



MAC MGS Preschool And Childcare Centre

Parent Handbook 2019

For further inquiries, please contact:

Aisha Khatib
Childcare Supervisor
childcare@macmaplegrove.com
226-647-8500 ext. 214



Table of Contents

	Page
Welcome to the MAC MGS Preschool and Childcare Centre.....	3
Program Statement	4
Hours of Operation.....	8
Late Pickups.....	8
Traffic Safety and Parking.....	8
Enrollment Information	9
Fees.....	9
Registration Process	10
Wait List Policy	10
Registration Fees.....	11
Fee Payments.....	11
Withdrawal Policy.....	11
Termination	11
Financial Assistance.....	11
Arrival, Departure and Release of Children	11
Vacation	12
Program Holidays.....	12
Meals and Snacks.....	13
Field Trips	14
Sick/Health Policy.....	14
Administration of Medication.....	14
Prohibited Practices.....	15
Sleep/Rest Time.. ..	17
Personal Belongings	17
Outdoor Play.....	18
Playground Safety.....	18
Summer Sun Safety.....	18
Parental Involvement	19
No Smoking Policy.....	19
Volunteer and Student Policy	19
Emergencies.....	19
Policy Changes	19
Concerns	20



Welcome to the MAC MGS Preschool and Childcare Centre!

The MAC MGS Preschool and Childcare Centre is pleased to welcome you and your child to our childcare program.

The Muslim Association of Canada is a non-profit, registered charitable organization led by a volunteer Board of Directors.

Our Preschool and Childcare Centre, licensed by the Ministry of Education, believes that all children are strong, capable learners worthy of trust and support. We look to each child to help guide us in their learning. We value and respect children and believe that their theories and ideas are an important source to developing curriculum that reflects their needs and interests.

The early years of learning and child development is a time when children's self-esteem, sense of belonging and sense of self-worth is being formed. These essential skills form the foundations on which all learning is built. Our centre espouses the Emergent Curriculum philosophy, which emphasizes that the capabilities of the child, is the best way to enhance growth of these essential skills.

All activities are supervised by registered Early Childhood Educators (RECE's). Staff maintain current training in standard CPR and First Aid, and have a clear criminal reference check.

The information in this handbook is to provide you with a better understanding of the MAC MGS Preschool and Childcare Centre. If you have any questions, or concerns don't hesitate to contact the centre supervisor.

Thank you for choosing our centre!



Program Statement

At MAC MGS Preschool and Childcare Centre we provide an essential service for families that focuses on early learning and care, which allows for the optimal growth of children in all areas including social, emotional, physical and intellectual development. Our emergent curriculum philosophy is one that builds upon the interests of children through discovery and investigation. Important areas such as Arabic, faith based character and education, literacy, numeracy, scientific inquiry are introduced and woven through all activities, learning domains and activity centres. At MAC MGS Preschool and Childcare Centre we believe each child in our program is competent, capable, curious and rich in potential. We engage in child initiated, educator supported play based learning and use the guidelines of How Does Learning Happen? Ontario's Pedagogy for the Early Years Document (2014). The four foundations of this document, which we practice in our program are Belonging, Well-Being, Engagement and Expression. If you would like to explore the document, it can be found online at:

<http://www.edu.gov.on.ca/childcare/pedagogy.html>.

Goal: Our educators will promote the health, safety, nutrition and well-being of each child.

Approach: All full time permanent Educators are Registered Early Childhood Educators (R.E.C.E.) licensed by the College of Early Childhood Educators. All staff are trained in health and safety policies and procedures as well as be certified in Standard First Aid and CPR Level C. At MAC MGS Preschool and Childcare Centre we strive to provide a clean and safe environment, nutritional menu based on the Canada's Food Guide, access to drinking water throughout the day, limited transitions, unnecessary disruptions to play and reducing hazards that may cause injury. Any child who is sick must be symptom free (fever, vomiting, diarrhea, etc.) for 24 hours/1 day before returning to care.

Our Educators will be informed of all children's medical information concerning medical conditions, exceptionalities, allergies, food restrictions, medication requirements and parental preferences in respect to diet, exercise and rest time.

