



## PARENT POLICIES AND INFORMATION

Thank you for choosing Lullaboo Nursery and Childcare Center Inc. for your family. We hope that through mutual co-operation and communication your years with us will be enjoyable and fulfilling.

Lullaboo Nursery and Childcare Centers care for children 6 weeks to 12 years of age. Centers are open Monday to Friday 7:00AM to 6:30PM

The Center will be closed for all statutory holidays

Family Day	Labour Day	New Year's Day – (January 1 <sup>st</sup> )
Good Friday	Thanksgiving Day	New Year's Eve – (early closing)
Victoria Day	Christmas Eve - (early closing)	Civic Holiday
Canada Day – (July 1 <sup>st</sup> )	Christmas Day – (December 25 <sup>th</sup> )	Boxing Day – (December 26 <sup>th</sup> )

### LULLABOO PROGRAM STATEMENT

At Lullaboo we view children as competent and curious individuals who are rich in potential and capable of complex thinking. Lullaboo teachers and management provide a variety of classroom materials and learning opportunities with the children's interests in mind to help guide the children reach their full potential and make educated choices.

We believe that all children have the right to quality care and education in a safe and healthy environment with an emphasis on nutrition for overall well-being. Children's safety is our number one concern and we ensure this is met by providing each family with a registered key swipe that allows access into the center only during operational times. Lullaboo also has cameras in the corridors which provides security that can be viewed to supervise who is entering and exiting the building. As well as children's safety, we value a healthy environment by ensuring that our center and classrooms are clean and free of hazardous materials or equipment which may pose a risk to children. Lullaboo also is proactive in our attempt to eliminate to the best of our ability illnesses and diseases by practicing and promoting proper hygiene procedures for both our staff and children. Finally, our emphases on nutrition is designed with kids at heart. Health Canada's document "*Eating Well with Canada Food Guide*" is the basis of our nutrition in our menu by providing four separate meals daily with a variety of food groups in each meal. Overall, this promotes our core beliefs that Lullaboo must promote a healthy, safe, and nutritionally enriched program that oversees the well-being of children in our care.

At Lullaboo we see families as experts who understand their children and must play an active role in their development. Positive on-going communication and positive open dialogue between parents, teachers and children is crucial for a child's continuous learning. Lullaboo engages with families through an open-door policy allowing parents to join us anytime during the day and be part of our daily program. At the end of a child's day, parents receive an electronic daily report detailing their child's day such as meals, sleep time, and activities participated in. The interests of children are closely observed and documented in various ways in the hopes of having parents feel like they were with their child during the day. From these interests classroom teachers will introduce materials that are interesting, open-ended and developmentally appropriate for children to expand on their interests, acquire new understanding as well as learn new skills. Lullaboo also hosts events such as Mother's Day teas, Father's Day picnics and Sick Kids Hospital fundraising BBQ's (which all proceeds go to SickKids Foundation). To keep parents in the loop about what is going on from time to time a newsletter is sent out.

Our program statement is based on child development principles centering on the concept of interaction and exploration during play as a natural way of learning. As children interact with materials and communicate with their peers, they clarify and expand their understanding of the world. This also encourages children to become responsible, productive, problem solving individuals, capable of independence and self-regulation. We provide child-initiated and adult supported experiences by observing and documenting the children's interests and expanding their knowledge surrounding what is important to them. Teachers set goals for children that will be met by various developmentally appropriate lesson plans in the classroom. As well as child directed learning,



other aspects of the day are also included in the child's schedule such as indoor and outdoor active play, rest and quiet time with consideration to the individual needs of the children in care.

Lullaboo's learning environment creates positive experiences and supports children's development. Each classroom is set up in such a way that areas such as dramatic, blocks, reading, science and art are defined to create an opportunity for small group learning experiences. These areas are available to children at all times throughout the day to allow for choices and to promote children's interests. Small grouping allows for more one-on-one support from classroom teachers and allows for children to feel confident in what they are doing.

We welcome local community partners and allow these partners to support the children, their families and staff. Some of the local community partners that Lullaboo works with are: Community Living, PIERS, Early Interventionists, Speech Pathologists, Physiotherapists and Raising The Bar, etc. These community partners are to support the children in their environment giving teachers strategies to improve a child's skills; whether it be speech, physical, social or cognitive skills as well as providing positive feedback regarding the classroom as a third teacher. Our community partners are also here to support the children's families by setting up and engaging in meetings for all parties involved. Once our community partners (ie. Early Interventionist) support any of our children in Lullaboo, they will complete a summary of their visit sending one copy to the parent and one copy to Lullaboo. This copy of the individualized support plan will be placed in the child's record for future reference. Throughout the year, we invite local community helpers into the center to speak with the children about their profession. In the past we have welcomed dentists to speak to the children regarding oral health, police officers to speak about community safety and veterinarians to teach the children about animal safety and how to care for a pet, to name a few.

Lullaboo believes that children deserve to be surrounded by knowledgeable and qualified educators. Adults, like children, deserve to have the opportunities to further their knowledge, understanding and expand on their career aspirations. Lullaboo promotes and supports each staff's professional development by encouraging staff to attend workshops, seminars or take courses through a recognized training agency such as a college or university. Each staff has up to \$1000.00 per year to spend on their education and upgrading their skills. Another way Lullaboo supports Educational Assistants is encouraging our staff to enroll in the ECE apprenticeship program to achieve their ECE diploma. Throughout the year there are many training workshops offered by Lullaboo that staff are encouraged to attend.

Ensuring that our strategies are met is done by documenting and reviewing children's continuing development in our progress reports and pedagogical documentation boards. Once a child is ready to transition into the next classroom, a progress report will be completed to ensure that the child is developmentally and physically ready. Progress reports include all domains of development including cognitive, language, social, emotional and physical fine and gross motor. Parents and teachers meet to discuss details pertaining to this documentation and further goals may be made.

Overall, Lullaboo prides itself on helping children reach their full potential and strive to achieve this by supporting the four foundations; belonging, engagement, expression and well-being, to ensure children can grow and flourish in their environment. As a licensed childcare facility, we review our program statement with all staff, volunteers, and placement students prior to interacting with children, annually and any time the program statement is modified to ensure that everyone understands the expectations of Lullaboo as well as "How Does Learning Happen?".

