



RIVER HEIGHTS CHILDREN'S CENTRE

PARENT HANDBOOK

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OUR CENTRES

River Heights Children's Centre (RHCC) is a non-profit day care centre which has been in operation since 1991. We are located in Sir Wilfrid Laurier Secondary School in Orleans, with 39 children from 18 months to 5 years of age. Our sister centre, River Parkway Children's Centre (RPCC), is also a non-profit centre and is located in the west end of Ottawa on the campus of the First Unitarian Congregation. They serve 72 children from 18 months to ten years of age.

Our centre provides integrated services for children with special needs, and can accommodate special diets, etc. Children's Integration Support Services may provide services when needed.

River Heights is open **Monday to Friday from 7:30 am to 5:30 pm (effective August 1, 2017)**. The daycare is closed for one week between Christmas and New Year's.

Our Centres are closed to observe the following statutory holidays:

New Year's Day
Family Day
Good Friday
Easter Monday
Victoria Day
Canada Day
Civic Holiday
Labour Day
Thanksgiving Day
Remembrance Day (floating stat. taken during Christmas holiday)
½ day Christmas Eve
Christmas Day
Boxing Day

OUR GOALS

As a community service, our aims are to:

- provide a program of child development in a warm, caring environment;
- complement and support parents in their child-rearing responsibilities; and
- provide a bridge between home, family and the wider community.

Children thrive in an environment which is warm, safe, and stimulating. RHCC provides an atmosphere in which self-confidence:

- is encouraged, opportunities are provided to build positive relationship and an interest in learning, and

- is promoted through a variety of activities organized by caring, interested, qualified and enthusiastic staff.

At RHCC, we provide an opportunity for children to develop independence, creativity and co-operation. We want to be a part of your child's formative years ... providing care which lays the foundation for children to grow into caring, contributing adults.

PROGRAM STATEMENT

At River Heights Children's Centre, we view children as being competent, capable, curious and rich in potential.

To strengthen the quality of our program and ensure high quality experiences that lead to positive outcomes in relation to children's learning, development, health and well-being, we now use the document "How Does Learning Happen (HDLH).

HDLH is a professional learning resource that provides a common framework to help programs focus on knowledge from research, theory and practice on what's most important for children. It encompasses a broad range of program philosophies and approaches.

Implemented Approaches

In our beautiful centres, we continually promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment. We have an on-site kitchen and our cook prepares meals, snacks and beverages that meet the recommendations set out in the Health Canada documents. All children bring in their water bottles and are encouraged to drink water throughout the day. Our educators familiarize themselves with all information concerning any medical conditions, allergies, food restrictions and medication requirements and they also do a daily safety check to reduce hazards that may cause injuries.

We support positive and responsive interactions among the children, parents and educators by being friendly, respectful and welcoming to everyone. At RPCC and RHCC, the educators help children listen to and express themselves to one another to facilitate successful communication. We have created an environment that welcomes families into our centres, inviting them to share their talents and providing opportunities for families to participate in our special celebrations.

We encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Through continual observation, experiences and attention, we support children in developing strategies to remain calm and to regulate their emotions while recognizing the effects of their actions on others.

At River Parkway and at River Heights, the educators work together to foster the children's exploration, play and inquiry by providing interesting and complex open-ended materials, based on the children's interests and needs, that they can use in many ways.

We provide opportunities for child-initiated and adult-supported experiences by asking for and considering children's ideas, and by carefully observing them. Information is used to plan and create a positive learning environment that is based on the interests of the child and supported by everyone. Educators introduce new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

We plan for and create positive learning environments and experiences in which each child's learning and development will be supported. Educators use a warm approach to build relationships with the children. They get involved in their play to support development, challenge thinking and extend learning. Educators learn with children, about children, and from children.

Educators work together to program a variety of activities on a daily basis, in order for each child to experience indoor and outdoor play. We also incorporate active play, rest time, waker's program, quiet time and give consideration to the individual needs of the children.

We foster the engagement of and ongoing communication with parents about the program and their children in many different ways. Communication is done in person, by phone, emails, memos, daily logs, posters, newsletters and portfolios.

We view the community as a valuable resource and have monthly visits with the librarian. We help to direct parents to resources outside of the centre if necessary. Some of those community partners include; early year's services, speech therapists, support services (First Words, OCTC, CISS) occupational therapists and Andrew Fleck.

