

PARENT HANDBOOK OF POLICIES & PROCEDURES

Philosophy:

Thank you for your interest in **Mickey Academy!** We know that choosing a child care arrangement for your child is one of the most important decisions you will ever make, because you are actually choosing a partner in the growth and development of your child and your family. Our program is developmental by nature and is based on the theory that it is what we do with children before we present the "basics", of formal education, that will create success or failure for them as they learn.

Children learn best through a concrete, play oriented approach to education. For a young child, learning something new is often the result of interaction between their thoughts and experiences, and the surrounding environment. The value of play cannot be overstated. It is through play that children develop curiosity and imagination, learn to concentrate and make confident decisions.

Therefore, at **Mickey Academy**, we provide a developmentally appropriate program, stressing child initiated, child-directed, adult supported play in a safe and nurturing environment. Our curriculum offers a variety of attractive, stimulating activities which promote physical, social, emotional, creative and cognitive development. Activities are geared to the age appropriateness of the group, as well as the individual needs of each child in the group.

Program:

This is a great place to list the activities and experiences you will provide for the children, i.e., arts & crafts, indoor & outdoor play, story time, math concepts, manners, and so on.

Curriculum:

Our weekly activities are posted on the Weekly Activity Sheet in the arrival area. The activities are well-balanced for group and free play, and consist of learning activities that will help your child develop his/her emotional, physical, intellectual and social skills.

Hours of Care:

7:00 a.m. to 7:00 p.m., Monday to Friday except on the days as mentioned below.

Statutory Holidays:

We will be closed on all statutory holidays as follows:
New Years Day, Memorial Day, Fourth of July, Labor Day,
Thanksgiving, Christmas.

Early Closings:

Daycare will close at 1:00 p.m. on the following days:
Christmas Eve, New Year's Eve.

Other Notices:

The Mickey Academy will be closed for unexpected incidences like inclement weather. Parents will receive as much notification as possible in these instances. There no refunds for emergency closing.

Admission and Enrolment Procedures:

Interview Procedures:

We will not accept any family into care without conducting a complete interview first. Both parties must feel comfortable and confident that the arrangements will work.

Registration Package:

All parents MUST complete and signed the following forms found in their Registration Package BEFORE a child will be admitted into care:

Registration Form
Child Medical Information
Medical Emergency Form
Permission Slips
Child Development Form
Child Care Contract

Tuition:

Tuition fees are based on the following:

Full day is 4+ hours, flat fee
Part day is 2 – 4 hours, flat fee
Drop in rates are on a per hour basis

Full Day

Infant Care :(0-2 yrs) \$200 a week
Full Time: (2-5 yrs): \$165 a week
Preschool: \$165 a week

Monthly is considered a 4-week month. In months whereby there are 5-weeks, there will be an additional charge. I understand that there are no rebates for snow days, holidays, absences.

Family Rates:

Will be discussed at the interview meeting.

Advanced Pay:

Parents are required to pay 2 weeks in advanced at the time their child is accepted into care.

Overtime Rates:

\$ 10 for the 1st 15 minutes a parent is late according to their pick up time on our contract, and \$ 1 per minute thereafter. These rates are due and payable upon picking up your child. Prearranged overtime fees are \$ 7 per hour.

NSF Charges:

A \$25 fee will be charged on any NSF/bounced cheques. Fees thereafter are to be made by cash, Money Order or certified cheque only.

Late Payment Fees:

Parents will be charged a late payment penalty fee of \$ 10 per day. If payment is not received within 5 days, the caregiver has the right to terminate care WITHOUT

NOTICE. At this point the caregiver will use whatever means necessary and allowable by law to collect the outstanding fees, or to withhold the applicable fees from the advanced payment fee. Should the collection of fees proceed to Small Claims Court, the parents will be responsible for all legal and collection fees as per the Agreement for Child Care Contract.

Termination of Care:

Parents are required to provide 2 weeks notice of termination of care. Failure to do so will result in pay being withheld from the advanced pay received when the child was accepted into care.

Rate Changes:

Parents will receive one month notice of any upcoming rate increases.

