



FIREFLY CHILD CARE  
IS A NON-PROFIT ORGANIZATION  
OPERATED BY FIREFLY  
AND ITS BOARD OF DIRECTORS.



Tel: 467-5477



# FIREFLY Before and After School Program

## PARENT HANDBOOK



Our Centre strives to provide a safe and secure environment where children are encouraged to grow socially, emotionally, physically and intellectually.

We are proud to provide quality child care in an inclusive setting.

## Welcome to FIREFLY Child Care!

This program is licensed under the Child Care and Early Years Act and operated by FIREFLY and its Board of Directors.

Our goal is to meet the individual, social, physical, emotional and intellectual needs of the children in our program by providing an enjoyable learning experience. We hope to encourage children to become independent and secure individuals.

If you have any questions regarding any services available through FIREFLY Child Care, please call 467-5477.

## PHILOSOPHY

**FIREFLY After School Child Care** is an inclusive program for children 3-12 years of age.

The philosophy of our Centre is to provide quality child care to children and support to their families. Families can expect that their children will be cared for in a nurturing, respectful and positive manner. Children will also be encouraged to learn the importance of independence, respect for others and their environment.

Children will have the opportunity to engage in activities that promote well-being, engagement, expression and belonging.

It is our goal to provide information and support to families in the community. The Centre has an open door policy where parents are welcomed and encouraged to attend and share in the programming.

Our program statement is available to families upon request.

## PROGRAM DEVELOPMENT

At After Care, staff implement daily activities that encourage healthy and spontaneous play. The daily programs ensure that there are a variety of activities that are both challenging and engaging, and reflect the interests of the children.

## BEHAVIOR MANAGEMENT POLICY

Children's behavior will be managed in a positive manner, at a level that is appropriate to their actions and their ages in order to promote self-discipline. We expect children to respect the rights of others and their environment.

Children will be encouraged and assisted to verbalize their differences as an alternative to physical aggression.

### Guidance should be:

- related to the nature of the troublesome behavior
- appropriate to the developmental level of the child
- used in a consistent manner
- designed to assist the child to learn appropriate behavior
- implemented as soon as possible after troublesome behavior
- discussed with a parent if a difficult situation arises with a child

### Under no circumstances will the following be permitted:

- corporal punishment of a child
- 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 him/herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- locking the exits of the child care centre 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 a part of the licensee's emergency management policies and procedures
- use of harsh or degrading measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his/her self-respect, dignity or self-worth
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- inflicting any bodily harm on children including making children eat or drink against their will

## FIRE DRILL/EMERGENCY EVACUATION

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The Before and After Care program practices fire drills three times in the fall and spring terms. During these practices everyone exits the building and this is why everyone must have shoes on at all times. General fire safety is reviewed at this time with the children.

In the event of an actual fire or evacuation, the emergency management policies and procedures will be followed. The children will be transported to the Evacuation Site for their safety. At that time, parents will be contacted by phone or email and informed of the situation, and will be asked to pick up their child as soon as possible. Staff will remain with the children until everyone has been picked up. It is extremely important that we have current phone numbers and names of emergency contacts.

In the event of severe environmental conditions where the health & safety of both children and staff is at risk, the Chief Executive Officer may declare the Centre closed. The criteria for closure will be based on Environment Canada reports, emergency measures advisories, road conditions, etc. Once the Chief Executive Officer has closed the Centre parents will be asked to pick up their children as soon as possible.

## SERIOUS OCCURENCES

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To comply with reporting regulations, the program will post a notification form on the parent bulletin board of all serious occurrences.

## PARENT ISSUES AND CONCERNS

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Every client has a right to complain about their experience or any aspect of FIREFLY with which they are not satisfied.

A process is in place to follow up verbal or written complaints in order to improve a situation or to allow the complainant a better understanding of the system. Every complaint will be viewed as an opportunity to enhance client services and reduce the possibility of risk.

Where a complaint has potential legal implications, the Chief Executive Officer shall be informed immediately. The C.E.O. will notify the Chairperson of the Board of Directors within 24 hours of having knowledge of the complaint. The policy is available online.

## DAYS & HOURS OF OPERATION

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The Centre is open Monday to Friday from 7:30-8:20 or 8:30 and from 3:15 p.m. to 5:30 p.m.

A **late fee** of \$25.00 will be charged after 5:30 p.m.

We follow the school calendar.

## FEE SCHEDULE

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**Before school: \$11.00 per day**  
**After school: \$15.00 per day**

You **MUST** inform staff if your child will be absent or a penalty may apply.

Fees for child care will be prepaid at the beginning of each week. You may pay by E-transfer, cheques (postdated as well), or cash.

There is a \$25 charge for NSF cheques.

***All accounts that are not promptly paid will be listed with a collection agency.***

***Subsidy is available to families who qualify based on income testing.***

## AGES OF CHILDREN

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**Kindergarten: 3-6 years**

**School Aged: 6-12 years**

These ages are guidelines and may vary with the individual child's needs and stage of development as well as the demand for care.

## STUDENTS/VOLUNTEERS

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Parents will be informed when students and volunteers participate in our programs. Students and volunteers will abide by program policies and procedures and will be supervised by staff at all times. Children will not be left in their care.

## WAITING LIST

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FIREFLY Child Care operates with a waiting list. When a suitable space becomes available, families with children in the program are given first option. The waiting list is referred to when space is available.

The admission requirements are:

- Completion of enrolment package
- Review of program handbook
- Review of fee and payment schedule
- Receipt of initial payment
- Completion of service agreements

## ILL HEALTH AND ADMINISTRATION OF MEDICATION

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We ask that your child not attend the program if they are ill with symptoms which include vomiting, diarrhea and fever, or if they have a communicable disease (eg. Chicken pox). Your child is welcome to return to the program after they have been symptom free or on medication for 24 hours.

Our policy is not to administer medication other than emergency medication (such as EpiPen or inhaler). Notify the staff if your child has medication with them.

## SNACK

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We provide a nutritious light snack in the afternoon. If your child has an allergy please notify the staff and we will provide a substitution. The snack menu is posted for your information.

## PARENT INVOLVEMENT

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Our Centre has an open-door policy. Parents are welcome any time to observe, to talk with staff, and to participate in the program. Your presence and interest will help develop your child's self-esteem. We encourage open communication with parents so that we can share information about their child's development.

## ARRIVAL & PICK-UP

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Upon arrival, your child must be brought directly to the classroom and the teacher notified of the child's arrival. Similarly, when picking a child up, be sure to notify staff that the child is leaving.

Unless otherwise arranged, children will not be released to any person other than those specified on the admission forms.

**Staff must be informed by written or verbal message, every time a child is to be picked up by someone other than the parent, even if that a person is on the release list.**



All persons picking up children from the program must be over 16 years of age.

If a staff member judges that it is unsafe for a child to go with the adult that is picking them up (e.g. because of impairment), that staff member has an obligation to make other transportation arrangements for the child.

## DAILY ATTENDANCE

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**Please inform staff if your child will be absent for the day or a penalty may be applied.** If a child does not come to the after school program, staff are required to find out where the child is. If we are unable to locate the child and are unable to reach a parent, police will be called. You will be charged for care whether your child attends or not as indicated on your signed commitment form.

## WITHDRAWAL OR ABSENTEEISM

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FIREFLY Child Care requires that you give two weeks notice if your child is being withdrawn from the program. The Centre may terminate services if policies are not followed or fees are not paid.