



# **Parent** *Handbook*

Web: <https://stlouis.wcdsb.ca>



*Updated April, 2024*

**WELCOME!**



**Adult Learning & Continuing  
Education Centres**

**Spots for Tots**  
**80 Young Street**  
Kitchener Ontario  
N2H 4Z1

**226-806-5552**

**Child Care Licensed by:**  
***Ministry of Education-Quality Assurance and  
Licensing Division***

Child care fee subsidy is available through  
The Region of Waterloo.

**Apply for child care space and subsidy two ways:**

- 1) <https://regionofwaterloo.onehsn.com>
- 2) **519-575-4400**

***St. Louis Child Care Centres are a fun, safe environment to  
play, learn and interact with other children.***

## **Our Philosophy and Program Statement Overview**

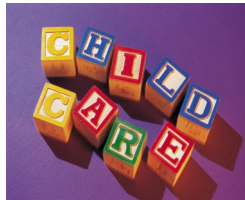
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Through a stimulating program, we strive to meet the physical, emotional, and cognitive development, as well as the social needs of each child enrolled.

St. Louis Childcare Centres provide a bias-free environment where individual, ethnic and cultural differences are valued. We promote respect for self, and all others .

Through a variety of activities, your child will be exposed to experiences that stimulate their curiosity, independence and communication skills.

Our Educators encourage exploration and inquiry with age appropriate programs to motivate and challenge children while fostering positive self-esteem. We offer a large room and an outdoor play area for children to enhance their gross motor skills and to explore natural environment.



We proudly state that we consistently meet licensing requirements, we have joined the Canada-Wide Early Learning and Child Care (CWELCC) program and actively participate in the Region of Waterloo Children Services *Early Years Engage* annual program . St. Louis Child Care Centres are committed to offering high quality child care programs and consistently strive to grow program quality.

Please read the Program Statement by clicking on this link:  
[Spots for Tots Program Statement](#)

## **Registration and Orientation to the Program**\_\_\_\_\_

*Spots for Tots* is open to children aged 24 months to 5 years of age.

The Childcare Centre is open to children whose parents or guardians are enrolled in courses at St. Louis Adult Learning and Continuing Education Centres and to the community at large. You are encouraged to come and visit us for a tour before a semester begins as spaces fill up quickly.

Please call **519-745-1201 extension 281** for an appointment to see the childcare space or for more childcare information. To place your child on the Spots for Tots waitlist visit:

<https://regionofwaterloo.onehsn.com>

## **Our Educators** \_\_\_\_\_

As in all childcare centres, the most important part is the dedication of our Educators. Our educators are Registered Early Childhood Educators and experienced child care staff. All staff are certified in Standard First Aid and CPR with an Infant and Toddler component.

Educators are selected for their knowledge of child development and skills in planning a responsive, play-based educational program. Continuous professional learning is an ongoing commitment by all staff to stay current and strive for professional excellence.

## **Student Teachers/Volunteers** \_\_\_\_\_



Our Centre often has student educators and volunteers participating in our program.

At **NO** time are the students or volunteers allowed unsupervised contact with the children in our Centre.

Our hours of operation from September to June are:

Monday—Friday 8:45 a.m. to 11:40 a.m.

Monday—Friday 12:30 p.m. to 3:25 p.m.

Our Centre is closed from 11:45 a.m.—12:30 p.m. daily for a staff lunch break. Parents studying for a full day must make arrangements for their child over the lunch period.

### **Fee Payment Policy and Payment Options**

Under CWELCC the following are our childcare base fees:

**\$17.00** for a full day class (AM and PM)

**\$8.50** for a half day class (either AM or PM)

We do not charge any non-base fees.

Payments are to be made in the main office of St. Louis Adult Learning and Continuing Education Centres

Accepted forms of payment are:

**Cash, Debit, Visa or MasterCard**

### **Fee Payment Policy Relating to Absence**

**Fees will be charged** on scheduled days regardless of absences due to illness or vacation. Parents will not be charged when the school is closed for the following holidays: Christmas Break and March Break.

**\*\*Parents are asked to phone the centre  
when your child is unable to attend for any reason.\*\***

**Spots for Tots phone number 226-806-5552**

The Child Care Subsidy program through the Region of Waterloo may assist with child care fees, approval is income based. **Childcare subsidy should be in place before your child begins at the centre.** On-line subsidy application is available at Region of Waterloo website or you can contact their office at **519-575-4400**.

## **Enrolment and Service Terminations Overview** \_\_\_\_\_

Child care staffing is based on the number of children enrolled in St. Louis Childcare Centres. Once a child is registered for placement, regular attendance is required. Fees are charged to hold a space open for your child and are not based on number of days in attendance. Their placement may be offered to another child on the waiting list if attendance requirements are not met.