## **CURRICULUM**

Each classroom's Lead Teacher is a graduate of a recognized Early Childhood Education program. The teacher plans the children's activities, stories and songs around the children's interests in the classroom, taking into consideration their development as individuals and as a group and "How Does Learning Happen?". Please check the bulletin boards to see what your child is involved in each week so you can further their learning at home. This information is also available on our website.

It is also important to take home your child's artwork, as he/she is very proud of his/her accomplishments. Artwork can take many forms and teacher's love taking many pictures throughout the day to showcase what the children are doing and learning in the classroom. Sometimes art is not paper and glue but rather an intricate



block tower with beads and ribbon. Teachers will take pictures of these master pieces to send home so you can see exactly where their creativity is. Your child will benefit most from the program if they arrive no later than 9:30 AM.

For more information on “How Does Learning Happen?” click [HERE](#)

**RATES**

Fee 2017	Bi-Weekly Payments				
Program	Two Days	Three Days	Four Days	Full Time	Daily Rate
Infant (up to 18mths)	\$349	\$468	\$620	\$681	\$82
Toddler (up to 30 months)	\$247	\$344	\$447	\$523	\$60
Preschool (up to & Inc. 5 yrs.)	\$231	\$329	\$426	\$492	\$55
Half Day Program (PreK & KG Half Day & B/A)	\$153	\$225	\$291	\$347	\$39
School Age Program (where applicable)	Before & After School excluding school holidays			\$225	-
	Before & After School including school holidays (March & Christmas break, Snow days, Easter Monday)			\$276	-
	PA Days, Snow Days (addition to regular biweekly payments)			-	\$55
	Full week Camp, March break, Christmas			\$550	-

**FINANCIAL FEES**

Fees are applied to all days that Lullaboo is open as well as statutory holidays and sick days. Fees are due in advance as per our fee biweekly schedule, any payment returned NSF or stop payments will result in a \$50.00 charge.

Fee payments include statutory holidays and days your child may be absent due to illness or vacation days. No deduction will be made for any of these days in order to guarantee your spot upon return. There is no break in your child care fee at any time of the year.

With one month’s notice the supervisor may grant a grace period for any vacation period consisting of at least two (2) consecutive weeks. Parents will be charged 50% of your child’s regular biweekly fee as a holding fee during this period to save their child’s spot. Only one vacation period is allowed per calendar year. This is to be discussed and approved by the supervisor.

If you choose to change the program of your child, i.e. moving from full-time to part-time enrolment, no guarantee is made that the previous program will be available to you in the future. For example, a student that is reduced to 2 days per week for summer months is not guaranteed a full time spot in the month of September. If you would like to guarantee a full time spot, the 50% holding fee is required as stated above. The 50% holding fee is not to be credited to part time enrolment fees over the same period of time.

A late fee of \$1.00 per minute per family will be charged to those arriving after 6:30 p.m. on the next billing period.

There is a \$100 registration fee for the first child and \$50 registration fee per EACH additional child that is **non-refundable** to be paid upon registration. All forms, including registration package, void cheque and immunization forms **must** be completed **prior** to your child's start date.



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Lullaboo requires a void cheque for auto-withdrawal; payments are on bi-weekly schedule. NSF is subject to \$50.00 fee. Failure to provide payment prior to start date does not guarantee your spot.

You will be charged bi-weekly once enrolment commences at the rate of the program in which your child begins the cycle in. Mid-week transitions will not be prorated for fee credits.

Each registration fee includes one key fob allowing you access to the Lullaboo center that your child is enrolled in. If families would like an additional key, the cost is \$50.00 per additional key which is non-refundable. There is a \$50.00 replacement fee should lose your key and require a replacement. These keys must also be returned if you decide to leave or withdraw from Lullaboo or you will be charged the replacement fee.

Families with more than one child will receive a 10% discount on the lower tuition fee for each additional child. All children are required to be enrolled in a full-time program to receive the 10% family discount.

Fees are subject to annual increases of approximately 2% every January.

## **WAIT LIST POLICY**

Upon completing a walk-through tour of Lullaboo Nursery and Childcare Centre, the supervisor or tour designate will inform you of the next available date of care or whether the date you are requesting is available. Should the date you request for care not be available due to full registrations, you may choose to be placed on a wait list, with no deposit required. Lullaboo's wait list does NOT secure a spot for your child(ren). Should Lullaboo's registrations be full, therefore there is not a spot available for a date that you are looking for, by filling out a wait list form, you understand and acknowledge that you are being placed on a wait list with no secure or specific start date. Lullaboo will contact you in the order in which your form was submitted to the office and present to you the first date of care that becomes available.

When the first available date becomes available, parents will be contacted in the order in which their wait list form was submitted and the date of care available will be offered to you. Should Lullaboo be unable to reach you within 24 hours, your spot will be forfeited and you will be placed at the end of the wait list. A completed registration form and \$100 registration fee (\$50 per additional child) will secure the childcare spot offered to you. Registration form and registration fee is required within 24 hours of contact to secure this available spot. Failure to bring registration form and registration fee within this timeline will result in the forfeit of the available childcare spot and you will be placed at the back of the wait list.

Should you decide that you do not want the next available date of care that is offered to you, Lullaboo will contact the next family on the wait list thereby forfeiting your spot on the wait list, placing you at the back of the list.

A record of the wait list will be kept in the office. Parents who wish to know their position on the wait list are to call the office where the supervisor or designate will inform the family verbally of their number in line. Additionally, families who wish to visit the centre to know their current position on the wait list will be informed verbally by the supervisor or designate what their current position is.

## **WITHDRAWAL POLICY**

30 days written notice must be given to Lullaboo Nursery and Childcare Center before withdrawing your child. The child must attend during this notice period and all outstanding balances paid before the child leaves. Movement from full time to part time programs is considered to be a withdrawal and requires a 30 day notice.

You may be asked to withdraw your child from Lullaboo if he/she continually shows signs of aggression, for late payment of fees, for non-payment of fees or if it is felt that the Center is not meeting the needs of your child.



## **DISCHARGE POLICY**

In the case of a missed payment, the following payment and NSF fee will be applied to the next billing cycle, amounting in a double payment plus all applicable NSF fees. If an NSF fee is incurred in the following billing cycle, all outstanding fees (regular bi-weekly payments plus NSF fees) must be paid via a certified cheque one (1) week after the last billing cycle. The center supervisor will request in writing the date that the certified cheque is to be due.

If a certified cheque is not submitted one (1) week after the last NSF charge and payment does not occur, immediate termination will follow and a letter informing parents of the last day of care will be sent. If payments are continuously missed it is at the discretion of the Director to determine whether or not to continue child care.

