

Preschool Department

Policies and Procedures Parent Manual

Last Revised: September 2014



**St. Alban's
Boys & Girls Clubs**
A good place to be

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St. Alban's Boys' & Girls' Club Preschool Parent Handbook

About Our Preschool

Introduction

Welcome to St. Alban's Boys' & Girls' Club Preschool!

We are pleased that you chose our agency to be the one most capable of meeting the needs of your child. While it is a great responsibility to be entrusted with the care of another person's child, it is also a great compliment. We are sure that you will be satisfied with the care your child receives. However, we believe that in order to provide the best care for your child we must work together with you, as a team. We want you to feel that you can approach us with any questions or concerns, and will in return be open to any feedback or suggestions you may have to offer. We encourage parents to take advantage of our "open door policy" and come to visit.

St. Alban's Boys' & Girls' Club Preschool was opened in 1988 and is one of many programs at St. Alban's Boys' & Girls' Club. The Club operates as a non-profit organization under the United Way umbrella and is governed by a volunteer Board of Directors, which is made up of parents and members of the community.

We are licensed for 71 children, ages 18 months to entrance into Grade 1. This centre is an inclusive centre serving a number of children with special needs.

Our Mission

To promote and enrich the growth of the whole child through the provision of a safe, nurturing, stimulating fun program.

Our Philosophy

Our philosophy here at St. Alban's Boys' & Girls' Club Preschool allows children to take an active part in their learning in all developmental areas. We believe in cultivating learning through play, as it gives children the opportunity to make choices within a safe and supportive learning environment. We strive to work together with parents and our community, as a team, to enrich and promote growth through age appropriate planned programming; and designing a curriculum around children's observations and interests, through activities which support learning in the social/emotional, cognitive/fine motor, language/early reading readiness, creative, sensory and gross motor areas.

Location

St. Alban's Boys' & Girls' Club Preschool is located in St. Alban's Boys' & Girls' Club at 843 Palmerston Ave., Toronto, M6G 2R8. The phone number is (416) 534-8461 ext. #224 or #240. To reach the preschool supervisor, dial extension 233 or email at karen@stalbansclub.ca.

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Days and Hours of Operation

St. Alban's Boys' & Girls' Club Preschool is open year round, Monday to Friday from **7:30** a.m. to **6** p.m. Preschool will be closed for the following statutory holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Simcoe Day, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day. We also reserve the right to close early on Christmas Eve and New Year's Eve, with notice given to parents. If any of the above holidays fall during the weekend, you will be notified as to the day the centre will be closed.

Full Time Preschool

Toddler Program (18 months to 2 ½ years old)

The Toddler program is a full day program. **Toddler Room #1** is licensed for 10 children and is staffed with a full time Registered Early Childhood Educator (RECE) and a full time Assistant. **Toddler Room #2** is licensed for 15 children and is staffed with 2 full time RECE's, and 1 full time Assistant. Each room has a 1:5 teacher to child ratio. Some children will attend five days a week, while others require fewer days. We attempt to accommodate everyone's schedule.

Junior Preschool (2 ½ to 4 years old)

The Junior Preschool is a full day program. Junior #1 is licensed for 24 children and has a 1:8 teacher to child ratio and is staffed with 2 full time Registered Early Childhood Educators (RECE's) and a full time Assistant. Junior #2 is licensed for 12 children and is staffed with 1 full time RECE and 1 full time Assistant. Some children will attend five days a week, while others require fewer days. We attempt to accommodate everyone's schedule.

A hot lunch and two snacks are provided for all children in full time care. Snacks are served at 8:30 am and range between 3:15 and 3:30 in the afternoon and lunch is served at 11:00am. An additional evening snack (optional) is served at 5:00pm.

Part Time Preschool

Nursery Program (2 ½ to 4 years old)

Our Nursery program for children aged 2 ½ to 4 years, and runs based on demand. Generally, this program runs from **9 – 11:30 am**, again flexibility is a large part of our program. A morning snack is provided to all children in care at 10 am.

Subsidized Care

If your child is subsidized by the City of Toronto Children's Services, the preschool must share current telephone numbers, addresses, etc. with Children's Services should the need arise.

Each child with a fee subsidy is allowed up to 35 absent days per calendar year (January to December) and cannot exceed 20 consecutive days. If a child exceeds the number of absent days allowed, the parent/guardian is responsible for paying the fees in full. Please see our fees policy on pages 11 and 12.

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Statutory holidays and days our program is closed will be excluded.

If additional days are required, they can be requested through an appeal process, which will be considered for exceptional cases, such as if the child has a documented special needs or a serious illness.

For more information about the policy and appeal process, it is available on the website: www.toronto.ca/childcare or contact your caseworker.

Our Program

The daily program of activities revolves around our interest centres. These centres include the following:

- Creative
- Sensory
- Language/books
- Dramatic/imaginary play
- Cognitive/math
- Fine motor
- Science/cooking
- Blocks/Large Motor

Our daily/weekly curriculum is based around observing the children's interests, learning and development, that last from one to two weeks. These observations are integrated into all of our interest centers. Program plans are posted in each room so that you can have an idea about what your child does each day.

Enhanced Programming

The children are also exposed to enhanced program opportunities in art, music, creative movement, yoga, and cooking. Through these activities, children develop physical and cognitive skills appropriate to their stage of development. These activities are held in different areas of the building: art in the arts and crafts room on the second floor, yoga, creative movement, move and groove are held in the dance studio located on the east side of the building, cooking in the kitchen, and music in the preschool room. In the event that these rooms are not available, the enhanced activity may be held in another one of the club rooms in the building. Some of these activities may come at an additional cost, though some subsidized spots are available (application through St. Alban's).

Another wonderful component of our program is the "Learn to Swim" program, which takes place three mornings and three afternoons per week in the St. Alban's Pool, for our senior preschool children. A certified lifeguard/swimming instructor leads this recreational program and our staff assists the children in the water during this aquatic learning experience. We recommend that if your child participates in the morning aquatic program that they come wearing their swimsuit under their clothes. Any

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parent/guardian interested in swimming along with the group is welcome (as long as we have a clear criminal reference check on file).

