



**ST. ELIAS**  
CHILD CARE & FAMILY RESOURCE CENTRE

# Family Guide

Please sign below acknowledging that you have read, understood this guide and had a representative of the St. Elias Child Care & Family Resource Centre's staff answer any concerns you may have with the Centre's policy.

I hereby understand and fully comprehend the St. Elias Child Care & Family Resource Centre's policy.

\_\_\_\_\_

Parent

\_\_\_\_\_

Staff Member

\_\_\_\_\_

Print Name

\_\_\_\_\_

Print Name

\_\_\_\_\_

Date

# Our Philosophy

St. Elias Child Care & Family Resource Centre is a licensed not for profit centre offering full day child care to families of the St. Elias Orthodox Cathedral and the surrounding communities of the National Capital region. Our main focus is on the mutual wellness of the children and their families.

Our program accommodates children 18 months of age to 11 years old. Each programme is specially tailored to the specific development of your child.

Our Family Resource Centre is dedicated to offering programs, support and direction on various levels. The services extend to community programs for parents, playgroups, parenting and children workshops, information and direction on professional, provincial or municipal programs, and other community involvement efforts.

Our philosophy is to create a safe, secure and happy environment, nurturing the growth of each child's development in the areas of physical, social/emotional, cognitive and language. The Centre's core values rest on the Christian teachings and the biblical stories found in our reading centre.

Our teaching technique is a base of scaffolding and continual positive dialogue, the proper developmental tools for play, as well as interaction with others. We believe that the centre's environment act as 'the third teacher. A varied curriculum including special monthly themes, music, science, art and outdoor play allow children to explore and realize their creative abilities.

Lunch is served in our dining hall for both the children and their educators. Nutritious meals are prepared on premise by our cook and great care is taken to ensure that your child is experiencing and enjoying a variety of healthy, home-made meals each day. Parents or volunteers on our parents committee have the opportunity to participate in their children's surroundings by joining their loved one on a pre-scheduled lunch hour.

Our educators are all qualified Early Childhood Educators and are dedicated to the implementation of our philosophy that transcends in the care of the children.

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**Hours of Operation:**

Monday to Friday from 7:15am to 5:45 pm

We are closed for all statutory holidays as well as for the week between Christmas and New Years.

**Programs & Fees:**

*All fees are subjected to cost increases.*

**Toddler Program:** 18-30 months of age. The Toddler Room has a capacity of 15 children to 3 Early Childhood Educators.

Fees per week are \$274.30

**Preschool Program:** 2 1/2 to 4 years old. The Preschool Program has a capacity of 32 children to 4 Early Childhood Educators. There are 4 preschool rooms one large room that focuses on the socialization of 16 preschoolers in different learning areas. The preschoolers have the opportunity to move through three adjoining learning centres. These learning centres focus on cognitive development, arts & crafts, and sensory and science.

Fees per week are \$212.20

**Kindergarten Program:** 4 & 5 years old. The Kindergarten Program has a capacity of 18 children to 2 Early Childhood Educators. The Kinder Program is a half day either morning or an afternoon program depending on the child's school schedule. Children in the kindergarten program are provided a hot lunch.

Fees per week are \$181.15

**School-Age Program:** 6 to 11 years old – Before & After School Program focuses on providing a fitness program and homework period.

Fees per week are \$113.85

**Part time Program**

Spaces are available only if program permits.

**Spring Break & Summer Camps:** 4 -11 years - \$185.00 per week.

Children are expected to bring cold lunches.

Lunch can be provided at an extra cost of \$5.00 per day.

A Family Resource Centre is on site to provide a network to other parenting, child care and family services.

### **Admission Policy**

A non refundable family registration fee of \$50.00 and a two week deposit is required to guarantee your enrolment.

A priority is given to the families of the St. Elias Orthodox Cathedral followed by the Centralized Waiting list.

### **Payment Plan**

At registration, parents are required to provide a non-refundable deposit of \$50.00 and two weeks of child care fees.

A fee schedule will be provided upon registration.

An official receipt for income tax purposes will be issued by end of February for the previous calendar year.

### **Late Payments**

Should circumstances arise that prevent timely payment of fees special arrangements should be made with the administration. Under no circumstances will the St. Elias Child Care & Family Resource Centre permit arrears of fees for two months. When such arrears develop the Centre will refuse to provide any further child care services unless payment is made. Failure to comply will result in another family be given the child care space.