We recognize the importance of continuous professional learning for all educators and those who interact with the children. We actively support the ongoing professional development for everyone. In addition to facilitating in-service training, we promote opportunities for educators to do external networking and to access other facilitated training and conferences. Since the College of Early Childhood Educators has introduced "The Continuous Professional Learning (CPL) Program", both centres are starting to familiarize themselves with the expectations.

We document and review the impact of the strategies set out in our program statement on the children and their families when everyone is together at our staff meetings. We have included the program statement on our agenda and discuss different ideas or changes to continually improve our programs at River Parkway Children's Centre and at River Heights Children's Centre.

OUR CREDENTIALS

RHCC and RPCC are licensed by the Ontario Ministry of Education.

We receive regular visits from the Health Inspector, Fire Inspector, and a Day Nurseries Program Advisor.

We fulfill all Ministry requirements as to space, equipment, staff ratios, etc. We operate under a 12-member Board of Directors which meets one evening each month. The members of the Board are drawn from parents, from the First Unitarian Congregation and from the community. We are non-denominational in approach and the children enrolled represent all socio-economic backgrounds.

OUR STAFF

The Executive Director, Program Supervisor, Registered Early Childhood Educators (RECEs), Administrative Assistant, Cook and Floater/ Housekeeper make up the staff of the Centre.

All Educators have training as Early Childhood Educators, are Registered Members of the College of Early Childhood Educators, are First Aid/CPR trained, and have anaphylaxis training. All staff, students and volunteers require a criminal reference check before commencing work at RHCC.

COMMUNITY SERVICE

Many people visit the centre. RHCC provides in-service training for college and university in the Ottawa area. We also have observers and student teachers from the Early Childhood Education Programs at Algonquin College, La Cité Collegiale, and Heritage College.

Service agencies such as the Children's Aid Society, Ottawa Public Health, Children's Integration Support Services (CISS), Ottawa Children's Treatment Centre (OCTC), First Words, and the Children's Hospital of Eastern Ontario, refers parents to our Centre when care is needed for children with special needs.

ADMISSION POLICY

Waiting List

- Children are admitted into River Heights Children's Centre and River Parkway Children's Centre programs on a first-come-first-served basis. This is determined by the **Childcare Registry and Waitlist** maintained by the City of Ottawa. Therefore, all children, regardless of race, creed, religious beliefs, colour or disability have access to both programs. We suggest a visit or phone call to the Centre as well as registering your name on the Childcare Registry and Waitlist (www.ottawa.ca/daycare or 613-580-2424).

- When a space becomes available, the Program Supervisor or Executive Director will contact the family as their name comes up on the waiting list.
- A family that has expressed a desire to be on the waiting list is encouraged to come in and tour the Centre. This will ensure that the family is aware of the program philosophy and day-to-day running of the program. During the visit, the parents can meet with the Program Supervisor and Executive Director to ask any questions or express concerns. The parents will receive a copy of the parent handbook which includes the program philosophy and policies.

Intake Procedure

- Once a family has accepted an available space, a starting date will be given.
- The procedure of the first three (3) days is as follows:

First day

- the child comes for half a day (in the morning) with a parent (this will help the child to feel comfortable in a new setting);
- parents will complete the intake package in their child's program on the first day;
- parents will fill out a number of enrollment forms requesting background information on the child's habits, parental permissions, family information, emergency contact, family doctor, persons authorized to transport child, etc., as well as immunization record and special medical concerns (allergies, food restrictions, etc.).

Second day

- The child may stay for the morning by him or herself unless staff feels the parents are still needed (based on the child and the parent needs).

Third day

- the child's first full day (based on the child and the parent needs).

NOTE: There is a probationary period of 6 weeks to ensure that this Centre is the appropriate place for the child.

WITHDRAWAL AND DISCHARGE POLICY

1. WITHDRAWAL

- a) One month's written notice is required before withdrawing a child from the Centre.
- b) Parents will be charged for the full month in the event of no notice of withdrawal.