Instructional swimming lessons are also available through our preschool program. Parents/guardians are able to register their children (ages 18 months and up) for instructional swimming lessons during the day, in days and times that the preschool has permitted. The registration for these lessons are at an additional cost, though some subsidized spots are available (application is through St. Alban's).

Each child is cared for in ways that encourage a positive self concept, self responsibility, independence, and a sense of security and happiness.

Outdoor Play

The legislation that governs childcare (Day Nurseries Act) requires us to go outside for at least two hours every day (weather permitting). All children must go outdoors with their group. **If they are sick or are unable to participate in this activity, then we ask that you keep your child at home.**

Physical exercise is scheduled daily into the children's program through a variety of experiences. We have our own fenced playground (2) that is accessible from our room. We usually play here daily. If weather does not permit, we make use of the gymnasium. We have a large variety of bikes, balls and riding toys that we store in the gym and are available for the public. We will at times plan program activities or trips that take place away from St. Alban's. We will always send home a consent form well in advance of the scheduled outing.

Activities off Premises / Field Trips

We feel that it is important to take the children out into the community to explore all it has to offer. The children's program also includes community walks and excursions. There is a portion of the Registration Form that refers to this and needs to be signed by the parent/guardian upon the child's admission.

The children also may attend field trips throughout the year (March Break and Summer program). Parents/guardians will receive individual permission forms for each field trip, which needs to be signed and returned prior to each trip. Once you have given permission for your child to go on a specific trip, you must ensure that your child is at the preschool at the stated time. If you are unable to make it to the preschool on time, your child will have to either remain at the preschool, if there is alternative care available, or you will be required to keep your child.

Excursion Volunteers

Parent volunteers are usually welcome on trips. We do need to know in advance if parents are accompanying the group. We may have to put limits on the number of volunteers required for each trip. If this occurs, volunteers will be accepted on a first-

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come-first-served basis. All volunteers will be asked to read, sign and abide by rules and procedures governing the trip. We are also required to have on file a clear criminal reference check from all volunteers. **Please Note:** Volunteers cannot bring extra children on a trip.

Photos and Videos

The Preschool staff will take photographs and/or videos of the children to use in the children's program. A separate consent form must be signed if you give permission for photos/videos of your child to be used outside of your child's daily program e.g. centre brochure, website, community events, preschool blog etc.

Any photographs/videotapes taken by an outside party (e.g. student, television show, etc.) will require a written parental permission specific to the event.

Should a parent have any objection to their child being photographed and/or videotaped under the above guidelines, the preschool is to be notified in writing.

Developmental Screens

Ongoing developmental screens are done on the toddler, and junior preschool age group. The tool we currently use is the Nipissing District Developmental Screen. If any concerns arise as a result of these developmental screens, they will be discussed with the parents.

Parent-Child Orientation

New situations are stressful for everyone. To aid in increasing the comfort level of both child and parent(s), St. Alban's suggests an orientation session prior to the first day of attendance. During the orientation both the child and the parent will have the opportunity to familiarize themselves with the setting, the staff, the other children and the routine. There is no fee for the orientation visit as the parent is in attendance and is responsible for their child.

Easing Separation Anxiety

Separation anxiety can be defined as a child's verbal, physical and/or emotional expression of unease when a primary caregiver departs. It is typical for a child to display this type of behaviour and to feel uncomfortable at first. Should your child experience separation anxiety staff are always willing to assist.

It will be easier for your child if you do not prolong your departure, especially during the first few weeks. A child who is feeling anxious will not become any less distressed if you stay "just a little bit longer". It is better to say good-bye, reassure them that you will return, and then leave. It is very important to make your child aware of your departure as children can become frightened of any separation. We would also like to impress upon you the importance of routine. It will be much easier in the long run if you do the same thing every day. This way your child(ren) will quickly understand what happens at what time of day.

Staff is trained to deal with separation anxiety and will comfort your child when you are gone. If it is too difficult for you to stay away for the whole time try leaving your child

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for an hour on the first day and building up the time from there. We also encourage you to call the preschool at any point during the day to inquire about your child, as unplanned visits will upset the routine your child is learning. It takes time and a team effort between staff and parents to make the transition as comfortable as possible.

Clothing

Children should dress comfortably in clothing that allows them to play without restriction or concern. Each child must have at least one full set of clothing, including shoes and socks, left at the centre at all times. Toddlers and Junior Preschoolers being toilet trained should have more than one extra set of clothing in case of an accident, as well as a good supply of pull-up's, diapers, wipes and/or training pants. Please check your supply in your child(ren)'s cubby/washroom and replenish as necessary.

Please label all supplies and clothing with your child's name. Staff cannot be responsible for clothing that goes missing. We do our best to keep all children's belongings together, however it is inevitable for items to occasionally be misplaced.

Bathing suits and towels should be left on your child's hook on swimming days and should be taken home after each swim session. We cannot be responsible for the drying of bathing suits and towels. Neither time, nor Public Health regulations, allow for this.

As we go outdoors daily, all children must come with clothing appropriate to the weather and season. For the spring and fall this includes a warm jacket, hat, mittens, splash pants, and rubber boots. In the winter children should bring a snowsuit, boots, mittens, neck warmer and a hat. In the summer, late spring and early fall sun hats are mandatory. Sunscreen is provided and applied before outdoor play. We ask any parents with children who have sensitive skin to bring a labeled bottle to leave here. Indoor shoes with rubber soles should be left here if possible. It is very difficult and unsafe for children who forget their shoes at home.

Whenever possible, clothing, shoes and boots should be "child friendly". This means buying Velcro instead of laces, and zippers instead of buttons. Preschool children are learning to become independent and able to do things for themselves. We would also like to minimize what we refer to as "transition times" where children have to wait for each other. Child friendly clothing is also teacher friendly!

Children's Personal Belongings and Toys

Children are not to bring toys from home into the preschool. Toys get lost and it is often difficult for a child to share their own toys with other children. If your child does feel the need to bring something from home please do one of the following things. Encourage your child to bring a book instead of a toy, as they are easier to share, or bring their toy in a bag that you can hang on their hook until it is time to go home. **In either case always label the item with your child's name. If you do not want to put a name in them, use a symbol. Unclaimed items will be put in the lost and found.**

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Each child is assigned a cubby. This is where their outdoor clothing, extra clothes, etc. are to be kept. Please check your child's file and/or cubby for daily artwork, etc.

