

PARENT HANDBOOK

INSIDE INFORMATION

| | |
|------------------------------|---|
| <i>Why Nazarene?</i> | 2 |
| <i>Hours of Operation</i> | 2 |
| <i>Staff Qualifications</i> | 3 |
| <i>Admission Procedure</i> | 3 |
| <i>What to Bring</i> | 3 |
| <i>Food Service</i> | 4 |
| <i>Child Safety</i> | 4 |
| <i>Financial Information</i> | 5 |
| <i>Behaviour Management</i> | 6 |
| <i>Illness Prevention</i> | 7 |
| <i>Other Information</i> | 8 |

Did you know?

- We have cared for many hundreds of children over our 30 years in service?
- We offer a Wednesday night program (like scouting) for both boys and girls, age 4 to grade 6? "Caravans" runs September to May and is free of charge!
- Our previous director served 20 years and our current director is in his 9th year?
- We have ample play room, both indoors and out.
- Anyone, regardless of their faith is welcome here!

WELCOME TO THE CHURCH OF THE NAZARENE DAYCARE!

Welcome to the Nazarene Daycare Parent Handbook! We appreciate your consideration of our daycare for your child and trust that you will find the information necessary to start your child with our daycare. We are here for you. These pages will give you much information but if there are any questions remaining please do not hesitate to ask. We will be pleased to help you in any manner possible.

WHO WE ARE

The Nazarene Daycare is a non-profit daycare operated by the Whitehorse Church of the Nazarene under the direction of our Director, Rev. Clayton Keats (ECD, BA) and the Daycare Committee appointed (by the church board).

We are not here to take your place. We readily understand that the absolute best place for the child is in his or her own home. We also understand that this is not always possible and sometimes parents need to make the very difficult decision of placing their child in the care of others.

WHY WE ARE HERE

We operate the daycare as a service to our community; seeking to provide the highest quality care possible outside of your home.

Because we consider ourselves offering a community service, we have en-

deavored to keep our fees as reasonable as possible and we are pleased to provide this quality child care at prices that do not exceed the limits covered by the Yukon Child Care subsidy program (in other words, if you are covered for full subsidy, there will be no surcharge on top of that).

WHAT YOU CAN EXPECT

We will endeavor to enhance and facilitate the development of the whole child— spiritual, physical, intellectual, emotional, cognitive and social. We will provide a program rich in activities and play experiences in order to reach this end.

Please take a look through this handbook and rest assured that we are here to answer your questions and we look forward to serving you.

MORE INFORMATION

More information about our daycare (including this handbook and registration form) can be found on our church website, just click on the "Daycare" link, or you may want to read up about our church and it's programs. Feel free to take a look:

www.whitehorsesnazarene.org

Kids Quotes 1

When your mother is mad and asks you, "Do I look stupid?" it's best not to answer her.

Megham, age 13

If you want something expensive, you should ask your grandparents.

Matthew, age 12

You should never laugh at your dad if he's mad or screaming at you.

Jogn, age 12

My little brother's dirty diapers are worse than liver.

Matt, age 11

If mom's not happy, nobody's happy.

Neely, age 13

When your mom is mad at your dad, don't let her brush your hair.

Morgan, age 11

If your mom's asleep, don't wake her up.

Amber, age 10

You can play the coolest tricks when people don't know that you have a twin.

Amie, age 16

You only have one mom, and you should take care of her.

Sean, age 12

WHY SHOULD YOU CHOOSE THE NAZARENE DAYCARE?

There are many good reasons to choose the Church of the Nazarene Daycare, (including our excellent staff and programming) but what makes us really stand apart are the following:

A SOLID FOUNDATION

The daycare operates on principles, values and standards that are the basis of a strong foundation in the early development of a child's life; a foundation that will encourage children to make wise choices later in life as they grow and mature. As we believe many of the standards and principles that many parents value are taught and encouraged in the Bible, we don't shy away from using the Bible (where appropriate) as a basis for our values nor do we hesitate to offer a simple prayer before meals.

A LONG HISTORY

The Nazarene Daycare has been serving in this same neighborhood for 30 years (since 1980)! What a great heritage we have. We have had many children of children that used to attend our daycare! We have been here before and we will continue to be here when you need us.