## **YOUR ELECTRONIC SIGNATURE**

To the fullest extent permitted by law, Lullaboo utilizes e-signatures as legally binding and equivalent to handwritten signatures to signify an agreement.

Upon child registration you will be required to complete an electronic authorization form that will be kept on file at Lullaboo. Staff, volunteers, outside agencies and parents shall use electronic signatures to authorize all designated internal records and transactions.

Lullaboo's right or option to conduct a transaction on paper or in non-electronic form shall not affect its right, option, or obligation to have documents provided or made available in paper format.

## **PARENT INVOLVMENT & COMMUNICATION**

Lullaboo prides itself on involving our parents and families in a mutual support system. Staff and parents must work together to provide the most suitable environment for the child. It is important for you to have regular information about your child's experiences. The staff is always open to questions, comments or suggestions regarding the program. Our staff has a wealth of knowledge about child development and experience relating to the growth of children. Communication may be in the form of emails, phone calls, or individual parent teacher meetings.

To help facilitate information sharing, Lullaboo's website has menus, blog posts and special events such as fundraising events, field trips, etc. will be included on the website with all the information you may need. Permission forms will go out to families for any off-site field trips.

Pursuant to Canada's Anti-Spam Legislation that went into effect July 1, 2014, by providing your email and signing the registration package, you allow Lullaboo to use your email for communication regarding your child and center events or announcements. We will not release any of your information to outside agencies.

## **DAILY REPORTS**

A comprehensive daily report on your child's activities and routines will be provided via email. Parents are encouraged to read these reports daily and be aware of your child's activities during the day. This ongoing communication will ensure that your child receives the best care possible. We encourage parents to provide comments on how their child's night and/or morning was before leaving the center as this gives your child's teacher a better understanding of the needs of your child before the day starts with us.

Our systems allow for accurate and detailed information regarding your children's daily routine as well as provide the opportunity to participate in your child's learning experience.

Incident reports, Accident reports, Illness reports, Medication Administration Authorization forms, and other like forms will be completed by staff and upon parent's arrival you will be required to authorize these forms using your electronic signature. A copy of the Incident Report is emailed to you once you have signed the report.



**STAFF INFORMATION**

The staff at Lullaboo Nursery and Childcare Center is a team of professional, caring and loving individuals. Each one of our rooms will have a number of staff according to the Child Care and Early Years Act.

<b>Classrooms</b>	<b>Staff to Child Ratios</b>
Infant 3wks-18months	1 Staff for every 3 Children
Toddler 18-30 months	1 Staff for every 5 Children
Preschool 30-44 months	1 Staff for every 8 Children
Kindergarten 44months-7yrs	1 Staff for every 12 Children
School Age 68months-13yrs	1 Staff for every 15 Children

**Reduced Ratios:**

Reduced ratios apply between the hours of 7am to 8:30AM, nap time (depending on the classroom) and 5:30PM and 6:30PM. Reduced ratios NEVER apply for our infant classroom's.

Name of age category	Number of children in Room	Number of staff required
Toddler	1-8	1
	9-15	2
Preschool	1-12	1
	13-24	2
Kindergarten	1-20	1
	21-26	2
Primary/Junior School Age	1-23	1
	24-30	2
Junior School Age	1-20	1

**SUPERVISION POLICY**

It is the responsibility of each staff member to ensure the safety and well-being of each child in attendance at Lullaboo Nursery and Childcare Centre. Children must be supervised during all routines such as indoors and outdoors, washroom routines, and any time the children leave or enter the classroom. Children are not to be left alone under any circumstance at any point in time.

Upon arrival and departure, each child's attendance must be recorded on the classroom attendance log with the accurate times and head counts are done during all transitions. Attendance is to be done immediately upon arrival when the child is released into the care of staff and when children are released to the parent/guardian/authorized pick-up at departure. Any absences including vacation and illness must be noted in the classroom communication log. The attendance must accompany the staff and children at all times. In the event of small grouping, with some of the children being outside, the attendance remains with the staff who is staying inside with their group of children. Parents are to drop off their children in the classroom where the classroom teacher can see that they have arrived for the day. As Lullaboo closes at 6:30PM it is important to be at the centre on time to pick up your child. In the case of an emergency as a parent/guardian is expected to be late, they must inform the centre as soon as possible and make alternate arrangements for pick-up. As noted in the Rates portion of this manual, a charge of \$1.00 per minute will incur after 6:30PM.

Any person other than the parent/guardian who attends to pick-up a child from Lullaboo Nursery & Childcare Centre must be listed on the child's emergency card. In the event of an emergency when there is an alternate designated pick-up, the parent/guardian must provide written confirmation of the designated adult. The staff will verify they are releasing the child to the correct person by reviewing the person's identification with the parent/guardian's written confirmation.



## **SUPERVISION OF VOLUNTEERS AND PLACEMENT STUDENTS**

Volunteers and placements students will be supervised by the centre staff in the room in which they are volunteering or conducting their placement at all times. Centre staff will ensure that no volunteer or student is left alone with a child at any time. It is the supervisor's responsibility to orient the volunteer with their responsibilities. For students, the Registered Early Childhood Educator in each classroom will be responsible for overseeing and orienting the student with their role and responsibilities. Volunteers and placement students are never counted in staffing ratios in the center.

Volunteers and placement students are required to adhere to all of Lullaboo's policies and procedures and act in a professional manner. Volunteers and students are gaining important work experience and should participate fully in the day to day tasks. Classroom staff will monitor volunteers and students to ensure they meet all requirements in adhering to policies and procedures and will escalate any concerns to the supervisor.

## **PARKING**

Each center has designated parking at its location. Please ensure that children are closely monitored at all times while in the parking lots to ensure their safety. We ask that parents do not park in-front of the centers door as this may pose a safety concern for emergency personnel who may have to have access to the center in an emergency. Lullaboo asks all parents to park in the marked parking spots.

## **AREA SCHOOL BUSSING (where applicable)**

Lullaboo provides school transportation to area schools depending on the demand at each Lullaboo location. Communication will be sent out prior to the school year surveying parents on which school their child(ren) will be attending and transportation will be decided upon. Enrollment in the before and after school program is restricted to children with younger siblings enrolled **full-time**, in Lullaboo's Infant through Preschool programs. Once the final communication is sent out to parents it will be based on a **first come first serve basis**.