### **Discharge Policy**

At enrolment we require a two weeks deposit and we ask that you confirm a start date for your child. We request one month notice in writing or two weeks payment when withdrawing your child from the Child Care Centre. Please note there is no probationary period for your child's attendance in the program, the latter policy commences upon your child's entry into the program.

The St. Elias Child Care & Family Resource Centre reserves the right at any time to cancel a registration and discharge due to the following:

- Disrespecting the centre's philosophy and values
- Disrespecting a staff member
- Defacing the property of the Child Care Centre, Church and Banquet Centre
- Non compliance of the payment agreement
- Unjustified absence from the program

### **Integration**

Parents are welcome to integrate their child within the program for the first two weeks, taking the time to get to know your Educator and observing how your child adjusts to their new environment. These two weeks are fee based. While integrating your child into the program please make sure that all observations made are directed to your child's integration. The confidentiality of all children in the program is of high importance. Any questions directed towards any other children will not be answered in accordance with our Code of Ethics. These two weeks should be the weeks to make sure the Centre is a good fit for your child and your family.

## **Transitions**

Ideally, a child transitioning from one program is a process that requires consistency and stability. Transition times allow your child to familiarize his or her self with the new program and allow the educator to get to know your child's needs. Most transition times will happen in the last two weeks of the month.

## **Visitors to the Centre**

Registered parent(s) or guardian(s) are welcome to visit at any time. You will be provided with a pass (fob) to facilitate easy access into the Centre through the reader entrance to the daycare.

All visitors to the Centre, or parents who have forgotten their fobs, enter by the front doors and must go to the second floor and sign in at the office.

## **Arrival and Pick-up**

If your child will be absent please call and let us know by 9:00 a.m.

Drop-off times will be discussed on registration in order to maintain the regular staff/ children ratios in the morning and late afternoon.

Φ In the vestibule there is a binder for each program with a sign in sign out sheet that must be filled each day.

Φ Your child will **not** be released to any new person if you have not completed the "Consent for pickup form."

Φ We will not release a child to a parent if there is a reason to believe the child is in danger (e.g. if the person is intoxicated or violent).

Φ In case of family separations we are not permitted by law to deny any access to a biological parent unless there is a legal court order.

There is no cut off time to when you can drop your child off however the program starts at 9:00 am followed by the regular daily schedule. If you come in after 9:00 am and your child's group has exited the building for an activity you will be required to take them to their group. If the group is off site you will be required to wait with your child until their return.

## **Late Pick-up**

The latest pick up time is 5:45 pm. Even though we close at 6:00 pm this gives the Educator enough time after all children have left the program to close up the premises. A parent/guardian who picks up their children after 6:00 will be charged the rate of \$5.00 for every minute beyond 6:00 p.m. - payable directly to the teacher.

## **Closed Days and Statutory Holidays**

The centre is closed for the following statutory holidays and for the weeks between Christmas and New Years: We do not reopen until the first day back from the school calendar Christmas break.

<b>New Year's Day</b>	<b>Family Day</b>
<b>Good Friday</b>	<b>Easter Monday</b>
<b>Victoria Day</b>	<b>Canada Day</b>
<b>Civic Holiday (August)</b>	<b>Labour Day</b>
<b>Thanksgiving Day</b>	<b>Christmas Day</b>
<b>Boxing Day</b>	

Any other day proclaimed as a National or Provincial Holiday will be added.

## **Child Vacations**

We all look forward to a change of pace in our lives and so does your child. Just as you look forward to your vacation from work or school your child needs a break. Please keep this in mind when planning vacation time for the family. We recommend a minimum of two weeks plus a few unscheduled long weekends during the year. Your child's Educator will advise you if he/she feels your child needs time away from the program.

## **Health**

Before entering the program each child should have received his/her immunization as recommended by the local Medical Officer of Health. The Public Health Department monitors immunization information on a regular basis, at registration we will enclose in your package a green form titled "CHILD CARE FACILITY IMMUNIZATION & TUBERCULOSIS ASSESSMENT" which must be filled out and returned to us, we in turn will provide it to the public health officer.

Please note that it is important to inform us of any additional immunization so we may update your child's file.