Contract for Services:

Parents **MUST** sign the Agreement for Child Care before their child will be accepted into care.

Arrival & Departure:

By state we are required to have your children signed in and out daily. There will be a sign in/sign out sheet posted outside of each classroom for your convenience. **THIS IS MANDATORY.**

Releasing Your Child:

Your child will only be released from care to those persons listed on your Registration Form. If someone other than designated persons will be picking up your child, we must receive advanced notice or your child **WILL NOT** be released. Notification will consist of the person’s full name, address, telephone number, relationship to the child and other pertinent information that will help me identify the person. Once we have been notified that another designated person will be picking up your child, we will require picture ID and other proof of identification from that person **BEFORE** releasing your child. This is a security measure for all involved.

Parents will be notified immediately if someone not on the list comes to pick up their child. Please take the time to talk with me about any custody issues relating to your child.

Parent Involvement

At **Mickey Academy** we operate under an Open Door Policy. Parents are welcome to visit the daycare at any time. All we ask is that parents respect nap times so that the children are not disturbed.

Parents who would like to take an active part in their child’s care are more than welcome to do so. Whether it is chaperoning on field trips or offering suggestions for crafts, snacks, reading, math, science, or whatever, your input is invaluable. It also shows your child you want to be part of their child care world.....not just drop them off and pick them up.

To let parents know what is happening at the daycare we post weekly menus, a weekly activity chart, and information of all sorts on the bulletin board. We also publish a little monthly

newsletter that the children help out with. This is part of our reading and language arts activities and the children love it.

Health & Sick Child Policies:

Please go over this section very carefully. Because children get sick without warning, parents are well advised to have a backup child care plan in place.

For the health of all the children in the daycare we have the right to refuse to take a sick child into care and to determine when a child is too ill to remain in care. Please **DO NOT** bring your child to care if he/she has the following symptoms:

Fever over 100.4F / 38C degrees taken orally	Head lice
Nausea, vomiting and diarrhea	Yellow skin or eyes
Eye infections, i.e. conjunctivitis (pink eye)	Severe cold and/or cough
Rash with a fever	Rapid or laboured breathing
Sore throat	Ear infection
Contagious illness such measles, chicken pox, mumps, etc.	

Parents **MUST** notify the daycare immediately if their child becomes infected with a contagious disease so that the other parents can be notified.

A child presenting any of the symptoms noted above while in care will be isolated for the protection of the other children and the parents or emergency contact person will be notified to pick up the child immediately. Your child will be kept as comfortable as possible until you arrive.

A child with a fever **MUST** be fever free for 24 hours before he/she will be accepted back into care.

Children with mild illnesses will be welcome back as long as they are able to participate in our daily activities.

Administering Medication

Medication will only be administered to your child under the following circumstances:

- All medication is in the original container with your child's name, proper instructions, Dr.'s name and telephone number.
- Medication is accompanied by instructions with regards to dosage, times to administer the dose, and signs of allergic reactions.
- Parents complete and sign Permission to Administer Medication Form and a Medication Administer Form. This form will be used to document the times, dosage and any allergic reactions signs. A separate form must be filled out for each medication your child requires.
- Parents take the time to go over the information with me so that the instructions are clearly understood.

Emergencies:

Medical:

In the event of an emergency, parents or the designated emergency contact person will be contacted immediately unless the injury/illness proves to be life threatening at which time first call priority will be to 911, the hospital, doctor, poison control, etc. In order to secure emergency medical care for your child, parents MUST complete and sign all medical emergency permission forms.

Minor scratches, cuts, and so on will be treated with general first aid practices of cleansing the wound with soap and water and bandaging. Parents will be notified of these injuries immediately upon their arrival to pick their child up and will be given an Accident/Injury Report.

Fire:

The children at Mickey Academy Daycare practice monthly fire drills. We try to arrange these drills from different parts of the house so we will all, hopefully, know exactly what to do should a fire occur. The children have been taught to evacuate the building immediately and proceed to the end of the sidewalk and wait there. We will continue to practice our stop, drop, and roll techniques along with our crawling on our bellies to the exits.

Child Guidance:

Three simple rules apply at our daycare:

- You must not hurt yourself.
- You must not hurt others.
- You must not hurt things.