The cook and childcare centre supervisor are both Food Handler Certified. Allergies will be posted in the kitchen and program rooms. We are a peanut and tree nut free facility and, request that anyone who has been in contact with nuts to brush their teeth and wash their hands and face prior to coming to the centre. We have a firm no outside food policy, with an exception for children who can not eat meals provided by us due to special diet or allergies. In this special case, parents would then provide meals for their children which would need to be stored in a lunch bag labelled with their name on it, with ice packs to keep the food cold. All containers must be labelled with the child's name. A Food Agreement will need to be completed before this could take effect. Staff will role model healthy eating behaviours by participating in lunch and snacks with the children. A two week menu will be posted outside the childcare centre office describing the lunch and two snacks that the centre will be serving.



Toys are cleaned and disinfected weekly, as well as any time they have been mouthed. Beds and linens are washed and disinfected weekly as well as when illness or bedwetting occurs. The program rooms are thoroughly cleaned each evening after closing by custodial staff.

Goal: Our educators support the positive and responsive interactions among children, parents, childcare providers and staff.

Approach: MAC MGS Preschool and Childcare Centre hires qualified, responsive and well-trained Registered Early Childhood Educators who support families in their role as primary caregivers and, are understanding towards the needs of each child as an individual. Staff communicate with families on a daily basis through conversations at each child's pick up and drop off times. Emails are also sent to families by the centre with updates. The educators practice and encourage inclusive and positive interactions. Play areas are never gender defined, rather all children are encouraged to participate and experience all areas of the program room. Educators foster an atmosphere of inclusion, cooperation, sharing and kindness. This is modelled through interactions with co-workers, children and families. Documentation and a program plan is displayed for families to see what is happening during their children's time at the centre.

The educators use positive language when speaking with co-workers, children and families. They guide behaviour through the use of positive language, questions and encouragement. The educators never use "Prohibited Practices" at the centre.

Goal: Our educators encourage children to interact and communicate in a positive way and support their ability to self-regulate.

Approach: By acknowledging that each child is competent, curious and rich in potential; educators will support self-regulation in children by providing experiences, support and encouragement that will help young children learn to self-regulate. Self-regulation is defined as a child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention. Educators will model the use of positive language and behaviours when interacting with co-educators, children and parents. Supporting children's developing communication skills and problem solving skills is essential in order for them to develop competence in solving their issues and communicating their needs and desires. Our program strives to work with children to recognize their emotions and discover ways in which to deal with their emotions effectively and calmly.

Goal: Our educators will foster the children's exploration, play and inquiry.

Approach: By providing a variety of activities, open-ended materials and an environment rich in content that encourages choices and active play supported by qualified, attentive and interactive educators. Through observation, educators will create an environment that supports children to explore their interests as well as the world around them, through natural curiosity and energy. Through play based learning, children will be given the opportunity to develop skills needed to expand their abilities as well as their knowledge and understanding of the world around them.



Goal: Educators in the Toddler and Preschool Program provide a variety of child-initiated and adult-supported experiences.

Approach: Throughout the day, the educators observe the children in their respective programs and use the observations to plan and create a positive learning environment that is based on the interests of the child and supported by all adults in the childcare environment. Educators will introduce new ideas, interests, facts, concepts, skills and experiences to widen each child's knowledge and life experiences through the wide variety of materials available in the program.

Goal: Plan and create positive learning environments and experiences in which each child's learning and development will be supported.

Approach: MAC MGS Preschool and Childcare Centre believes that educators must be reflective practitioners who learn about each child through listening, observation, documentation and discussion with others, as well as with families; in order to understand each child as a unique individual. Educators will observe and listen, to understand how each child learns through their experiences in the world around them and uses these observations to have meaningful interactions with each child in the program.

Goal: Educators will incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving child care.

Approach: Every child in the Toddler and Preschool program at MAC MGS Preschool and Childcare Centre will experience a minimum of two hours of outdoor play daily. Children will have the opportunity be outside for an hour in the morning and an hour in the afternoon; dependent on weather conditions. The Toddler Program will participate in outdoor play until -13 C. The Preschool Program will participate in outdoor play until -18 C. All children will participate in a two-hour period of rest/sleep daily, where they will be provided with their own individual cot, labelled with their name. Indoor play will occur throughout the day, in between outdoor play, meal times and rest/sleep time.

Goal: Educators will foster the engagement of and ongoing communication with parents about the program and their children.

