



# PARENT HANDBOOK

(Toddler & Preschool)

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CRESTVIEW CHILDREN'S CENTRE LTD

1475 Bedford Highway, Suite 210

Telephone: (902) 832-0972

Email: [crestviewkids2@outlook.com](mailto:crestviewkids2@outlook.com)

Facebook Page: <https://www.facebook.com/CrestviewChildrensCentreLtd/>

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## **Welcome**

Welcome to Crestview Children's Centre. This parent handbook has been designed to provide you with information about our program 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 centre, please feel free to speak to our staff, the director, and the operator.

## **Philosophy**

Crestview Children's Centre believes that children learn through play and exploration of their environment and are entitled to opportunities that support all areas of their development. Crestview Children's Centre believes in fostering active learning, multiculturalism, integration, creativity, independence, and parent involvement through providing experiences for positive interactions between children, staff, parents, the centre, and the community.

## **Mission Statement**

Crestview Children's Centre is a privately owned facility. Our trained Early Childhood Educators are committed to providing a safe, nurturing, and stimulating learning environment with high quality childcare services for all families in the community of Bedford and surrounding areas.

## **Emergent Curriculum**

We follow Nova Scotia's Early Learning Curriculum Framework in educating and guiding young children. We see children as curious, creative, full of potential, capable, and confident. Our curriculum enables children learn through fun play. Children's learning opportunities are intentional planned by professionally trained ECEs following the children's interests. Children's learning and progress are documented by educators and shared with children and their families. We value and honour children for who they are today, and for who they will become. Our curriculum embraces children's natural curiosity to make meaning of this world they live in. Our educators observe, engage, and collaborate with the children in their learning, after which educators reflect and respond with intentionality.

## Parent Board/Binder

The centre has a bulletin board/binder which contains information of interest to parents posted on the board/by the front door are the following:

- A copy of the Act and the regulations
- A copy of the parent handbook
- The license for the centre
- A copy of the report of the most recent inspection of the facility
- A copy of the centre's behavior guidance policy
- A copy of the menu
- A copy of the daily 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 meeting
- Notification of funding provided by the minister
- Any information required by the minister

## Program Information

Crestview Children's Center at 1475 Bedford Highway is a provincially licensed childcare facility with 65 childcare spaces, for children ages 18 months to 12 years.

- **Toddler Program** - 24 spaces for children ages 18 months - 36 months (ratio 1:6)
- **Preschool Program** - 19 spaces for children ages 3 - 5 years (not attending school or pre-primary) (ratio 1:8)
- **School age Program** - 22 spaces for children ages 4 - 12 years (attending school or pre-primary) (ratio 1:15)

## Registration Information

### Registration forms

>> *Registration form*

>> *Registration and payment form*

>> *Emergency card*

>> *Waiver and release form-vaccination* (if applicable)

Registration forms must be completed in full, signed and dated. This is a license requirement and must be submitted prior to a child starting the program. Parents are responsible to ensure that information on your

child's file is kept up to date, including but not limited to address, parents' emails, telephone numbers, immunizations, and medical information. The child must have a valid Nova Scotia Health Card (MSI) on file.

### **Payments**

A non-refundable registration fee of \$100 and a one-month deposit is required to complete registration process. Please refer to *Registration and Payment form* for more details.

## **Our Team**

### **Educators (director & classroom teachers)**

Our Early Childhood Educators (ECE's) are trained in Early Childhood Education and hold a Classification with the Department of Education and Early Childhood Development based on education/training. As a requirement to maintain Classification, all ECEs must complete ongoing professional development training.

### **Practicum Students**

To complete a diploma program in Early Childhood Education, students are required to complete 4 practicum placements in childcare settings (or pre-primary). ECE students will be participating in practice teaching experiences at our centre under the guidance and supervision of our assigned mentor educator. Duties of the student will be determined by their institution and their personal goals while participating in centre activities. Students are never left alone with the children. Practicum students are unpaid and are therefore not included in staff/child ratios.

Providing students with staff mentors who are educated and highly skilled in early childhood education will allow ECE students to learn and take their training into our community as professionals.

### **Volunteers**

Volunteers are always welcome at Crestview Children's Centre. They will work under the direction and guidance of Educators. Requirements and responsibilities will vary with the situation. Family members are encouraged to volunteer. You could participate in a special project, provide ideas, or host an activity for the class such as sharing your cultural celebration, work expertise etc.

