



Welcome

Welcome to Chipmunks Daycare ! This handbook has been created so that there are no misunderstandings, and also everyone is aware of the requirements of Chipmunks daycare, and the requirements of the parents and guardians of the children who attend our centre. This handbook covers our childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to contact us with any questions that you may have.

Philosophy:-

Chipmunks Daycare is a licensed daycare in PEI (L4619). It helps families grow healthy nurturing children through the physical, emotional, social, and intellectual benefits. Chipmunks daycare is committed to creating a safe, warm, loving environment for children where they can learn and grow at their own pace. We want to help the children in our care which develop their confidence, and self-esteem by treating them as unique individuals, and allowing them to express themselves in a variety of healthy ways. We strive to make your child's time at daycare the best experience that it can be.

In our educational programming system we plan activities for the children based on the PEI Early Childhood Education Curriculum Framework, which follows a play-based learning philosophy. We always develop those activities which are centered on stories, songs, math, fine and gross motor skills, circle time, science, music, and arts/crafts. We strive to prepare your children for their early school years by exposing them regularly to letters, numbers, colours, shapes, name recognition, and new vocabulary on a daily basis. In 2024, daycare transition as infants and toddler care only (1-3 years child care)

Hours of Operation:- Our hours of operation are Monday to Friday from 7:45am to 4.30pm..We typically close on daycare PD days, Islander Day, Good Friday, Easter Monday, Victoria Day, July 1st, Gold Cup Day, Labour Day, Thanksgiving, Remembrance Day, Truth and Reconciliation Day, Christmas holidays ,boxing day and other federal / provincial holidays. Please watch ongoing parent group in messenger, and the calendar in the centre for updates and changes. From 2025 daycare will follow the public school calendar (close for PD days and March break)

Daycare maybe closed a week or two for Christmas break.(will notify you)



STORM CLOSURES:- In case of storm, Chipmunks daycare will post a notice on our parents group. If the centre is delaying the opening or closing the centre due to storm conditions, Chipmunks daycare will make an announcement on our parent- teacher group to advise families of such delays or closures. If the weather turns foul during the day teacher/ owner will inform parents about the closure of centre for remainder of the day.

LATE PICK UP POLICY: If you arrive after 4.30pm to pick up your child you will be charged a late fee of \$1.00 per minute except in emergency situations – which need to be communicated via telephone or text message. This late fee must be paid in cash to the staff on duty upon pick-up of your child, or within 24 hours. Failure to do so, may result in additional charges.

ENROLMENT REQUIREMENTS:-

Before your child can be officially enrolled in Chipmunks daycare you must complete and provide the following documents:

- Signed Parent Registration form
- Signed Consent Forms & Applicable Waivers
- Non-Refundable registration Fee must be paid (\$50.00)

Please note that we do not hold spaces on a verbal contract. The registration fee and a deposit must be paid in order for a spot to be held for you and your child. Parents and guardians - with their child(ren) - must visit our centre prior to enrolment. This process allows your child(ren) to become familiar with our daycare and staff and for you to determine if we are the right fit for your family.



EVACUATION PROCEDURES:-

In case of emergency [flood, fire, otherwise] children and staff will be evacuated to our designated meeting space is the pine tree at the end of driveway however if shelter is required and it is safe for us to do so, we will proceed to one of the outbuildings such as barn or garage.

Daycare has two fire exits.

First Aid Kit will be transported with us. You will be contacted to pick up your child at the alternate location.

PAYMENT PROCEDURES:-

Forms of payment currently accepted are Cash or email money transfers. Official receipts will be emailed or given by hand to parents once in a year, Unless special arrangements have been made in advance, all fees must be paid by business day closest to the first for the current month of services. For example, if March 1st is a Monday, all March fees must be paid by this date. Daycare only accept monthly payments. If payment is not received by this time, and arrangements have not been made in advance, a late payment fee will be applied to your account at the rate of \$5 per day. After 3 late payments fees will be required further in advance, or service may be suspended and/or terminated without further notice.