**We require two weeks written notice if you choose to withdraw your child from the program.**

## **Safe Arrival/Departure and Release** \_\_\_\_\_

Parents in the **morning program** must inform the centre no later than **9:45 am** to report an absence or late arrival. Parents in the **afternoon program** must inform the centre **no later than 1:00 pm** to report an absence or late arrival. Confirmed absences must be documented by staff in the Daily Written Log.

Parents notify the centre by:

- 1) informing staff in-person
- 2) calling the centre, leaving a voice message if there is no answer **(226-806-5552)**

If parents do not inform the centre, we will begin by calling parents/guardians at **10:00 am (AM program) and 1:15 (PM program)**. If we are not able to speak with a parent/guardian directly, we will then call emergency contacts on file for the child.



## **Safe Arrival/Departure and Release (continued) \_\_\_\_\_**

### **Dropping off \_\_\_\_\_**

- Children must be accompanied to the classroom or playground by a parent or guardian.
- Upon arrival, the educator will sign the child in by recording the time of arrival to the program in the daily attendance.
- The staff member will speak with the parent as to child's well-being that day and will do a quick, visual head to toe check of child, this information is used to note the child's condition in the health check area of the daily attendance. Children who exhibit fever, rashes, heavy colds, and diarrhea or appear too unable to participate in the program will not be admitted to the program.
- Any additional notes about health or changes to pick up are entered in the Daily Written Log.
- Once these steps are completed parents may leave.

### **Departure and Release from Program \_\_\_\_\_**

- At pick up time, a parent/guardian must make sure an educator knows they have arrived to pick up their child and the educator must record the departure time of each child.
- Children will not be released to anyone who is not listed on the on the child's registration form or written consent from parent. The individual must have photo identification when picking up the first time, or when an educator is unfamiliar with the person picking up.
- If a situation occurs where the educators are not aware of the person who is picking up a child, the parent(s) will be contacted immediately to confirm consent before the child is released.



### **For non-LINC families only:**

If a parent arranges to have another adult pick up their child, they must provide notice in writing. Parents do this by adding an authorized person to the child registration form or filling out a consent to release form, when this is not possible an email will be accepted. Staff will document any changes in the pick-up procedure, communicated by parents in the Daily Written Log.

### **Where a child has not been picked up as expected**

Due to Ministry licensing, children's attendance at Spots for Tots cannot exceed 6 hours/day. We request that parents promptly pick up their child at **11:40 am** for lunch break and/or **3:25 pm** for afternoon closing.

- When a child is not picked up as expected, at either **3:10 pm** (LINC families) or **3:45 pm** for other families we will begin calling parents /emergency contacts, or LINC classroom.
- Where the staff is unable to reach the parent/guardian, staff must call again and leave a message, if possible.
- Where the individual picking up the child is an authorized individual and their contact information is available, staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file by **4:00 pm** and there has been no communication from the parents or other contacts, the staff will contact Family and Children's Services at 519-576-0540.
- Under no circumstances will children be released from care to walk home alone.

## **What do I need for the day?**

Please dress your child in comfortable play clothes. Children play with a variety of different materials and get messy from time to time. We ask that parents provide a change of clothes that are kept at the Centre. If your child is in diapers, please provide a supply of diapers.



We ask that parents bring in a pair of indoor shoes to be worn during the day. No outdoor boots, slippers or flip flops shall be worn in the childcare centre.

You are welcome to bring in a comfort item for your child such as a stuffed toy or blanket, especially when children are new to the centre to help ease the transition.

## **Parent's Role**

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Parents are an important part of our program. It is our hope that we will build trusting relationships and for parents to have a voice in our centre. Parents know their children best and the perspectives that they provide are essential to our understanding and care of their child.



We encourage parents to come in during their breaks and when we are having a special occasion such as holiday parties, or other opportunities offered by the centre.

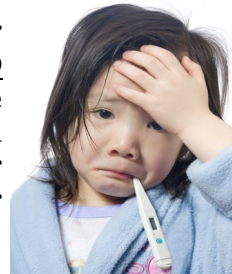
Feedback about your experience is always welcome.

## **Health Requirement and Illness Policy**\_\_\_\_\_

Medical information must be provided for our files. This includes an up-to-date immunization schedule, and the name, address and phone number of the family doctor.

We require information on each child's health status, i.e., allergies, diseases, diagnoses or any medical restrictions that may impact participation in the program. And a list of any medications they are presently taking. Please notify staff of any allergen or chemical sensitivities, i.e., latex, perfume, seasonal allergies.