2. DISCHARGE

- a) There may be circumstances that arise in which a child is not able to benefit from the Centre. The following circumstances would be cause for a child to be discharged from the Centre:
 - i) the child is beyond program age;
 - ii) parent does not accept or abide by the policies of the program;
 - iii) program does not meet the needs of the child;
 - iv) parent has reasons to terminate and has given one month's written notice or payment of one month's fees in lieu of notice.
- b) During the 6-week probationary period, teachers, Executive Director and Program Supervisor will make careful observation of a child. This will ensure that group care in this Centre is an appropriate placement for the child. If the situation should arise in which a child may be asked to leave the Centre, the following procedures will apply:
 - i) after carefully documented observation, the Program Supervisor and/or Executive Director will request a meeting with the parents;
 - ii) at this meeting, the issues regarding the suitability of the Centre for the child will be discussed;
 - iii) plans for a course of action will be agreed upon by parent and Centre with a reasonable time frame;
 - iv) future meetings may be held to discuss, monitor and evaluate the plan that has been previously agreed upon;
 - v) if a child needs to be discharged, one month's written notice will be given to the parent;
 - vi) the Centre will record in writing the reasons for a child's discharge and enter a copy into the child's file;

- vii) if possible, the Centre will assist the family with information for finding alternate child care arrangements and suggest treatment, if needed.

NOTE: “Parent” is defined as the person who is the child’s legal guardian or the person having legal custody and/or care and control of the child.

COMMUNICATION

Parents are encouraged to establish and maintain close, open communication with their Educator, Program Supervisor and Executive Director.

RHCC strongly believes that the Centre and the parents are partners working together in a child’s early and formative years. To be successful and responsible to the child, the family, and the Centre, communication among all parties is necessary. We ask that parents keep our program updated on any changes in phone numbers and change of address while their child is in our care.

RHCC respects all parents’ and children’s rights to confidentiality and privacy. In accordance with this, we require **written parental consent** before any information regarding your child will be released. The Centre has Release of Information forms that will have to be filled out and signed before information can be released to pertinent agencies.

VISITING/CUSTODY PRIVILEGES POLICY

Parents are welcome to visit the Centre at any time. For security, all visitors must report to the front office on arrival. In the case of separated or divorced parents, where either one has a court order limiting access of either parent to the child, a copy of the court order must be given to the Centre to be kept on file. If there is no court order or if a copy is not given to the Centre for any reason, we cannot prevent access by either parent. However, the exercising of legal visiting rights will not be permitted on our premises.

TRANSPORTATION

The Centre must be advised of the names of all individuals who are authorized to bring or pick up your child/children. Authorized individuals will be required to present photo identification as requested by the staff. The emergency contact for your child should be available for transportation. If any person on the pick-up list is under 18 years of age, a letter of permission from the parents will be required to be kept on file.

We suggest that children not be dropped off after lunch or during sleep time as this disrupts the other children in the program at these times.

We do not provide transportation to or from our Centre. Car pools and collective taxis must be organized by the parents.

DROP OFF/LATE FEE POLICY

Dropping off your child in the mornings:

If your child is attending daycare we ask that he/she be in the program by 9:30 am so that they may experience and receive the benefits of the full program. If you have an appointment or you are running late, please notify the daycare **prior to 9:30 am** to let us know that your child will be in later. The message will then be passed on to the program staff as to when they can expect your child.

LATE POLICY

At the end of the day the children are tired and very anxious to go home. We ask that parents plan their travel time accordingly to ensure that their child and staff are not kept past the set closing time. We understand there are circumstances beyond your control and will show understanding when the need arises.

Children must be picked up by 5:30 pm **at the latest**. The centre closes at 5:30 pm each day. Clocks in the program and office will be checked each morning to ensure they are correct and on time.

If a parent or caregiver is repeatedly late, the following protocol will take place:

1. Parent will meet with Program Supervisor or Executive Director to problem solve late pick-up concerns.
2. If late pick-up continues, parent will be charged a late fee to be paid directly to our program the following day. The late fee is \$10.00 for the first 5 minutes and \$1.00 for every subsequent minute following.
3. If late pick-up continues, the parent will meet again with the Program Supervisor or Executive Director to discuss possible discharge.

Parent/legal guardian is responsible for making alternate arrangements for pick up if they are going to be late.

HEALTH POLICY

Prior to admission, each child must be immunized as recommended by the local Medical Officer of Health. Ottawa Public Health monitors updating of immunization.

Please inform us when your child receives his/her vaccinations, in order to keep your child's file up-to-date.

ALLERGIES/FOOD RESTRICTIONS

We serve a nutritious hot meal at noon in addition to morning and afternoon snacks, all of which are prepared by our own cook on the premises. We are visited regularly by the Health Inspector to ensure that we are meeting the health requirements and guidelines and are following safe practices.

