



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



FIREFLY Child Care

Tel: 467-5477

  
FIREFLY Child Care

## 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 that is affordable and accessible.

## Welcome to FIREFLY Child Care!

This program is licensed under the Child Care & 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 Child Care at Cameron Bay Children's Centre** is an inclusive program.

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

All children play. It is their way of learning. Through play, children learn to observe, inquire, and problem solve. Program Staff implement a variety of activities to foster healthy and spontaneous, structured and unstructured play. These activities are created to provide for the individual differences in children. In order for your child to benefit from the daily program it is best if they arrive at the Centre early in the day. Resources and workshops are available to staff to ensure that they are current on Early Child Education issues and philosophy.

A newsletter is distributed regularly to families of the Centre to communicate events and information of interest.

## 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. Any form of corporal punishment is not permitted and will not be tolerated. Children will be encouraged and assisted to verbalize their differences as an alternative to physical aggression.

### Guidance will 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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FIREFLY Child Care practices fire drills monthly in which all staff and children participate. 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 a.m. to 5:30 p.m. A **late fee** of \$25.00 will be charged after 5:30pm.

The Centre will be closed for the following Statutory Holidays:

New Years Day	Labor Day	Good Friday
Thanksgiving Day	Easter Monday	Victoria Day
Christmas Day	Canada Day	Boxing Day
Civic Holiday	Family Day	

The Centre **will be closed** the week between Christmas Day and New Year's Day.

For staff development and because of financial constraints the program may have additional closures throughout the year with notice given to parents.

## FEE SCHEDULE

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**PRESCHOOL:** \$41 per day

**TODDLER:** \$43 per day

Fees for child care are to be prepaid at the beginning of each month. 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.***

We require that you guarantee your child's space by signing a commitment for the days you need. You will be billed for these days regardless of whether your child attends or not.

## AGES OF CHILDREN

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**TODDLER:** 18 months - 30 months

**PRESCHOOL:** 30 months - 4 years

We have the capacity in our license to take a limited number of children under 18 months.

## WAITING LIST

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FIREFLY Child Care operates with a waiting list. When a suitable space becomes available, children in the program are given first option to increase their time or move up in a group. The waiting list is referred to when space is available.

Prior to admission the child and parent are asked to visit the Centre. At this time the Supervisor will discuss with the parents the admission requirements which are:

- Completion of enrolment package
- Review policy in case of illness
- Review behavior management policy
- Review fee and payment schedule; initial payment to be made at time of registration
- Provide required immunization (and ongoing updates)



## SLEEP/REST-TIME

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All children at the Centre are required to have an afternoon rest or quiet time. This quiet time will not exceed 2 hours. A cot and blanket is provided for each child and laundered weekly. If your child does not sleep he/she will be provided with quiet activities once they have rested for a short time. A special blanket or cuddly toy from home may help your child settle during their rest. Other than a sleep toy please do not send other toys with your child.



## SPECIALIZED SERVICES

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FIREFLY Child Care provides inclusive services for children who require specialized programming. Individual programs will be carried out while the child participates in their daily activities in the classroom.

Assistance in programming is available from other professionals (i.e. Speech/Language, Physiotherapy, Occupational Therapy to name a few).

A Resource Teacher is available at the Centre for families and other professionals to ensure that the needs of the children are being met wherever possible.



## FIELD TRIPS

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In order to expand on our classroom programs and provide a greater variety of experiences for the children, field trips may be planned throughout the year. A notice will be sent home in advance of the excursion informing you of the destination, time and date. Parents are always welcome to accompany us. At the time of admission, parents are asked to sign a consent to allow for such outings.



## TOILET TRAINING/DIAPERS

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Toilet training is a cooperative process between parents, staff and the child. Parents are urged to discuss toilet training with staff at every stage of the process.

During toilet training, your child will require a greater number of changes of clothes. To encourage independent toileting, elastic waist pants and/or easy to remove clothing is best.