REGISTRATION:-

A registration fee of \$50 per child is required upon enrolment. This registration fee goes towards supplies for each child, as well equipment that we use to support your child, and document their learning.

Attendance Policy:-



If your child is not going to attend care as per usual, you inform the centre by 8:30am. This will help us plan our activities for the day. If your child is ill, or has developed a communicable disease –

please let us know as soon as possible so that we can take measures to ensure the health and well-being of the other children in our care and our staff. If someone else will be picking up your child please let staff know as soon as possible. Photo ID will be required by the person picking up your child as well if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the children know that they will be asked for a picture ID in order to ensure the safety of all children. Children will not be released to unauthorized individuals who are not on the pick-up list that you provide. If someone shows up to pick up your child and staff were not made aware, we will not release your child until we have made contact with you, and the person provides us with the aforementioned photo ID.

Absences/Exclusion from Daycare:-

If a child is too sick to attend daycare, please keep them home. There are also many symptoms that a child may have that may prevent them from being able to participate in everyday activities. If your child experiences any of the following please keep them home until they symptom free for 24 hours, or are well enough to participate in normal everyday activities:

:-Fever greater than or equal to 100.5 degrees F.

:-Excessive drainage (clear or discoloured) from the mouth, nose, eyes, or ears.

:-Red discoloration to the whites of the eye(s).

:-Skin rashes as they are difficult to diagnose unless seen by a physician.

:-Severe abdominal pain, vomiting or diarrhoea.

:-A deep, hacking cough

:-Difficulty breathing or untreated wheezing

:-Yellow discharge from the eyes

:-An unusual yellow colouring of the skin or eyes

:-Cuts or openings on the skin that are pus-filled or oozing



: - Lice or nits

If your child(ren) is sent to daycare with any of the above listed symptoms, or they develop during the day they will be sent home. Children should **NEVER** be medicate and then sent to daycare (i.e. given Tylenol to break fever). You should arrange for back-up care when your child is sick. Please note, there are no refunds or discounts for days that your child does not attend daycare.

Child Abuse/Neglect:-

If there is any suspected abuse or neglect of any of the children in our care, we are required by law to report it to the appropriate agencies. Please also be aware also that children will NOT be released under any circumstances to impaired individuals. If we have reason to believe that any persons picking up a child is under the influence of drugs or alcohol, an emergency contact will be called to pick up the child and the incident will also have to be reported.

Dress code policy:-

Due to the nature of our daycare, and the amount of time we spend outside, and doing activities, children must arrive dressed in comfortable, seasonally appropriate clothing that can get dirty -including proper coats, boots, snow pants, hats, and so on. Please maintain THREE full sets of spare clothing in your child's cubby space and label each item with your child's name or initials. Not only does this ensure that there will always be a spare change of clothes to help keep your child happy and comfortable, but it also means that when we do laundry, the correct clothing will be returned to you and your child. A separate set of indoor shoes is required at the daycare for each child at all times; indoor shoes can be a pair of light sneakers, or a pair of slippers with rubber soles. Indoor shoes protect your child's feet in the event of a fire drill or other evacuation/emergency procedure.

If you need support providing the appropriate clothing for your child, please send us a confidential message. We have access to extra gear, at low or no cost, and we would be more than happy to help you!



Potty Training/Diaper Change Policies:- Daily communication between the parent and day care provider is very important when it comes to diaper changes, and toileting habits. These habits will be discussed on a child by child basis at the time of enrolment. Further, when you feel your child is ready for toilet training, we ask that you begin teaching at home.

We will follow through to the best of our ability and encourage your child while they are in our care. Please note that we ascribe to a shame free, positive, low pressure methodology and believe that children learn and develop at their own pace.