## **PARENT CODE OF CONDUCT**

We all have the right to be safe and feel safe in our school community. Lullaboo's Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre community including parents or guardians, volunteers, teachers, and/or board members.

These standards apply whether they are on Lullaboo property or at centre-sponsored events and activities.

All members of the Lullaboo community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code.

All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting, etc.) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour or harassment of any kind towards a child, student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

No weapons are allowed on centre property or at centre functions. Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing.



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Any pictures taken at the centre or during centre events are for the private use of Lullaboo families only. These pictures cannot be posted in on-line photo albums or social media (i.e. Photobucket, Facebook, Myspace, etc.)

School cubbies are to be used solely for the purpose of communicating between parents and centre staff. They are not to be used for business promotion.

## **SMOKING POLICY**

Lullaboo Nursery and Childcare Center is a smoke free building, including the playgrounds whether the children are present or not, according to the Smoke Free Ontario Act. Smoking will not be permitted on Lullaboo Nursery and Childcare Center property or within 65 feet of the playground.

## **IMMUNIZATION POLICY**

Parents must provide updated Immunization records before starting with Lullaboo and once enrolled records must be updated within a reasonable timeframe. All records must be from a medical officer of health. Any immunizations that are not updated to Lullaboo may cause termination of care.

If parent's object to Immunize their child, they must fill out the "Statement of Conscience or Religious Beliefs" or "Statement of Medical Exemption" form and sign and date the Immunizations Records section in the Child Registration Package.

## **NUTRITION AND FOOD POLICY**

**We are a peanut free/nut free facility and the Center will be strictly adhering to this policy at all times.**

Our menus are planned to meet your child's nutritional needs based on Canada's Food Guide, the Child Care and Early Years Act and Lullaboo's guidelines for healthy foods. We respect and try our best to accommodate special diets and food restrictions. The four weekly menus are posted and available online on our website. Any substitutions will be kept for the thirty days.

The Center provides a healthy morning breakfast, a healthy hot meal at noon and 2 healthy afternoon snacks served after naptime. Children do not need to bring food from home. Please discuss any diet restrictions with the Center Supervisor.

For Infants, parents are to provide formula and/or breast milk and any specialty items. Once a child begins to eat solid food, the Center will provide blended, pureed, chopped or solid foods, and milk.

Many children suffer from allergies; please inform us if your child has any allergies upon discovery.

No foods are allowed to be brought into the center at any time unless arrangements have been made with the Center Supervisor.

Parents must bring in the item purchased only from a known food source and not home-made. All ingredients must accompany the product in writing. The Supervisor will approve of the item once determining that it has been purchased at a known food source and the product is a peanut/nut free item.

Children who bring foods from home in the morning or who keep food in their bags must remove these items before entering the Center unless approved by supervisor and a Lullaboo label will be applied to identify the food if it is enclosed on the original packaging with the ingredients listed. The Center does daily checks all of the children's bags and discards all items regardless if the product is opened or closed.

This strict policy will prevent any children from accidentally consuming any food products that they may be allergic to. Safety is the utmost importance at all times. We ask that all families adhere to this policy.

## **ILLNESS POLICY**

Lullaboo staff members will not admit any children showing signs of illness upon arrival at the center.

Symptoms include: vomiting, diarrhea, rash, hives, fever, foreign matter in the eyes or ears, head lice, or ring worm. Signs of communicable diseases include: chicken pox, hand foot and mouth thrush etc. Upon



determining or suspecting illness, the child will be separated from the other children and the child's parent or guardian will be notified immediately and asked to pick the child up from the center as soon as possible. If the parent or guardian notifies the staff that he/she will be a certain period of time before coming to pick up the child, staff are required to make the child feel comfortable in a quiet place within the classroom by offering food, water, a cot to sleep/rest, a teddy bear etc.

Should the centre supervisor suspect something contagious, a doctor's note or an increased symptom free time period may be implemented.

### **Diarrhea/Vomiting**

Children at the center who have one episode of diarrhea/vomiting need to be monitored. If the diarrhea/vomiting stops and the child does not seem to be ill, parents will be informed at the end of the day. If a child has three episodes of diarrhea/vomiting in one day; parents or emergency contact must be notified immediately. The child is to be picked up and may not return until stools/vomiting have gone back to normal and all symptoms of illness have been absent for 24 hours. Should the centre supervisor suspect an outbreak, a doctor's note or an increased symptom free time period may be implemented. This will be determined in conjunction with the Health Department. If your child is sick for more than 2 days a doctor's note is required to prevent an outbreak and to maintain the safety of the children and staff of Lullaboo

### **Fever**

A fever is usually a symptom of an illness and may be caused by germs called bacteria or viruses.

Parents must list their children's history of communicable diseases detailing the diseases; the date the child was diagnosed, and if there are any complications. Lullaboo asks to be informed upon discovery of any health problems, food restrictions, or physical restrictions of any child.

Upon determining a fever of 101F (38.5C), the child's parent or guardian will be notified immediately and asked to pick the child up from the center as soon as possible. If the parent or guardian notifies the staff that he/she will be a certain period of time before coming to pick up the child, staff will make the child feel comfortable within the classroom by offering food, water, a cot to sleep/rest, a teddy bear etc. At no point will the child be segregated from the program. An Illness report will be completed for parents to sign.

## **MEDICATION POLICY**

**Intake of Medication** parents who intend for their child to have any medication must first bring it to the office for intake. Medication must come in its original container/package. Upon intake, the parent will be asked to fill out an electronic Medication Authorization Form in full and sign it. This form will then be signed by the supervisor as well as the classroom staff. This form will explain the details of the medications including the name of the medication, the dosage to be given, the time(s) to be administered and a description of when it is to be given (i.e. "when temperature reaches 38C"). This form **MUST** be filled out prior to the administration of ANY medication. Failure to provide the office with the required form will result in the medication not being administered. No staff can administer medication without the Medication Authorization Form being filled out and signed. Once Medication Authorization Form is complete, the medication will be placed in a zip lock bag and a Lullaboo Medication Label detailing all information will be attached.

**Over the Counter Medication** will only be permitted to stay on Lullaboo Nursery and Childcare premises for five (5) days upon which it will be sent home. In the case of an emergency allergy medication such as Benadryl being needed for a child with an anaphylactic allergy or Tylenol for a child with febrile seizures, this medication may be on Lullaboo premises longer than 5 days **IF** the child's ICP or IMP has been signed by a parent and supervisor requiring the Benadryl to be administered before the epinephrine or Tylenol at the sign of a high fever.