All staff are certified in First Aid & CPR "Standard C", must maintain a Child Abuse Registry Check, and a Criminal Records Check and a Vulnerable Sector Check.

## **Inclusion**

It is our goal to provide an inclusive childcare program with developmentally appropriate group experiences for all children. Early childhood educators will be involved and work with all children.

Should your child require extra supports, have a diagnosis or in the process of an assessment, we ask that you disclose this information upon registration as this is valuable information that allows us to make any necessary program adaptations or modifications to ensure that your child benefits from all aspects of the program. The Director and Inclusion Coordinator will meet with parents prior to starting to discuss possible program modifications and adaptations to ensure the child can actively participate in all aspects of the program.

This meeting will provide an exchange of information and knowledge which will include us learning about your child, expectations, involvement with external professionals, our program philosophy, goals, and curriculum. The information gathered will assist our Early Childhood Educators to ensure the child is fully included in the program. We view parents as partners, who lead the decision-making process. We view parents as experts on their child and knows how to best meet their child's needs.

Our Centre will work in partnership with other professionals (early interventionists, speech therapists, occupational therapist, etc). We ask that professionals consult with the director prior to setting up visits. This will ensure appointments do not disrupt the child's involvement in the regular program.

Our Early Childhood Educators (ECE's) are trained in early childhood development as well as participate in ongoing professional development in topics related to developmental milestones, curriculum, special needs, inclusion, and diversity. They can be a valuable resource to you on any topic related to child development. When ECEs have concerns with a child's developmental progress, we will communicate with primary caregivers in a variety of ways including daily verbal communication, messages through Procure and emails, and feedback on Progress Reports. Meetings may be set up with the Director, Inclusion Coordinator, and/or ECEs. If you have a specific request for how you would like this information communicated, please let us know. We encourage ongoing dialogue and questions about your child.

Crestview receives annual funding from the Department of Education and Early Childhood Development to sustain an inclusive childcare program. This funding does not provide one on one care to individual child.

## General Information

### Hours of Operation

- The center is open year-round, Monday to Friday, 7:00am-6:00pm.
- Parents must respect the center's opening and closing hours. Pick-up must be no later than 6:00pm.
- Our staff are more than happy to share your children's day, recent development, and any other information about your child at the center with you. If you need to talk to our staff at pick-up, we ask that you arrive before 5:45 p.m. for pick-up so that our staff can finish their shift as scheduled.

A late pick-up fee of \$10.00 for every 10 minutes late will be charged for each child and payable to the staff member by cash who is working upon arrival:

6:01-6:10 pm \$10

6:11-6:20 pm \$20

6:21-6:30 pm \$30 etc.

This late fee should be given immediately to the staff member who is still with your child. Since late fee charges can create an awkward situation for all, we ask parents to offer the money without waiting to be asked by the teacher.

If lateness persists, without valid reasons, Crestview Children's Centre reserves the right to discontinue childcare services for the child with up to Three (3) weeks' notice. Parents are required to pay for those up to Three (3) weeks regardless of children's attendance.

### Holidays

Crestview Children's Centre will be closed for the following holidays.

Statutory Holidays	Additional Holidays
New Year's Day Nova Scotia Heritage Day Good Friday Canada Day Truth and reconciliation day Labor Day Christmas Day	Easter Monday Victoria Day Natal Day Remembrance Day Thanksgiving Day Boxing Day

\*\*Please note that the center will close on Christmas Eve.

\*\*While the center is closed on the above holidays, fees still apply as parents are paying for the space not attendance.

## **Severe or Inclement weather**

The centre does not close for regular winter storms for toddler and preschool programs. In the case of extreme weather, no public transit services, or if HRM is under a state of emergency, such as hurricanes and blizzards when our staff can not get to work safely, the center will close. We will be contacting parents through email or Procare App to confirm if there will be a late opening, early closing, or closure for the day.

## **Power Outage**

If the centre loses power for an expected period of more than 2 hours during the day, parents will be called and are required to pick up their child(ren) immediately.

## **Arrivals and Departures**

### **>> Arrival**

- You must bring your child into the centre. His/her outerwear must be removed, and all personal belongings must be put in the designated cubby.
- Your child must be escorted into the classroom and brought within sight of a staff member. Children are not to be left at the door or in the centre alone.
- The staff receiving your 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.
- To avoid disruption to the program/children we ask that children not be dropped off during rest time period (11:00 am to 2: 30 pm).

