



# SIoux LOOKOUT

## Hub of the North

### Sioux Lookout Municipal Child Care Centres

### Parent Handbook



#### **BIIDAABAN CHILDREN'S CENTRE**

Box 567, 41-8<sup>th</sup> Avenue  
Sioux Lookout, Ontario P8T 1A8

Phone: (807) 737-4570  
Fax: (807) 737-2798

Gisele Southwell, Day Care Supervisor  
[gtrudeau@siouxlookout.ca](mailto:gtrudeau@siouxlookout.ca)

#### **SIoux MOUNTAIN CHILDREN'S CENTRE**

Box 7, 89-1<sup>st</sup> Avenue  
Sioux Lookout, Ontario P8T 1A1

Phone: (807) 737-2055  
Fax: (807) 737-2961

Rikki Burke, Resource Teacher/Site Supervisor  
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<http://www.siouxlookout.ca>

# PROGRAM STATEMENT

**FEBRUARY 2019**

The staff at the Sioux Lookout Municipal Child Care Centre's are dedicated to providing a healthy, supportive, stimulating and all-inclusive environment for young children and their families. Our programs focus on an inquiry play based approach where educators are co-learners and co-constructors with the children. This approach offers all children the opportunity to actively explore both the indoor and outdoor environments where they are offered challenging and stimulating experiences and can safely engage in risk-taking within the scope of their ability while being supported by Registered Early Childhood Educators as well as support staff, volunteers or students.

Each child is unique in ability and acquires information in different ways. Children are seen as competent and capable learners who are active investigators in their world. Activities will be designed to support the developmental domains and will inspire creativity and individual growth that will allow children to self-regulate. Children will be provided with a safe environment that will nurture a sense of wonder and will foster excitement to express themselves and explore as they become engaged and curious about the world around them. All programs incorporate indoor and outdoor play, quiet and active play, a time to rest or nap as well as a time to nourish themselves. The individual dietary requirements, medical conditions and/or allergies of children will always be considered when planning healthy snacks and lunches for the children.

We are committed to creating a nurturing environment in partnership with families where children and families from different cultural backgrounds feel welcomed and accepted. Interactions between children and staff as well as parents will be supportive, warm, gentle and respectful of the child's individual needs. Through daily communication with families we can focus on the wellbeing of every child ensuring a sense of belonging with an understanding that each family brings unique gifts and characteristics. We will make use of community resources and partnerships to build connections with our community and allow the children to participate and contribute to the world around us.

As educators we are committed to ensuring continual growth by ways of professional learning where we can gain experience and new knowledge to ensure a quality program. We work as a team to ensure a nurturing environment where parents, children and community members can come into any of our programs and observe documentation of the children's learning. As professionals we are committed to providing the highest standard of child care.



## PROGRAM INFORMATION

### Preamble

The Municipality of Sioux Lookout operates two (2) licensed Child Care Centres: the Biidaaban Children's Centre and the Sioux Mountain Children's Centre for a total of one hundred and fifty-one (151) spaces. Toddler, preschool, kindergarten and school-age spaces are offered to families in Sioux Lookout and the surrounding area. The Centres are licensed through the Ministry of Education.

### Services Offered and Age Categories

#### *Biidaaban Children's Centre*

The Biidaaban Children's Centres is licensed for seventy-one (71) children with approved age groups being as follows:

1. **Toddlers**: Maximum of ten (10) children ages eighteen (18) months to thirty (30) months.
2. **Preschoolers**: Maximum of twenty-four (24) children ages thirty (30) months up to and including five (5) years old.
3. **Kindergarten**: Maximum of twenty-two (22) children ages forty-four (44) months or older but younger than sixty-eight (68) months.
4. **Primary/Junior School-age**: Maximum of fifteen (15) children ages sixty-eight (68) months to thirteen (13) years old.

Two (2) Educators are responsible for the toddler group and three (3) Educators are responsible for the preschool group. Two (2) Educators are responsible for the Kindergarten group and the school-aged group is supported by one (1) Educator.