Behaviour Guidance Policy:-

The purpose of behaviour guidance is to provide a safe and healthy learning environment in which each child can feel safe, secure, supported and loved. Each child will be encouraged and supported to develop healthy, positive relationships with peers, animals, and staff. We will strive to be appropriate behavioral models, showing respect for children, parents, co-workers and our environment. To this end, parents can expect that staff will demonstrate empathy and compassion for the children in our care through appropriate forms of verbal and physical interaction, maximize opportunities for appropriate and positive behavior, provide clear, simple and consistent boundaries regarding appropriate behaviors and present those boundaries in a positive and encouraging manner.

Guidance Methods:-

While providing behaviour guidance we will focus on the logical and natural consequences that will follow a specific behavior when safe to do so. We will also be firm and respectful when redirecting a child away from inappropriate actions and substitute more appropriate activities and behaviors. We will also help children to label and accept their feelings while simultaneously helping them to understand that certain behaviours are not acceptable. For example, it is OK to be angry, but it is not OK to punch someone.

Behaviour Requiring Intervention:-

On occasion, behaviour requiring an employee's direct intervention may be necessary to maintain a safe, peaceful atmosphere at the centre.

Steps of Behaviour Guidance:-



The Child who is causing a disruption will be asked to clarify the reason for their behavior and given a first verbal warning.

For example; "I can see that you're angry. You wanted that toy, but your friend is using it. You cannot hit in order to get the toy. Hitting hurts. You could try asking with a kind voice instead." If the disruptive behavior persists a second verbal warning will be given, including an explanation of the consequences to the child, should the behavior continue.

For example, "I have already asked you not to hit. If you continue, I will come over, and help you. I will hold your hand, or carry you to a safe place where you can calm your body." If a third verbal warning is required, the child will be asked to take a break from the situation during which a caregiver will discuss with the child the expectations for their behavior.

For example, "We are going to leave that toy because you are hitting and that is not okay. Would you like to sit in this chair and calm your body with me? Or would you like to sit in this chair and calm your body by yourself?" We will then focus on taking deep breaths, singing a quiet song, reading a book, or whatever method works best in the moment and space for the child.

When the child is calm, expectations for return will be simply and clearly communicated;

"You did a great job calming your body with those deep breaths. If you would like to go back to play area , you can. In that space we use gentle hands, calm bodies, and kind words"

At no time during the process will any child be subjected to shaming, guilt, belittling, name calling, shoving, hitting, shaking, spanking or any other form of physical or emotional punishment/abuse. No child will be confined or kept without adult supervision. Children will never be deprived of food, rest, or the use of a washroom.

**If a child's behavior remains very disruptive or abusive, despite concentrated efforts of staff and parents, the family will be advised to seek another care facility more suited to their individual needs.*

Outdoor Hand-washing and Sanitation Policy:-

To ensure the safety and health of the children in our care, children are monitored closely by experienced staff while we are outside. All children and staff will wash their hands after playing outside or came from a walk. We also have hand sanitizer and



antibacterial wipes available inside, and within easy reach in the backpacks that staff carry when we are out

Daily Sample Routine:-

7:45 - 8:30 (Arrival/Parent Communication,Hand Washing,Free play)

8:30 - 9:30 (Breakfast & Morning Exercises ex:-feeding , handwashing, dancing and free play continue)

9:30 - 10:45(Snack Time, Outdoor Play,Diaper Changing & Washroom, activities, Experiments)

10:45 - 11:45 (toddlers& infant grouping,story time, picture reading, cleaning play area, handwashing.)

11:45-12:30(Lunch Time & Cleanup,Toileting / Diaper Changing,Quiet Play)

12:30 - 2:30(Nap time)

2:30 - 3:30(Snack Time,Learning & Play Time (in & out)Diaper Changing & Handwashing)

3:30-4.30 (Free play,Tidying up, end of day cleaning continues, parent communication, departure.)