**Prescription Medication** will be permitted to stay on Lullaboo Nursery and Childcare premises for the duration of the prescription as outlined on the pharmacist label.



**Emergency Medication** children who require emergency medication due to a severe allergy or medical condition will be posted in our food and allergy report and an Individual Care Plan (**ICP**) or Individual Medical Plan (**IMP**) detailing information of the allergy/medical condition such as type of allergy/medical condition, symptoms, emergency procedures and medications needed will be filled out and signed by a parent, and the center supervisor. This ICP/IMP will be posted in each cooking and serving area, in each play room or play area and in any other area which children may be present. As well, ICP/IMP's will be printed and placed in the emergency classroom backpacks that accompany staff and children when they are in the hallway or outside on the playground and a copy will be placed in the child's file.

**Storage of Medication** will be in accordance to the medication label.

- Emergency Medication is to be kept with children at all times. During small groupings, if the child is on the playground, emergency medication must be kept in the emergency backpack out of reach of the children. If the child is inside, the emergency medication must be kept in the Emergency Medication bin out of reach of the children.
- Non-Emergency Medication is to be kept in accordance to the medication label. Medications must be kept out of reach of children and placed in the Medication Lockbox in the cupboard or in the fridge.

### **ADMINISTRATION OF DRUGS AND MEDICATION**

1. Proper hand washing practices should take place prior to administering medication and gloves must be worn
2. Ensure that the medication being administered is for the correct child by checking the name and dosage and ensuring it matches the Medication Authorization form and pharmacist label
3. Read the instructions provided by parents and ensure that all information matches the pharmacist label
4. The center's supervisor, designate or knowledgeable staff is to administer medication to the children in the center. To reduce the chance of error administration must be supervised by a second staff
5. Medication should be dispensed in a well-lit area and, where possible, it is preferable to remove a child from the activity area to administer medication in a quiet environment with the least possible interruption
6. After administering medication, document on the Medication Authorization Form on iCare the time, by who the medication was administered by, the dosage amount and observations after administration (i.e. "I administered and no reaction observed")
7. Unused portions are to be returned in the original container to the parent of the child or discarded safely with parental permission
8. Active Medication Authorization Forms will be kept on iCare and for medications that are finished, forms will be filed in child's file

### **POSITIVE CHILD GUIDANCE PRACTICES**

Discipline should be:

- a) related to the nature of the troublesome behaviour
- b) appropriate to the developmental level of the child
- c) used in a positive and consistent manner; and
- d) designed to assist the child to learn appropriate behaviour

Throughout the day there will be times when children have difficulty coping with a situation. The following is a list of positive child guidance practices permitted at Lullaboo Nursery and Childcare Center Inc.



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1. Direct the child's attention to the activity or area that is appropriate at that time through clear communication. Staff must foster communication and see children as capable communicators. Under no circumstances should physical measures be used to direct the child.
2. Speak with the child at eye level. Give the child a chance to try again now or later. Be clear, specific and follow through with consequences set down. Staff will speak with the child in a calm voice, giving the child the opportunity to explain his/her motives.
3. The staff will be clear to the child in regards to specific natural and logical consequences that is developmentally appropriate.
4. Separate the child from the situation by redirecting them and refocusing his/her energy on a quiet activity. The child remains in the classroom as a part of the group at all times.
5. After no more than 5 minutes, go back to the child who was redirected and offer for them to re-enter the activity they were having a hard time with. Allow for them to show you that they are ready to use the activity or play with the other children correctly.
6. Incident report will be filled out by the staff, notifying the parents about the behaviour modification.
7. Inform the center supervisor if all other techniques have been unsuccessful. The center supervisor will help assist the situation in the room. If necessary a meeting with parents will take place to discuss alternate behaviour modification and or a daily journal to open communication with the parents.
8. With parental consent, external resources may be contacted (i.e. Region of Peel support, SNAP, CMH etc.)
9. Staff is expected to handle all situations in a consistent and professional manner.
10. Staff must interact completely throughout the day with children including meal time, activities, circle time and outdoor time. Interaction is a key point to the teacher's job.

Note: if all these alternate measures do not succeed Lullaboo's supervisor will write up a letter asking the child's parents to withdraw him/her from the program.

### **PROHIBITED CHILD GUIDANCE PRACTICES**

The following is a list of prohibited child guidance practices by Lullaboo Nursery and Childcare Centre Inc.

1. The corporal punishment of a child;
2. Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. Locking the exits of the child care center for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

### **REST TIME**

Lullaboo provides all cribs/cots, firm mattress and fitted sheets for your child during sleep time.

SIDS (also known as crib death) refers to the sudden and unexpected death of a healthy baby less than one year of age.



**Public Health Agency of Canada, the Canadian Paediatric Society** do not know the cause of SIDS but they do know that you can reduce the risk of SIDS by:

- Laying your baby on their back to sleep and not on their stomach
- Having a smoke-free environment
- Keeping your baby warm but not hot. No duvets or comforters, sheepskin, pillows under the baby, stuffed toys in crib, and no crib bumper pads

## **LULLABOO SLEEP POLICY**

1. Children **younger** than 12 months must be placed for sleep in a manner consistent with the recommendations set out in the document “Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada” published by Public Health Agency of Canada unless the child’s physician recommends in writing otherwise in order for Lullaboo to start following the sleep recommendation set out. Lullaboo is obligated to ensure all children are placed for sleep in a manner consistent with these guidelines
  - Parents will indicate their agreement in the Enrollment Package for children younger than 12 months to be placed on their backs in the crib and this must be followed
  - It is recommended that children younger than 12 months be placed on their backs to sleep to lower the chance of Sudden Infant Death Syndrome (SIDS), however; parents may request otherwise with a **doctor’s written recommendation** and this **MUST** be documented on the Enrollment Package prior to the start of care and an Individual Support Plan must also be completed
  - Parents will indicate in the Enrollment Package what (if anything) the child is to use during nap (ie. Light blanket, swaddle blanket, sleeping sack, soother) or if the child is to have a reduced, extended or no nap
  - Parents will be consulted respecting their child’s sleeping arrangements at the time the child is enrolled at Lullaboo, upon transition to another classroom or upon a parent’s request
  - Infants will be fed following the written instructions provided by the parents; however, it is important to note that bottles should not be given to infants while they are laying down. Bottles should never be propped against something or left in a child’s mouth when they are falling asleep or asleep
  - Should a child who is to be placed to sleep on their back roll onto their side or stomach it is NOT necessary to place them on their back again. It is important to always place children to sleep in the manner in which is outlined on their enrolment package. Children under 12 months of age who are able to roll from their back to their side or stomach are at a lower risk for SIDS
2. Children **older** than 12 months must be placed for sleep in a manner that is consistent with the Enrollment Package provided by parents at the start of care or any documented updates regarding a child’s sleep. Lullaboo is obligated to ensure all children are placed for sleep in a manner consistent with these guidelines
  - Parents will indicate in the Enrollment Package or any documented updates regarding a child’s sleep, how children are to be placed on their cot or crib (ie. back, stomach, or side) and what they are to use during nap (ie. blanket, stuffed toy, pillow, or soother) and if nap is to be reduced or no nap required
  - Parents will be consulted respecting their child’s sleeping arrangements at the time the child is enrolled at Lullaboo, when the child reaches over 12 months, upon transition to another classroom or upon a parent’s request