#### *Sioux Mountain Children's Centres*

The license capacity for the Sioux Mountain Children's Centres is eighty (80) children with approved age groups being as follows:

1. **Toddlers**: Maximum of fifteen (15) children ages eighteen (18) months to thirty (30) months.
2. **Preschoolers**: Maximum of twenty-four (24) children ages thirty (30) months up to and including five (5) years old.
3. **Kindergarten**: Maximum of twenty-six (26) children ages forty-four (44) months or older but younger than sixty-eight (68) months.
4. **Primary/Junior School-age**: Maximum of fifteen (15) children ages sixty-eight (68) months to thirteen (13) years old.

Three (3) Educators are responsible for each toddler and preschool group. Two (2) Educators are responsible for the Kindergarten group and the school-aged group is supported by one (1) Educator.

Teaching teams will remain with one (1) group from September to August of each year. This consistency allows for time to build and strengthen a relationship between the program staff and children as well as parents.

Provided that the Centre is not full to capacity, children will be accepted on a drop-in basis. Parents will complete all necessary forms of application for a drop-in position.

## Day and Hours of Operation

All Municipal Child Care Centres are open 7:30 a. m. to 5:30 p. m. Monday through Friday.

The Centres are closed for the following holidays:

- *New Year's Day*
- *Family Day*
- *Good Friday*
- *Easter Monday*
- *Victoria Day*
- *Canada Day*
- *Civic Holiday*
- *Labour Day*
- *Thanksgiving Day*
- *Remembrance Day*
- *Christmas Break*

The Centres are also closed for two (2) Professional Development days per year. There are no fixed dates for these closures but parents will be given ample notice once the dates for staff training have been confirmed.

Parents will be issued reminders about days that the Centres are closed and signs will also be posted throughout the Centres. Each quarterly newsletter will also have the up to date dates for closures.

Kindergarten and School-age programs are closed at both the Biidaaban Children's Centre and Sioux Mountain Children's Centre every year during the last week of August. This closure is necessary as the classrooms in the schools used by these programs during the summer are no longer available for the Child Care Centres. School teachers needing their classrooms that week and custodial issues necessitate this closure. Toddler and Preschool programs at all sites will operate as usual.



## Parental Involvement

Daily contact between staff and parents occurs primarily during drop-off and pick-up of their child. Parents are encouraged to share information that will contribute to the well-being of their child while they attend the Child Care Centre. Parents are invited to come into the programs at any time through the day as well as joining us during lunch time.

If the parent(s) or teacher wishes to discuss anything specific regarding a child, a meeting can be arranged between the parent and teacher, the Day Care Manager, Day Care Supervisor or Resource Teacher.

A Day Care Advisory Committee of Council is in place and any parents who might be interested in sitting on this Committee can make a request in writing to the Municipal Clerk's Department for consideration by Council. Meetings are held on the first Monday of January, March, May, September and November at 5:00 p.m. These meetings are opened to the public and parents are invited to attend.

## **Parental Involvement (con't)**

Other forms of communication used at our Child Care Centres are the use of parent bulletin boards, newsletters and the use of e-mail communications. In addition to regular daily exchanges in communication, the Day Care has implemented a communication app called “**HiMama**”. Once a child has enrolled and provided the administration paperwork to the office, an invitation will be sent to parents to join in the “**HiMama**” family. This app will send parents daily reports about their child including reports on toileting, sleeping, eating and their daily activities. Parents can also send messages to the teachers via the “**HiMama**” app. In order to receive the invitation, you must provide both a mobile number and e-mail address. These will be part of the administration package.

## **Admissions and Discharge Policy**

Upon contact with the Day Care Manager or the Day Care Supervisor regarding utilization of services provided by the Centre, a Centre visit will be arranged to familiarize parent(s) and child with the surroundings, Policy and Procedures, programming, answer questions and to discuss the Admission Forms which are necessary prior to enrollment.