DO NOT put food in your child's cubby as this creates a pest problem. It is both the staff and parent's responsibility to keep cubbies clean and tidy.

Due to a shortage of preschool extra clothing, we request that washed Preschool clothing be returned to the centre the next day.

We do suggest that any children who take a nap here at preschool bring a soft toy or a blanket to ease the transition. Again we do not recommend that your child bring the "only toy/blanket that will help him or her to sleep". We try to be as careful as possible but would not want something special to go missing. If you have two special blankets/toys and one can safely be left here this would be wonderful.

Personal Health Care

Each child will learn self-help skills by being involved in daily living routines, such as dressing, undressing, toileting, washing, personal grooming, eating, etc.

Diapers/Diaper Cream

Parents are to supply disposable diapers and wipes for their child. If your child is using cloth diapers from home, parents must also supply an individual waterproof diaper bag. It is the parent's responsibility to ensure that their bag is taken home at the end of every day, emptied, and new cloth diapers provided for the next day of care.

In order for us to apply diaper cream to your child, we must have written instructions on file. The instructions must include the name of the product to be used and when it is to be applied. Any changes to the instructions must be in writing and put on file. Diaper cream must be provided by the parent in its original container and must be labeled with the child's name. This diaper cream is your child's only and will not be used for another child.

Rest Periods/Nap

All children registered for full time care, more than 6 hours per day, are required to have a rest period of not more than two hours.

The rest time for the Toddlers and Junior Preschoolers is between 12:00 and 2:00 p.m. The nap room is located in their respective rooms. After lunch the children use the washroom and then proceed to the nap room where they rest or sleep on special cots. Children have their own cot, which is sanitized weekly. Sheets and blankets are provided and are washed on a weekly basis. Children who do not sleep do not spend more than one hour resting. All children who awaken are returned to the playroom as soon as possible.

A rest period is also offered to the Senior Preschoolers during P.A. Days, March Break, and the summer months-as they are in care for more than 6 hours-when they are in the preschool not on field trips or outings.

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Parents/guardians of children, over the age of 3 years, who no longer wish them to be offered a rest period/nap, may put this request in writing, and supply it to the supervisor/designate.

Nutrition

We Endeavour to provide balanced nutritious meals for your child. The menus for the preschool follow Canada's Food Guide and should provide half of your child's daily nutritional needs. We avoid serving foods that have little nutritional value.

Snacks are provided by St. Alban's Boys' and Girls' Clubs' Preschool, and lunches are provided by Marvin Halpert Catering and delivered fresh every morning. The preschool and caterer provides a four week rotational menu. This is posted on all parent information boards and a copy can be made for you to keep at home. As a general rule the menus change from winter to summer.

Snack

Morning snack is served for a half an hour between 8:30 and 9:00 a.m. depending on your child's room. If you are arriving at the centre after 9:30 a.m., and would like for your child to have snack, you must serve, supervise, and clean up after your child. After 9:00 a.m. staff will have proceeded to other duties on the daily schedule with the other children.

Afternoon snack is served between 3:15 and 4:00 p.m.

Evening snack is served between 5 and 5:30 p.m.

Lunch

Lunch is served in the toddler, and junior rooms at 11:00 30 a.m. If your child is going to be in after 11:00 a.m., please telephone the preschool so that lunch can be saved for your child. If we do not receive a telephone call, we cannot guarantee that lunch will be available for your child. If you arrive after your child's group has eaten lunch, you are responsible for feeding and supervising your child. Phoning is doubly important for children with special diets.

Milk

Under the present guidelines from the Department of Public Health, children under two years of age will be served homogenized milk. Doctor's permission must be received in order for us to provide 2% milk to a child under two years of age.

Special Diet

If your child has any food restrictions, please put them in writing with some suggested alternatives. The alternatives we offer will come from the same food group (if possible). If your child has a large number of food restrictions, we may be unable to provide alternatives. If this occurs, you will be asked to provide appropriate alternatives. If a food restriction is the result of a food allergy or sensitivity, please note this on the child's registration forms. Vegetarian lunches can be ordered with two days advance notice.

Food from Home

If you wish to give your child food when you pick up, please wait until your child is away from the preschool. Due to severe allergic reactions, **food from home must not contain, peanuts, nuts, peanut products or nut products, such as peanut butter, peanut oil, chopped nuts, hydrolyzed plant protein, etc.** Please read labels to ensure

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these food products are not brought into the preschool. We strive to be a peanut and nut-free environment. Please assist us in this Endeavour.

Birthdays/Cultural Celebrations

The children enjoy celebrating their birthday with their friends at the Preschool. If you wish to celebrate your child's birthday at the Preschool, you must provide any special treats, cake etc. for the party. These arrangements should be discussed in advance with the classroom teachers. **Please remember peanuts and nut products are not served in the centre. We ask that all items brought into the preschool have a list of ingredients. If a birthday cake or any product is brought in that contains peanuts or nuts, it will not be served to the children.**

If you would like the preschool to celebrate a special occasion or day, please speak to the staff. We may need your assistance, knowledge and materials in order to celebrate properly.

Parent Involvement

We, at St. Alban's Boys' and Girls' Club Preschool, hope that you will take an active role in our centre. We realize that parents' time is limited, so there are various ways and degrees of being involved. They all help us serve the needs of both our parents and children.

Staff/Parent Communication – We encourage the parents to speak to the staff. Share information, give feedback about the program, ask questions, etc. Meetings can be booked if staff are unable to give you their full attention, due to supervising the children. Staff also will communicate via the white board located outside of each room, to tell parents about staff changes, new enhanced program start dates, changes to lunch/snack menus, and themes.

Visiting – You are always welcome in your child's room. If your child has a hard time coping with your presence, you may be asked to keep your visit short.

Volunteering – Parents are welcome to volunteer their services for repairs, going on trips, assist with enhanced programs, etc. Volunteering does require a Police Reference Check to be carried out. Parents may not do placements in the preschool.