Approach: The educators will communicate regularly with parents during their child's arrival and departure to the program as well as keep them informed of the program through the posted program plan. MAC MGS Preschool and Childcare Centre also sends out emails to all families with updates of the program and important information such as upcoming closures or changes in hours of operation.



Goal: Educators will involve local community partners and allow those partners to support the children, their families and staff.

Approach: MAC MGS Preschool and Childcare Centre works with various organizations and local community partners such as KW Habilitation, Kids Ability, the Professional Resource Centre, Special Needs Access Point and other resources in the community available to childcare centre to support all children and families in our program. Parents with concerns regarding their child's development will have access to the necessary resources.

Goal: MAC MGS Preschool and Childcare Centre will support staff or others who interact with the children at a child care centre in relation to continuous professional learning.

Approach: All MAC MGS Preschool and Childcare Centre Staff are required to be active members of the Professional Resource Centre, as well as attend the yearly Early Learning and Child Care Conference hosted by Conestoga College. The childcare centre also closes for one day every August in order to provide a Professional Development Day for all staff at the centre. Staff are also required to participate in continuous professional learning throughout the year.

All staff, students and volunteers will review this program statement prior to interacting with children in the program, at any time that this program statement is modified as well as on an annual basis. This will be documented by their signature and a date in the policy binder kept in the childcare centre's office.

The supervisor of the centre will meet on a regular basis with the team to establish a clear understanding of the program statement, to support staff in their delivery of the program statement and to aid staff in self-reflection. The supervisor will view each staff as competent and capable and give them the opportunity to reflect on their own performance and their contributions to the environment and the development of each child in their care. The supervisor will use observations, interactions and conversations to lead all staff at the centre.



HOURS OF OPERATION:

The childcare program is open between the hours of 7:30 am and 5:30 pm Monday through Friday. During the winter holidays, March Break, Ramadan, PD Days and summer holidays our hours are 8:00 am until 5:00 pm; when open. Normal hours resume on the first day MAC Maple Grove School opens for its students. As regulated by the CCEYA, a child may only stay a maximum of 10 hours per day at the centre.

Our program follows the MAC Maple Grove School calendar, including all statutory/civic, PD Days and Eid holidays. We also shut down around Christmas until New Year's Day. You will receive a calendar each year in September showing the dates when the centre is closed. Before your child is enrolled in our centre, a meeting will be scheduled with you and the supervisor to discuss your child's needs and the hours of care you require. It is important you bring your child to the centre at a regular time each day and inform us in advance if you need to revise your child's attendance schedule.

LATE PICKUPS

Parents who are late picking up their child/ren will be charged a late fee of \$1.00 per minute after closing (5:00 p.m./ 5:30 p.m.) payable directly to the staff on duty. This fee is subject to change without notice. NO RECEIPT WILL BE ISSUED FOR LATE FEES.

To discourage consistent late pickups, after a child has been left late three times (genuine emergency incident excluded), the parent may be given two weeks' notice of withdrawal in order to make alternate childcare arrangement for their child. Please be advised that appropriate government bodies approve our Emergency Policy. Should a child be left at the centre until 5:30 p.m. /6:00 p.m. with no communication from the parent, the police and/or local Child Protection Agency will be contacted. The child will be placed with the appropriate agency. These authorities will then investigate the circumstances and take appropriate action. We feel that this policy is for the safety and protection of both your children and you. We sincerely hope that you will keep this policy foremost in your mind and fully co-operate with us.

Please remember our staff also have personal commitments and/or families. It would be appreciated if you did your shopping/errands after you pick your child from the school.

TRAFFIC SAFETY AND PARKING

Traffic safety is a major concern to all families. There are 2 parking spots available exclusively to the Childcare Centre parents. Feel free to use these for a maximum of 15 minutes during drop off and pickups. Please watch for and obey the traffic signs around the school, especially the no parking signs. Please park in designated parking spots. If no parking spots are available, please be patient. It is important that you turn off your ignition as an idling vehicle is unsafe and causes breathing difficulties for those around.



ENROLLMENT

For a child to be enrolled at MAC MGS Preschool and Childcare Centre, all paperwork must be completed prior to your child's first day.

