



**MUNCHKIN  
Mansion**  
NURTURING TALENT

## **The Munchkin Mansion Child Care Home Parent Handbook**

### **Purpose of the Parent Handbook**

The Parent Handbook sets out the policies and procedures for the operation of a Family Child Care home. The Parent Handbook assists parents to understand the child care service and serves to guide expectations for both the parent and the family child care home provider. The policies and procedures in the Parent Handbook establish how the child care service may be used. Several policies and procedures are developed as requirements of child care legislation. Other policies and procedures may be developed that are unique to the operation of the family child care home.

### **Family Child Care Home**

"The Munchkin Mansion"

We are delighted that you have chosen Munchkin Mansion to provide for the needs of your child. This handbook has been created so that there are no misunderstandings, and so that parents are aware of the requirements of Munchkin Mansion. This handbook covers our childcare philosophies, business policies and expectations. Please read this handbook carefully and keep it for

future reference. The staff at Munchkin Mansion would be glad to address any of your questions or concerns.

Munchkin Mansion Daycare is committed to creating a safe, warm, loving environment for children where they can learn and grow physically, emotionally, creatively, intellectually, and socially at their own pace. We want to help your child increase their confidence, and self-esteem by treating them as unique individuals, and allowing them to express themselves in a variety of facets. We strive to make your child's time at daycare the best experience it can be for them as well as you, the parents.

We are committed to supporting families by maintaining open communication and encourage parental involvement in our programming and care activities. Our objective is to care for your child the same way you would.

In programming activities for the children, we follow play-based learning philosophy. We develop activities centered on stories, songs, math, fine and gross motor skills, circle time, science, music, theatre, and arts/crafts. We strive to prepare your children for their early school years by exposing them regularly to letters, numbers, colors, shapes, name recognition, and new vocabulary.

### **Philosophy Statement**

**Requirement:** *A written philosophy statement must be developed for the family child care home*

**Our Vision:** To enable, energize and enhance childhood by fostering growth of mind, body and spirit which will lead our children to become lifelong learners.

**Our Mission:** To nurture young minds in a culturally appropriate environment and provide opportunities that will help them realize their true potential.

**Our Philosophy:** Our philosophy is to provide each child with great values, love and protection needed to grow a healthy mind and body. Our stimulating environment and scientifically based curriculum nurture's the roots and lay the foundation to help every child achieve success in all phases of life.

## Program Operation

**Requirement:** A provider must plan and implement a daily program that is consistent with the philosophy statement, and is developmentally appropriate for children attending the family child care home

### Daily Schedule

7:30 am- Centre Opens - Free Play (Table toys, puzzles, coloring, etc.)

9:00 am- Breakfast would be served.

9:30 am- Clean-up and Circle Time/Other Educational Activity (our learning time)

10:30 am- Educational Activities and Programming, examples include - Art, Science Experiment, Weather Chart and Story Time

11:00 am- Outside Play (weather permitting) - activities include visiting local parks, going on walks, or remaining at the daycare outdoor play area

12 noon- Lunch

12:30 pm- Clean-up from lunch

12:45 pm- Naptime - Children remaining awake may read books, do puzzles, other quiet activities while others sleep

2:45/3:00 pm- Quiet time is over for napping children.

3:00 pm- Nutritious Snack

4:00 pm- Educational Activities and Programming, examples include - Art, Science, Music, or Literacy Activities that relate to current theme/web, Homework time for school aged children

4:30 pm- Outside Play (weather permitting) in yard until Daycare closes if weather permits

5:00 pm- Daycare Closes - Children must be picked up by 5 p.m or late charges of \$1/minute will apply.

This schedule is very flexible and is adjusted according to the children's needs and interests (i.e. If a child is engaged in art or another activity when snack is

served they may finish their activity and will then be served their snack. Or, if we are engaged during scheduled "learning/circle time" the learning/circle time will just be pushed back to a later time so that we may fully engage in the current activity until it is completed.