The menu, which follows the Canada Food Guide and Day Nursery Requirements, is posted on the bulletin board. Each program and play space, as well as the kitchen, have updated postings for each child that has a documented food allergy or food restriction and the procedures to follow.

It is extremely important that we are provided with written information about any allergies or food restrictions pertaining to your child. Parents must put in writing and verbally inform staff of any changes in allergies/food restrictions. Children with severe allergies will need to adhere to our Anaphylactic Policy. ***Due to allergies within our program, we ask that no outside food be brought in and/or left in your child's cubby or pockets.***

ILLNESS

Your child should remain at home whenever he/she has a fever, vomiting, diarrhea, a constant cough or is considered by a physician to be contagious or infectious. Parents are advised to make arrangements in advance for alternate care for times when their child is sick. We also recommend your child stay home if they require one-on-one care and are unable to cope in the program due to not feeling well. The centre must follow all directives by the Ottawa Public Health regarding Communicable diseases, and are obligated to report any incidence of this to them.

If your child should become ill during the day at the Centre, you will be notified and required to pick him/her up immediately or to make arrangements to have your child picked up.

You will be notified if your child has a fever (38C/100.4F), is vomiting, coughing constantly or has had diarrhea. You will also be contacted if your child is showing signs of any illness that is infectious. ***Please call us whenever your child is ill so that we can keep other parents and the authorities informed of illness.***

When the weather is good, all children play outside and your child should be healthy enough for outside activities and to participate in all aspects of the program.

ADMINISTRATION OF MEDICINE POLICY

1. We are required by law to obtain written permission for administering medication.
2. All medication must be ***prescribed by a physician***.
3. All medication must be in the original container as supplied by the pharmacist.
4. The container must be clearly labeled with the following information:
 - **Child's name**
 - **Name of medication**
 - **Dosage of medication**
 - **Date of expiration (Note: where an expiration date is not available, staff will not administer medication where the prescription is two weeks beyond the date of issue unless written approval is obtained from the doctor.)**
 - **Clear instructions for the administration and storage of the medication.**
 - **All medication should include any possible side effects and treatment of those side effects.**
 - **The parent shall put the medication in the refrigerator's Medicine Box in the Toddler Room, or for the Preschool Room, their fridge Medicine Box.**
 - **Puffers for Asthma are labelled and kept in a locked bag in their child's program. Epipens are to be handed directly to the child's educator where they will secure it to themselves for emergencies * EPIPENS ARE NOT TO BE LOCKED AWAY. It is the parent's responsibility to ensure that Epipens have not expired.**
 - **The parent shall provide the necessary information on the Medication Information and Consent Form available from the staff.**

POLICY REGARDING INJURIES

At RHCC, safety for all children is of paramount importance. We strive to make sure that safety practices are implemented throughout the day. In the event that an accident occurs and your child is injured, the following will take place:

1. The seriousness of the injury will be assessed.
2. If the injury requires medical attention...
 - a) you will be notified immediately;
 - b) you will be required to come and pick up your child immediately;
 - c) if an ambulance is necessary, it will be called and you will be notified where your child will be transported (accompanied by an RHCC staff);

- d) if the Centre is unable to contact you or your designated emergency contact, then we reserve the right to take your child to obtain medical help;
- e) a Serious Occurrence form will be completed and the Program Advisor from the MCYS will be notified.

3. If the injury does not require medical attention...

- a) a staff member will treat the injury;
- b) an Accident Report form will be filled out by a staff member and signed by both the reporting staff member and the Supervisor or designate (the parent will receive the original and the Centre will keep the copy on file)

HIV/AIDS POLICY

Caring for HIV/AIDS infected children, and staffing with infected adults, poses very minimal risk to all those involved. Confidentiality of this health condition requires the utmost respect. Children and Staff who are infected with HIV are entitled to all benefits and privileges normally accorded to all. Staff is provided with up-to-date information on this and other Health Issues.

Regular Sanitary Procedures (i.e. Universal Precautions) as used in this Centre are deemed to be sufficient to guard against transmission of HIV.

SUN SAFE POLICY

Please provide broad-brimmed hats and a labeled sunscreen of SPF 15+. We encourage parents to apply sunscreen to their child before dropping them off in their program in the morning. Staff will reapply sunscreen as needed throughout the day.

Outdoor activities take place before 11:00 am and after 2:00 pm to reduce exposure to ultraviolet rays.