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3. Infants **must** sleep in their assigned cribs and at no point in time are infants to be left sleeping in the bouncy chairs, swings or any other place other than the crib. Under no circumstances are pillows, heavy blankets, bottles/sippy cups, stuffed toys and/or crib bumpers to be used in an infant sleep room
4. When three (3) or more infants are in the sleep room, a staff is physically present in the sleep room to supervise the children and conduct physical checks
5. The iCare system is in place to identify who is in the sleep room
6. Direct visual and physical sleep checks (checking for breathing, increased/decreased breathing sounds, tossing and turning, etc.) beside ANY child sleeping will be completed by ALL age groups and recorded on iCare as per the following timelines:
  - Infants/Toddlers – direct visual and physical sleep checks approximately every 20 minutes
  - Preschool/Kindergarten/School age – direct visual and physical sleep checks approximately every 30 minutes
7. All direct visual and physical sleep checks must be documented on our iCare system with any observance of significant changes in a child's sleep pattern or behaviours while sleeping (ie. increased breathing sounds, tossing and turning, change of skin colour, etc.) being documented in the comment section of iCare. Any change in a child's sleep pattern must be documented in the child's daily report to inform parent(s) of this change and may require that the child is monitored more frequently during sleep.
8. Lighting in the sleep room must allow for direct visual monitoring. Lights can be dimmed, but staff must be able to see children clearly
9. Each child in care will have a crib or a cot labelled with their name with a crib/cot sheet. This label is to be applied to the actual crib in a manner that allows staff and parents to be made aware of who each crib belongs to. No child is to be put in a crib or on a cot without a clean bedsheet
10. Sleep time will not exceed two (2) hours in our toddler, preschool, kindergarten or school age classrooms. Infants may sleep for longer during the day as per the parent(s) request as some children in our care are young and require more than one (1) nap throughout the day. The total nap time for infants may exceed two (2) hours if there is documented consent given by the parent(s)
11. Arrange children's cots in a head to foot formation with the crib/cot 46 cm (1.5 feet) apart with an aisle of at least 92 cm (3 feet) to ensure children and staff can safely evacuate in case of an emergency
12. Make sure you can always see the child's face while sleeping; blankets and sleep toys must never cover a child's face
13. Staff, students and volunteers will review the Sleep Supervision Policy before the start of their employment/placement/volunteer position, any time there is a revision and annually thereafter to ensure understanding

### **CHILDREN BEING BUSSED TO SCHOOL (school age program, where applicable)**

If your child is being picked up and or dropped off at the Center by a third party Bus Company, we will ensure that drivers are aware of which door to come to pick up children and drop them off. We will ensure that the bus drivers know that children cannot be released from the bus until a staff member goes outside to escort them to the bus. Children getting on buses from the Center will be escorted out by a staff member and put on to the bus. It is the responsibility of the parents to arrange a bus for the child, not the Center. Children who are scheduled to come with the bus and are not going to attend the daycare on a specific day it is the parents' responsibility to contact the daycare 1 hour before arrival time. If Children do not arrive on bus at their scheduled time the center will contact the transportation company and parent within 10 minutes of scheduled drop off.



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Lullaboo provides transportation services within some of the offered programs. In this case, bus services are provided by Lullaboo's own fleet of vehicles. CSA approved child seats are provided by lullaboo when required and the driver will ensure that children have their seat belt and approved seats prior to driving. Parents are required to provide the center supervisor with child weight and height to insure appropriate CSA seats are provided. When necessary, private taxi services may be required. Staff members will accompany children at all times. Parents wishing to participate in this service are required to sign a release form.

### **CHILDREN NOT COMING TO THE CENTER**

Any time your child will be absent or late from the Center, we ask that you notify us by 9:00 a.m.

### **SPECIAL EVENTS**

At Lullaboo we often have special events at the centre:

- Picture Day- once a year. Parents have the option of purchasing a variety of well priced packages.
- Community Helpers: Police, doctors, firefighters, nurses, etc.
- Specialized Children's Programs: i.e. Reptilia, The Humane Society, Children's Entertainment, etc.

### **BIRTHDAYS**

Every child's birthday is special and is celebrated at the Center. Due to many food allergies and restrictions, we ask that you speak to the center supervisor prior to bringing any food to the Center. Any food brought into the center without knowledge of the teachers or supervisor will be discarded immediately.

### **FIELD TRIPS AND WALKS**

From time to time the children will participate in excursions to places of interest, planned as part of the children's program. This includes walks through the neighbourhood and playground. Parents will be notified of field trips in advance, (i.e. zoo, farm, etc.). It is understood that supervision will be provided by members of the staff of the child care center and every precaution will be taken for the safety of my child. In the event of accident or injury, Lullaboo Nursery and Child Care Center and all staff members are hereby released from any liability.

### **PHOTOS**

Occasionally the children are videotaped and photographed for activities and our hallways to have video surveillance. If you have any objections, please discuss it in writing with the supervisor. We strive to teach the children to be responsible for their actions, independent, creative, co-operative and self-confident.

A part of our daily programing with the children involves a number of adventures throughout the day, we love to share these moments with our parents and staff as they are essential building block for our children's growth. In order for us to share these moments with you, by signing the photo authorization you are consenting Lullaboo teachers to take pictures of your child with other children in the picture and giving permission to send it home. By giving permission, your child may be in a picture that goes home with another child.