Parent Meetings - Parent meetings are held one evening bi-monthly on the second Wednesday of every month to enable the parents and staff to discuss the program and issues of importance, as well as providing an open forum for issues brought forward by anyone in attendance. All parents are invited and childcare is provided during the meeting at no cost. The following is a schedule of the meetings for 2014/2015:

- Wednesday October 8th 2014
- Wednesday February 11th 2015
- Wednesday June 10th 2015

Parent Workshops - We try to hold at least one workshop per year, on topics that may be of interest to our parents.

Parent Interviews – Parent interviews are available quarterly throughout the year and upon request, though staff may also request a meeting with the parents. Parents of children registered in the Toddler program, ages 18 months to 2 ½ years, will have

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regular scheduled meetings with the Toddler room staff. Parent interviews are scheduled around the dates below for 2014/2015:

- Wednesday December 9th 2014
- Wednesday April 13th 2015
- Wednesday August 10th 2015

Current Telephone Numbers

Please remember to keep telephone numbers current. If you are going out of reach for more than one hour, please remember to check in with the preschool. If you are out of touch for a full day, please check in at least three times during the day.

Hospitals will only give limited emergency care without a parent present. We need to be able to contact you at any time during the day should a hospital visit be required.

Parent Policies

Fee Policy

St. Alban's Preschool is a non-profit centre. Therefore fees are kept as low as possible and are raised only when necessary. An invoice will be emailed or given to you on or around the 1st of the month. This invoice can be paid by pre-authorized payment (please provide a void cheque) or by cash, cheque or Visa (subject to an additional 10% administration fee) and is due anytime before the 15th of the month. After the 15th a \$25.00 late fee will be applied to your fees. If you do not receive your invoice, it is your responsibility to check with administration and fees must still be paid on time.

Program	Day	Time	Start Date	Fee
Full Time Care	Mon-Fri	7:30am-6pm	Year Round	Toddler age (18 months to 2.5 years) \$240/week \$50/day (incl. lunch & snacks)
	Mon-Fri	7:30am-6pm	Year Round	Preschool age (2.5 to 3.8 years) \$215/week \$47/day (incl lunch & snacks)
Nursery Program	Mon-Fri	9:00-11:30	Sept - June	\$27/day

There is no fee reduction for sick, absent, or statutory holidays. In order to keep fees as reasonable as possible you must continue to pay regular fees to maintain your space when your child is absent.

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Late / Missed Payment Policy

If an invoice is not paid, it will be re-sent out (with a stamp stating that it is unpaid) along with the next month's invoice. The late fee for the unpaid month will be reflected on the unpaid month's invoice. If the invoice is still unpaid by the 15th of the next month, a letter will be issued stating that the payment must be received by the end of the month or the child will be in risk of losing their space in the Preschool Program. If no payment is received by the end of the month the parents will be called in to meet with the Executive Director and the Preschool Manager. At the meeting a reasonable payment will be considered. If payments still have not been made, the family will be given 30 days notice to find alternative care.

Late Pick-Up Fine Policy

For children remaining in the preschool after **6:00 p.m.**, there is a fine of **\$1.00** for every minute you are late picking up your child. Staff **may** allow a five minute grace period for the first one or two times, however once you are late by 5 minutes the fee begins at \$5.00. You will be asked to sign a Late Pick Up form and the amount will be added to your next invoice. If you have delegated the picking up of your child to someone else, the parent/guardian is still responsible for any late fees owing.

Part time children, who are scheduled to leave before 6:00 p.m., must be picked up on time. Children who are not picked up on time may affect staffing or space ratios. Therefore, children who are picked up after the hour of which they are scheduled to leave will be charged for the next hour of care (\$10.00).

Vacation Policy

Every child is provided two weeks (10 days) free vacation time each calendar year. In order to hold your space during the two weeks off a written notice of vacation time must be given to the Supervisor **two weeks** in advance of the required time off. For any additional time off fees will need to be paid in order to keep your child's space. This policy excludes religious holidays for which you will not be charged as long as you provide the two weeks written notice.

Admission Policy

The following forms must be completed and returned to the centre before your child is admitted to their first day in the Preschool:

1. Preschool Registration Forms
2. Child's Medical Form/Immunization Records
3. Pick Up Authorization Policy
4. Excursion/Community Walks Consent Form
5. Emergency/Medical Assistance Form
6. Parent Manual
7. Medical Forms (Anaphylaxis – only for children with medical conditions. This form must be completed by a doctor)
8. Other forms as they become necessary; such as swimming forms etc.

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Parent must meet with the Supervisor/designate before their child starts at the Preschool. **Parents must also bring their child to visit the centre before their admission date.** The child will be introduced to staff and children, be shown the room etc. We also ask parents to stay with their child for a short time (if possible) on their first day.

Withdrawal Policy

Two weeks written notice is required, If a child is withdrawing from our preschool program. **If proper notice is not given, two weeks full-fee payment is required.**

If a child's needs cannot be met by our program and we need to terminate their care the following steps will be taken:

- A meeting with the parents/guardian will be arranged, documented and placed in the child's file and their permission will be requested to invite the Resource Consultant to aid the program staff.
- The Resource Consultant will/will not be involved, as a result of the parent/guardian's written permission.
- If the child's needs still cannot be met with or without the Resource Consultants involvement then another meeting with the parents/guardian will be arranged, documented and placed in the child's file.
- If the Resource Consultant was not previously involved then the supervisor/designate will request the parents written permission to invite them in again.
- At such time if the child's needs cannot be met by the program staff, then;
- The Children's Services Consultant will be notified
- Board/Executive Director notified
- An outside agency will be involved where appropriate

Arrival and Departure Policy

When dropping your child at preschool we ask that you escort your child directly into the playroom or playground. A staff member will greet you and your child. This is a good opportunity to pass along any information that may be important and it gives the staff a chance to acknowledge your child's presence. We ask that all full time children are in the preschool by 10 am, so that they are able to participate fully in the program. **If they are going to be in after 10 am,** please telephone the preschool and notify us. We can then ensure the programming, availability of lunch, etc.

If you arrive after 10 am and you child's group is on a walk or away from the premises, you can either; meet up with your child's group on their walk, or wait with your child at the centre until your child's group returns.