### **>> Departure**

- All children must be signed in/out by a staff member. Please ensure that a staff member is aware that your child has been picked up at the end of the day, so they can be signed out.
- Staff members will only release your child to those persons listed on the authorization form at the time of enrollment. Please keep us updated with any changes to this authorization list.
- If you want someone not listed on the authorization form to pick up your child, you must inform us in writing through email or ProCare APP message. If this is not possible, we must be able to contact you for authorization, or we will not release the child to the person. The authorized person for pickup must present his/her ID to staff at pick-up.
- We will not release children to anyone under 12 years old.



- The centre closes at 6 pm. It is our policy to call the Police Department and Children's Aid Society to inform them of the situation if no contact with parents or the authorized person has been made by 6:30pm.

### **Safety**

Please share with your children that center doors and gates are for parents and teachers to open/close. Children are not allowed to touch the doors and gates for safety reasons.

### **Help Your Child with Transition**

- Children need time to adjust to new environments. If possible, we recommend bringing your child for 1 - 3 visits to become familiar with their new surroundings (routine, staff & activities) before their first day.
- During the visits, we suggest a parent/guardian spend 1-2 hours with their child and participate in our program. This will also give you the opportunity to familiarize yourself with our staff and routines. Please feel free to ask any questions and voice any concerns during these visits.
- If this is your child's first childcare experience, you and your child may need some extra support. The staff will assist you and your child through the transition. Please feel free to share your concerns and feelings with them.
- If possible, please try to pick your child up early during the first few weeks and extend their stay gradually. For example, pick up before lunch for the first 2 days, pick up after lunch for the next 2 days, pick up after rest time for the next 2 days, etc.

### **Preparation for Your Child's Day**

Crestview Children's Centres' programs are designed to encourage and facilitate active learning and development through exploration and play.

- As part of the learning process, the children are involved in messy activities. Children should wear inexpensive, comfortable clothing so that they can participate in all aspects of the program.
- All items of clothing should be clearly labeled with your child's name or initials. Staff will label unlabeled items with a Permanent Marker on a visible spot on the clothing.
- While every effort is made to protect your child's clothing and possessions from loss or damage, the centre cannot guarantee that this will not happen. Please check the Lost and Found Bin regularly. The center is not responsible for lost or damaged items.
- Your child's possessions will be stored in his/her designated cubby. Please check for any items here if anything is missing.

- Please send your child in the appropriate outdoor clothing for the day. We go outside daily twice, at the playground, for walks, or field trips, and in all kinds of weather.
- For safety reasons, please ensure that clothing is free of drawstrings and that neck warmers are used instead of scarves.

**✓Checklist (please label them with your child's name)**



- ☐ A backpack to hold her/his belongings
- ☐ A pair of indoor shoes
- ☐ A water bottler
- ☐ At least 2 changes of clothes (underwear, socks, and shoes) (more if toilet training)
- ☐ A crib sheet & a blanket for rest time. Pacifier, stuffed animals, and a small pillow are also welcome!
- ☐ Sufficient diapers and wipes if your child is not toilet trained. Please replenish as necessary.
- ☐ Cream or ointment for diaper rash.

 **We encourage parents to send Velcro sneakers for their child. It is part of our program to promote self-help skills.**

**Outdoor play**

- Children will play outside everyday as per Nova Scotia Early Learning and Child Care Act and regulations unless the temperature falls below -25C (-13F) with or without a wind chill factor, or when the wind chill factor is -28C (-15F) or colder regardless of the temperature (Canadian Pediatric Society, 2015).
- Due to mandatory staff to children ratio requirements, children staying inside is not an option in most cases. It is essential that children come prepared each day.
- Please dress your child appropriately for the weather everyday. Children must be protected from the elements when playing outside.

**✓Checklist (please label them with your child's name)**

- ☐  **Spring/summer outdoor protection:** a hat with brims and ties, lightweight clothing, and sunblock with a SPF of at least 30.
- ☐  **Spring/fall wet weather:** rain jacket, rainboots and splash pants.
- ☐ \* **Fall/winter protection:** snow boots, snow jacket, snow pants, winter hat (covers ears), waterproof mittens, neck warmer. In snow/cold season, at least 2 pair of waterproof mittens are required to keep children warm.

In extreme weather conditions such as heavy rain or thunderstorms; extreme wind conditions; sleet or hail; freezing rain/icy conditions; extreme cold; and extreme heat and humidity, we will adjust outdoor play times.