Lullaboo would like to remind everybody, any pictures taken at the centre or during centre events are for the private use of Lullaboo families only. These pictures cannot be posted in on-line photo albums or social media (i.e. Instagram, Facebook, Twitter, etc.).

Any photos taken of your children will be used for Lullaboo purposes only and will not be used for any other purpose without written consent from you the parent and/or guardian.

### **ANTI-SPAM LAW**

At the time of enrolment, Lullaboo will collect personal information such telephone numbers and emails with the intention of communicating with parents about upcoming events, centres news or important reminders.



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Additionally, telephone numbers will be used for emergency contact use. Under the Personal Information Protection and Electronic Documents Act (PIPEDA), by signing the Child Registration Package you consent the collection, use, or disclosure of personal information. Lullaboo will never distribute any personal information to outside agencies and will only send communication via email for centre updates.

## **EMERGENCY POLICY**

In the event of a medical emergency we may need to take your child to the hospital. In some circumstances, emergency help may be called before parents are notified. Every effort will be made to notify parents immediately after emergency help is called. In the event of an evacuation of the center, the children will be moved to a designated site and staff will contact parents by phone to ask them to pick-up children. Please ask your center's supervisor for the emergency evacuation site or refer to the information board near the main entrance. As soon as reasonably possible during an emergency the supervisor will send an email to all parents informing them of the situation, any applicable instructions and the known next steps.

Lullaboo has phones in all of its rooms that parents are encouraged to call at any time during the day. These phones are also used as an alternative means of obtaining emergency assistance such as calling 9-1-1. Lullaboo has an Emergency Management Policy and relevant procedures in place which must be reviewed by all staff, students and volunteers prior to the start of employment/placement/volunteer position, any time there are revisions and annually thereafter.

## **DROP OFF AND PICK UPS**

When bringing your child to the center, you are responsible to deliver your child to his/her teacher. Please ensure their belongings are in the proper designated place. Children must also be signed in and out of their classroom. Persons not listed on your child's registration package as authorized pickup will not be able to pick up your child unless we get approval from you via email or in extreme situations, the supervisor or person in charge will call you back to confirm identity and then release child upon your request. If the pickup person appears intoxicated or unable to assume responsibility for the child, the center will offer to call a taxi or help find an alternate pick up person.

Authorized pick-ups listed on your child's registration form are given the authority to acknowledge reports provided by Lullaboo at end of day. For example, if an illness/accident/incident report is to be signed at pickup, the authorized pick up will be required to provide their acknowledgement of this report. It is the parent's responsibility to retrieve this information from the authorized pick up as they see necessary. The authorized pick up will be required to complete an Electronic Signature Authorization Form to be put on file.

## **OUTDOOR ACTIVITY**

Children participate in outdoor activities for at least two hours daily, weather permitting. Please provide seasonally appropriate clothing such as a hat, gloves, snowpants, jacket, and boots in winter, a hat with a brim during summer and rain boots during wet seasons. While we do not go outside while it is raining, children will go outside after it has rained thus the ground may be wet. As well, Lullaboo asks that a supply of extra clothing and swimming diapers during the summer time is provided for water play at the center, unless a parent of the child advises otherwise in writing.

## **INCLEMENT WEATHER**

Childcare centers across Ontario implement an Inclement Weather Policy to ensure safety measures are followed when weather conditions become dangerous. Lullaboo's foremost concern is to ensure the safety of our students, families and staff and to ensure that every possible measure has been taken to prevent injury and to maintain a safe environment, inside and outside our centers.

In the event of serious inclement weather, every effort will be made to keep the centre operational during regular hours, however, we may be forced to cancel some of our services.



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Lullaboo will try to take direction from local school boards thus if your local school board cancels transportation; we too shall cancel our transportation. If your local school board is closed due to the severe weather, we too shall not operate. However, Lullaboo reserves the right to deem conditions unsafe to operate if we feel necessary.

On severe weather day's we ask all our families to please call the center before leaving home. Parents/guardians need to be aware that families will not be reimbursed for days missed due to severe weather conditions.

## **Outdoor Temperature**

### **Winter cut-off (temperatures include wind chill)**

#### **Infants**

Colder than  $-10^{\circ}\text{C}$ . Supervisor will use their discretion to assess the conditions of sidewalks and roadways if children are going for a walk and access the playground condition if they are staying within the playground confines. Wind gusts should not exceed 40 km/hour.

#### **Toddlers**

Colder than  $-15^{\circ}\text{C}$ . Temperatures between  $-15^{\circ}\text{C}$  and  $-20^{\circ}\text{C}$  and the supervisor will use their discretion regarding the length of time outside, wind gusts, sunshine and how the children are coping.

#### **Preschool, Kindergarten and School Age (where applicable)**

Colder than  $-18^{\circ}\text{C}$ . Temperatures between  $-18$  and  $-20^{\circ}\text{C}$  and the supervisor will use their discretion regarding the length of time outside, wind gusts, sunshine and how the children are coping.

### **Summer Cut-Off (including humidex)**

#### **Infants**

Hotter than  $+25^{\circ}\text{C}$  when on a walk. However, if the temperature readings are between  $+25^{\circ}\text{C}$  and  $+28^{\circ}\text{C}$  the supervisor will use their discretion when using the playground (seek shade, offer water, water play and limit time outdoors). All children are to wear sunscreen unless parents have permitted otherwise with written consent.

#### **Toddlers, Preschool, Kindergarten and School Age (where applicable)**

Hotter than  $+32^{\circ}\text{C}$ . During the hotter month's teachers are to ensure their child has water ready to go outside with them. However, if the temperature readings are between  $+32^{\circ}\text{C}$  and  $+35^{\circ}\text{C}$  the supervisor will use their discretion (limit time outdoors, seek shade, offer water and water play, squirt bottles, etc.). All children are to wear sunscreen unless parents have permitted otherwise with written consent.

We also exercise caution when the air quality is poor. All children will remain indoors when the air quality index is 50.

The use of sunscreen is encouraged throughout the year as the weather dictates. Parents are asked to apply sunscreen to their child in the morning and the teachers will reapply it in the afternoon (as long as the parent has signed emergency card indicating the use of the sunblock). A bottle of sunscreen is labeled and kept at the centre. Please check the expiry dates on the sunscreen. Absolutely **no AVEENO** sunscreen is permitted at Lullaboo as it contains arachidyl alcohol which derives from peanuts.