When picking up your child we ask that you again take a moment to check in with the staff. We must record the arrival and departure time of each child. This information is critical in case of emergency. All children must leave the Preschool with an accompanying adult. If a parent wishes their child to be picked up by anyone under 18

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years of age, they are required to supply the staff and Supervisor with written permission.

Unauthorized Pick up

To ensure the safety of the children in our care...

1. Children will only be released to the people who have been listed by you as Authorized Release Persons on your child's registration form.
2. We also consider an Alternate/Emergency contact on your child's registration form, to be authorized to remove your child from care without any warning from you.
3. Everyone else requires a letter from you stating all pertinent information (name, dates, etc.). We will require that person to provide identification and your child will be asked to identify them.

Emails containing the above information will be acceptable authorization. The day care centre is to be notified that an authorization is being sent.

Parental Custody Agreement/Order

Each parent has the right to drop off and pick up his/her child(ren). Unless there is a **court order** we cannot deprive a parent access to his/her child(ren). If the parent requests that the other parent not be allowed to leave the centre with the child(ren), then we must have a court order on file to this effect. If there is no court order, we are not empowered to deny a parent access to their child.

If there is a court order on file denying a parent access to their child(ren) then we are bound by this order. We regret that, even with the custodial parent's permission, the order cannot be broken. We must follow the directions given by the courts until a new custody agreement/order has been issued by the courts and is received at the child care centre.

Temporary custody agreements/orders have expiry dates and are not enforceable once the expiry date has passed. Please make sure we always have current custody agreements/orders on file.

Accident policy

The program staff will handle minor cuts and bruises. Staff is trained in First Aid and CPR rescue techniques. If any minor accidents occur, an accident report is filled out by the attending staff and you will be asked to read and sign the report when you pick your child up. The report will be placed in your child's file.

It may occasionally happen that a scrape, bump or bruise will occur that the staff is not aware of. The staff are always vigilant against this happening. Please feel free to ask staff about an unreported accident.

Serious accidents or illnesses requiring medical attention will be reported to you immediately, or in the event you cannot be reached, reported to an Alternate contact.

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Serious Occurrence/Notification

All licensed child care programs are responsible for the delivery of services that promote the health, safety and well being of children. In spite of all the best precautions, serious occurrences can sometimes take place.

A serious occurrence can include:

- Serious injury to a child
- Fire or other disaster on site (closures due to weather, power outages, etc.)
- Complaint about service standard

In the event of an accident or an illness requiring immediate medical attention, the supervisor will make arrangements for your child to be transported to the nearest hospital. You will be notified and required to meet the program staff at the hospital. Childcare staff will not be responsible for making a decision regarding the medical treatment of a child. This decision will be made either by a parent, on arrival at the hospital, or by the attending physician.

All serious occurrences that occur at this center will be posted in the hallway on our preschool information board outside of the junior preschool room, to support increased transparency and access to information. The "Serious Occurrence Notification Form" will be posted for 10 days within 24 hours after the incident has happened or has been verified. This posting will give parents information about the incident and outline follow up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer term actions taken by the operator will also be included to help prevent similar incidents in the future.

All serious occurrences will be reported to and filed with the appropriate government agencies.

If your child has an accident at home, please let the staff know about it. If the injury required medical attention, it is wise to get a doctor's note stating any special instructions.

Medicals/Immunization

Parents must fill out a medical form for their child before they can start at the preschool. If your child has any serious health conditions or concerns that require special care, a doctor must fill out a form about the child.

We are legally required to maintain up-to-date immunization records on all children. We will send you notification when your child is due for immunization. You are required to fill out the form and return it to the office by the stated date. If verification is not received, your child will be excluded from the program until it is received. Fees will be charged during this time. If your child cannot receive the immunization, due to illness, please notify the office, in writing.

If you have made the decision not to immunize your child a special form must be filled out and notarized by a Notary Public. These forms are available in the office. Please note: If your child is not immunized Public Health may exclude your child from preschool, should certain illnesses occur either in the preschool or in the general public.

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Drug Administration Policy

It is in the best interest of the child that any medication, which can be administered at home, should be. However, if this is not possible, medication will be administered by the senior RECE staff and in accordance with the Day Nurseries Act.

St. Alban's Preschool RECE staff will administer **Prescription** medication. Any non-prescription medication **must** be accompanied by a doctor's note stating the recommended dosage, times of administration and length of time for medication to be administered. Any non-prescription medication that is required for a diaper rash etc., must be accompanied by a parent's note stating the times of administration and length of time for medication to be administered. In the case of long term administration, these notes must be updated every three months.

Please do not leave medication on your child's hook or in their backpack where it could be accessible to other children.

In order to be administered all prescription and non-prescription medication must be in its original container and clearly labeled with:

- Your child's name
- Name of medication
- Dosage
- Date of purchase
- Instructions for storage and administration
- Doctors name

You must complete and sign a **Medication Form** provided by the staff, which will then be posted in the room and signed after the medication has been administered. All medication will be kept in a locked container and administered only by the senior RECE on that shift. We ask that all medication be taken home every night, as we do not want to be responsible for storing it over night.

We can not administer medicine that is mixed in a beverage or food e.g. juice, yogurt etc. When we are administering medicine, we are not allowed to vary from the doctor's/prescription label instructions.

Holistic medication may be given, if it is prescribed by a medical doctor. It must be prescribed in the same manner as other medications, e.g. child's name, name of medication, dosage, etc.

Anaphylaxis Policy

"Anaphylaxis" means a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock. The allergy may be related to food, insect stings, medicine, latex, etc.

St. Alban's Boys' and Girls' Club is committed to taking a proactive position regarding the prevention of anaphylaxis. The purpose of this policy is to provide a process for dealing with anaphylaxis in the centre.