### **Toys from home**

- Crestview Children's Centre is well equipped with materials and toys. We ask that children do not bring toys from home unless specified for Show and Tell and other planned classroom activities. This helps to prevent problems associated with sharing these items with classmates, and possible loss or damage.
- Unexpected toys from home will be taken away and returned to the parents at the end of the day.
- Crestview Children's Centre is not responsible for lost or damaged toys.

### **Custody and Access**

A signed and legal Court Agreement is required to be submitted and kept on file that outlines specific access or restrictions to the child in order for Centre staff to enforce or deny access to a parent. Without a signed court agreement, we recognize both parents having equal access and equal rights to authorize pickup persons.

### **Notification of Absence**

If your child is going to be absent, you are required to let us know as soon as you know. This information will help us all in keeping all children safe and will assist us in our daily planning. If a child's absence is related to illness, it is a licensing requirement for us to document symptoms.

Parents are required to pay for the days their child is absent since the space is reserved for them.

### **Health Policies**

At Crestview Children's Centre, we are concerned about the health and safety of all children and staff at the centre. Staff is strict about enforcing health regulations. Infections can spread rapidly within a childcare centre so universal precautionary measures are taken at all times.

#### **>> Illness**

- If your child will be absent due to illness, please call or email the center and notify the staff of the condition of your child. We are required to keep a log of symptoms of illness that children exhibit. This allows us to quickly determine if a particular illness is spreading throughout our facility.

- Please inform the staff if your child has a contagious condition which has been diagnosed by a medical doctor. Once diagnosed with a contagious condition, your child is not permitted to return to the centre without a letter from his/her doctor stating that he/she is past the contagious period of the condition and able to participate in centre activities.
- You will be informed of any contagious condition your child may have been exposed to while at the centre.
- If your child becomes ill while attending the centre, you will be notified immediately and will be expected to have an authorized person pick up your child within a reasonable amount of time.
- If your child has been hospitalized for any reason, she/he will require a note from the doctor stating that she/he is ready to return to the centre.
- Please do not send your child if there is any question of illness, as we are not equipped to accommodate sick children. A child must be well enough to participate fully in the daily program.
- Children who exhibit the following will not be accepted for care
  - ✓ Children who exhibit conditions of illness that prevent the child from participating comfortably in the program activities, including playing outdoors.
  - ✓ An illness that results in a need for care that is greater than the staff can provide without compromising the health and safety of other children.
  - ✓ Any situation that requires isolation by Public Health such as Covid isolation requirements
  - ✓ Children who exhibit symptoms of illness, including but not limited to
    - Fever: temperature of 100 F or 38C or higher
    - Vomiting: 1 episode
    - Diarrhea: very loose bowel movement, twice within one hour
    - Infections
    - Persistent cough over the period of a week or more
    - Rash other than an allergy or diaper rash
    - Chicken Pox
    - Has a wound that cannot be covered
    - Yellowish skin or eyes, or “jaundice”
    - Sudden change in patterns of behaviors including listlessness or excessive sleepiness and excessive fussiness or crankiness

Children can not return to the program for 24 hours should they be sent home with illness symptoms mentioned above.

## **>> Medication**

- The staff at Crestview Children's Centre is only permitted to give medication authorized by a doctor.
- All medication must be in the original container with a readable label. You will be asked to complete an authorization form for each new medication (or provide a written letter of consent) stating your child's name, date, nature and reason for the drug, complete instructions on administration and dosage, and any special instructions.
- Over the counter medication will not be given by the staff unless written instructions are received from the child's doctor. These instructions are to include your child's name, date, instructions, and doctor's signature.
- Please send measuring utensils along with your child's medication.
- For safety reasons. all medications are to be given directly to staff, and not be left in your child's backpack or cubby.
- It is recommended that a child who has been prescribed an antibiotic take it 24 hours before returning to the centre.
- Epi-pens must accompany children each day in order for them to attend the program. Parents are responsible to check the epi-pen regularly to ensure it has not expired.