## **Sick Children Policy**

Children with the following symptoms are expected to remain at home:

- Φ Temperature of over 101° F (39.5°C) in the morning
- Φ Rashes that you cannot identify, or that have not been diagnosed by a doctor
- Φ Diarrhoea: watery or greenish bowel movements that are more frequent than usual
- Φ Discharge from the ears
- Φ Discharge or redness in the eyes
- Φ Swollen neck glands
- Φ Vomiting
- Φ A severe cold with a fever, sneezing, coughing, nasal discharge, and lack of energy
- Φ A contagious condition as diagnosed by a Doctor
- Φ Unusual paleness, irritability, tiredness or listlessness

If your child becomes sick during the day at the Centre, we will call you to come to pick up your child. If we are unable to reach you we will call the emergency person you have identified in your registration package. Please keep your emergency information up to date, including your work telephone numbers.

Please note that children, who have not been in child care before, will most likely become sick regularly as they build up immunity. Just remember that each season brings in its own viruses.

### **Return from Sickness**

If your child has been prescribed antibiotics, he/she cannot return to the Child Care Centre for 24 hours after the time the medication was started. This is to ensure that your child is not contagious.

In cases of fever, the temperature must be normal without the aid of an acetaminophen or ibuprofen.

In cases of diarrhoea, bowel movements must be normal before the child returns.

We reserve the right to refuse a child we feel is too sick to function in the program.

### **Children's Diseases**

If your child contracts a communicable disease (i.e., measles, impetigo, etc) he/she must stay home. Please inform the centre of the nature of the illness. Your child will be allowed to return to the centre once he/she is no longer contagious.

The staff will inform you of any incidents of communicable diseases that are in the centre and ask you to watch for symptoms in your child.

### **Administration of medications**

If your child requires medication prescribed by a doctor while attending the Child Care Centre, parents must fill in a medical permission form.

All medication must be prescribed by a physician or accompanied with a written note (written on the doctor's prescription pad) from the physician with specific instructions before being administered. This includes Tylenol, cough syrup and other non-prescription drugs.

A drug or medication will be administered to a child only from the original container as supplied by a pharmacist and the container or package must be clearly labelled with the child's name, the name of the drug or medication, the date of purchase and instructions for storage and administration.

### **Reporting of an incident or injury**

An incident is an occurrence of an altercation or a fall, biting, shouting out of obscenities, threats that are important to record and report to parents. The educator will need to fill out an Incident Report Form. The parent signs the form at the end of the day and it is placed in the child's file.

An injury report is when first aid is applied, such as ice or a Band-Aid. The educator will fill out an Injury Report Form. The parent signs the form at the

end of the day and it is placed in the child's file.

If the injury is significant but not major, you will be contacted.

If the injury is serious, emergency medical attention will be sought and you will be notified immediately. Serious occurrences are required to be reported to the Ministry of Community and Social Services.

Serious occurrences are defined as:

- Any serious injury to a child and 9-1-1 is called
- Fire or other disaster
- A complaint concerning operational, physical or safety standards
- Abuse of a child while in attendance at the Centre
- The death of a child while in attendance at the Centre

### **Child Abuse**

The four areas covered under the term child abuse are physical abuse, sexual abuse, emotional abuse or child neglect. In an individual case there could be only one form of abuse or a combination of types of abuse.

Child abuse is a serious occurrence by definition of the Day Nurseries Act. It is the legal responsibility of every person including volunteers, students, or support staff who has contact with a child in a child care centre to report the suspicion of abuse to the Children's Aid Society of Ottawa. Persons failing to report the suspicion of child abuse are subject to legal action and a fine if convicted.

The Executive Director may contact the Parent to discuss the centre's concerns before CAS is called. (Child and Family Services Act, 1984, section 68(2)(3)(4), and section 81(1b)).

### **Police Record Check**

All staff of the child care Centre, and cathedral offices, students, volunteers must provide a police records check before commencing employment, training or volunteering at the Centre. This is a measure for all programs licensed by the Ministry of Children and Youth Services and is designed to protect children.

### **Privacy**

St. Elias Child Care & Family Resource Centre is committed to the protection of all personal and health information of its clients, staff, and partners. Personal information includes any factual or subjective information, in either oral or written form, recorded or not, about an identifiable individual. This includes but is not limited to pictures taken by staff, volunteers and guardians.

SECFRC will not permit pictures to be posted on social web sites for any purpose without the written permission of management and all persons (or their guardians) depicted in the photograph.

Parents must agree not to post pictures on social websites before they will be permitted to take photos of activities under the Centre's direction or

receive pictures from staff / volunteers that include children outside their guardianship.