- Registration Form
- Financial Agreement
- Parental Enrollment Agreement
- Registration Fee and Deposit
- Anaphylaxis Form (if required)
- Long form Birth Certificate (2 copies)
- 2 passport size pictures of your child
- Immunization record (2 copies)
- VOID cheque (Full Time)/ Post dated cheques (Part Time)

FEES

MAC MGS Preschool and Childcare Centre has both a Toddler program and a Preschool program. The Toddler program caters to children 18 months until 30 months of age. The Preschool program caters to children 30 months until 4 years of age.

Fees are currently reduced for toddlers (\$3/day) and preschoolers (\$2/day) as a result of the Region of Waterloo's Fee Reduction Pilot. The pilot will run until August 31, 2019, but fee reductions are intended to continue in 2019 and beyond. The Pilot is funded by the Province of Ontario and the Government of Canada.

As of August 1 st , 2019 fees are as follows:	TODDLER	PRESCHOOL
Monthly	\$1100.00	\$1000.00
Daily (minimum of three days a week)	\$58.00	\$52.00
Non-Refundable Registration Fee (Includes 1 swipe key)	\$100.00	\$100.00
Non-Refundable Deposit	\$515.00	\$475.00
Swipe Key Fee (non-refundable)	\$25.00	\$25.00

**** Fees must be paid in **full** regardless of travel, absenteeism, amount of days in the month, or the centre closing.



REGISTRATION PROCESS

To register your child at MAC MGS Preschool and Childcare Centre, please contact the Supervisor at childcare@macmaplegrove.com, or at 226-647-8500 ext 214 to book a registration appointment. This is an opportunity to take a tour of the centre, go through the Parent Handbook, Registration Package and ask any questions!

WAIT LIST POLICY

All children enrolled or wishing to enroll at MAC MGS Preschool and Childcare Centre must be registered on the Region of Waterloo's Onelist.

There are no fees associated with the wait list. Spots are filled according to the application date on Onelist; on a first come, first served basis. This is based on the priority level the child falls in.

Priority 1:

Internal waitlist for part time children seeking a full time spot in their program.

Priority 2:

Internal waitlist for children who are required to move from the Toddler Program to the Preschool Program.

Priority 3:

Children of staff who work for MAC MGS Preschool and Childcare Centre or MAC Maple Grove School.

Priority 4:

Children who were previously enrolled at MAC MGS Preschool and Childcare Centre.

Priority 5:

Siblings of children who attend the MAC MGS Preschool and Childcare Centre or MAC Maple Grove School.

Priority 6:

All other external children, in order of application date

Families are welcome to request information regarding their child's position on the wait list. This will be provided to them within 48 business hours. Families will need to keep in mind their position will relate to the priority category they fall in. For example, a child may be #1 on the wait list, but fall in priority 6, meaning a child that comes to register on the wait list that falls in priority levels 1-5 would be offered the spot first. Families can also book an appointment to see their child's position on the waitlist.



REGISTRATION FEES

A non-refundable registration fee of \$100.00 per child is due with the application, along with a deposit, and a 'VOID' cheque for automatic monthly withdrawals.

Your child is only guaranteed a spot at our centre once a deposit for half of the first month's fees has been received.

Fees are subject to change at the discretion of the Board of Directors. Four weeks notice will be given to all parents/guardians if this occurs. Please note: If your child is away due to illness or vacation and you wish to keep their space at the centre upon their return, there must be no interruption in the payment schedule.

FEE PAYMENTS

All fees must be paid on the first day of each calendar month. We will not waive, deduct, pro rate or rebate payments for any non-attendance, sick days or temporary absence. Fees are charged based on the program your child is enrolled in on the first day of the month.

Tax receipts are issued after the end of the calendar year.

WITHDRAWAL POLICY

If withdrawing your child from the program, a request in writing must be submitted to childcare@macmaplegrove.com, one month prior to the withdrawal date, by the 10th of the month. Fees for the month the child is leaving the centre are non-refundable. For example, if you plan to withdraw your child on June 15th, notice must be given by May 10th, and fees would be due for the whole month of June.

TERMINATION

The childcare centre reserves the right to terminate care of a child if deemed necessary due to the lack of adherence to our policies and procedures, health and safety of the staff and children, or if we feel you or your child is not the right fit for our centre.