A SPACIOUS ENVIRONMENT

We realize that kids need space and lots of it! That's why we utilize so much of our building for the daycare. The fact is, we have approximately four times the space that is required (by government) for each child that is in the daycare—and that is just indoors! Our outdoor playground is nothing short of huge with three large play structures, a massive deck and lots and lots of room to run around and play.

HOURS OF OPERATION

The Daycare is open from 7:30 am to 5:30 pm, Monday to Friday.

In addition to being closed on the holidays listed at the right, we will also be closed at 1:00 pm on Heritage Day (in February); Christmas Eve and New Year's Eve.

Finally, in order to meet government requirements we will need to close at 5:00 pm on the day of any municipal elections.

It is also strongly recommended by the Child Care Services Unit that the Centre should close on occasion to take in valuable Child Care Training Workshops that occur within the community. In order to accommodate this request,

it is possible that the Centre may close for up to two Professional Development Days a year. When this happens, the Centre will issue no less than one month's notice to all parents so that alternate care can be arranged.

Please note: we are closed on the following holidays:

- Christmas and Boxing Day
- New Year's Day
- Good Friday and Easter Monday
- Victoria Day
- Canada Day
- Discovery Day
- Labor Day
- Thanksgiving Day
- Remembrance Day

STAFF QUALIFICATIONS

Our Center is committed to encouraging and supporting the training and continuing education of all staff. At any given time, there are staff members taking Early Childhood Development courses through Yukon College. This program consists of three levels. A Level 2 obtains a certificate that amounts to having completed 14 courses in the program. A Level 3 has obtained a Diploma in Early Childhood Education and has completed 27

courses related to the program. A Level three is fully qualified to work in the field of Early Childhood Education. This Center encourages its entire staff to press toward completion of a Level 3 certification.

In addition to educational qualifications, all staff in all daycares will need to have the required First Aid, Immunization Records, Criminal Record Check, and any other requirement of Child Care Services.

ADMISSIONS PROCEDURES

Our policy is that we will not take registrations over the phone. You must come to the center and have a tour to see if it will meet your child's needs. At this time you may choose to bring your child to let him/her view it and get acquainted with the surroundings. If children are transferring from another daycare or dayhome you must supply a signed SUBSIDY BILLING RELEASE on registration.

In your registration form, you must be sure to fill in the following items, for

the safety of both your child and the Center:

- Immunization Records (Are they current?)
- Special needs of any kind
- Special Medication needed by your child
- Authorization for pick-up (Only people listed will be allowed to pick up your child)
- Your Child's Medical Numbers (For Emergency purposes only)

WHAT TO BRING

Yukon weather works in extremes! We require that you provide clothing suitable for the weather. Your child's health and comfort depends on it! In winter please provide a coat, snow pants, boots, mitts and a hat. Always bring extra clothing for your child in case he/she has an emergency and needs the change of clothing.

All belongings must be clearly marked with child's name. **IT IS IN YOUR CHILD'S BEST INTEREST TO NOT BRING TOYS FROM HOME TO THE**

CENTRE WITH THEM. On occasion our caregivers may hold a "toy day" from home. Toys from home are almost impossible to keep track of. Please note that we will not be responsible for any lost toys.

It is recommended for parents of younger children that you bring an adequate supply of Diaper Wipes as well as diapers with you for your child/ren to have at the Centre. Each will be clearly labeled with their names on it.

Kids Quotes 2

My grandmother can say more in a sentence than a college professor can say in an hour and a half.
Angela, age 14

No matter how much I love something, mom will throw it away without a second's thought.
Brian, age 12

My dad will never be color coordinated.
Samuel, age 11

When you complain about doing the dishes, you usually get stuck doing them more often.
Nichole, age 14

You should never pick on your sister when she has a baseball bat in her hands.
Joel, age 12

Every time I complain to my mom that I'm bored, she tells me to go clean my room.
Joanna, age 13

If your sister hits you, don't hit her back. Parents always catch the second person.
Michael, age 10

When I think about my grandpas who are dead, tears jump into my eyes.
Calen, age 7



FOOD SERVICE

The Nazarene Daycare is committed to seeing that all children receive an adequate lunch, in accordance with the Canadian Food Guide for Healthy Living. All meals will need to contain foods from the four food groups.

We will provide lunch on Monday (Soup or Cold Plate) and Friday (Hot Lunch). These are provided free of charge.