### **What do you need to bring**

#### Toddler Program / Preschool Program

- ☺ Diapers (pkg.)/ underwear x 2), diaper cream
- ☺ Wet wipes
- ☺ Clothing x 2 (pants, shirt, socks, overcoat)
- ☺ Proper winter out door clothing when needed
- ☺ Sleeping Blanket – Fleece warm
- ☺ Tooth Brush
- ☺ Seasonal Hat / Sunscreen
- ☺ Proper foot wear/ shoes to be left in cubbies

#### Kinder & School Age Program

- ☺ Clothing x 1 (pants, shirt, socks, overcoat)
- ☺ Proper winter out door clothing when needed
- ☺ Seasonal Hat/ Sunscreen/ Proper foot wear/ shoes to be left in cubbies

### **Clothing and Possessions**

All clothing and possessions are expected to be labelled.

All children are expected to dress in clean clothing and appropriate for seasonal temperatures keeping in mind that we have both indoor and outdoor play.

Please realize that your children are here to play and will get dirty while they are having fun.

The Centre is not responsible for any damaged pieces of clothing or lost articles.

### **No smoking**

We maintain a non-smoking Centre. This policy applies to all parents, staff and visitors to the Centre. We request that you respect our policy and do not smoke on Centre's property.

### **Emergency Procedures**

The St. Elias Child Care & Family Resource Centre's staff is trained in emergency procedures on a monthly basis.

The emergency procedure is posted clearly in each room of the Centre. Our designated shelter for emergency evacuations is:

Holy Cross Elementary School  
2820 Springland Drive  
Tel: 613 733-5887

In the event of emergency (a fire or blizzard) parents should be prepared to pick up their child early, or make arrangements with their child's emergency contacts. Parents will be contacted by telephone to notify them of an early

closing.

In the event of an evacuation, parents should proceed to Holy Cross Elementary School and wait for instruction.

### **Emergency Lockdown Procedures**

Emergency lockdown procedures are initiated when a high risk incident involving weapons, hazardous environmental situation, severe weather warnings, serious incidents in the community, unauthorized entry, hostage taking, hold-ups or other dangerous or violent incidents, pose an immediate threat to life.

In keeping with its commitment to maintain a safe learning environment for all students, we recognize that in life-threatening type situations, student safety is best achieved by 'locking down' the school rather than carrying out a general evacuation. In such instances, the Executive Director shall suspend the normal daily routine and require all students to remain in or proceed to designated areas within the school until the police determine it is safe for the regular routine to resume.

### **Food Preparation**

Our chef is certified in food handling offered by the Health Department. Food is prepared fresh every day.

### **Nutrition**

The St. Elias Child Care Centre works very closely with a Registered Holistic Nutritionist to provide a healthy menu that focuses on hearty homemade meals with vegetables, legumes and alternative proteins (from lentils to Quinoa) that meets all the requirements of healthy eating habits.

All these delicious dishes are prepared onsite by our qualified chef.

Our menu is posted on the website and on the bulletin board entering the Centre. A seasonal menu ensures variety.

Parents are encouraged to join us for lunch, providing advanced notice and a small fee to cover costs.

If your child has any dietary restrictions, family preferences or allergies please consult with the administration and your child's educator.

The Centre provides a morning snack, lunch and an afternoon snack. The menu is planned to cover daily nutritional recommendations by the Canada Food Guide.

For the school age program a breakfast is offered each morning incorporating four food groups; dairy, fruit, grain, protein. Children are encouraged to try a taste of each food presented and may have extra servings.

### **Allergy Policy**

If your child suffers from any kind of food allergy or other life threatening allergy, the Centre must be notified by providing a Doctor's note.

Children who have a multiple allergies to food products must provide their own food.

If for any reason, your child's allergies change, a doctor's note confirming this change must be provided and kept with our files.

If your child has an allergy that produces an anaphylactic shock, or other life threatening reaction, your child must carry an Epi-™pen or equivalent. A doctor's letter must confirm the use, dosage, and reason for this medication.

All teachers, staff, students and volunteers are trained to give an EpiPen injection. EpiPens are kept close even when the child is on field trips and walks.

Children attending the School Age Program on PD days and Camp Days are NOT permitted to bring peanut or peanut products for lunches. Staff will confiscate all products made with peanut or might contain peanut products.

### **Birthday Celebrations**

We encourage the celebration of your child's birthday with a cake or other "goodies". The event should be limited to the children in your child's program. The only exception will be for a sibling enrolled in another program in the Centre. The staff will NOT permit other children, who are not enrolled in St. Elias, to attend the "birthday party". We also reserve the right to limit the adults attending to the parents only.