## **Meals and Snacks**

**Requirement:** *A provider must serve meals and snacks to children who are six months age or older that meet their nutritional needs, and ensure children are fed appropriately according to their ages and developmental level. Providers are not required to supply infant formula or baby food. Children must be served a meal or snack at a minimum of three-hour intervals. Menus follow Canada's Food Guide and are posted for parents*

The daycare will provide breakfast and lunch with milk and snack with water each day. Parents will provide formula or breast milk for children up to the age of 12 months. 2% milk will be provided for children from 13 months to 8 years of age. If there are dietary needs, or allergies, it is the parent's responsibility to notify the staff and fill out Health forms. The children participate in preparing snacks as much as possible and are served in family style at each snack time. While the occasional donut, chocolate milk, and fruit snacks make for a good treat they do not necessarily make a healthy meal. We ask that parents reserve these items for special occasions. Bringing in these items daily for their child does not encourage healthy eating patterns. We are happy to provide parents with a list of healthy, fun, alternatives upon request.

Our Menus follow **Canada's Food Guide** and menu are posted for parents on the notice board in advance. Names of children who have food allergies and the requirements due to the allergies are posted in cooking and food serving areas. We try to comply by the dietary restrictions of families although parents may be required to provide some of the special foods, such as lactose free products.

## **Social Environment**

**Requirement:** *A provider must ensure that the social environment promotes the safety and well-being of children*

Alcohol is not consumed by anyone present in the home during child care hours. Smoking or the use of electronic cigarettes (vaping) does not occur anytime on the premises (inside or outside) or on excursions away from the premises. Children are not exposed to violent or threatening behavior.

The number of visitors to the home is kept to a minimum during the hours of child care operation. When visitors are in attendance, the children continue to be the provider's first concern with appropriate supervision and interaction, maintained always. Caregiver keeps phone calls short to continue to focus on the children. Texting is kept to a minimum. There is no pets in the daycare home.

## **Supervision**

**Requirement:** *A provider must ensure that children are always adequately supervised*

The Munchkin Mansion Staff ensures that children are adequately supervised always. To make sure that the children are supervised always, the daycare will follow the regulations of Ministry of Education about caregiver to children ratio. While the children are playing outdoors, the play area would be fenced and the caregiver to children ratio would be maintained. Parents would receive an email from the childcare, regarding all the information of the excursion and a permission form; also, a permission form will be handed to the parent in-person at least 1 week before any excursions.

## **Child Guidance**

**Requirement:** *A provider must implement child management practices with that support children's appropriate behaviour. The following practices are not permitted forms of child management: corporal punishment, physical, emotional, or verbal abuse, denial of necessities, isolation, inappropriate physical or mechanical restraint*

When undesirable behaviors occur, and a child needs to be stopped or redirected, the following intervention methods may be used:

- The child will be offered a choice of appropriate alternate activities. The Staff will encourage the child to become interested and settled in the new experience. The children will be encouraged to use self-discipline, self-control, and problem-solving skills. The educators will calmly discuss with the child how they feel and what would be the appropriate behavior expected.
- The child will be offered a choice of appropriate alternate activities. The adult will encourage the child to become interested and settled in the new experience. The children will be encouraged to use self-discipline, self-control, and problem-solving skills. The educators will calmly discuss with the child how they feel and what would be the appropriate behavior.

## **Vacations and Holidays**

Our daycare will be closed on all statutory Holidays (with pay). If stats fall on Weekends we will be closed either the Friday or the Monday before or after. we will take 3 weeks off and parents will be given at least one month notice for any planned vacations. You will still be required to pay your monthly fees to hold your spot, every month.

## **Late Pickup fee**

The daycare's hours of operation are from 7:30-5:00. If your child is picked up past 5:00 p.m. you will be charged \$1.00 per minute, per child, to be paid to us before bringing your child next day. Late pick-up fees are also applicable for children who are registered for a half session. If your child is picked up past the agreed block of time, you will be charged \$1.00 per minute, per child, which will be paid to the daycare provider.