Staff is encouraged to be good role models for the children by wearing appropriate headgear and sunscreen.

NON-SMOKING POLICY

Infants and children are more sensitive than adults to the harmful effects of tobacco smoke. If they are regularly exposed to tobacco smoke, they are more likely to develop respiratory infections, asthma, and bronchitis. Children who are around smokers are also more likely to become smokers themselves. Therefore, it is particularly important that infants and children are not exposed to tobacco smoke.

To provide a healthy and comfortable environment for our children and staff, we have endorsed the policy which prohibits smoking by parents, staff and visitors:

- a) in the daycare building itself;
- b) on the property which surrounds the building where smoking can be seen by the children.

We encourage smokers who wish to quit to contact the City of Ottawa Health Department at 613-580-6744 for information on smoking cessation resources.

WORKPLACE HARASSMENT STATEMENT

Our Company Statement

River Heights Children's Centre believes in the prevention of workplace harassment and promotes a harassment free working environment in which all people respect one another and work together to achieve common goals. Any act of harassment against any employee or member of the public is unacceptable conduct that will not be tolerated. River Heights Children's Centre will take reasonable and practical measures to prevent and protect employees from acts of harassment.

River Heights Children's Centre is committed to:

1. Promoting a harassment free workplace.
2. Investigating reported incidents of workplace harassment in an objective and timely manner;
3. Taking necessary action to respond to those incidents; and
4. Providing support for complainants.

WORKPLACE VIOLENCE POLICY

Our Company Statement

River Heights Children's Centre believes in the prevention of workplace violence and promotes a violence free working environment in which all people respect one another and work together to achieve common goals. Any threat or act of violence by or against any employee or member of the public is unacceptable conduct that will not be tolerated. River Heights Children's Centre will take reasonable and practical measures to prevent and protect employees from acts of violence. River Heights Children's Centre will assess the workplace for violence on an ongoing basis and identify factors that contribute to workplace violence.

Applicability

This policy applies not only to employees of River Heights Children's Centre but also to all visitors, clients, supply teachers, volunteers, student teachers, contractors, delivery persons and all activities

that occur while on our premises or while engaging in RHCC business, activities, or social events.

Our Commitment

River Heights / River Parkway Children's Centres are committed to:

1. Promoting a violence free workplace.
2. Investigating reported incidents of workplace violence in an objective and timely manner;
3. Taking necessary action to respond to those incidents; and
4. Providing support for the complainant.

PROHIBITED PRACTICES

Ontario Regulation 137/15

- 48 No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at some premises where it oversees the provision of child care,
- (a) corporal punishment of the child;
 - (b) 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;
 - (c) 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;
 - (d) 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;
 - (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
 - (f) inflicting any bodily harm on children including making children eat or drink against their will.

Intent

This provision forbids physical punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. It sets out clear direction regarding prohibitive practices to support the overall well-being of children. These practices are never permitted in a child care centre.

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour.

The following practices are not observed in the program:

- corporal punishment of the child;
- deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect;
- depriving the child of basic needs including food, shelter, clothing or bedding;
- locking the exits of the childcare centre for the purpose of confining children;
- using a locked or lockable room or structure to confine the children.

PARENT ISSUES AND CONCERNS POLICY

River Parkway Children's Centre (RPCC) /River Heights Children's Centre (RHCC) are dedicated to delivering quality in all aspects of our child care programs. We strive to develop positive relationships with each child, their parents and the community.

Issues or Concerns Procedure

1. Should a situation arise where a parent feels they have an issue/concern/complaint with staff or a situation with the centre, we ask that they inform the staff or educator from that particular program of their issue/concern (verbally).
2. Any issue or concern is expected to be brought forth to the program supervisor or Designate, by the person that received it.
3. If the parent continues to feel that the issue/concern persists and is unresolved, we ask that the parent either contact via phone or by email the Program Supervisor, Executive Director or Designate, within 48 hours. Parents may be asked to submit a written statement.
4. Once the Program Supervisor or Designate has received the written issue/concern, a meeting will be arranged with the parents and with the persons/program involved. The Executive Director may or may not attend this meeting. This will be at the discretion of the Program Supervisor or Designate. The Program Supervisor or Designate will arrange a meeting within two to three (2-3) after notification.