FINANCIAL ASSISTANCE

Parents living in Waterloo Region may be eligible to receive some assistance with their childcare costs. The Regional Municipality of Waterloo Child Care Division administers the Child Care Subsidy Program in this area. Interested parents must contact the Child Care Subsidy Office at 519-883-2200 for further details. Those who qualify for subsidy are still responsible for any days in the month that the Region of Waterloo will not cover.



ARRIVAL AND DEPARTURE

It is important that you bring your child into the program room when arriving, after removing their outdoor clothing and putting on your child's indoor shoes. Be sure that you let one of the staff know that your child has arrived. Even if the room seems busy, please approach staff if you have important information to share about your child.

At departure time please be sure that staff knows that you have arrived and are leaving with your child. There may be important information staff need to share. It is also important that we maintain accurate attendance records at all times so that we can ensure the safety of the children.

Only you and other adults you have specified can pick up your child. The names of these people should be listed on the application form completed upon enrolment. In order for other individuals to pick up your child we will require your authorization either by telephone or in person. Staff will ask for picture identification from any individual with whom they are unfamiliar.

VACATION

Every child whose parent is in receipt of MAC MGS Preschool and Childcare Centre Services is permitted to be absent for Vacation for up to three (3) weeks per year, January to December. The parent must pay for the three (3) weeks' vacation, and a minimum of one month notice must be given. For subsidized children please contact your caseworker.

PROGRAM HOLIDAYS

MAC MGS Preschool and Childcare Centre will be closed on regular statutory/civic holidays and Eid holidays. We are also closed the week around Christmas and New Year's Day. Please note that our program will also close due to poor weather conditions when MAC Maple Grove School closes; therefore, please check the school website at www.macmaplegrove.com, email, or our Facebook page. The closure will be announced by 7:30 a.m.

The following are dates when the program will be closed:

- Labour Day
- Thanksgiving
- Eid Al Fitr (2 days)
- Eid Al-Adha (2 days)
- Christmas Day
- Boxing Day
- The week around Christmas and New Year's Day
- New Year's Day
- Family Day
- Good Friday
- Easter Monday



- Victoria Day
- Canada Day
- Civic Holiday
- up to 2 Professional Development Days a year (usually around August 31st, and one other day to be announced)

MEALS AND SNACKS

MAC MGS Preschool and Childcare Centre employs a cook who is responsible for preparing HALAL mid-morning and mid-afternoon snacks and lunch. Weekly menus are posted with any changes noted. Our menus reflect healthy choices based on Canada's Food Guide. Fresh fruit is included in each day's menu.

Sanitary conditions are maintained and our kitchen and food preparation procedures are inspected regularly by the Region of Waterloo's Public Health Department.

If your child is allergic to certain foods or has food restrictions, please be sure to indicate this on the registration form and discuss it with the Supervisor. Parents will be responsible for providing all meals for children with allergies/restrictions to foods served at the childcare centre. Parents of toddlers who are not yet eating table foods or drinking 2% milk should discuss the introduction of new foods with staff.

Lunch and snack times provide an opportunity for children to develop social skills. Your child will sit with other children and an adult at a small table. Children are encouraged to serve themselves and make individual choices about quantities of food and likes/dislikes. Children are introduced to new foods and encouraged to try foods that they are unfamiliar with. Children are not required to try all foods nor are they required to finish everything on their plates. Staff will monitor your child's daily nutritional intake and share their observations or concerns with you.

Please do not give your child any candy or chewing gum to bring to the centre. In order to ensure the safety of all children and because of the number of children with serious allergies our centre does not permit children to bring food into the centre. This includes birthday cakes, or other foods for special occasions. Only children who are unable to consume childcare centre food are permitted to bring in prepared meals from home. Meals must come in a lunch bag, labelled with the child's name. The lunch bag must contain containers, each individually labelled with the child's name, and ice packs. The lunch bag will be given to the child to consume his/her own food during the centre's set snack and lunch times. Meals provided must be peanut and tree nut free, as well as pork free. Allergens of other children are also not permitted at the centre. This list will change often as per enrollment. The lunch bag will need to be placed into the child's cubby, and will be brought into the program room during meal times. The parent/guardian will need to ensure the registration form clearly states the child is not permitted to consume food or drink prepared by the childcare centre as well as sign a Food Agreement Form. The childcare centre will ensure this is posted in the program room so staff are all aware.