## **>> Universal Precautions**

Crestview Children's Centre helps control the spread of infections by practicing proper hygiene and universal precautions. Children and staff wash their hands thoroughly with warm water and soap before meals, after toileting, before & after administering first aid, before & after outside play, and throughout the day as required. Toys, dishes, and eating surfaces are sanitized daily. Floors are swept daily and as required throughout the day. Universal precautions adapted by the centre are:

- Hands are washed immediately after exposure to blood, and all other bodily secretions
- All cuts are covered with a sterile bandage until healed
- Disposable latex gloves are worn by staff treating open cuts
- Blood-soiled surfaces are disinfected with bleach
- Laundry stained with blood and other bodily secretions are placed in sealed garbage bags and discarded in a lined, covered plastic container

## **Emergency Information**

Crestview Children's Centre is inspected annually by the Fire Department, the Department of Education and Early Childhood Development, and Health Inspections from Agriculture and Fisheries Department. We have monthly fire drills, and all staff has been trained in First Aid and CPR (C). Please inform the centre

of any changes to your address, place of work, telephone numbers, authorization list, and of any injuries that your child receives outside the centre.

### **>> Accident Reports**

Staff is required to complete an accident form for any accident, which requires First Aid treatment by the staff. It will be signed by the staff member who administered treatment and the director. It is then shown to the parents and signed by the parents before being placed in the child's file. Parents are to be informed of the injury at an appropriate time (depending on the extent of the injury), maintaining confidentiality of any concerned parties.

### **>> Emergency Medical Treatment**

It is the staff member's responsibility to handle emergency medical treatments for which they are trained. Each staff member will keep updated training in First Aid and CPR (C). If a child requires medical treatment, the parent will be called at an appropriate time (depending on the extent of the injury) and required to take the child for professional medical attention. If the parent cannot be reached, an authorized person will be called to fulfill this responsibility and contact with the parent will continue to be made.

If contact with the parent or authorized person has not been made and your child requires immediate medical attention, a staff member will accompany your child to the IWK Children's Hospital in a taxi. Centre staff will continue to attempt to reach a Contact person, who will be expected to meet the child at the hospital. Staff must return to the centre as soon as possible. If your child requires emergency medical treatment due to a life-threatening incident, an ambulance will be called, and a staff will accompany your child to the hospital.

### **>> Emergency Evacuation**

In the event that we have to evacuate the centre due to fire or other emergency and the centre must close, you or an authorized person will be contacted immediately and expected to pick up your child immediately at the designated emergency location.

1475 Bedford Highway designated emergency location is the McDonalds Restaurant closest to us.

### **Nutritional Information**

- Crestview Children's center has a four-week rotational menu which is posted by the front door for your information.
- Crestview Children's center provides a morning and an afternoon snack that include foods from at least two food groups and a full course lunch including all recommended food groups for full day toddler and preschool programs.

- Menu is developed following the “Manual for Food and Nutrition in Regulated Child Care Settings”.
- Allergies must be reported to the Centre Director. If your child requires supplements or special foods due to a medical condition, you will be responsible for providing them. The centre will try to supplement for allergies or intolerances to certain foods. Unfortunately, due to Regulated Standards for Food & Nutrition, we can not accommodate food preferences that are not medical.
- We will make every effort to accommodate cultural requirements. Please speak with the Director to review the menu upon enrolment.
- Parents must make alternate arrangements for allergies/cultural requirements, which can't be accommodated by the Centre. All food provided by parents must follow the menu as closely as possible as well meet the Standards for Food and Nutrition Guidelines.
- Parents are required to follow “Manual for Food and Nutrition in Regulated Child Care Settings” when bringing in food from home, so birthday cakes, cupcakes, and cookies for celebrations will not be accepted.
- Children arriving prior to 7:30am have the option to bring in breakfast foods that are healthy. The following is a list of acceptable food items: cheese or cheese strings, regular milk or 100% fruit juice, yogurt, homemade items such as muffins, tea biscuits, bagels (can not contain chocolate or nuts), cereal (no sugar cereals), fruit or veggies, or please see our menu for other approved items.
- Foods brought into the Centre that do not meet the food manual requirements will be taken and stored in a cupboard or the child's bag until pick up time.

### **>> Nut Policy**

Crestview Children's Centre is “peanut free”. Please DO NOT bring nuts or products containing nuts into the centre. (We encourage parents not to feed children peanut butter at breakfast as residue can stay on hands and clothing.) We do not permit nuts or nuts containing products in our classrooms or our kitchen, but we cannot guarantee the building (i.e. hallways) is nut safe as it is a public space.