5. If the concern or issue is not settled or resolved to the satisfaction of the parent, at the discretion of the Executive Director a serious occurrence report may be filed to the Ontario Ministry of Education.
6. All documentation pertaining to the issue/concern shall be kept in a confidential file accessed only by the Executive Director and the President of the Board.
7. A record of the issue/concern will be accessible for the Ministry of Education's Program Advisor to review.

River Parkway / River Heights Children's Centres are committed to:

- Delivering quality childcare.
- Investigating reported issues or concerns in an objective and timely manner;
- Taking necessary action to respond to those incidents; and
- Providing support for parents.

RPCC/RHCC will not allow for or tolerate contravention of the Prohibited Practices as outlined in our Parent Handbook. Disciplinary actions will be taken immediately against any staff in violation of the Prohibited Practices.

DAILY SCHEDULE

7:30 - 9:00 am	... Centre opens, staff greet children and provide quiet activities and snack
9:00 - 11:30 am	... Free play, indoor programming (art, sensory, building, etc.), circle time and outdoor play
11:40 - 12:30 pm	... Lunch and settling for sleep time (all programs)
12:30 pm	... Sleep time
1:30 pm	... Waker's Program
2:15 pm	... Snack, dress for outdoor play
3:00 - 5:15 pm	... Circle time, outdoor play, indoor play (programmed activities)
5:30 pm	... Centre closes

Parents are required to sign children in and out daily on the attendance sheets in the classrooms and to bring their child directly to a teacher.

EMERGENCY MANAGEMENT

In the event of an emergency, River Heights has Emergency Management Procedures in place: emergency evacuation for use in extreme situations such as heat or power failure, site threat, fire, cardiac emergency, anaphylactic shock, bomb threat, secure school, lockdown and shelter in place.

Fire drills are practiced monthly, sometimes more as we take part in those of Sir Wilfred Laurier High School, in addition to Lockdowns practices.

In case of an emergency or emergency closure during regular hours, the children will be taken to our emergency alternate site:

SHOPPERS DRUG MART @ Fallingbrook Mall
1675 Tenth Line Road
Orleans, ON

Parents will be notified by staff and requested to pick up their child.

CLOTHING/POSSESSIONS

Children are welcome to bring a familiar blanket or small soft toy for sleep time. By consistently bringing a familiar item it will make sleep time a comfortable and natural routine. Please label these items. **Other toys should be left at home.**

Please send your child dressed for active and sometimes messy play. Also, please check the weather conditions (mud, snow, heat, etc.) and send clothes accordingly.

Each child should have spare clothing at school (including socks and underwear) in a bag which can be hung in the cubby. Soiled clothes are placed in a plastic bag in the child's cubby to be taken home at night.

Mark all clothing with your child's name. We cannot be responsible for locating missing clothing which is not

FIELD TRIPS

An enjoyable and important part of our programming is field trips into the community. River Heights Children's Centre has the good fortune of being part of larger indoor "community". Our space connects to Sir Wilfred Laurier High School, The Eastern Ontario Resource Centre for Seniors, Ray Friel Recreation Complex, and the Cumberland branch of the Ottawa Public Library. Throughout the year, staff and children take part in programs at the Resource Centre and library, and take indoor walks through to the Ray Friel Centre to **observe** the skaters and swimmers. Occasionally we will take neighbourhood walks which may include a visit to the local Farmer's Market, or the Metro, to learn about the foods we eat.

You will be advised of these excursions by newsletter, posters, or by the staff. In order for your child to participate in these field trips, you must fill out and sign our Field Trip Permission forms. If they are not filled out for each field trip as required, your child will not be able to accompany us for that activity, and you may have to keep him/her at home that day.

PARENT INVOLVEMENT

Our Annual General Meeting is in April. We encourage parents to become members of the River Parkway Children's Centre Corporation (which includes River Heights Children's Centre). Membership is currently \$5.00 per year and is available from the office. The membership year runs from January to December.

SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS

Our Company Statement

Our purpose is to ensure that every child who is in attendance at River Heights Children Centre is supervised at all times and to help support the safety and wellbeing of children who attend RHCC.

Requirements Under The Day Nurseries Act

O. Reg. 262 under the Day Nurseries Act (DNA) provides that every operator shall ensure that every child who is in attendance in a day nursery or in a private-home day care location is supervised by an adult at all times.