Items Needed from Home:-

- Nap bedding; we provide a mat, but please bring blanket, and applicable comfort toy, lovey or snuggly toy for your child to use during rest time.
- Three full sets of spare clothing – including underwear and socks
- Sunscreen/Sun Block/Bug repellent and a weather appropriate hat
- Weather appropriate clothing including jacket, splash gear, snow pants, hats, mitts, boots etcetera. A lack of weather appropriate clothing may mean that your child cannot attend until those items are obtained.
- Please ensure that children come dressed in play clothes that can get dirty, messy, stained and smelly.The nature of our daycare means that children are involved and immersed in play, exploration and learning - worries about clothing do not support our learning philosophy, or method.



Snacks and Meals:-

Breakfast, Lunch and two healthy snacks will be provided each day. Please alert us if your child has any specific dietary needs or allergies, and we will do our best to accommodate them.

Medications:-

All medications are stored in a place that is inaccessible to children. Children are not given any medication without the parents' written consent via our, "Permission to Administer Medications" form and all medications must be in their original bottles with original labels. Parents must also indicate on the administering form the date, time and dosage of medicine required. Staff will check off and initial this form to indicate the medication has been administered. 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. With any prescription antibiotics children may not return to care until they've had a full 24 hours of dosage, are no longer contagious and ready to participate in the full child care day, to ensure they are well on the road to recovery.

Allergies:-

All allergies (and dietary concerns) will be clearly posted in daycare notice board and written on the child's emergency information and consent cards.

Developing Illness Policy:-

In the event a child becomes ill during the course of the day, to the point where they are not capable of participating in regular activities, the parents/guardians will be contacted immediately and be required to come pick the child up. If the parents/guardians cannot 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 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 symptom free for 24 hours 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 (100.5* F/ 38.3*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 - 2 or more times in 24 hours - 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/diarrhoea
- Generally unwell - a child must be well enough to participate in the entire child care day to be at daycare

*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 child care centre to be alerted.

Fees:-

We are a licensed, home based daycare and we believe strongly in providing consistent, quality care. As such, we do not accept children drop in basis. Full-time, Part- time , Before/ After school children is defined as having access to our services on all days that we are open, Monday thru Friday from 7:30AM – 5:00PM.

Child's Age Monthly Rate-

Infant age to school entry (maximum four years) \$10 per day Current Government Rate

1-3 years age – our daycare is infant to toddler care only.

***Breakfast, lunch and two snacks per day are included.**

Vacation:-



There may be periods of time where the centre owner and primary care provider takes time off outside of regularly noted holidays. This may be due to personal family needs, medical appointments or important moments (like a child's Holiday Concert or Athletic competition). If this occurs notice will be provided as far in advance as possible and, if available, an appropriately qualified, well trained substitute will be provided. In cases where a substitute cannot be found, the centre will close.

Summer vacation- two weeks paid, two weeks not paid (usually two weeks, depending on arrangement)

Parents will be charged for these days as usual.

Staff Illness or Unplanned Time Off:-

If our owner/operator, is unable to provide care for any reason, if available, a suitable, trained substitute will be hired to fill in until she is able to return. You will be notified as soon as possible if this is the case. In cases where a substitute cannot be found, the centre will close.

Telephone Communication:-

If you need to contact the daycare for any reason, please feel free to call or text us. We have a dedicated phone for Chipmunks daycare that is active during business days only. If you get our voice mail please do leave a message, or follow up with a text. We are often out or busy with the children and will not risk inattention or safety to respond unless it is an emergency. We check messages regularly and return phone calls as soon as possible. We do not mind inquiries to check on your child's well-being and will always do our best to reassure you. Thank you for your understanding.

If you call outside of daycare hours please leave a detailed message. Someone will return your call at our earliest convenience.

Parent's Grievances and Suggestions:-

At Chipmunks daycare , we are committed to being very open and honest, and if a parent should have any grievances, or suggestions, please don't hesitate to contact us. Unless it is something simple, we prefer to schedule a time to sit down to discuss any questions or concerns you may have outside of care hours. Drop off and pickup times



can be very busy and it is important for us to give the children our full attention at this time thus these are not the appropriate time to discuss any important issues.