The following forms must be completed prior to admission of a child at the Centre:

- a. Registration Forms,
- b. Certificate of up-to-date immunization,
- c. Release Form,
- d. Emergency Medical Attention Consent Form,
- e. Subsidy Information (optional), and
- f. Any consent deemed necessary by the Centre.

If a child is temporarily withdrawn, the child’s space cannot be guaranteed. Therefore, the child will be placed on the waiting list. Withdrawn is defined as a period of five (5) weeks or more. The Sioux Lookout Municipal Child Care Centres may terminate services if policies are not followed or fees are not paid. Parents are required to give the Centre(s) two (2) weeks’ notice before a child is permanently withdrawn.

## **Waiting List Policy**

When a program has reached its maximum license capacity, waiting lists are created. Parents are placed on the waiting list based on the following criteria:

- An Ontario Works client who has approval to attend the Child Care Centre by a case manager;
- A single parent who is either working or going to school;
- A two (2) parent family where both parents are either working or going to school;
- A child referred to the Child Care Centre by a social service agency such as Kenora Patricia Child and Family Services or Tikinagan Child and Family Services;
- Socialization or enrichment as requested by a parent.

As the information collected from parents to have their child on the waiting list is confidential, the waiting lists are not released to the public. Parents will need to contact the Day Care Manager, Day Care Supervisor, or designate to ascertain their position on the waiting list.

There is no fee charged to parents to have their child placed on a waiting list at the Sioux Lookout Municipal Child Care Centres.

**Fee Schedule and Fee Information**

<b>SIOUX LOOKOUT MUNICIPAL CHILD CARE CENTRE</b>				
<b>FEE SCHEDULE effective January, 2017</b>				
<b>PROGRAM</b>	<b>FULL DAY</b>	<b>HALF DAY</b>	<b>BEFORE SCHOOL</b>	<b>AFTER SCHOOL</b>
Toddler	\$44.00	\$27.00		
Preschool	\$41.00	\$27.00		
Kindergarten/School-age	\$41.00	\$27.00	\$10.00	\$14.00

Additional fees will be charged to all parents for late pick-ups of children. A fee of \$2.00 per child will be charged for every minute a parent is late past closing time for the first two (2) offences and a charge of \$3.00 per minute per child will be charged for the third offence and any subsequent offences.

Historically, fees are raised at the beginning of each year. Any increase must be approved by Municipal Council and parents are given at least two (2) months' notice of the increase.

All fees are due and payable weekly, biweekly or monthly. All accounts must be cleared at the end of each month. Where any fees are not paid in accordance with the above, the child may not be accepted in the Day Care Centre until the fees are paid. The parent will then be asked to pay his/her account in advance.

All fee-paying parents will be required to pay a deposit prior to their child commencing Day Care. The amount of the deposit required is dependent upon the type of program that the child is enrolled in. In the event that the child is withdrawn from the Centre, the deposit would either be returned to the parent or used to pay any outstanding balance.

Parents are required to keep the receipts issued to them for income tax purposes. There will be a \$10.00 administrative charge for parents asking for photocopies and/or total of Day Care fees paid. Day Care receipts may also be kept on file at the Day Care at the parent's request.

**Absences**

When a child is to be absent for any reason from the Centre, the parents are asked to notify the Child Care Centre. There are no allowable absent days for fee paying parents. Fee paying parents are required to pay when their child is away for reasons such as vacation or illness.

**Arrival and Pick-up**

Young children depend on regular routines for their own sense of security. We recommend that you establish fixed hours to pick-up and drop-off your child. When your child arrives the parent(s) is responsible for escorting the child into the building, leaving outdoor clothing, etc. in the lockers and ensuring that the child is left in the care of a staff person. When picking up your child, enter the building and advise a staff person that the child is leaving.

Unless there are extenuating circumstances, such as a doctor's appointment or immunization appointment, children will not be permitted into the Centres between 11:30 a. m. and 1:00 p. m. as this is sleep time and it is a difficult time for children to enter a dark sleep room.