Strategy to Reduce Risk of Exposure

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- Children with extreme allergies that the centre cannot accommodate will be asked to bring their own food from home
- Foods with “May Contain” nut warnings will not be served
- All labels will be read by a staff member prior to serving
- Staff purchasing foods on behalf of the centre must read food ingredient labels every time they purchase a product
- Any persons supplying food to the child care will be notified of all life threatening allergies in the centre. List of allergies will be revised as necessary and will be provided to parents/guardians.
- All children and staff will wash hands before and after handling food
- Children/staff/volunteers will be instructed to not share food
- All surfaces will be cleaned with a cleaning solution (water and germ destroyer approved by Public Health) prior to and after preparing and serving foods
- All cleaning supplies, medicines and any other products that may be of danger and/or commonly produce allergic reactions will be stored away
- Garbage bins will be removed from room and emptied after lunch
- Extra special supervision of anaphylactic children during eating (ie. Sitting opposite/next to staff)
- On the bus during field trips children with anaphylaxis will sit within view of staff member
- Playground areas will be checked and monitored for insects such as wasps. Custodian/Supervisor will be notified immediately and children will be forbidden to play in this area
- On off site trips, parents will be notified and asked to send an extra EpiPen
- Staff will take cell phones and walkie-talkies on all excursions
- Consent by the child’s physician is required for any child carrying their own EpiPen

Children’s allergies are posted in each room of the preschool. ***We ask that all parents/guardians/visitors/staff/volunteers bring only nut-free foods on the premises. We will make every attempt to avoid exposure to allergens, however, due to the nature of our premises we are unable to guarantee exposure.*** We will make every attempt to avoid exposure to allergens listed on children’s registration form.

Communication Plan for the Dissemination of Information

- Parents will be informed by newsletter/handout of all allergies in the centre
- A list of all allergies and suggestions for healthy snacks will be handed out at Orientation times
- List of allergies will be posted in each room operated by St. Alban’s Preschool and on the Parent Preschool Information Board

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- Parents with children with anaphylaxis will provide an individual plan for their child prior to enrollment (see sample of Anaphylaxis Emergency Plan)

Individual Plan and Emergency Procedures

In the event that a child is anaphylactic, an individual plan, with input from the child's parent/guardian and physician, will be implemented using the *Anaphylaxis Emergency Plan* form.

Prior to enrollment, the parent/guardian will meet with the Supervisor to provide input for the child's individual plan and emergency procedures. This plan will include but is not limited to:

- Description of child's allergy
- Monitoring and avoidance strategies
- Signs and symptoms of an anaphylactic reaction
- Child care staff roles and responsibilities
- Parent/guardian consent for administering allergy medication, sharing information and posting Emergency Plan
- Emergency Contact information
- Location of EpiPen and back-up EpiPen
- Physicians note to carry own EpiPen

Parents are requested to advise the Supervisor if their child develops an allergy, requires medication and/or of any change to the child's individual plan or treatment. Individual plans will be revised yearly and as directed by the parent or physician.

Illness policy / Health Policy / Sunscreen Policy

We, at St. Alban's Boys' and Girls' Club Preschool are striving to have the healthiest children we can possibly have in a group setting.

It is expected that all children being admitted into the preschool are in good health and are able to participate in all aspects of the Preschool Program.

Parents are asked to keep their child(ren) at home if the child is suffering from a contagious illness or is unable to take part in all portions of the Preschool program. This includes outdoor play and our swimming program.

Outdoor play and swimming are an integral part of our program as they make up a large portion of our daily routine. Children who do not bring swimming suits for our recreational swims will watch the swimming from the bleachers.

The staff will use their discretion in scheduling outdoor play if there is a weather warning advisory in effect (this includes a wind chill warning of -24 degrees Celsius and below, a smog advisory warning or a high UV index warning). Children must wear appropriate clothing according to the weather and season as they will be going outside for at least 2 hours per day, weather permitting.

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If your child becomes ill during the day with one or more of the following symptoms listed below, they will be separated from the other children, and you or an alternate contact will be asked to make arrangements for your child to go home. If necessary the Supervisor/designate will seek medical attention for the ill child. **Through this policy the health of all children is protected.**

Symptoms of ill health include, but are not limited to the following:

- ◆ elevated temperature (100 degree Fahrenheit or more), flushing, pallor, listlessness
- ◆ an acute cold, nasal discharge (green/yellow discharge from nose), or coughing
- ◆ vomiting, two instances of diarrhea
- ◆ discharging or inflamed eye(s)
- ◆ discharge (ears, vagina, penis)
- ◆ head lice and/or nits still in the hair
- ◆ severe sore throat/swollen glands
- ◆ severe stomach ache
- ◆ severe headache
- ◆ severe ear ache
- ◆ respiratory problems
- ◆ discharge from nose (excessive and accompanied by other symptoms)
- ◆ undiagnosed skin rash, infections, inflamed sores
- ◆ severe diaper rash (ie. open or bleeding)
- ◆ unusual irritability, fussiness, restlessness
- ◆ symptoms of any communicable disease
- ◆ injury

Your child may develop other symptoms that may warrant them being sent home.

A child suffering from diarrhea, vomiting, or a fever above 100.4 degrees Fahrenheit/38 degrees Celsius, may not return to preschool until at least **24 hours** after all symptoms have subsided. In the case of an outbreak, the child may not return until at least **48 hours** after all symptoms have subsided. In accordance with Toronto Public Health's *Guidelines for Common Communicable Diseases*, we are required to report all listed and outbreak cases.

In the case of an outbreak, staff will practice heightened infection prevention by:

- Reinforcing hand hygiene with the children, please have your child wash their hands before coming in their room
- Discontinue communal activities – sensory play (water, sand, pasta, etc...), baking, movement between rooms, no visits from outside groups
- Ill staff will stay home (48 hours symptom free)
- Increase the cleaning/disinfecting of linens and toys

If your child is suspected of having a communicable disease, a doctor's note is required for re-admittance to the preschool. A doctor's note must be written on the doctors

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letterhead and contain: the date of visit; child's name; the fact that the child is not contagious; that the child may return to the centre; and the doctor's signature.

A child with conjunctivitis (Pink eye) may not return to the preschool until they have received medication for a minimum of **24 hours**.

A child with head lice/nits may not return to preschool until **all nits have been removed**. Parent information sheets are available with helpful suggestions.

Three Days of Illness

If your child is off sick for 3 consecutive days and subsidized, a form must be completed for re-admittance to preschool. Children's Services may also require a doctor's note if your child is off sick for a prolonged period or has used a large number of sick days.