## **CLOTHING POLICY**

Since the focus of our program is active involvement, we recommend that your child be dressed comfortably, casual, durable and seasonally appropriate clothing. Children who are not appropriately dressed will not be able to participate in our routine program. We ask that parents bring indoor and outdoor shoes, especially in the rainy/winter months to avoid slips and falls in the classroom. During the summer months, we ask that **NO** flip flops/open backed footwear is to be worn and advise that all parents provide children with a pair of shoes with a closed backing for the children's safety.



The children will be playing in the sand, gluing or finger painting and their clothing may accidentally become soiled. We provide smocks, roll up the children's sleeves and try our best to avoid messes, but sometimes the children are so caught up in the "fun" that their clothes do become soiled. Lullaboo will not be held responsible for soiled clothing.

Please label all your child's clothing including boots, tops and underwear, mitts, hats, coats, and bags. Laundry markers on the tags work best.

### **PERSONAL ITEMS AND TOYS**

All personal items brought from home (personal stuffed animals, blankets, etc.) must be labelled with the child's name. Toys brought in for show and tell should not be of a violent nature. Lullaboo will not be held responsible for any lost or broken articles brought from home.

Bottles, soothers, sippy cups, or teething rings provided by the parents must be handed to the teacher for labeling (child name) prior to us using it in our programming rooms, any personal items being left unlabeled in the child cubby or hallway will not be used.

### **SUSPECTED CHILD ABUSE POLICY**

In Ontario, it is the law that anyone dealing with children in a professional relationship who suspects a child has been abused, whether suggested by the physical condition or from something the child says, is obliged to call Children's Aid for advice and then to follow that advice. Lullaboo does not investigate or lay blame; it simply reports and follows the agency's directions. Similarly, if a parent, staff or other, accuses a staff member of abuse, it is the duty of the center to report the accusation to the Children's Aid Society and follow the direction given. The role of the Society is to protect children. Most reports to them are followed up if they believe there is substance to them. Lullaboo may not, under Labour Law, dismiss a staff on an accusation. Abuse would have to be proven through an investigation by the Children's Aid Society.

### **SERIOUS OCCURRENCE NOTIFICATION**

*Effective November 1, 2011* The Serious Occurrence Notification Form (SONF) will be posted in a conspicuous place in the center at or near an entrance commonly used by parents. The form will be posted near the child care license and Licensing Summary chart. The SONF must be posted for a minimum of 10 days. If the form is updated with additional information such as additional actions taken by the operator, the form remains posted for 10 days from the date of the update.

### **CONFIDENTIALITY POLICY**

All information about your child and family members provided to Lullaboo staff is kept confidential. Information collected is the minimum needed to serve the purpose of the service provided and the right of every child and family's privacy is recognized to the greatest extent possible. Parents have access to their child's records and will be informed of who may have access to the records on an internal basis (i.e. staff, bookkeeper etc.). At that time, an appropriate written consent of a parent will be required prior to the release of personally identifiable information to third parties.

### **COMPLAINT RESOLUTION PROCEDURES**

At Lullaboo, we strive to give children the best possible care and encourage parents to take an active role in their child's care. We value the feedback we get from our families and welcome any questions, comments or concerns. Our classroom teachers, supervisors and directors are always available to speak with families regarding any concerns and can be reached by phone, email or in person. Parents may also wish to submit a concern or comments through our website (further details on this process are provided below). Any concerns regarding your child's care or the operations of Lullaboo should be brought to the attention of their classroom teacher first. If you are unable to discuss the issue directly with your child's classroom teacher for any reason the issue may be directed to the supervisor. Every effort will be made to come to a mutually agreeable resolution of an issue or concern as soon as possible. An initial response to the issue or concern will



be provided within 2 business days, however, some issues may warrant further investigation and take more time to address fully. In this case, the person who raised the concern will be informed of the resolution status throughout the process. Please note that issues and concerns will be treated confidentially to protect the privacy of all parties involved within the parameters allowed by law.

**When an issue is brought to the attention of a teacher it is the responsibility of the teacher to:**

1. Document the concern in the communication log
2. Report the concern to the center supervisor
3. In consultation with the supervisor develop a plan to address or resolve the issue
4. Provide a response to the parent within 2 business days
5. Document the outcome and steps taken to resolve the issue in the communication log
6. In the event the teacher cannot resolve the concern they will escalate the matter to the supervisor and inform the parent

**When an issue is escalated to the center supervisor the supervisor will:**

1. Document the concern in the supervisor log
2. Construct and implement a resolution plan
3. Provide a response to the parent within 2 business days
4. Document the outcome and steps taken to resolve the issue in the supervisor log
5. In the event that the center supervisor cannot resolve the issue it is to be brought to the attention of the regional senior supervisor or director and parent informed of the status

**Submitting a Complaint Online**

Families can also voice their questions, comments or concerns anytime by completing an online form found on our website at [www.lullaboo.ca](http://www.lullaboo.ca):

1. Go to "Parents" tab
2. Select "Contact Us"
3. You have the option to voice your comments or concerns anonymously or leave your contact information to receive a response

**Thank you for taking part in the bettering of our centers!**

**CHANGE OF INFORMATION**

If you have a change of address or telephone number, it is essential that we have that information in your child's file. All emergency information must be kept up to date, including your work or school number, numbers of emergency contact people and who may or may not pick up your child from the center. Please remember to keep us informed of any changes to any of this information so that you can be easily reached if necessary.

**CENTER POLICY**

Each Lullaboo Center has all internal policies that guides the center's daily operations. These policies are used and reinforced by all of our staff members and they are available for parents, staff and volunteers' for review at anytime.

**WHAT YOUR CHILD WILL NEED AT LULLABOO**

- Indoor shoes
- Extra pants, socks, tops, and underwear (kept at the center)
- Seasonally appropriate outdoor clothing (rain coat/boots, snow suit/boots, hats, gloves, scarfs, etc.)
- 6 or more diapers per day for infants and toddlers who are not toilet trained
- Diapering cream and baby wipes
- Training pants during toilet training
- Formula, bottles, sippy cups



- Sunscreen

**\*ADDITIONAL INFORMATION\***

Please keep this manual as a record for yourself and sign that you have read, understand, and agree to abide these policies in your parent registration package.

We look forward to providing a smooth-running program and a happy, stimulating environment for your child. Please feel free to speak to the center's supervisor with any comments or concerns you may have.