### **Field Trips**

All children, parents and teachers like to go on a field trip. A field trip for our centre can be a walk on the bike path at Mooney's Bay, a visit to St. Patrick's Long Term Care Facility which falls within walking distance and definitely a special outing by bus.

"Within Walking Distance Field Trip Form" is covered in the registration package however for field trips that require transportation a separate form will be sent out with all relevant information for signature by a parent or guardian granting permission for your child to participate in the special event.

### **Behaviour Management**

In accordance with the Day Nurseries Act, no child shall be disciplined by physical means. Ridicule, sarcasm, and threats, as well as other such techniques, are not acceptable methods of discipline.

Discipline is approached as a means of re-directing destructive or negative behaviour and helping the child in expressing their feelings in a socially acceptable way. All children's feelings are respected and can be expressed verbally. The role of the early childhood educator is to censor and discourage negative and aggressive behaviour, while recognizing the child's rights to expression.

When disciplining a child, the emphasis is placed on the behaviour itself and is not a reflection of the individual.

Redirection is done in a positive manner such as "Please walk" rather than "Don't run". The age of the child is considered when discipline, i.e. a five-year-old might be given one warning regarding the consequences of his actions while a three-year-old might need two or three.)

Discipline occurs as soon as possible after an unacceptable behaviour and is related to the behaviour. The staff's expectations of the children must be made clear to them as are the consequences of not following the agreed on rules.

### **Code of Behaviour**

The Code of Behaviour has been developed to ensure that the Centre provides a physically and emotionally safe environment for children, families, and staff.

We believe that children develop a capacity to understand which behaviour is acceptable in both the centre and the community.

We also believe that children should be encouraged to learn to accept both responsibility for their actions and appropriate consequences.

We believe that children should be encouraged to have the confidence in their ability to handle potentially aggressive situations.

We believe that the policies of the St. Elias Child Care & Family Resource Centre should ensure that a non-violent theme is reflected in all aspects of programming.

Finally, we believe that children should be assured that while they are developing concepts, skills and confidence, St. Elias Child Care will act on their behalf in situations that are out of their control.

### **Code of Behaviour which states:**

Children and Families will respect the personnel rights of one another. Any form of physical, emotional or verbal aggression is unacceptable. No behaviour of this nature whether it be child to child, child to adult, adult to child or adult to adult will be tolerated. Children and Families will respect the property of others and the Centre. Any damage done to the Centre itself or its contents, including the property of other children and teachers, is unacceptable and appropriate consequences will be carried out.

### **Policy on Toileting**

The bladder is a muscle and when it is full it sends a message to the brain to release. Children begin to develop control over this release between the ages of 2 to 4 years old.

Some signs that may indicate that your child is ready to be potty trained are:

⊕ Dry diaper in the morning or nap time and after waking.

⊕ Is dry for a few hours

⊕ The ability to pull down and pull up pants.

⊕ Have the ability to communicate the urge to go or that they are wet.

When your child is ready a good time to start toilet training is on a long weekend. This should be a communicated effort among both the parents and the educator for complete success.

### **Electronic Communication**

To reduce cost and promote environmental awareness through out our Centre the program will send out most announcements and letters electronically. Please make sure that the email address provided on your child's registration form is accurate and up to date.

### **Family Resource Centre**

The Family Resource Centre is located on the second floor of the child care centre.

The Resource Centre services are available to provide family support in dealing with health, parenting support, workshops, play groups, and programs dedicated to the needs of families within our community.

Our support stems from the St. Elias Orthodox Cathedral that made this social service a reality for Riverside Park.

We are professionally supported on site by:

♣ **Children Integration Support Services (CISS)**

We are currently members of:

♣ **Best Start Ottawa South Steering Committee**

♣ **Ottawa Child Care Association**

♣ **Child Care Action Network (CCAN)**

♣ **Ottawa Child Care Cooks Network**

♣ **Riverside Park Community and Recreation Association**

### **Contact Us!**

Address: 700 Ridgewood Avenue

Ottawa, Ontario K1V 6N1

Telephone: 613-248-3461

Fax: 613-737-4392

Website: [www.steliaschildcare.com](http://www.steliaschildcare.com)

Email: [knesrallah@steliaschildcare.com](mailto:knesrallah@steliaschildcare.com)