No child shall be released to any person other than the persons named on the application without the consent of the parent or guardian. Whenever a parent is unable to pick the child up at the Centre please inform a staff person as to whom the child shall be released.

## **Supervision of Volunteers and Students**

From time to time the Municipal Child Care Centres will have students or volunteers at the sites. All students, volunteers and staff are required to go through an orientation process that requires them to read and sign off on all policies pertaining to employment within the scope of the Sioux Lookout Municipal Child Care Centres. Parents should be aware that direct unsupervised access (when the adult is alone with a child) is not permitted for persons who are not employees of this Centre. No child is directly supervised by a person less than eighteen (18) years of age. Volunteers and students are not counted in the staffing ratios. Volunteers and students are assigned a supervising mentor/staff member throughout their placement.

## **Field Trips**

The Consent Form in the Admission Package covers all daily walks, but occasionally children may be going on longer field trips. If the children are transported or visiting a special place parents will be required to complete a specific consent form and return it to the Centre. Along with the consent form will be a letter describing the excursion, mode of travel, date, time and means of supervision. Parents are always welcome to accompany the children on excursions.



## **Prohibited Practices**

Corporal Punishment of a child by an employee of the licensee, by another child or a group of children is not permitted.

Deliberate harsh, or degrading measures to be used on a child that would be humiliate a child or undermine a child's self-respect is not permitted.

Deprivation of a child of basic needs including food, shelter, clothing or bedding is not permitted.

Locking or permitting the locking of the exits for the purpose of confining a child, is not permitted.

The use of a locked or lockable room or structure to confine a child who has been withdrawn from other children is not permitted.

Inflicting any bodily harm on children including making children eat or drink against their will.

Children are guided in their behaviour in a positive manner at the level that is appropriate to their ages and actions in order to promote self-discipline, self-regulation, and respect of the rights and property of others, independence and to ensure the health, safety and well-being of others and themselves. The prime method of guidance is through verbal interaction between children and/or staff.

## **Parent Issues and Concern Policy/Conflict Resolution Policy**

All concerns brought forward by a parent, whether verbally or in writing, will be addressed in a professional manner and kept confidential, documented and filed. The concern or issue will be addressed by the Day Care Manager, Day Care Supervisor, or designate within one (1) business day.

Staff will provide clear and consistent messaging to ensure concerns received are addressed in a transparent and timely manner. Staff will provide information collected from policies and procedures to align with the concern.

The first line of communication for parents is with their child's classroom teacher.

If the concern is not program related and cannot be resolved by the child's classroom teacher, then the parent or staff member will take the concern to the Day Care Manager or Day Care Supervisor.

If the concern is regarding suspected child abuse, then the child abuse policy will be adhered to.

All concerns will be handled in the following manner:

1. If the concern is a matter solely concerning the parent who has the concern, the Day Care Manager or Day Care Supervisor will handle it one-on-one with that parent.
2. If the concern is in regards to another parent or staff member, the Day Care Manager or Day Care Supervisor will decide whether or not that parent or staff member needs to be involved and shall act accordingly.
3. If the concern is in regards to more than one other parent or staff member, then the Day Care Manager or Day Care Supervisor will arrange for a special meeting with the persons involved, either individually or as a collective group, according to which will be most beneficial to that particular situation.
4. If the concern cannot be addressed by the Day Care Manager or Day Care Supervisor, then it will be forwarded to the Licensee (CAO) where it will be addressed following the same manner.
5. All meetings will be documented in writing and will contain information regarding the date and time the concern was received, names of individuals receiving the concern, involved with the concern, and dealing with the concern, details of the issue or concern, and steps taken to resolve the concern. Follow up meetings will be scheduled if required.
6. All issues or concerns related to compliance requirements should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.
7. Issues and concerns may also be reported to other relevant regulatory bodies such as the Public Health Department, Ministry of the Environment, College of Early Childhood Educators or the Ontario Provincial Police.