## Health Policies

**Requirement:** *If a provider suspects a child has a Category I or II communicable disease, the provider must inform a designated public health officer, and follow any recommendations to ensure the health and well-being of children attending the home*

In the event a child becomes ill during the day, to the point where they are not capable of participating in regular activities, including outdoor activities, the parents will be contacted immediately and be required to come pick the child up. If the parents can't be reached the alternate emergency contact person will be called to come pick up the child. Allergy related and common cold symptoms as well as non-communicable diseases/illnesses do not require that the child be excluded from the care.

If any of the following conditions are present, it is required that children be excluded from care: Children may return to care when they are free of symptoms without the aid of medication or are approved to return by the facility operator or in some extreme cases, by a medical doctor.

**Pain** - any unexplained or undiagnosed pain

**Difficulty in breathing** - wheezing or persistent cough

**Fever (37.5 C or higher)**- child must be free from fever (without being medicated) for 24 hours before returning to care at the facility

**Sore Throat or trouble swallowing**

**Infected skin or eyes** (mucus/pus draining) or an undiagnosed rash

**Severe body or scalp itching**

Children with a known or suspected **communicable disease/illness**

**Vomiting** - Child stays home if vomiting occurs but may return to care after 24 hours without vomiting

**Diarrhea** (as defined by an increase in frequency and loosening of stool) - 2 or more times in 24 hours may return to care after 24 hours without loose stool/diarrhea

**Just not feeling good** - a child must be well enough to participate in all the planned activities throughout the day to be at daycare

**Head Lice-** Your child needs to be picked up immediately if they have head lice, children need to be treated and all nits to be removed before returning to daycare. Your child will be checked upon returning, to make sure that they are head lice and nit free.

\*\*\*Parents are required to inform staff of any serious illness or communicable /contagious disease (with their child or within their family) within 24 hours to allow other families within the Daycare to be alerted.

## **Enrollment**

**Requirement:** A provider must enter into a written agreement with a parent for the provision of child care services

Before your child can be officially enrolled in The Munchkin Mansion you must complete and provide the following documents:

- One-month payment as deposit to secure the spot, this would go towards child's last month at daycare
- Signed Parent Contract and Rate Agreement
- Signed Consent Forms (those that are applicable)

\*spaces will not be held by verbal contract; registration fee and deposit must be paid for a spot to be held for your child.

We do require that the parent and their children visit our daycare prior to enrolment. This process allows your children to become more familiar with our daycare and staff. If you feel it necessary, we can arrange for your children to be left in our care for 2 hours free of charge as a trial basis, before leaving them for a full day.



## **Administration of Medication**

### **Requirement:**

*(1) Written Authorization: If a provider agrees to administer medication, written authorization on a form supplied by the department must be obtained. On the same form, a written record of each dose of medication must be made. All non-emergency medications must be stored in a locked enclosure*

*(2) Oral Authorization: In exceptional circumstances, a provider may administer non-prescription medication on the oral authorization of the parent of the child. Written authorization must be obtained as soon as possible in these circumstances*

All medications are stored in a Lockbox that is inaccessible to children. Children are not given any medication without the parent's written consent. Written consent may only be on a "Permission to Administer Medications" form and all medications must be in their original bottles with original labels. Staff must also indicate on the administering form the date, time and dosage of medicine given at each administration, and then initial this information.

For prescription medication, only the directions on the bottle will be accepted for administering the medication. And in all instances staff need to know when the child received his/her last dosage of the medication, to ensure medication is given at appropriate times consistently.

While on any prescription antibiotics children may not return to care until they've had a full 24 hours of dosage and are no longer contagious and ready to participate in the full child care day, to ensure they are well on the road to recovery.

All allergies (and dietary concerns) will be clearly posted on bulletin board, on the refrigerator and written on the child's emergency info/consent cards. Please note that we are a PEANUT FREE facility. If you send any food with your child or donate any food to any functions held at the daycare, please ensure that these foods are PEANUT FREE. If they do not have the appropriate symbols or ingredients list then they will not be served to anyone for safety reasons, and will have to be returned home, or discarded.

