

Dr. Jane Norman Child Study Centre Parent Handbook

Contact Information

Mailing Address:

60 Lorne St. Truro NS, B2N 3K3

Office Phone: 902-893-3342

Daycare Cell: 902-890-4468

Welcome and Introduction

Welcome to the Dr. Jane Norman Child Study Centre located at Jane Norman College, 60 Lorne Street, Truro, Nova Scotia. The Dr. Jane Norman Child Study Centre is a licensed child care facility that adheres to the *Nova Scotia Day Care Act and Regulations*. Our Centre serves children ages 2-5 years of age. The program follows staffing ratios established by the Department of Education and Early Childhood Development for toddlers and pre-schoolers. The ratio is one trained staff person for every six children (under 3 years of age) and one trained staff person for every eight children (over 3 years of age). The program, at this time, serves a maximum of twenty-two children per day.

This Parent Handbook is designed to provide you, the parent, with information about our program and policies. Please read it and keep it for future reference. Open, two-way communication is important to our success in caring for your child. If you have any questions, concerns, ideas or comments regarding our program, please feel free to contact us at 893-3342. All inquiries should be addressed to the Dr. Jane Norman Child Study Centre c/o Jane Norman College at the address on the front page.

Administrative Structure and Personnel

Formerly affiliated with the Nova Scotia Teacher's College, Jane Norman College is now a board run, non-profit college that offers diploma and certificate programs in the field of human services education. Jane Norman College believes in better outcomes for children and families and has been providing services for over 30 years. Jane Norman College is managed by Executive Director, Kim Elliott. The Child Study Centre is managed by Stacey Johnson. The Centre is the laboratory school for the College and endeavours to be a model of excellence in the field of Early Childhood Education. We are committed to demonstrating best and current practices in Early Childhood Education. The program will be delivered by four trained staff who meet all training qualifications of the Department of Education and Early Childhood Development.

Contact Information:

- Stacey Johnson, Centre Director, Dr. Jane Norman Child Study Centre and Program Director, Jane Norman College After School Program
- Nancy Chestnut, Assistant Director, Dr. Jane Norman Child Study Centre and on-site Coordinator, Jane Norman College After School Program
- Kim Elliott, Executive Director, Jane Norman College
- June Cox, Administrative Assistant, Jane Norman College

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Philosophy

We believe all children are born full of potential. They are capable, confident and curious little beings who are fascinated by this world they live in. We believe that all children are endowed with natural instincts to learn through play, exploration and discovery. Play is nature's way in which children learn about themselves and the world they live in. Play is intrinsically motivating, therefore, children play for the sheer pleasure of it and as a result reap enormous benefits. We believe that all children have the capacity to naturally construct knowledge when provided time and opportunity to engage with others within a rich learning environment. A rich learning environment exposes children to diverse experiences and opportunities and embraces the individual's and community's uniqueness. We believe it is the teacher's responsibility to provide exciting and innovative ways for all children to engage in our program.

Mission Statement

Our mission is to provide all children with a quality early childhood experience through a holistic approach that embraces each child for who they are today and who they will become tomorrow. Inclusion is a process and we believe that each child has unique abilities and needs and it is our responsibility to work cooperatively with families to help each child maximize their full potential. It goes beyond the notion of physical integration and fully incorporates basic values that promote and advances participation, friendship, equity and celebration of diversity.

Program Goals

- to provide a safe, caring and nurturing environment
- to foster a strong sense of self
- to enhance and promote decision making and problem solving skills
- to encourage independent and critical thought
- to recognize and value special talents, interests and needs of all children
- to foster self-regulation
- to provide a variety of experiences that promote all areas of development in a manner that is holistic
- to establish, maintain and encourage open communication between families and early childhood educators
- to provide a setting in which students of Jane Norman College can observe,

interact and learn as part of their professional training

Curriculum

The Dr. Jane Norman Child Study Centre is inspired by the Reggio Emilia approach to Early Childhood Education. This approach embraces children's natural curiosity to make meaning of this world they live in. Children have an amazing capacity for learning, they know what they are interested in, what they are trying to figure out and as a result children guide the curriculum. This requires teachers to observe, engage and dialogue with the children, after which they reflect and plan with intentionality.