## **Health and Medical Care**

The Child Care and Early Years Act stipulates that prior to admission, each child must be immunized as recommended by the local Medical Officer of Health. Children will not be admitted to Day Care until a record of an up-to-date immunization is submitted or the required form refusing immunization has been provided by the parent or legally qualified medical practitioner as to why the child should not be immunized and approved by the Northwestern Health Unit. A daily observation of each child in attendance will be made by staff before he/she begins to associate with other children in order to detect possible symptoms of ill health. Regulations require daily outdoor play for each child; therefore, children will not be accepted at the Centre if there is any indication of illness that would cause them not to be able to participate in outdoor activities or in any of the other routines and transitions which occur during the course of the day. Mildly ill children may attend Day Care provided they are able to participate in all of the daily routines and activities. If a child becomes ill during the day, he/she will be separated from the group and symptom of health will be noted in the child's file. The Child Care Office will be the designated space for an ill child. Care will be given to the child until the parent(s) has been contacted and the child is taken home. If a parent cannot be located and a child requires immediate medical attention, he/she will be transported to the hospital/clinic to be seen by a medical doctor or a registered nurse.

Please refer to the attached fact sheet regarding the exclusion of ill children.

## **Administration of Drugs**

The Centre will administer both prescription and non-prescription drugs to children providing the following procedure is followed:

1. Parents(s) complete in full a form for "Administration of Drugs".
2. The medication is in the original container, clearly labeled with the child's name, name of the drug, the dosage, and date of purchase and instructions for storage and administration of the drug. When the child is finished his/her medication, the bottle will be returned to the parent for disposal.

**Medication will not be given to a child if the medication comes in a pre-filled syringe, nor will over the counter cough and cold medication be administered to children.**

All medication and or non-prescription medications, creams and ointments must be given directly to a staff member. Periodically, staff members will be applying non-prescription medications, creams and ointments to children for scrapes, cuts, dry skin, etc. These creams and ointments include: Polysporin, Vaseline, Calamine Lotion, Peroxide, Alcohol Swabs and Hand Lotion. Parents should inform a staff member if they do not wish to have these types of First Aid treatments or remedies used on their child.

The Centres have an Anaphylaxis Policy for children who require an EpiPen due to life threatening allergies. This policy is available for all parents to see.

Parents with children who have medical conditions such as diabetes or seizures, will be required to meet with the Day Care Manager, Day Care Supervisor, or designate to establish the child's individual medical plan. Any medical plan will be reviewed with all staff, students, and volunteers.

## **Nutrition**

Nutritious meals are served at the Centres in accordance with the Canada Food Guide. A snack is served in the morning and again in late afternoon. A mid-day meal is provided. The Cook prepares the daily meal and snacks. Children's special dietary needs and allergies will be posted in the cooking and serving areas. Weekly menu plans will be posted for the current and following week. Any changes made in the menu will be posted for parents to see. Parents are asked **not** to send any food with their child because of children in attendance with severe allergies.

## **Rest Routines**

In accordance with the Child Care and Early Years Act, the programs are arranged so that toddler, preschool, and kindergarten children are permitted to sleep, rest, or engage in quiet activities based on their needs. Parents are encouraged to discuss their child's sleep habits and patterns with the classroom teachers and to share any pertinent information about their child's sleep routine.

Children are supervised throughout the daily sleep time by Educators in the classroom. Visual checks are completed regularly and are recorded in a sleep supervision log.

## **Fire Drills**

In accordance with the Child Care and Early Years Act, fire drills are practiced with the children at all the Municipal Child Care sites on a monthly basis. The children and staff at the Biidaaban Children's Centre and the Sioux Mountain Children's Centre practice drills along with their respective schools as well.

## **Emergency Situations**

In the event of a declared emergency, parents are required to pick up their children immediately. Refer to Emergency Plans for each site.

The Day Care should be informed immediately of any changes in the contact place of the parents or guardians so that they may be easily contacted in the event of any emergency. Any changes from the original application form should be reported to the Day Care Manager or the Day Care Supervisor.