FIELD TRIPS

MAC MGS Preschool and Childcare Centre may go on field trips throughout the year. All trips will be age appropriate. Field Trip fees are at an additional cost to parents. Permission forms will be sent home prior to the trip informing parents of the details. Children will be bussed to the location if the field trip is not within walking distance.

SICK CHILDREN

In the case of a child who has become sick during centre hours, parents will be notified immediately to pick the child up.

A child is not to be brought to the childcare centre if he or she has any of the following symptoms:

- Temperature above normal (fever)
- And/or red rash on their cheeks
- And/or coloured discharge from their nose
- And/or discharge from their eye/s
- And/or has contracted chicken pox or any other communicable disease
- And/or has diarrhea in the last 24 hours
- And/or has vomited in the last 24 hours
- And/or if the illness affects them so that they are lethargic and/or uninterested in participating in activities
- And/or if they have lice

If a parent is unsure as to whether or not their child should come to school, the parent should call the childcare centre, the Telehealth line at 1-866-797-0007 and/or visit the doctor.

*** Children **must** be symptom free for 24 hours/ 1 full day before returning to care after any illness, fever, diarrhea, vomiting or any of the above symptoms. During an Outbreak, the child must be symptom free for 48 hours (2 full days) before returning to care. For example; if your child was ill on Monday, or sent home at any point during the day, they would not be allowed to return on Tuesday. If they no longer have symptoms for 24 hours, they would return to care on Wednesday.

*******IMPORTANT*******

Please remember to notify the centre as soon as there are any changes in your contact information. This will enable the staff to contact you promptly should your child become ill or in an emergency situation (i.e. Evacuation)



ADMINISTRATION OF MEDICATION

The staff will observe the children, before the parent drops of the child to ensure they are healthy enough to participate. Staff will record observations on the attendance sheet. If the child becomes ill during the day, the parent will be contacted to make arrangements to have the child picked up.

Any medication accompanied by a parent's written authorization will be administered to a child by a staff person. The parent/guardian must complete the ***Administration of Prescribed Medication Form*** for staff to administer any medication. The date, time and dosage administered will be recorded by the staff person once the medication is given. Only prescribed medications can be administered. The childcare centre will not administer Tyenol (acetaminophen), Advil (ibuprofen), or any non-prescribed medications.

All medication must be in its original container and stored in a locked box or cabinet in the centre. Medications must be prescribed to the child and have the child's name on the attached pharmacy label.

PROHIBITED PRACTICES

- Corporal punishment, including but not limited to the following:
 - striking a child directly or with a physical object
 - shaking, shoving, spanking or other forms of aggression
- Physically restraining children with the use of a holding technique that restricts their ability to move freely
- Deliberately harsh or degrading language or measures that would humiliate a child or undermine a child's self-respect including but not limited to:
 - belittling or degrading comments of any form
 - mocking children
 - raising your voice or yelling at children
 - making negative comparisons such as "only babies cry"
 - using body language to control the child such as towering over them, pointing a finger in their face or rolling your eyes.
 - Using sarcasm when speaking with a child
- Deprivation of a child's basic needs, including food, drink, shelter, sleep, toilet use, clothing and bedding
- Locking the exits of a room or structure for the purpose of confining a child who has been withdrawn from other children
- Gossiping about children and their families within the centre and beyond



- Talking about children in front of them as if they were not present, and referring to them as “he” or “she”
- Discussing incidents which occurred with children and families in the staff room, centre hallways and other premises without clear, professional purpose

INTERVENTION STRATEGIES

Intervention strategies are rooted in the belief that conflict is not a negative concept to be avoided or judged, but a natural aspect of learning and development. When intervening in conflict situations, teachers will make an effort to use the following strategies:

1. Physical closeness and touch
 - Gentle
 - Non-threatening
 - Proximity
2. Remind and redirect, gently without judging, as necessary
 - Children get busy and forget
 - Include choices, alternatives if appropriate
 - Describe consequences without threatening
 - Don't moralize
3. Get child's attention
 - If no immediate danger, approach respectfully
 - Walk over, get down to child level, establish eye contact
 - Use calm, controlled voice and non-threatening body language
 - Describe what you see, don't judge
4. Acknowledge feelings
 - Label feelings with help of concrete symbols if possible; child's, others, own
 - Ask child to identify feelings; child's, others, own
 - When several children involved, try to include all
 - If children having difficulty expressing self, help them out
 - Remember that this is an emotional time, allow for this
 - Separate feelings from behaviour
 - Feelings can be acknowledged, even if behaviour may need to be stopped and/or redirected
 - Speak soothingly and calmly while talking with children
5. Assist children in problem solving situation
 - Be a resource for children
 - Ask for suggestions
 - Provide choices if no suggestions
 - Make sure choices are realistic and appropriate
 - Try not to solve the problem, but rather facilitate children's solving of it as much as possible
 - Help by articulating outcomes or consequences of choices, especially unrealistic ones



- Use this as a teachable moment

In dealing with behaviour issues, always be respectful, stay calm and ensure that the child's and/or children's dignity is maintained.

SLEEP/REST TIME:

Our childcare centre provides a rest time that does not exceed 2 hours in all our programs. We follow a reduced ratio during this time in order for staff to take their lunch breaks. Children are provided cots for the program rest time and, those that sleep are encouraged to stay on their cots during the first half of the rest time. During the second half of the rest time, children who were unable to fall asleep are given quiet activities and manipulatives so that we are taking into consideration the individual needs of all the children. Staff constantly circulate the room, assisting children to fall asleep by rubbing their back or giving them quiet reassurances. For those children who do not nap; they will be provided books, play with quiet manipulatives and activities. Visual checks are also conducted and recorded every 15 minutes on the Sleep Chart. If anything out of the ordinary is noted, staff will record the observation in the program room's communication book.

The child will sleep or rest on an individual assigned cot with a pillow and blanket, both of which are provided by the parent/guardian. Centre staff are then responsible to make sure the child's bedding is washed once a week at the childcare centre. Cots are then sanitized before clean sheets are put back on. Parents and guardians are always consulted during program changes and transitions between rooms. The Childcare Centre will ensure parents and guardians are informed about the centre's policies and procedures regarding children's sleep.

PERSONAL BELONGINGS:

Every child has a hook and cubby for their clothing. Please ensure your child's clothing, water bottles, sippy cups etc. are clearly labeled with their name to avoid disappearance and confusion. Each child should bring a change of clothing, as even older children can get wet during water play or cover themselves in paint. Although all paints and markers are washable, we suggest children wear comfortable, washable clothing you wouldn't worry about being stained.

Footwear should have non-slip soles and be suitable for running and climbing. Children should be required to have a separate pair of indoor footwear and outdoor footwear, which must be appropriate to the current weather conditions. Children must always be dressed in weather appropriate clothing. Every child enrolled in the program plays outside twice daily for a minimum of two hours a day.

Children are at risk of strangulation from loose strings or scarves. Only neck warmers may be worn. Please remove drawstrings from clothing or tuck them securely into coats. Jackets with Velcro™ fasteners are best. Glove or mitten clips are safer than strings. Clothing should have easy closures to encourage children to be independent. Shoes must be closed toe shoes and have a back strap. Flip flops and open toe sandals are not permitted to be worn at the centre.

Parents must provide diapers, wipes & vaseline/diaper cream and sunscreen. You will be asked



to give signed permission to our staff to apply any creams or sunscreens. Lotion sunscreen only. Children should be sent to the centre in the morning with their sunscreen applied. Staff will reapply before heading outside in the afternoon. Please ensure that your child has all the appropriate outdoor clothing to enable him/her to enjoy all activities.

Keep an extra set of clothing at the childcare centre for your child. This extra set should change seasonally and include the items shown below. We are careful about looking after each child's personal property; however, we cannot be held responsible for loss or damage to property left at the centre. Please leave all sentimentally important toys and belongings at home. Please ensure ALL belongings are labeled with your child's first and last name.

Clothing to have at the centre:

- Shirts
- Pants
- Underwear
- Socks/Mittens
- Sweater/Sweatshirt
- Rubber Soled Shoes
- Blanket
- Comfort Item
- Label all of your child's belongings

OUTDOOR PLAY

Except in the most inclement weather, we are required by the Child Care And Early Years Act, 2014 regulations to take every child outdoors for at least two hours every day while the child is in our care. This is an important part of your child's program. Fresh air is an old fashioned but powerful remedy against long term or recurrent upper respiratory problems. Please do not ask us to keep your child indoors. If he/she is well enough to attend the center, he/she is well enough to participate in the entire program, an important health component of which is outdoor play. Please dress children appropriate for the daily weather conditions.