In addition, we offer an optional Hot Dog lunch on Wednesdays. We charge a modest fee for the Hot Dog Lunch with proceeds going towards the cost of activities outside of the daycare (for example, going swimming).

Parents are required to bring in lunch on at least Tuesday and Thursday, but are welcome to bring in lunch any day of the week.

Should your child's lunch not contain a serving of something required from a particular food group, the Centre will be supplementing the lunch and a \$5.00 charge will be added to your monthly fees each time a particular item is missing from a lunch.

In addition to these meals, the Daycare does provide two healthy snacks daily, usually including milk in the mornings and a juice during the afternoon snack time.

Menus (including snacks) are posted ahead of time and if at any time you see something you would prefer your child not to have you will be welcome to bring something of your own as we will not likely be able to accommodate any special dietary requirements for your child.



SAFETY

SAFETY REGULATIONS:

The safety of the center is very important to us and we "go the extra mile" to provide a quality environment for the children. We meet and exceed licensing regulations regarding the safety of your child. All equipment is kept in good repair, and is appropriate for the ages that use them.

Licensing inspectors, health inspectors and the fire marshal regularly visit the Centre to ensure that we meet all requirements for daycare centers. The results of the last inspection are always posted in the daycare main room for your convenience.

INJURIES:

In the event of an injury, mild or severe a record is kept in the "Accident Log" provided for each area. The staff must write an account of the incident with the date and any relevant information

pertaining to the incident. The staff must sign the account and then you (the parent/guardian) also sign it after they have informed you of the incident and let you read the account. In the event that the injury needs medical attention, the staff will inform the parent immediately, after calling emergency personnel.

SIGNING IN AND OUT

Please be sure to drop your child off with one of our caregivers upon arrival at the Centre and take a moment to sign them into their group (sheets are provided near the door closest to the Main Entrance for the Daycare). Our caregivers will in turn keep accurate attendance records to reflect this. It is our policy that no child goes to another area of our building unescorted. Therefore, letting a caregiver know that your child is in attendance is vital in case an emergency arises.

FINANCIAL INFORMATION

| MONTHLY FULL TIME AND PART TIME RATES | 5 full days | 4 full days (-15%) | 3 full days (-30%) | 5 part days (-40 %) | 4 part days (-50%) |
|--|-------------|--------------------|--------------------|---------------------|--------------------|
| Infants (5—18 months) | \$625 | | | | |
| Toddlers (18 months—3 years) | \$565 | \$480 | \$395 | \$340 | \$285 |
| Pre-School (3—5 years) | \$525 | \$445 | \$370 | \$315 | \$265 |
| Kindergarten (5—6 years) | \$525 | \$445 | \$370 | \$300 | |
| School Age ¹ | | | | \$275 | \$230 |
| School Age ² | | | | \$375 | |
| School Age ³ | \$500 | \$425 | \$350 | \$300 | \$250 |

| DAILY DROP IN RATES | Full Day | Half Day | Hourly |
|----------------------------|----------|----------|--------|
| Toddlers | \$35 | \$22 | \$6 |
| Pre-School | \$30 | \$20 | \$5 |
| School Age | \$30 | \$20 | \$5 |

PLEASE NOTE:

- No refund will be issued for days missed.
- Half days are considered either mornings or afternoons – not mid morning to mid afternoon. This means 7:30am – 12:30pm or 12:30 – 5:30pm.
- Drop-in spaces are not guaranteed. You would need to call ahead each morning.
- School Age 1 are regular school months when there are no long holidays and children will be in the daycare no more than 60 hours per month:
 - (Example: Sept/Oct/Nov/Jan/Feb/April/May)
- School Age 2 are months with holidays or partial school months requiring child care between 60 and 80 hours
 - (Example: December)
- School Age 3 are months with no school for an extended time period or when children are in the daycare over 80 hours in a month:
 - (Example: March June / July/August)

REMINDER: IF YOU ARE APPLYING FOR SUBSIDY...

We will need any one of three things for new parents covered by subsidy.

- Verification that you are already covered by Subsidy.
- Verification that you have submitted your application for subsidy (Child Care Services has a handy form for this).
- A deposit that will be refunded once either of the two above are received.



PAYMENTS

Payment for the full month is due by the first of each month unless prior written arrangements have been made. Post-dated checks will be accepted. If prior arrangements have not been made, and if payment has not been received by the first business day of the month, daycare space for your child may be given to someone else and you will be billed for that month in lieu of notice.