Admissions Statement

We welcome all children to the Child Study Centre and will provide meaningful adaptations for as many children as our capacity permits. The capacity to successfully and meaningfully meet the needs of all children is ever changing. Our current capacity allows us to enroll approximately 10-15 percent of children with diverse abilities (http://www.specialinkcanada.org/home_en.html).

Registration

All registrations and inquiries are conducted through the Dr. Jane Norman Child Study Centre. Prior to beginning the program, the following forms must be completed and returned:

- Registration Form
- Child's Health Questionnaire w/ Immunization Record
- Emergency Medical Consent Form
- Permission Form
- Facebook Form
- Sunscreen Form
- Authorization Form

Hours of Operation & Program Closures

The hours of operation are 7:30am to 5:30pm from Monday to Friday.
The Dr. Jane Norman Child Study Centre will be closed on the following;

Labour Day
Thanksgiving
Remembrance Day
Christmas Day
Boxing Day
New Year's Day
Heritage Day
Good Friday
Easter Monday
Victoria Day
Canada Day
Civic Holiday

In addition the Dr. Jane Norman Child Study Centre closes three days over the Christmas holidays.

The Dr. Jane Norman Child Study Centre is located in the Chignecto Central Regional Centre for Education building (60 Lorne Street). It is possible that the program may be cancelled due to unforeseen circumstances (e.g., severe winter storm, flooding, or building problems). Should this happen the closure of the Child Study Centre will be announced on the radio (99.5 and 100.9) and our Facebook page.

Fee Structure

- The fee for a child attending the Dr. Jane Norman Child Study Centre is \$36/day. If a family wishes to enroll a child for less than a full week the fee will be \$39/day.
- Portable subsidies from the Department of Education and Early Childhood Development may be available. The Centre Director can help guide parents to the appropriate person for subsidy.
- Fees are payable one month in advance.
- Bills are sent out approximately one week before the beginning of the month and payment is due in full the first day of the month.
- Parents are required to pay for all sick, unforeseen closure (extreme weather) absent, holiday/vacation days (with the exception of the 3 day closure over Christmas).
- All cheques are made payable to the "Jane Norman College". Also other payment options are cash, debit, credit card and e-transfer.
- If you are wishing to take advantage of e-transfers, please call the main office for more information 902-893-3342.
- All cheques are to be sent to or dropped off at Jane Norman College office,

60 Lorne Street. Any accounts that have cheques returned NSF will be charged a \$20.00 administration fee. This fee is due at the beginning of the next month.

- Expenses for the program are incurred even if a child is absent for a day. For this reason refunds are only available if a child withdraws from the program with appropriate 2 week notice period
- Children cannot continue to attend the program if all fees are not paid in full.
- The centre closes at 5:30 daily. We understand that occasionally there may be events beyond parents' control which may cause them to be late. There is, however, a late fee of \$5.00 for the first ten minutes of lateness and \$1.00 for each additional minute. We are not unsympathetic to the many demands facing parents; however, our program closes at 5:30. If you have any questions about this policy, please feel free to contact the Director. Chronic late pick-up may lead to a child being dismissed from the program.

First Day

The first day is very important for your child. In order to help him/her adjust readily to our Centre, we ask that you make yourself available to us if needed. The ability to contact families is of utmost importance on that first day, as well as on a continual basis. Staff need to know how to contact families, so please ensure that the Centre is aware of telephone numbers and contact persons as these may change over time.

General Expectations

- Children must be accompanied by a parent or authorized persons to and from the Centre. In the event that a parent or authorized persons is unable to accompany a child, please have alternate arrangements approved by the Centre Director.
- Children cannot be left at the door of the Centre or in the cubbie area. He/she should have outerwear removed, indoor footwear put on and then left in the care of a teacher.
- Parents are responsible for the transportation of their child to and from the Centre.
- Upon leaving the classroom with your child, he/she becomes your responsibility and we ask that you do not leave him/her alone on the premises.