PLAYGROUND SAFETY

Staff-to-child ratios, as outlined in the Child Care And Early Years Act, 2014; are maintained on the playground at all times and cannot be reduced for any reason. All staff are aware of the number of children in their group at any given time and attendance is recorded. Staff position themselves to ensure all areas of the playground are visible, and teach children the safety rules for all the equipment and riding toys.

SUMMER SUN SAFETY

From May to September we pay close attention to daily ultra violet radiation (U.V.) ratings. In high U.V. periods we limit the amount of time children spend outdoors between 11 a.m. and 3 p.m. You will be asked to sign a parental agreement allowing us to apply sunscreen. You must provide your child with a lotion sunscreen of your choice. Lotion sunscreen only is permitted at the centre. Please make sure to write your child's name on the bottle. While on the playground,



children must wear their own hats as additional protection from the sun. Children must arrive each morning with sunscreen having been applied at home. Staff will reapply sunscreen before children head outside in the afternoon.

PARENT INVOLVEMENT

MAC MGS Preschool and Childcare Centre encourages parents to get involved in the growth and development of their child(ren). Our parents are welcome to take part in our field trips and other extracurricular activities that the program holds. You will also find workshops posted on the Parents' information board as they become available in the Region of Waterloo. We welcome suggestions and ideas, so if there are any areas of interest or topics parents wish to gain more knowledge in, feel free to submit these ideas to the Childcare Supervisor's office and we will do our part to provide families with the programs and information they need. To volunteer in your child's program room, parents will need to provide the centre with an original copy of a criminal/vulnerable sector check that is dated within 30 days which is kept on file and participate in a volunteer orientation session. Spending any more than 15 minutes at drop off or pick up requires a criminal/vulnerable sector check as well as an orientation session.

VOLUNTEER AND STUDENT POLICY

MAC MGS Preschool and Childcare Centre welcomes volunteers and students. Both volunteers and students have clear criminal record/vulnerable sector checks before entering our program. They will never be left alone with the children, but are an important part of enhancing our program. If you have any concerns or questions, please contact the Childcare Centre Supervisor.

NO SMOKING POLICY

MAC MGS Preschool and Childcare Centre is a no smoking facility. We have a ZERO tolerance for smoking on our property which includes the parking lot and sidewalks. No smoking signs are posted at the entrance of the building as well as on all adult/staff bathrooms. We ask that all staff, and families please respect and follow this.

EMERGENCIES

Where an emergency has arisen or circumstances are such that the children must be evacuated from the school, we will contact families through email or a phone call to inform families of the new location at which your child will remain until you pick your child up. It is the responsibility of each parent to attend at the new location to pick up their child. In the case of flood or fire at the school, all children will be taken to St. Joseph's Church located in the adjacent building. If the neighbourhood is required to evacuate, all children and staff will be taken to MAC Kitchener Masjid.

POLICY CHANGES

The MAC MGS Preschool and Childcare Centre reserves the right to add to and/or change its policies from time to time without notice and each parent agrees to be bound by such policies.



An updated copy will always be available to parents at the center. We have given you a considerable amount of information to digest and there probably will be many questions. Please do not hesitate to call/contact us for further clarification or discussion. If you have questions about anything or want to discuss your child's progress, we'd be happy to talk with you one-on-one. We know you are busy, so let us know the times that work best for you. You may want to talk when you come to pick up your child or at another time when you can spend more time with us. We will do our best to meet your needs. Once again, welcome to MAC MGS Preschool and Childcare Centre. We look forward to getting to know you and your child better.

CONCERNS

If parents have issues or concerns the first step would be to bring the concerns to the attention of their child's Educators. If they feel this is not sufficient and has not been resolved, they should contact the Childcare Centre Supervisor by email at childcare@macmaplegrove.com or by phone at 226-647-8500 ext. 214 to set up an appointment to meet with the Supervisor to discuss their concerns.

The Supervisor will then meet with the Educators to discuss the concerns within 48 hours (business hours), and find solutions to any issues or concerns the parent has. Once solutions have been found, the supervisor will contact the family to discuss the outcome.