Parent Involvement:-

Our doors are always open to parents who would like to discuss about their child with staff. Also parents can share participating birthday celebration, to parents- teacher meeting (other special events if permits)

Photographs and Social Media:-

We like to take pictures at the daycare to share with the children, and their families as a way to reflect on ongoing learning, capture important events, and show you how much fun we have! We have a private Facebook group for photo sharing and basic daily communication. If you wish to be added to the group please send us the detailed message and we will respond with the invitation to join. As soon as parents leave the daycare they are removed from the group. Please feel free to save the pictures of your child from this group; however, please keep in mind that you cannot share any pictures of children that are not your own in a public forum (including your personal social media) unless you have the written consent of that child's parents – even if they are in the background. Therefore, if you do save pictures or wish to share them please ensure there are no other children in the pictures.

Termination of Services by Parent or Guardian:-

A MINIMUM OF ONE MONTH WRITTEN NOTICE is required for termination of childcare services. Even if your child does not attend during that period, **payment is still required.** Any fees not paid on time with regards to termination of child care services will be subject to late fees, until full payment is received. If fees are not paid, the unpaid invoice will be placed into collections. As previously mentioned, in the event of any concerns a meeting will be scheduled to address the issue. The meeting will involve the owner/operator, and the parents/guardians involved. The concerns will be clearly stated 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 time frame. In the event the issue cannot be resolved to everyone's satisfaction, written notice of termination of services will be given.



Termination of Services by Chipmunks daycare:-

At Chipmunks daycare, it is vital to us that the children - in our care feel valued, respected, and cared for, and we will pursue every avenue to accomplish those goals. We also understand that not every child is suited to our daycare. If we feel that a child's needs are not being met, or a child repeatedly engages in behaviour that endangers themselves, other children or staff despite repeated intervention on behalf of staff, and or parents and guardians, we reserve the right to terminate care with no more than 24 hours notice.

Moreover, if parents fail to pay daycare fees properly as agreed, we reserve the right to terminate care with no more than 24 hour notice.

Furthermore, if a parent or guardian engages in in-person or online behaviours or uses language that is disrespectful, threatening, abusive and or makes staff and or other parents feel uncomfortable or threatened and the situation is beyond resolution, we reserve the right to terminate care with no more than 24 hours notice. Should care be terminated for the aforementioned reasons, written notice will be provided at the end of the day.



Parent/Family Handbook and Fee Agreement

Family Copy

Child's Name: _____

Type of Care (please circle one): Full-Time Care, Part Time or Before/After School

Daily Child Care Fees: _____

I/We (the undersigned) have read the parent handbook for Chipmunks Daycare and understand all the information, policies and procedures outlined in the handbook. We (the undersigned) have also received a copy of these policies and procedures for our own records and reference.

By signing this agreement, we consent to all the handbook policies and procedures and agree to them, including payment policies and late fee procedures. By signing this agreement, we acknowledge that the information supplied in the registration form regarding our child(ren) and the information supplied below is true and accurate to the best of our knowledge. By signing this agreement, we also consent to pictures being taken of our child(ren) for the centre photo album(s) and to be shared in the online private Facebook page. (If you'd like your child's pictures removed after you leave the center please inform me and that can be arranged) We also consent to our children being recorded by the video monitoring system, and the footage will not beshared.



Parent/Guardian Signature Date

Parent/Guardian Signature Date

Owner/Operator's Signature Date

Parent/Family Handbook and Fee Agreement

Family Copy

Child's Name: _____

Type of Care (please circle one): Full-Time Care, Part -Time or Before/After School

Daily Child Care Fees: _____

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Parent/Guardian Signature Date



Parent/Guardian Signature Date



Owner/Operator's Signature Date