Policy and Procedure

- 1.1 No child will be supervised by a person less than 18 years of age.
- 1.2 Direct unsupervised access (i.e. when the adult is alone with a child) is not permitted for persons who are not employees of the centre.
- 1.3 Students are not to be counted in the staffing ratios.
- 1.4 Volunteers are not counted in staffing ratios.
- 1.5 Behavior Management policies and procedures are to be reviewed by all volunteers and students who will be providing care or guidance in the programs and at least annually afterwards.
- 1.6 Individual plan for a child with Anaphylaxis and Emergency procedures are reviewed by volunteers and students who will be providing care or guidance in the programs.
- 1.7 Criminal Reference checks are required for all volunteers having direct contact with children at RHCC.

1.8 Students will provide a copy of a Criminal Reference Check before commencing placement.

PAYMENT OF FEES

FULL-FEE SPACES

There is a \$25.00 registration fee which includes membership in the corporation of River Heights / River Parkway Children's Centres for the remainder of that calendar year.

Full fee parents will be required to leave a post-dated cheque in the amount of half a month's fee to secure the space. If the parent decides that they no longer require the space and do not provide 2 weeks' notice, RHCC reserves the right to keep this deposit. Please see Executive Director/ Program Supervisor for current rates.

Fees are payable in advance at the beginning of each month. Payments may be made in two installments, providing that the Director or Office staff is advised of the dates that payments will be made.

Fees are payable **regardless of attendance** (that is, there is no reduction in fees for illness or vacation).

Post-dated cheques are preferred; they should be made payable to **River Heights Children's Centre**, and brought to the office or Administrative Assistant. Teaching staff will not accept cash payments.

If payment is not received:

1. Administrative staff will provide a verbal reminder;
2. A written reminder with due date will follow the verbal reminder if payment has not been received;
3. If fees are not received and account is 1 month in arrears, the Executive Director will communicate with parent to establish a payment plan. Parent may be asked to submit payment in full by certified cheque or cash.
4. Finally, if childcare fees are 2 months in arrears, the Executive Director reserves the right to discharge the child without notice and send account to collections.

SUBSIDIZED SPACES

RHCC has a Purchase-of-Service Agreement with the City of Ottawa which allows us to offer a number of subsidized spaces.

Parents with subsidy arrangements are responsible for making and keeping appointments with one of the City's Community and Social Support Centres one month before their subsidy is due to expire.

Parents pay no registration fee or monthly fee unless the child is withdrawn and re-enters on a private fee basis.

NSF / TAX RECEIPTS

Parents will be charged \$15.00 for any NSF cheques.

Parents will be issued a receipt for income tax purposes at the end of the calendar year or on the date of the child's withdrawal, whichever comes first.

VACATION/ABSENTEEISM

If your child will be absent for any reason – illness, vacation, home day with Mom or Dad – please notify the Centre. It assists us in making adjustments in staffing, food preparation, etc.

REMINDER to Parents with Subsidies

Parents are reminded that the City of Ottawa policy is that each child is entitled to take up to 36 absent days annually from January to December.

Parents are liable for the full cost of care after they have used their 36 absent days and will be charged accordingly by the Centre.

As a result of extraordinary medical needs a child may exceed the maximum absent days. Parents or centres on behalf of the parents, must submit a request, accompanied by verification of the extraordinary medical needs by a professional, to the Child Care Specialist for our centre.

In situations where there is a joint custody, or a separated family where there is one custodial parent and one non-custodial parent, the maximum number of absent days remains at 36 for the child. It is up to the parents to determine how the days will be divided. Requests for additional absent days for parents traveling overseas will not be granted. It is the responsibility of parents to directly pay the centre for the full cost of their child for any absent days beyond 36.

RIVER HEIGHTS CHILDREN'S CENTRE

1515 Tenth Line Road
Orleans, Ontario K1E 3E8
Phone: 613-834-8152

ADVANCE APPLICATION FOR ENROLLMENT

I enclose one-half month's fees, \$_____ payable to River Heights Children's Centre, to hold a space for my child, _____ to attend commencing _____, 20_____.

I also enclose a separate cheque for the non-refundable registration fee of 25.00.

Name: _____

Address: _____

Postal Code: _____

Phone #s: _____

Date

Signature of Parent

RIVER HEIGHTS CHILDREN'S CENTRE

1515 Tenth Line Road
Orleans, Ontario K1E 3E8
Phone: 613-834-8152

I have read and understand the River Heights Parent Handbook and agree to follow all policies and regulations outlined in this book.

Date: _____

Parent/Guardian Name: _____

Signature: _____