## **Temporary Closing of Day Care Facilities**

### ***Biidaaban Children's Centre***

The Day Care Manager or designate, in consultation with the Chief Administrative Officer and the Sacred Heart School Principal shall have the authority to close the Biidaaban Children's Centre for a temporary period of time.

### ***Sioux Mountain Children's Centre***

The Day Care Manager or designate, in consultation with the Chief Administrative Officer and the Sioux Mountain Public School Principal shall have the authority to close the Sioux Mountain Children's Centre for a temporary period of time.

Temporary closure of any of the Child Care sites can occur for the following reasons:

- Prolonged power outage,
- Water shutdown,
- Inclement weather,
- Fire,
- Flood,
- Public health concern,
- Any other occurrence deemed unsafe or unhealthy for children and staff members.

Should any of the above occur, parents will be notified to pick-up their children immediately.

# EMERGENCY PLAN

FEBRUARY 2019

## BIIDAABAN CHILDREN'S CENTRE

**ADDRESS:** 41 Eighth Avenue

**CONTACT:** Kelly Negus -----737-4570 (w); 738-1310 (cell); 737-3518 (h)  
Day Care Manager

Gisele Southwell -----737-4570 (w); 738-0440 (cell) or 737-4361 (h)  
Day Care Supervisor

**PURPOSE:** To evacuate the children and staff from the Day Care for whatever reason, as determined by the appropriate authorities.

**EMERGENCY PLACE OF SHELTER IS:**  
Sacred Heart Parish located at 128 King Street

## SIOUX MOUNTAIN CHILDREN'S CENTRE

**ADDRESS:** 89 First Avenue

**CONTACT:** Kelly Negus -----737-4570 (w); 738-1310 (cell); 737-3518 (h)  
Day Care Manager

Rikki Burke -----737-2055 (w) or 737-1380 (h)  
Resource Teacher/Site Supervisor

**PURPOSE:** To evacuate the children and staff from the Day Care for whatever reason, as determined by the appropriate authorities.

**EMERGENCY PLACE OF SHELTER IS:**  
Queen Elizabeth District High School located at 15 Fair Street

## **WARNING SYSTEM:**

The Centre will be notified of the impending danger as follows:

1. Alert Stage – over media: CKDR 92.7 and television channels.
2. Intermittent sounding of the Town siren and sirens of the fire vehicles.
3. The Public Information Officer will call a contact person.

## **RESPONSIBILITIES:**

The Contact Person shall:

1. Advise staff of appropriate procedure.
2. Collect attendance schedules and index file with children's home phone numbers and addresses.
3. Notify bus lines in the instance of immediate evacuation.

### ***The Day Care Staff shall:***

1. Carry out instructions of contact person.
2. Ensure all children are accounted for.

## **PROCEDURES:**

1. Notification received, directions for evacuation not given.
  - a) Heating/ventilation system in Centre to be shut off and all doors and windows will be sealed shut by contact person or designated person.
  - b) Staff and children will be notified of the impending evacuation.
  - c) Staff will be instructed to get outside clothing for children, in preparation for evacuation.
  - d) Iron Range Lines will be notified of the danger and will be asked to get a bus to the Centre to carry the children.
2. Notification received, instructions given and evacuation to take place immediately.
  - a) Staff and children will be notified of the evacuation.
  - b) Staff and children will be allowed to get outside clothing.
  - c) The evacuation will be carried out as stipulated by the Public Information Officer.
3. Notification received, instructions given and evacuation time is sufficient for parents to be contacted to pick up children.
  - a) Staff and children will be notified of the impending danger.
  - b) Radio station will be notified of the evacuation of the Centre.
  - c) Parents will be contacted by designated Day Care Staff.
  - d) Contact bus lines to evacuate children whose parents cannot be reached. These children will be kept at the Centre and evacuated by a separate bus and accompanied by the required number of staff.
  - e) Remaining staff members will be evacuated after students have been evacuated.