### **>> Meal and Snack routines**

- Staff will aid children that need help feeding themselves. Staff will also encourage children to feed themselves in a calm and positive manner with no threats or punishment during meal/ snack time. We will not tolerate any staff member using food as a bribe or taking food away from a child as a tool for misbehavior/ punishment.
- Crestview Children's Centre staff will not force a child to eat all food that has been provided. We will encourage children to try a bit of everything provided and never belittle a child if they choose not to eat. No staff will use food as a tool for positive or negative behaviors. Food will not be used

as a reward for completing a task or finishing a meal. No staff will withhold food from a child due to inappropriate behaviors. Staff will inform parents and other staff of a child's change in eating patterns. Staff will not bring in foods from any outside sources and eat in front of a child unless the food is healthy and void of a brand name. Example: no McDonalds/ Time Hortons packaging. Staff will also try food with the children during the scheduled time of snacks and lunches.

### **>> Food Safety**

We may accept food from home to accommodate special situations. However, all foods must be healthy. Containers must be dated and labeled with the child's name. It must also contain a list of Ingredients and any special preparation and storage/ serving instructions. Foods that are acceptable are as follows: Whole fruits, vegetable, foods that do not contain added sugar, cream, custard cheese, meat or any other potentially hazardous food as a filling or a topping. All foods must be acceptable and approved by the director and operator.

### **>> Drinking Water through the Day**

Children have access to their water bottle in the classroom. When children are outside in our playground or go for field trips, they will have their water bottles with them.

### **>> Breastfeeding and Infant Feeding**

Crestview Children's Centre believes that all mothers have the right to breastfeed their child(ren) at anytime and anywhere within our centres. We will provide a comfortable/sitting area within our centres if the mother would like to be in a private setting or she may do so at any time within our centres. All children's bottles will be kept in the refrigerator with the child's name and date labeled on the bottle. Parents who provide us with breast milk for their child must label and date the milk and be willing to store in our refrigerator. Parents must provide the centre with an alternative form of milk in case the child runs out of supply while in our care. Instructions and formula must be labeled on container and staff are aware of these instructions. We will work with a family to help ensure their child will be able to transition from breast milk to solid foods and provide support and ideas for the child and family during this time.

### **Child Abuse Protocol**

All persons are required to report suspected child abuse. The duty to report suspected child abuse and neglect overrides the confidentiality of all professional relationships and includes information considered to be privileged. Every person in Nova Scotia is required by law under the Children and Family Services Act to report child abuse and neglect. Suspected cases of child abuse will be reported to the Department of Child Welfare.



### **Childcare outside Operation Hours**

Due to conflict of interest, code of ethics, confidentiality, and professional parent/Early Childhood Educator boundaries, parents are not to ask our Early Childhood Educators to provide private childcare services. Our ECEs are highly valued, trained early childhood professionals who have a professional relationship with you, please help us all respect boundaries.

## **Classroom Schedules**

### **Preschool**

**07:00-09:10 Arrival & Free play**  
**09:10-09:30 Clean up & Bathroom**  
**09:30-10:00 Morning Snack**  
**10:00-10:15 Circle time**  
**10:15-10:45 Learning Fun**  
**10:45-11:15 Outdoor Play**  
**11:15-11:30 Bathroom/Wash Up for Lunch**  
**11:30-12:00 Lunch**  
**12:00-02:00 Rest Time**  
**02:00-02:15 Bathroom**  
**02:15-02:30 Afternoon Snack**  
**02:30-03:00 Creative Art**  
**03:00-03:30 Clean up & Bathroom**  
**03:30-05:00 Outdoor Play**  
**05:15-05:50 Indoor Free Play**  
**05:50-06:00 Departure Time**

### **Toddler**

**07:00-09:10 Arrival & Free play**  
**09:10-09:30 Potty/Diaper Change**  
**09:30-10:00 Morning Snack**  
**10:00-10:15 Small Group Circle**  
**10:15-10:45 Learning Fun**  
**10:45-11:15 Outdoor Play**  
**11:15-11:30 Potty/Diaper Change**  
**11:30-12:00 Lunch**  
**12:00-02:00 Nap Time**  
**02:00-02:15 Potty/Diaper Change**  
**02:15-02:30 Afternoon Snack**  
**02:30-03:00 Fine Motor Activities**  
**03:00-03:30 Clean up & Bathroom**  
**03:30-05:00 Outdoor Play**  
**05:15-05:50 Indoor Free Play**  
**05:50-06:00 Departure Time**

**\*\*Rest Time (12:00 pm - 2:00 pm)**

The Early Learning and Child Care Act stipulates that child enrolled in a full-day program must have a rest period. Children are not required to sleep but are given the opportunity for quiet time (i.e., lie down or look at books). The rest period is necessary to prevent fatigue and illness. ECEs are unable to entertain individual requests for children not to nap if the children fall asleep by themselves.