When behavioural problems occur at the daycare, the following methods are used to teach the children appropriate behaviour:

Redirect:

Children most often squabble over toys and possessions. When this happens we talk to the children to explain why such behaviour is not acceptable and offer suggestions for other toys or activities that will redirect the child's attention and generally solve the problem.

Time Out:

If a child is causing a significant disturbance and not responding to the redirection, we will remove the child from the immediate area and have him/her take a brief time out to calm down. We will talk to the child to explain why the behaviour is not appropriate, offer suggestions, and then leave him/her along for just a minute or two. The child will then be welcomed back into the activity.

Privilege Removal:

When children are hurting things such as toys, using the equipment in an unsafe manner or fighting over toys, etc., the privilege to use the equipment/toy will be taken away from the child, at which time he/she will be redirected to another activity.

Parental Support:

Should behavioural problems exist with a child who is not responding to the above forms of behaviour management, we will enlist the help and support of the parents. A child learns best when the guidance is consistent both at home and at the daycare.

Removal from Care:

In extreme circumstances when a child is not responding to the guidance above and is disruptive or dangerous to the daycare and the other children, we will regretfully have to ask that the child be removed from our care.

Naps and Rest Periods:

It is a long day for children who attend daycare. Nap and rest time at the daycare is from 1:15 until 2:45 (approximately). All children under five must nap and will be provided a comfortable sleeping area. Older children must have a rest period during this time and will be supplied with movies, reading materials and quiet activities.

Out-of-Home Activities:

Many of our outdoor activities include walks to the local park, grocery store, library, etc. and may not always be pre-planned. When possible parents will be notified at drop-off of any outdoor excursions planned for the day. Our mode of transportation for these outings will generally be by foot using strollers as needed. By signing the general Transportation Permission Form in the Registration Package, parents acknowledge and authorize this activity.

Supplies & Equipment:**Daycare Supplied:**

The Mickey Academy Daycare will provide all the necessary general equipment, toys and learning materials for the proper and safe care of your child. Diapers, wipes and formula WILL NOT be supplied.

Parent Supplied:

Parents are responsible to ensure their child has a change of clothing with them each day or that can be left at the daycare. For infants that means supplying a stack of diapers either at the beginning of the week (preferably) or enough for each day. We will let you know when your supply is low and expect to have these replenished immediately.

Items Not Welcome:

To keep peace in daycare we ask that parents not send toys or other goodies with their children unless it is cleared by us first, with the exception of Show & Tell times and as long as your child understands he/she will have to share his possessions. Items such as guns, knives,

swords, or other weapon type apparatus or toys containing these items are NOT permitted at the daycare under any circumstances. The daycare is not responsible for broken or damaged possessions.

Toilet Training:

Toilet training requires a combined effort on the part of the parents and caregiver. Please talk with us about your views on toilet training when your child is ready for that step. We would like to note here that until your child is fully trained and able to announce that he or she has to use the bathroom, sleeps through naps without wetting or dirtying themselves, that diapers, pull-up pants, or undies with plastic pants will be used. We also ask that you ensure your child has an adequate supply of clean clothing to get through the daily training phase. This should consist of three complete outfits including socks.

Child Abuse:

Child care providers are all required by law to report any suspected cases of child abuse or neglect.

Termination of Care:

Parents are required to provide two weeks notice of termination of care after the two-week trial Period has expired. Failure to do so will result in losing any advance pay made equal to the amount of notice not provided.

The provider will give parents two weeks notice of termination of care except under the following circumstances at which time she reserves the right to terminate all care without notice:

- Failure to abide by the policies in this handbook.
- Failure to abide by the terms set out in the child care contract.
- Failure of the to make payments on time or not paying for care at all.
- Failure to repeatedly not pick up your child at the agreed upon time.
- Failure to complete all required forms in the Registration Package.
- Inability of the parents and provider to communicate effectively.
- Inability of the child to adjust to the child care being provided after a reasonable amount of time.
- Provider's inability to meet the needs of the child after exhaustive efforts to do so.
Child's behaviour is disruptive to the rest of the children in the daycare.