Cheques (preferred) should be made payable to the Church of the Nazarene Daycare.

Withdrawal – One calendar month notice is required if you wish to withdraw your child from the daycare.

A PENALTY FEE of \$15.00 per child per 1/3 hour will be charged if your child is left waiting at the Daycare after 5:35. We will be closely monitoring this to ensure that the staff member designated to lock up can perform their duties as scheduled.

BEHAVIOUR MANAGEMENT

Our Staff Manual includes the following Behaviour Management policy that is in effect at all times.

Behaviour management is one of the greatest challenges you will face in caring for children. The Yukon Child Care Regulations have some specific guidelines to be considered. Among them are:

- *Observe and assess the environment and individual children to anticipate situations and prevent problems by structuring space, materials, schedule, cleanup and transitions.*
- *Understand and apply child development knowledge to set and consistently enforce realistic, developmentally appropriate, clear, consistent rules and limits for behaviour.*
- *Be direct and clear with children when explaining how you want them to behave. Lower yourself to the child's level when speaking to him or her.*
- *Listen to children's feelings and frustrations and respond quickly and calmly to situations that require guidance.*
- *Redirect inappropriate behaviour to a more acceptable activity. (E.g. If you want to hit something you can bang the floor or use this "clobber clay").*
- *Be aware of your own feelings and accept your own humanness. Be a positive role model when dealing with others.*
- *Respect and value each child's unique feelings, developmental stage and background.*
- *Use preventative guidance by showing attention and affection to each child when they are not seeking it.*
- *Allow children the right to make mistakes and solve their own problems. Give them responsibility for the consequences of their behaviors (i.e. wiping up spilled juice).*
- *Allow only realistic choices. (I.e. instead of saying "Do you want to pick up the toys?" Say instead, "It is time to pick up the toys").*
- *Challenge children physically so they can burn off excess energy.*
- *Any isolation in a closed, separate room without staff supervision is prohibited.*
- *No form of physical punishment, verbal or emotional abuse or denial of physical necessities of any child can be permitted, practiced or inflicted*

We recognize there will be times when the children in our care may not be able to control their emotions and act in unacceptable ways toward others. Our strategy for minimizing the need for "discipline" is called preventative maintenance, the act of being aware of the environment and scanning to intercept situations before they might arise into conflict. We also endeavor to arrange the environment to best suit the needs of the children. We believe that by doing this, their interactions are enhanced with each other.

When children do need to have adult input, we will use redirection in a positive manner to diffuse difficulties. In the case that all efforts have been exhausted and the child is not responding to our limits, we will use limited timeout as a means to help the child gain control and be able to re-enter group play successfully.

We also note that it is our responsibility by law to report any suspected child abuse. Our top concern is your child's safety, and we are committed to helping you keep your child safe.

At our center, as is the case with many other centers across town, we have adopted a "Zero Tolerance for Violence" policy to ensure not only the safety of your own child/ren, but also the other child/ren in the center. This means that any violent play observed by the caregiver is immediately halted. As such, pretend play such as with weapons of any type is not permitted at our center. If the behavior is serious enough in nature the parent / guardian may be contacted by the center.



ILLNESS PREVENTION

GENERAL HEALTH PRACTICES:

We believe that good hygiene produces healthier children, and so practice daily cleanliness procedures with the children. They wash their hands before and after every meal. The center is also cleaned on a very regular basis, with each staff keeping a schedule of their portion of the daily cleaning of the center.

The Toddler Room practices very strict diapering and toileting procedures to minimize the chance of spreading any illnesses between the children.

Cleaning schedules and toileting procedures are posted throughout the daycare.

WHEN YOUR CHILD IS SICK:

In the case that your child becomes sick, we ask you to keep him/her home (or have arrangements made) if any or all of these symptoms are apparent:

1. High Temperature
2. Diarrhea
3. Lethargy
4. Chicken Pox (As per exclusion period set by the Child Care Act)
5. Head Lice (As per exclusion period set by the Child Care Act)

If your child develops any of these symptoms at the daycare, we may call you to come take your child home. If your child's temperature rises to over 100 F we may require that you pick up your child within one hour.

In general, if your child is not well enough to participate in the regular program, it is recommended that you should keep the child home for his/her own benefit and comfort. We realize how this can be a hardship for parents but we cannot permit it for several reasons:

1) It isn't fair to the other children in the daycare. No one would want their child catching a cold because of someone else in the daycare – and no matter how much prevention is used; it is too easy for children to catch colds from one another here.