Sunscreen

Sunscreen, is provided by us, and is applied to protect exposed skin. During the summer season, the **St. Alban's Preschool staff will apply Sunscreen with an SPF of 30 or 45 on all of the children registered in the program prior to going outdoors as authorized in writing by the parent/guardian (please see permission form attached to Registration Forms)**. This permission form must be completed for St. Alban's staff to apply sunscreen to your child. If the parent/guardian does not want our brand of sunscreen applied to their child, or would like to provide your own sunscreen and would like for the staff to apply it please note that on the permission form.

Sanitation and Safety

Hand Washing

Proper hand washing is the most effective way of preventing the spread of illness. We ask that all staff, parents and children follow the hand washing procedure posted by all sinks in all washrooms and kitchens. It will help staff greatly and reduce the spread of illness if parents/guardians responsible at drop off time, ensure their child's hands are washed before entering the preschool/toddler rooms.

Hand Sanitizer/Wipes

There may be times when soap and water are not available for washing hands (e.g. on the playground, on picnics, water turned off etc.) During these times children will use an alcohol based hand sanitizer or wipes.

Fire/Emergency Evacuation

In order to protect the safety of all children in the event of a fire or other emergency situation, monthly fire drills are conducted. Staff is instructed as to their duties in a fire or emergency evacuation as part of their orientation. The monthly fire drills allow all children and staff to become familiar with our evacuation procedures.

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If the alarm rings **everyone**, including parents, must leave the premises. Do not leave the group with your child unless they have been signed out. Accompany your child's group. Do not re-enter the building until the supervisor/designate gives the "all-clear".

Emergency Shelter

In an emergency situation where we were forced to evacuate all parents would be contacted to pick up their children from our emergency shelter –

Bill Bolton Arena located at 40 Rossmore Rd. Telephone number 416-392-0088.

No Smoking

Smoking or holding lit tobacco is not permitted inside of the St. Alban's Boys' and Girls' Club or on the playground. The entire premises must be smoke-free at all times whether children are present or not. This includes but is not limited to the building, playground, all entrances into the facility, and the driveway.

Any person who refuses to comply with the "No Smoking Policy" is in contravention of the **Smoke-Free Ontario Act**. A Toronto Public Health Enforcement Officer will be contacted, and can set fines beginning at \$240.00. An Enforcement Officer should be called for repeat offences. To access Enforcement Officers contact Toronto Public Health at 416-397-4705.

Washroom and Change room supervision

During recreational/instructional Learn to Swim program times, when it is required that children change out of their clothing, ratios **must** always be met, with **no less than 2 adults to no less than 2 children**. The 2 adults will consist of 1 preschool staff (with up to 8 preschool aged or 5 toddler aged children) and one field placement student/volunteer or St. Alban's staff member (including aquatic instructors, preschool supervisor/designate).

At times when it is necessary for children to go to the washroom, staff are required to maintain a ratio of **no less** than 1 teacher to 2 children, with the staff member supervising the washroom while standing at the door to the washroom (when ratios can be met). In an effort to minimize transitions, please ensure your child uses the washroom before dropping them off for the day.

Gates and Doors

Make sure you secure all gates and doors immediately after you go through them (it only takes a second for a child to slip out and a tragedy to occur.) Please do not expect staff to close the door for you.

Outdoor Shoes

Outdoor shoes/boots must always be removed before entering the toddler room. Outdoor shoes/boots must be removed before entering any other preschool room in rainy or snowy weather.

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Sanitary/Infection Control Procedures

Eating surfaces, toys and other objects are cleaned and disinfected on a regular basis. Floors are cleaned and carpets vacuumed daily. The change table is disinfected after each individual change (parents are asked to do this as well), and before staff start changing diapers. A detailed policy is in place for staff to follow. When there is an outbreak of similar symptoms (2 or more cases) the staff increase cleaning/disinfecting and encourage increased hand washing of children.

Leaving Children Unattended

Never leave your child unattended anywhere in the centre. Leaving them unattended even for a second or two puts them at risk of injury, abduction, etc. Always drop your child off to a teacher, and ensure that the teacher has acknowledged your child's presence before leaving.

Lead Flushing and Tracking Policy

The tap water at St. Alban's Boys' and Girls' Club Preschool is flushed weekly, every Monday (or the first opening day of the week) at 7:30 am before the first child arrives. The opening staff must open one cold water faucet in each room for a period of 5 minutes – until the water flows at an acceptable cold temperature and force. The staff must daily record their name, the date and time of every flushing required on the tracking sheet.

All records, documents, and a copy of O. Reg. 243/07 (Ontario Tap Water Lead Flushing and Tracking Sheet) must be available for inspection by any member of the public during normal business hours without charge. St. Alban's must keep all records of daily or weekly flushing and test results and reports for at least six years.

Child's Well-Being

Behaviour Management Policy

We believe that positive reinforcement and encouragement are the most effective means of helping children learn appropriate and acceptable behaviour. By recognizing and encouraging personal choice the child is allowed to control his/her own environment. Behaviour is guided in a positive manner that will preserve the child's self-esteem and self-image. NO form of corporal punishment, isolation and/or deprivation of food or other basic necessities are permissible.

The inappropriate act is discussed with the child in a calm, firm voice stating why the action is unacceptable and what the logical consequence will be to address the behaviour. Young children sometimes forget what has happened and redirection can usually be kept to a brief discussion using eye contact with the child. Other methods of behaviour guidance/direct techniques that will be used are:

- Redirect into positive behaviour

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- Talk the situation through
- Redirect by giving choices
- Redirect. Have the child do something else (encourage the child to go to another area)
- Playtime by self: A time with toys away from the other children so a child can collect themselves without interference from others.
- Removal of all other children from the room: Used as a last resort when a child's behaviour is very disruptive or harmful to the other children. Only in safe instances where all children can be supervised. If the child does not calm down in 5 minutes, the child's parents will be contacted.

Staff, students, and volunteers are required to review our policies prior to the commencement of work and continuously throughout their employment. The supervisor will routinely review and monitor behaviour management techniques monthly with staff, students, and volunteers to ensure compliance.