Clothing

- All clothing should be labelled with children's names.
- Outdoor clothing suitable for the time of year must accompany children to the Centre.
- All children must have indoor sneakers or shoes. This is for fire regulation, safety and so each child can take part in gym activities.
- A change of clothing must be provided for each child so he/she can change to dry and comfortable clothes if required.
- The Centre is not responsible for the laundering of soiled clothes.
- Parents must dress their children for play.
- During different seasons parents may be asked to bring in other items such as skates, sunscreen etc.
- Parents must supply diapers and wet wipes for children who are not toilet trained.

Communication Policy

In order for our program to provide individualized quality care we want to encourage open communication between program staff and families. We respect and value input from parents and encourage parents to communicate openly with all staff regarding ways we can work collaboratively to meet the needs of all children. We believe that one of our strengths is developing strong relationships with families.

Parents can help to facilitate communication by;

- informing the program if their child is going to be absent. A quick call to our main office at Jane Norman College (903-893-3342) or call or text to our daycare cell phone (902-890-4468) will ensure staff have accurate information. A message can be left on the answering machine if calling before opening hours.
- informing the program in advance should persons other than those on the authorized pick up list come to pick up the child. Children will never be released to any unauthorized person for any reason. Photo ID will be required if staff are unfamiliar with authorized person picking up.
- notifying the program in writing, to indicate changes to any of the authorized parties to pick up a child or to changes in health/medication.
- notifying the program in writing, to indicate withdrawal from the program. Two weeks notice is required.

Staff will facilitate communication by;

- working to develop open lines of communication with families. Staff will communicate with families on an informal daily basis at arrival and/or pick up time.
- holding two formal Parent Committee meetings through the year. It is a requirement that the Dr. Jane Norman Child Study Centre have a Parent Committee consisting of: three parents of children currently enrolled in the program, the director and one staff person. The purpose of this Committee is so that parents have input into the program as well as an avenue to address issues should they arise. All families are welcome to attend the meetings.

The Dr. Jane Norman Child Study Centre parent binder will include the following information:

- a copy of the Act and these regulations,
- a copy of the parent handbook,
- the licence for the facility,
- a copy of the report of the most recent inspection of the facility,

- a copy of the licensee's behaviour guidance policy,
- a copy of the current menu,
- a copy of the daily program plan and routine,
- a list of the names of the current members of the parent committee,
- a copy of the most recent minutes of the parent committee,
- notification of funding provided by the Minister,
- any information required by the Minister.

Any parental questions or concerns about your child or the program can be directed to the program staff or Stacey Johnson, Program Director.

Arrivals and Departures

We feel you will agree that an exceptionally long day at the Centre is undesirable for your child's well-being. The period of time your child is here should not exceed nine hours per day. It is with this in mind we ask your cooperation when making the initial arrangements to have your child cared for at the Dr. Jane Norman Child Study Centre, and adhere to the following requests:

- When a parent knows in advance that his/her child will be absent on any day(s), he/she must inform the Centre beforehand.
- Children should arrive no later than 9:30am. This will enable all children the opportunity to take part in the daily activities planned. If a child is not going to be in attendance for the day the Dr. Jane Norman Child Study Centre should be called (892-3342 or 890-4468), or texted (890-4468).

Withdrawals

The Director requests that parents give two weeks' notice prior to withdrawal of the child from the centre. This enables us to offer our services to more children in the community.

Discontinuation of Services

A child may be dismissed for various reasons. This is a sensitive issue and will be dealt with on an individual basis. Parents can be assured that staff will work diligently to develop a plan to best meet the needs of the child and the Centre. Services may also be terminated due to consistent late payment of fees or non-payment of fees.

Parental Involvement

The staff encourages parents to visit the Centre at any time. The Centre has an open door policy and hopes parents will involve themselves whenever possible.

Library

Jane Norman College has an extensive library collection. Included in the collection is a large selection of children's books. Families whose children attend the Dr. Jane Norman Child Study Centre are permitted to borrow books from the library. The library is located in the main office of Jane Norman College.