# Family Communication Plan

Crestview Children's Center value our families as our partners in supporting our children. We encourage open and respectful communications between the center and our families. We use multiple ways for communication:

- In person communication at drop off, pick up or scheduled visits and meetings.
- Emails to crestviewkids2@outlook.com regarding childcare fees, notices for withdrawal/change of childcare needs, immunization records, childcare subsidy information, new enrollment, Covid update etc.
- Procure App to send messages to classroom teachers and the director, receive daily photos of children's day and videos, receive programming information and reminders from classroom teachers and the director.
- Centre phone number 902-832-0972
- Parent Committee meeting (twice a year)-A 2-week advance notice and the agenda of the meeting will be posted and emailed to the parents, along with an invitation for all parents to add their own topics for discussion. All parents are encouraged to attend along with the committee members and staff. The minutes and committee members' information will be placed in the parent binder by the center entrance.
- Toddler information sheet is available at the end of the day for children under 3 years old. The information sheet includes information of the child's day including how did they eat snacks and lunch, bowel movements, nap details, activities, and mood.
- Parent binders by the entrance includes all information pertaining to the operation of the centre.
- Children progress report is provided to families every 6 months.
- Visitation (not during COVID-19) - Parents are invited to attend the centre for special occasions for example grandparent's day or cultural celebrations. Community members are invited to come into the centre to teach the children about special events or/and topics such as fire and safety.
- Parents are provided with Incident/Accident forms by staff to review and sign if an incident or injury occurs. Serious incidents or injuries are reported to the department within 24 hours of the occurrence.
- Program plans and documentation are posted in the classrooms. A children profile binder is available for parents.
- Family questionnaires for families to provide feedback on the program in all aspects.
- Facebook page: sharing updates. <https://www.facebook.com/CrestviewChildrensCentreLtd/>

## Behavior Guidance Policy

Crestview Children's Centre will follow the guidelines outlined in the Behavior Guidance Policy from the Department of Education and Early Childhood Development. The following policies are designed to help each child develop self-control and self-confidence so that he/she will have the ability to act appropriately in given situations.

- Crestview Children's Centre recognizes that a well-planned program with interesting activities helps prevent many inappropriate behaviors. We structure our program with a variety of developmentally appropriate and interesting activities that encourage children to participate with appropriate behaviors.
- Behavior Guidance Techniques used by staff at Crestview Children's Centre include:
  - ✓ **Acceptable alternatives** for unacceptable behaviors (explanations of appropriate behavior and reasons why some behaviors are inappropriate, focusing on the behavior and not the child, such as "When you throw snow at Megan, it hurts her eyes. Please keep the snow on the ground.")
  - ✓ **Positive reinforcement**- recognizing/rewarding appropriate behavior with praise
  - ✓ **Positive directions**- positive statement of expected behavior: "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 Lego or the Play Dough?" instead of "do you want to help clean up" which invites the response "no".
  - ✓ **Modeling** of appropriate behaviors by staff
  - ✓ **Age-appropriate limits**- staff set limits in a positive way and periodically remind children
- Staff will not:
  - ✓ **Use corporal or physical punishment in any form**
  - ✓ **Use harsh, humiliating, belittling, or degrading responses of any form including verbal, emotional, or physical**
  - ✓ **Confine or isolate a child (time-outs)**
  - ✓ **Deprive a child of the basic needs including food, shelter, clothing (i.e., withholding meals, snacks, warm clothes, etc.)**
- When a child's inappropriate behaviors become a concern, staff and parents will meet together to determine a consistent Behavior Management Plan for use at home and at the centre.

## **Appendix: Crestview Children's Centre Parent Fee Policies**

### **Registration**

A \$100.00 registration fee and a deposit are due with your application prior to your child's start date. The registration fee is non-refundable if your child does not attend. The deposit will go to your child's last attending month. The deposit is refundable with 45 days written notice.

### **Deposit**

<b>Days attending weekly</b>	<b>5 Days</b>	<b>Monday, Wednesday, Friday</b>	<b>Tuesday, Thursday</b>
Toddler/Junior Preschool	873.70	550.32	366.88
Preschool	848.25	535.05	356.70

### **Daily Fees (Payable monthly)**

<b>Program</b>	<b>Center Daily Fees</b>	<b>Government Daily Fee Reduction (As of December 31<sup>st</sup>, 2022)</b>
Toddler/Junior Preschool	Full time: \$ 40.17 Part time: \$42.17	\$18.25
Preschool	Full time: \$ 39 Part time: \$ 41	\$18.25

Government fee reductions are subject to change. Parents are responsible for any childcare fees that the government fee reductions do not cover.