2) It isn't fair to our care providers who have to deal with very unhappy children (children usually aren't very happy when they are sick – except maybe when they are older and miss school!). Children who are sick cannot fully participate in the daycare program.

3) It increases the likelihood of our own caregivers becoming ill. When they miss work due to illness, they do not receive any earnings and they are the ones who lose out.

4) With caregivers not being able to come to work, it compromises the best care for the children. Children will need to have a fill-in worker or might have to be in a group other than what they are used to. In the case that shortage of qualified caregivers is serious enough, the Centre may have to close for the day or children may have to be denied care for the day.

As difficult as it is for parents to make other arrangements for their sick children, we will have to insist that sick children do not attend daycare.

MEDICATIONS:

When your child needs medication to be administered at the daycare, it needs to be in its original container, and if a prescription, the child's name needs to be clearly visible in original print.

Please inform both your child's teacher and the daycare director.

The medication must be signed in the medication book provided from each area of the daycare (infant, toddler, main room). If the medication is not signed in, we are not allowed to administer it to your child. It will be stored in a safe area away from where the children play. Please ask for the medication at the end of the day if you need to take it home again with you.

PEANUT FREE:

Please note that due to the number of children that have some very severe allergies to peanuts, The Church of the Nazarene Daycare does not serve any food containing peanuts and endeavors to be a "Peanut-Free" Centre. We are requesting that products containing peanuts be kept at home. Any children with a severe allergy to peanuts should make the center and staff aware immediately. The center does not have an epi-pen present and as such it is highly recommend for your child's sake that you bring one if needed and the daycare staff will help the child administer it.



Nazarene Daycare
Rev. Clayton Keats, Director.

2111 Centennial Street
Whitehorse YT Y1A 3Z6

Phone: 867-633-5520
Email: nazarenedaycare@gmail.com

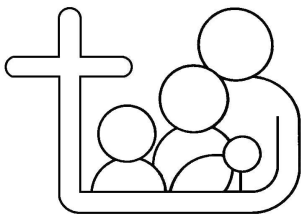
We're on the web:
nazarenedaycare.org

To find the Nazarene Daycare on the web, go to the web site listed above and click on "Daycare".

Ready to Register?



If you are ready to register, please fill out the attached form or download a registration form from our web site.



OTHER INFORMATION

CHANGES IN INFORMATION:

The director must be informed immediately if any information on your child's registration form has changed (address, new employment, new telephone number, people authorized to pick up, or change in emergency contacts).

CUSTODY AGREEMENTS:

If anything has changed in a custody agreement, or if you have obtained a restraining order, inform the director immediately.

SPECIAL DAYS:

We like to celebrate special occasions and will do so on Christmas, Easter and other special days. Birthdays are highlighted and you can bring a cake, cupcakes or another peanut-free special treat for your child to share with his/her friends. Please note: The Daycare WILL NOT celebrate Halloween. We ask that you do not bring your child(ren) dressed for Halloween.

PARENT PARTICIPATION:

Do you have any interests or talents that you would be willing to share with the children? Please let the Director know. We appreciate your ideas and would like to have your input into the daily program. If you have any special ideas to share for a specific time of the year, we would like to hear them. Also, we encourage you as parents / guardians to give us a phone call during the daytime to check up on the status of your child/ren if you feel the need to do so.

YOU ARE THE EXPERT!

Please remember that when it comes to the care of your child/ren, you are the expert. Any details that you can share with us about them that will aid us in providing quality care to your child/ren are greatly appreciated.

Parents will entrust the care and discipline of their children to our staff who in turn will endeavor to give the best care possible to the children during any activity on or off the premises. Neither the daycare, its staff, or its board of directors will be financially liable for any lawsuit over and above the daycare's insurance coverage.

The director and staff may at any time terminate services to child/children when it is in the best mutual interest of either or both parties.

IN CLOSING:

We hope that this handbook has answered any questions you may have regarding the care of your child and the operation of our center. We look forward to building great relationships with both you and your child. Please feel free to approach the Director or any of the staff if you need any other information. As well, if you ever have any outstanding questions or concerns, you are welcome to contact our Pastor, Rev. Norman Hajian at the church office: 633-4903.

Thank you.