Parents are asked to bring diapers, wipes, and cream of their choice. These will be placed in the child's individual basket and used only for the diapering needs of your child.

## 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 to ensure a positive learning experience for everyone. Children will not be left in their care.

## 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.

Generally, children adapt to parents dropping into the Centre for visits during the day. Naturally some children are distressed when their parent leaves at the end of a visit. When this happens, staff and parents can work together to help with the separation. When leaving your child, we encourage you to say goodbye and let your child know when you are coming back. Lingering too long will often escalate your child's separation anxiety.

## ARRIVAL & PICK-UP

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Young children depend on regular routines that are predictable for a sense of security. We recommend that parents establish fixed hours to pick up and drop off their children. Morning arrival prior to 9:00 am is encouraged so that your child can benefit from all activities. Children will not be accepted into the program between 11:30—2:00 to avoid disruptions at rest.

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 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.** According to your signed commitment, you will be charged for committed days whether your child attends or not.

## 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.

## NUTRITION/FOOD

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The Centre provides the children with a hot, nutritionally balanced lunch and two snacks daily. The menus are posted for your information and your home menu planning. Children are encouraged to feed themselves and to try everything that is served (even if it is just to taste.)

- Morning snack is at 9:00
- Lunch is at 11:30
- Afternoon snack is at 3:00

For meal planning and smooth transitions please have your child arrive prior to the morning snack.

Parents are responsible for informing program staff of any food allergies, special diets or religious prescriptions when a child is enrolled in the Centre. These will be posted in the play rooms, cooking and serving areas. Please do not send your child with food. On your child's birthday we prepare them a Birthday Cupcake and sing to them at lunch. We can not accept food in our program that has not been prepared in an inspected establishment (i.e. a bakery)

**As a safety measure, the Centre does not serve fish, nuts or peanut butter.**

## OUTDOOR PLAY

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All children are expected to play outdoors. It is considered healthy for children to have fresh air and opportunity for gross motor movement. Outdoor play is scheduled twice a day and provides children with a variety of activities and environments. Therefore, they should come to the Centre prepared for the weather. Alternate indoor space is available when outdoor weather becomes dangerous (i.e. cold temperature combined with wind to create a dangerous wind chill factor).

Individual supervision is not available for children who do not participate in the outdoor program. All children will participate as a group in outdoor recreation except for situations of sudden illness.

## CLOTHING

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Parents are required to provide a complete change of clothing (including socks) to be kept at the Centre at all times. Children should be dressed in comfortable, washable, easy to remove play clothes. Please provide appropriate clothing to accommodate weather changes, including an extra pair of mitts in the winter. As footwear must be worn at all times indoors, your child must have a pair of shoes or slippers left at the Centre. As it is sometimes necessary for us to dress your child in spare day care clothes, we ask that you please return these borrowed clothes as quickly as possible.

## ILL HEALTH

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If your child becomes ill during the day, temporary care will be provided until arrangements can be made for your child to be taken home. We expect your child to be picked up within one hour whenever possible.

Parents are asked to keep their child at home if he/she has a **fever, diarrhea, vomiting or a severe cough** or if they are **unable to participate** in the program. Fevers that are treated with pain medication at home in order for your child to attend is only masking their illness and they should remain at home until they are fever free without medication. If his/her symptoms persist or worsen, a doctor should be seen. We have a **24 hour symptom free** policy where we welcome children to return to the program if they have had no symptoms of ill health for 24 hours.

## ADMINISTRATION OF MEDICATION/1st Aid

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Medication prescribed by medical authority can be administered by the Staff. Parents are required to fill out and sign a consent form for Drug Administration. All medication must be in its original container, clearly labeled with the child's name, name of the drug and the dosage. Medication must be given to a Centre staff member and placed in a locked container in the fridge or the designated place out of reach of the children. Centre staff are current in 1st Aid and C.P.R. to ensure that they are prepared to handle an emergency including having your child seen by a medical practitioner where warranted.