### **Subsidy**

We have a portable subsidy agreement with the Province of Nova Scotia. Please visit <https://www.ednet.ns.ca/earlyyears/families/childcaresubsidy.shtml> for eligibility and application procedures.

You are responsible for any fees that your approved childcare subsidy does not cover.

### **Monthly Fee Calculation**

**(Center Daily Fees – Government Daily Fee Reduction – Subsidy Daily Rate) x Number of weekdays in the month.**

## **Calculation Examples**

A full-time toddler is enrolled from February 1<sup>st</sup>, 2023, the childcare fees due on February 1<sup>st</sup> is calculated as:

$$(\$40.17 - \$18.25) \times 20 = \$438.4$$

If the child is approved for subsidy, the February fees are,

$$(\$40.17 - \$18.25 - \text{Subsidy Daily Rate}) \times 20$$

## **Due date**

- Registration fee and deposit are due upon registration to secure your child's childcare spot.
- Monthly fees are due on the 1st day of each month.
- Each unsuccessful payment will result in an extra NSF fee of \$50 dollars which will be added to your next bill.

## **Payment Method**

Please complete and sign the *payment form* with banking information or attach a void check. Parent fees are processed by the bank through EFT.

## **Delinquent Accounts**

By signing the registration forms, you agree to keep the account provided in good standing and will be held responsible for all delinquent accounts, even in the case of family separation.

## **Withdrawal**

Forty-Five (45) days (including weekends) written notice is required for withdrawal of your child from Crestview Children's Centre Ltd or switching from full time care (attending 5 days a week) to part time care (attending 2 or 3 days a week) and from attending 3 days a week to 2 days a week. If withdrawal or switching is immediate, parents are responsible for payment of 45 days in lieu of notice.

Non-attendance does not constitute withdrawal and fees will accumulate each day until official notification of withdrawal is submitted.

## **Refund**

You are paying for the childcare space, not attendance.

Monthly payments are required for all absent days including vacation times, holidays, sick times (including Covid isolation time), classroom closures due to reasons that are beyond the operator's control including but not limited to extreme weather, public transit service disruption, power outages, staff shortage, Covid lock down, Government mandate etc. Fees are reviewed regularly and are subject to change.

Refunds are only available if

- A child withdraws from the program with appropriate 45 days' written notice
- The centre receives funding to support the refund from the Department of Education and Early Childhood Development.

### **Tax receipt**

Annual tax receipts will be provided no later than **February 28th** for payments made up to December 31st of the previous year.

There is a \$20 charge for a replacement receipt.

### **Discontinuation of Services**

Crestview Children's Centre Ltd reserves the right to terminate service at any time at the centre's sole discretion. Following are conditions where we may terminate our services (not limited to)

- Failure to support the program philosophy or early learning practices at Crestview Children's Centre
- Consistent child-rearing style differences between the parent and provider.
- Failure to comply with the policies set forth in the parent handbook and other registration documents.
- Destructive or hurtful behavior of a child that persists even with parent cooperation in stopping the behavior.
- Child or adult behaviour that causes immediate harm to other children or adult at the center
- Non-payment of childcare fees or late fees and/or recurring late payment of fees.
- Repeated failure to pick up the child before closing time.
- Failure to show up for 5 consecutive days without any communication.
- Inability to meet the child's needs without additional staff.
- Failure to respect other children and families at the Centre.
- Failure to communicate respectfully with the operator, the director, classroom teachers, and all other support staff.
- If a parent knowingly brings their child ill.
- False information given by a parent either verbally or in writing.
- Disagreement with the center's practices and policies developed overtime (such as Covid isolation requirements, masking, classroom closure policies etc.)

All concerns will be discussed and put in writing, should the circumstance arise. One written warning will be provided before termination. Crestview Children's Centre will provide up to three (3) weeks written notice should we decide to terminate the contract. Crestview Children's Centre Ltd reserves the right to terminate without notice for breach of the terms and conditions of this contract or if the continuation of the child or parent as part of the daycare group is detrimental to the well-being of the other children in care. It is still required for the parent to pay for those up to three (3) weeks regardless of if the child is in attendance.