Child Abuse Policy

St. Alban's Boys' and Girls' Club is committed to taking a pro-active position regarding the prevention of child abuse through:

- Ongoing observation of the children in our care
- Professional education with respect to early identification, effective response and adherence to legal obligations, including reporting
- Keeping abreast of developments in legislation and relevant issues;
- Communications and support of the child and family; and
- Working with other community service providers.

The Child and Family Services Act (Section 72)

Duty to Report

In accordance with the *Child and Family Services Act*, it is the responsibility of every person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Children's Aid Society if s/he suspects that child abuse has occurred if a child is at risk of abuse. This includes any operator or employee of a day nursery. An individual's responsibility to report cannot be delegated to anyone else.

Staff is therefore legally obligated to take a child's allegations or signs of abuse seriously and to report any such disclosure. Once a report has been made staff follow the directions of the protection agency.

Child abuse comes in many forms and includes physical, mental and/or emotional, sexual abuse and neglect. Failure to protect a child from abuse or to seek the necessary treatment for an abused child is also a form of abuse.

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Policy Implementation and Review

Before commencing employment/placement/volunteering, staff/students/volunteers will be asked to sign a form stating that all the policies and procedures with respect to child abuse have been read, understood and will be followed. Updated policies and procedures will be brought to the attention of all staff/students/volunteers for their advisement and signature.

The policies and procedures with respect to child abuse will be reviewed annually by the supervisor, and updated accordingly.

If there are allegations of suspected child abuse against staff the same reporting procedure applies to allegations/indications of abuse by a staff member.

Special Needs

St. Alban's Boys' and Girls' Club Preschool provides an inclusive environment that welcomes all children regardless of ability/disability, race, language, culture, ethnicity or family structure. We support and practice inclusion of children with special needs into our program.

Children with special needs will be integrated into our program and will immediately be given support. An interview may be requested with the parents to obtain permission for a referral to an outside agency, the Resource Consultant. Likewise, parents may request the centre to make a referral on their behalf to an outside agency if they are experiencing difficulties with their child at home. If a child's special needs are not known until after a child has started attending the centre, the process of starting extra support services will begin as soon as possible.

Programming for the group will be based on the needs of all the children enrolled in the group. Staff must make adaptations to their program/activities in order to make the program as inclusive as possible.

A Resource Consultant is assigned to St. Alban's (and thirteen other centers) and is available to consult for children with special needs, children's staff and parents. The consultant's role is to observe, screen the children, co-ordinate the case, consult with parents and staff, develop Action Plans, IPP's, IEP's, and conduct program consultations, etc. The Resource Consultant can work with children with developmental, physical, social/emotional, and/or behavioural issues; diagnosed or undiagnosed children; short term or long term issues.

The preschool staff at St. Alban's Boys' and Girls' Club are trained in the field of Early Childhood Education. However, in some instances we may not be able to meet the special needs of your child. Our policy is to accommodate all clients as fairly as possible while considering all of the children in the centre. If a child's special needs can be met by an outside agency and the parents are agreeable to this, we will try our best to

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accommodate the child. However, the centre reserves the right to terminate care if the attempts to accommodate are unsuccessful.

Anti-Racism Policy

St. Alban's Boys' and Girls' Club preschool promotes a bias free program with racial and ethno-cultural diversity. All staff will respect any and all family attributes that are recognized as unique to the family's religion and/or culture. Programs and services will be reviewed and adapted to ensure that they are free of stereotyping, discrimination and racism as set out by the Human Rights Act. The inclusion of non-stereotypical material (music, posters, toys, books, stories, etc.) within the classroom enables the development of sensitivity and acceptance of such diversity found in our environment.

Freedom from Discrimination

St. Alban's Boys' and Girls' Club Preschool in accordance with the Human Rights Act ensures that every person has a right to service, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, sex, sexual orientation, age, marital status, family status, handicap, health or the receipt of public assistance.

Confidentiality

Confidential information regarding the children will not be discussed with anyone other than a child's parents and a child's staff (includes supervisory staff and a child's teachers) unless written permission is given to the preschool. Any concerns about a child other than your own can be brought to the Supervisor. Comprehensive feedback to the parents may not be available, due to the individual's right to privacy.

Conditions of Enrollment

We require all paperwork to be completed and returned before your child can start. We require a one week security deposit (post-dated cheque) and require that you give us two weeks notice in writing when you withdraw your child. All children's files must contain a signed copy of the agreement. All parents will be required to update information and sign the Policy agreement yearly.

Conclusion

We hope this manual gives you a good introduction to our preschool. We respect and appreciate your questions, comments, concerns, suggestions and ideas. Please feel free to speak with the Supervisor regarding any of the enclosed information. If you would like to see any of St. Alban's Policies and Procedures, please find them posted on the wall in the hallway between both preschool rooms.

We look forward to caring for your child and working together with you through this exciting stage of your child's development.

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List of Children's Allergies

Here is a list of all of the children's allergies and food restrictions at St. Alban's Preschool.

If you are bringing any food into the childcare program, please be aware of our extreme allergies (anaphylaxis) and take note of the ingredients in the product you are providing.

Thanks for your assistance!

Preschool Department

<u>Allergy</u>	<u>Restriction</u>
Peanuts – Anaphylaxis	No nuts
Eggs - Anaphylaxis	Vegetarian – eats fish
No dairy/lactose	Vegetarian – no fish/no eggs
No dairy, no meat, no shellfish, no soy, no gluten	No Pork or products No deli meats
No dairy/lactose/no nuts/no fish	Lactose Intolerant – eats dairy products; needs lactose free milk
Dust	No sugar/sugary treats
Ampicillian, x ray dye, fish, nuts	No beef
	No gluten/wheat

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Policy Agreement

Upon registration this form is to be signed, dated and returned to the supervisor so that it may be kept in your child's file.

I, _____, hereby acknowledge that I have read, understood, and agree to abide by the policies outlined in this manual. Policies such as:

- Parent Child Orientation
- Parent Involvement
- Parent Policies
- Serious Occurrence Policy
- Sanitation and Safety Policy
- Child's Well-Being
- Conditions of Enrollment
- List of Children's Allergies

I understand that failure to conform to any of these policies could result in the termination of my child's enrollment at St. Alban's Preschool.

Parent/Guardian Signature

Date

Child's name

Revised April 2013