish the main meal).
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- In the event that a child exhibits behaviors such as hitting, harming self or others, throwing objects, etc. which may impact the health and safety of the child, his or her peers or staff interventions beyond those typically practiced in childcare facilities may be implemented. The child’s team including parents, and or guardians will meet and collaborate to create a behavior guidance plan.

CHILD ABUSE POLICY

As per the requirements outlined by the Department of Community Services for the prevention and reporting of child abuse, all Family Centre employees are legally required to report any and all cases of suspected child abuse.

INCLUSIVE CHILDCARE PRACTICES

The Chester & Area Family Resource Centre’s inclusive child care practice provides support to children with disabilities whose parents are either working and/or attending school. Supports include finding funding for trained staff and developing appropriate programming as well as, extra support within our childcare settings to ensure effective inclusion for all children. Supports may also include professional development of childcare staff, consultation on childcare programming or inclusion, resource and referral information and/or funding for additional staff.

Inclusive childcare encourages the participation of children with special needs in our community childcare programs. Children with special needs are able to interact with their peer group and receive the supports that will encourage successful early learning experiences. Within our quality programs, children develop confidence, creativity, coordination, problem solving abilities and healthy relationships with others by actively exploring their environment through play.

All programs and services offered by CAFRC are inclusive. We currently partner with Community Services in providing individualized programming for children with special needs and work with parent to ensure all children receive care that focuses on their specific needs when needed.

CHESTER & AREA FAMILY RESOURCE CENTRE BOARD OF DIRECTORS

Accountability

The Board of Directors is accountable for the organization's performance in respect to the mission and objectives of the organization and for the stewardship of financial resources. The Board is accountable to members, key stakeholders and the community in general.

Authority

The authority of the Board is outlined in the by-laws. Board members will govern with one voice, and not act individually in the direction of staff and volunteers or to act as a spokesperson for the organization unless specifically given such authority by the board.

Purpose

The Board members are responsible for the effective governance of the organization including vigorous pursuit of its mission and objectives, the adherence to its core values.

General Responsibilities

- Provide leadership and direction to the planning process.
- Oversee the financial management of the organization.
- Ensure regular and transparent communication to stakeholders and the general public.
- Monitor the performance of the organization.
- Keep informed about or up-to-date on community issues relevant to the organization.
- To represent/protect the interests of the members who elected them.
- To ensure proper and regular fiscal and financial measures are in place.
- Selecting, appointing, and evaluating the performance of the Daycare Director and Centre Director.
- Meeting in regular formal sessions and calling meeting as prescribed in the by-laws of the organization.
- To address other matters as brought forward by the Centre Director.
- Succession planning and recruitment of new Board Members.

ADMINISTRATIVE STRUCTURE