Health and Nutrition Policy

Illness

- Parents are requested to keep their children at home if the child is not feeling well enough to fully participate in the program. Children should be kept home if they have any of the following: a fever above 100.4 accompanied by other signs/symptoms; diarrhea; vomiting; persistent cough; breathing difficulty or rash with a fever.
- If a child experiences diarrhea or vomiting (while at the Centre) once with no other symptoms parents will be informed but may not be required to pick up their child. If they experience either symptom twice parents will be required to pick up their child.
- Program staff will notify the parents should the child become ill during program time. The child will be isolated if necessary until parents can pick up the child. While at the Centre children will be excluded if necessary from activities if they exhibit any of the above symptoms.
- If a child has a contagious disease or condition, the program staff must be advised and the child must be kept home until they are no longer a risk to themselves or others.
- If a parent needs the Centre to administer any medication, an authorization form must be completed and signed by the parent (we have forms on file). The medication must be in the original container. The Centre will not exceed the dosage on the bottle. If you do decide to send medication to the Centre it must be given to a staff member and not left in the child's bag.

Accidents

Though all program staff are trained in emergency first aid and CPR and will administer any necessary treatment as required, should a child have an accident during the program, the program staff will assess the situation and follow the procedures below;

- if the accident requires medical attention, the program staff will contact the parent immediately for instruction
- if the parent is unavailable the program staff will contact the alternate emergency contact for instruction
- if neither the parent nor the alternate emergency contact is available the

program staff will call for emergency transport as program staff may not transport any child in their personal vehicle

- if the accident is identified as needing immediate assistance emergency transport will be called first and then the parent or alternate emergency contact will be called
- if program staff may not be able to ride with a child in the emergency but will travel to the hospital in the event that the parent or emergency contact cannot be reached

Other Health and Safety Information

- Fire drills are practiced on a monthly basis.
- Attached is a copy of the Emergency Management Codes from the Chignecto Central Regional Centre for Education that we are to follow. Should we have a code black, it would be necessary to evacuate the Child Study Centre, in which case children will be safely moved to the Immaculate Conception Church Hall, 669 Prince Street. Every attempt to contact parents will be made once the children are settled. Parents can pick up their children there. The plan is posted at the Centre.

Nutritional Information

- The Centre serves a morning snack, a noon meal, and an afternoon snack.
- Our program will follow the standard and regulations regarding nutrition as established by the Department of Community Services. Should you have any questions or concerns regarding the nutrition provided, you are urged to discuss them with the program staff or the director. We will provide a "peanut aware environment" when necessary.
- Children and staff enjoy a relaxing and calm meal time experience while at the centre. Children and staff are divided into smaller family type groupings for meals. This facilitates a family type atmosphere.
- Children are allowed to serve their own portions and are encouraged to read their hunger cues. Children are encouraged to try new foods but are never forced to eat.
- Staff are responsive to children's hunger cues and feed children accordingly. Both morning and afternoon snacks are open snacks meaning that food is put out for a period of time and children choose to eat when they are hungry. This encourages children to read their hunger cues as opposed to eating because the clock says it is a certain time.

- The Centre promotes and supports mothers who choose to breast feed. The facility welcomes mothers to breast feed while at the Centre. If a private area is needed, staff will happily accommodate this request.

Foods that have been donated to or purchased for the Centre must:

- be prepared in a kitchen approved by *Nova Scotia Agriculture Food Protection and Enforcement Food Safety Section*.
- be labelled with the name of the source of the food.
- include a list of ingredients and any special preparation, storage or serving instructions .
- be in accordance with the *Nova Scotia Manual for Food and Nutrition in Regulated Child Care Settings* .

Behaviour Guidance Policy

Children in the program will be treated with respect and will be encouraged to make choices and decisions to promote problem solving.

Natural and logical consequences will be used. Natural consequences, which are safe consequences of behaviour that occur naturally, are often an excellent way to reinforce self-discipline in children (ex. if Mary pushes her friend Susan, the natural consequence will be that Susan may not want to play with Mary). Logical consequences are consequences of behaviour that are implemented by the program staff (ex. in the example of Mary pushing Susan, the logical consequence for Mary may be redirection to another area of the room and brief discussion with a staff member).