## **Termination of Child Care Services**

**Requirement:** *A provider must enter into a written agreement with a parent for the provision of child care services*

A **MINIMUM 1 Month WRITTEN NOTICE** is required for termination of childcare services. Even if your child does not attend during that month, payment is still required. Any fees not paid on time with regards to termination of child care services will also be subject to daily late fees, until full payment is received. If fees are not paid, the unpaid bill will be placed into collections.

In the event of any concerns (raised by staff, parents or even children) a meeting can be scheduled to address the issues. The meeting will involve owner/operator and involved staff member and the parents involved. The concerns will be clearly stated (ex. late payment, failure to adhere to center policies, behavioral problems etc.) and discussed. Meeting minutes will be taken, and solutions will be sought in a non-judgmental manner. A plan will be designed to resolve the issue. A second meeting will be scheduled to review the situation within a reasonable period. In the event the issue cannot be resolved to everyone's satisfaction, a 2-week written notice of termination of services will be given.

## **Changes to childcare services**

**Requirement:** *A provider must enter into a written agreement with a parent for the provision of child care services. Agreements are updated as changes occur (e.g. change in fees or hours of care).*

A provider must enter into a written agreement with a parent for the provision of child care services. Agreements are updated as changes occur (e.g. change in fees or hours of care). A two weeks' notice is required whenever there is a need to change the services required. The Daycare reserves the right to adjust childcare fees. Families will be provided with at least 1 month written notice to change in childcare fees. If the daycare decides to change its policies, it reserves the right to do so, with a written of 1 month in the form of e-mail and a written notice on the bulletin board.

## **Confidentiality**

**Requirement:** *A provider must maintain the confidentiality of personal information of children attending the home, including files, documents, or any other records. Confidential information must not be disclosed without a parent's written permission, except as required for the health and safety of children, or as required by law.*

The daycare will maintain the confidentiality of personal information of children attending the home, including files, documents, or any other records. Confidential information must not be disclosed without a parent's written permission, except as required for the health and safety of children, or as required by law.

## **Alternates**

**Requirement:** *An alternate child care provider who is at least 18 years old must be made available by the family child care home provider in the provider's absence to ensure continuous, reliable care for children attending the home. The provider may use an alternate for a maximum of 10% of operational hours monthly, and for up to four weeks of vacation time per year.*

An alternate child care provider who is at least 18 years old will be made available by the family child care home provider in the provider's absence to ensure continuous, reliable care for children attending the home. The alternate care provider will be working with family care provider for at least couple days to get familiar with children and families. The provider may use an alternate for a maximum of 10% of operational hours monthly, and for up to four weeks of vacation time per year, the parents will be made aware 4 week prior to the vacation.

**NOTE:** We do our very best to provide back-up care, however we cannot guarantee alternative arrangements due to age ratios and the number of homes with available spots in your area. If we are unable to provide back-up care or if you choose to make your own back-up arrangements, you will be reimbursed on a prorated basis for the days your Provider is unavailable. If the caregiver, is too ill to provide childcare, parents will be notified as soon as possible so alternate arrangements can be made. Parents will not be charged payment for these days.



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### Parent Handbook Signature Page

I \_\_\_\_\_, the parent/ legal guardians of \_\_\_\_\_, acknowledge that I have received a copy of **The Munchkin Mansion Parent Handbook** either by hard copy or electronic copy and have been given the opportunity to read the manual and ask questions about and understand the policies contained therein. Furthermore, I agree to abide by the policies set forth in the manual. I understand that the policies described in the Parent Handbook are not conditions of enrollment, and the language does not create a contract between The Munchkin Mansion and the parents. The Munchkin Mansion reserves the right to alter, amend, or otherwise modify these guidelines, in its sole discretion, without prior notice.

Parent Signature \_\_\_\_\_

Date \_\_\_\_\_

Parent Name \_\_\_\_\_

Director Signature \_\_\_\_\_

Date \_\_\_\_\_