Positive reinforcement will be used. This encourages children to model the desired behaviour and promotes positive self-esteem by acknowledging appropriate behaviour with praise and reassurance. This model includes the following:

- Using positive messages and directions
- Listening to a child during periods of upset behaviour
- Setting clear limits for the children
- Redirecting

Our model does not include the follow:

- Corporal punishment, harsh, humiliating, belittling or degrading acts
- The use of food to reinforce positive behaviours, however in the case of a child with additional needs, when a child's team (which may include staff, external professionals and the child's parents has determined that food is the most appropriate and natural way to reinforce behaviours and support the child's development, then a routine-based plan (RBP) must be developed for the child. The RBP must include a plan for replacing and/or reducing the use of food as a motivator.
- Food withheld as a consequence of inappropriate behaviour.
- Food used as a reward for completing a task or finishing a meal (e.g. dessert will not be withheld if the child does not finish the main meal).

Duty to Report Suspected Abuse Policy

The Dr Jane Norman Child Study Centre in accordance with the *Children and Family Services Act* has a legal responsibility to report suspected abuse.

Section 23 of the *Children and Family Services Act* states in part:

(1) Every person who has information, whether or not it is confidential or privileged, indicating that a child is in need of protective services shall forthwith report that information to an agency.

(2) No action lies against a person by reason of that person reporting information pursuant to subsection (1), unless the reporting of that information is done falsely and maliciously.

(3) Every person who contravenes subsection (1) commits an offense.

Section 24 of the same Act states in part:

(2) Notwithstanding any other Act, every person who performs professional or official duties with respect to a child, including (b) a teacher, school principal, social worker, family counsellor, member of the clergy, operator or employee of a day care facility; (d) operator or employee of a child-caring facility or child-care service; who in the course of that person's professional or official duties, has reasonable grounds to suspect that a child is or may be suffering or may have suffered abuse shall forthwith report the suspicion and the information upon which it is based to an agency.

Under this Act, any licensee, child care staff, or care provider who has reasonable grounds to suspect a child may be abused or neglected has to report the matter to the local child welfare agency.

For more information regarding the Reporting and Investigating Allegations of Abuse and Neglect in Regulated Child Care Settings please visit the Nova Scotia Government website at
file:///C:/Users/janel/Downloads/Reporting-Investigating-Abuse.pdf



EMERGENCY MANAGEMENT CODES

CODE RED: Fire

For emergencies such as Fire, Smoke or Suspected Fire

- Activate alarm.
- Evacuate students and staff.
- Do a sweep of the area.
- Close windows and classroom door.
- Confirm attendance once outside.
- Advise school administrator if any missing students, students requiring assistance with evacuation or other concerns.

CODE BLUE: Hold & Secure

For emergencies such as Animal Threat, Altercation Involving Students, Threat Outside Building, Custody Dispute Concern, Police Action in Community or Medical Emergency in School.

- Follow directions of principal or designate.
- Confirm attendance.
- Keep windows and doors closed.
- In event fire alarm is pulled during a Hold & Secure, staff shall only leave their location if smoke or fire is evident.

CODE BLUE: Lockdown

Used for emergencies such as Unauthorized Visitor with Unknown Intent, A Violent or Potentially Violent Incident Inside the School.

- Move students/staff/visitors into safe area.
- Secure doors and rooms; try to avoid detection.
- Prohibit cell phone use.
- Confirm attendance.
- Remain in area until released by police.

CODE BLACK: Evacuation & Relocation

Used for emergencies such as Fire, Bomb Threat, Chemical Release in Community, Police Action in Community, Flood or Other Disaster Related Event.

- Evacuate building and confirm attendance.
- Relocate to off-site location.
- Confirm attendance.
- Follow procedures for student pick-up.
- Ensure medication is available for student who require.
- Ensure plan for student/staff requiring assistance because evacuation is initiated.

Dr. Jane Norman Child Study Centre
Daily Schedule

- 7:30 – Centre Opens
- Free Play (loose parts, remida centre, activities, gym)
 - Outside (weather permitting)
 - Lunch
 - Rest Time (for nappers)
 - Free Play (loose parts, remida centre, activities, gym)
 - Outside (weather permitting)
 - Free Play
- 5:30 - Centre Closes

Gym activities are offered daily. Outdoor activities are also offered daily, weather permitting.

The snack is an open snack, which simply means that it is available for a significant block of time both morning and afternoon. There is no set snack time, children take a break and eat when they are ready.

Throughout the day the children may also explore topics of interest, work on group projects and/or engage in group meetings.