In order to protect the health of all other children and staff, we ask that parents **DO NOT** bring a child who is sick to the Centre. Children who exhibit heavy cold symptoms, fever, rashes, diarrhea or contagious diseases may not attend our program until they are recovered.



Children with pink eye and/or eye discharge will not be admitted to our centre unless treatment has begun.

The childcare staff reserve the right to send a child home if he/she appears to be ill or is risking the health of others.

## **Administration of Medications** \_\_\_\_\_

If a child requires medication during school hours, we ask that parents keep the medication with them and come to the child care to administer the dosage to their child. No medication is allowed to be kept in the fridge of the childcare centres.

The only medication that is kept in the classroom and administered by the childcare staff, would be in the case of emergency medication that may be required (e.g. Epinephrine, inhalers). This medication must be labelled with the child's name and in its original container. **All staff members will be required to receive training by the parent should this situation occur.**

## **Snack Time and Food from Home**

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A nutritious snack is provided twice daily for the children. Snacks are planned through consultation with Canada's Food Guide to Healthy Eating and with consideration the cultural, religious, medical restrictions and allergies of all children enrolled. **Our Centres aim to be nut-free.**



Children are *not permitted* to bring any food items into the classroom . However, should there be a situation of a severe allergy in which a family needs to provide their child's food for safety reasons, the food provided should align with the snack being offered at the centre and have nutritional value in accordance with Canada's Food Guide for Healthy Eating.

**Anaphylaxis Policy:** <https://www.wcdsb.ca/about-us/policies-and-administrative-procedures/anaphylaxis-policy-aph005/>

## **Activities Off the Premises**

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This may include walks around the neighbourhood or visits to community facilities that are within a short walking distance of the child care centre.

## **Parent or Teacher Concerns**

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If desired, consultations may be arranged with the Supervisor and /or educators. Parents are welcome to discuss any difficulties or concerns they are having. Open communication is encouraged between parents and educators on a daily basis. If you feel your concerns have not been addressed to your satisfaction you are able to speak with the Child Care Program Manager.

Please read the Parent Concerns Policy by clicking on this link: [Parent Concern Policy Spots For Tots.pdf](#)

## NOTES:

### **Behaviour Guidance** \_\_\_\_\_

Our program teaches the children positive interactive, self-regulation, social and play skills as they grow and develop. Having a developmentally stimulating program, an environment and relationships with educators that meet the needs of the children greatly reduces behaviour challenges.

### **CCEYA List of Prohibited Practices** \_\_\_\_\_

#### **Sec. 48 Child Care Early Years Act 2014**

#### **We will never permit the following:**

- (a) corporal punishment of the child;
- (b) deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect;
- (c) depriving the child of basic needs including food, shelter, clothing or bedding;
- (d) locking the exits of the child care centre or home child care premises for the purpose of confining the child; or using a locked or lockable room or structure to confine the child if he or she has been separated from other children.

### **Serious Occurrences** \_\_\_\_\_

In the event of a serious incident which is reported to the Ministry of Education, a *Serious Occurrence Notification Form* will be posted for a minimum of 10 business days, beside the Child Care License on the door of the classroom. This posting will provide information about the incident, while respecting the privacy of individuals involved.

## **Playground Safety**

Our approved playground area is located on the College Street side of St. Louis, on the ground level.

To get to the playground, staff support the children walking down two flights of stairs to the main floor. They travel down the main hall toward College Street and then go down another short set of stairs to the cafeteria, where they use Exit 5 in the cafeteria.

Once outdoors, children are taken up another set of stairs to the fenced in playground area. A covered area is available as protection from the sun.

Vigilance and caution should be used so the children and staff may travel safely to and from the playground. Staff should be aware of any vehicles, and should be ready to stop the movement of the group until a car has passed, when needed.

***Attendance will be verified, and all educators will take a headcount of the children confirming with each other that the headcount is accurate, prior to exiting the classroom and the playground.***

### **★ Spots Playground**

#### **Location**

Along College St.

(use Exit 5 from cafeteria)



## **Emergency Evacuation**

For situations that require evacuation of Spots for Tots, the **meeting place** to gather immediately will be located at: **The sidewalk on Young St., to the left when exiting from St. Louis Main Campus parking lot**

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** we will proceed to is located at:

**Kitchener City Hall - 200 King Street West,  
Phone: 519-741-2286 Kitchener N2G 4V6**

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

## **Spots for Tots has Emergency Policy & Procedures**

In the event of an emergency parents will be contacted personally if on campus or by telephone.

## **Emergency School Closing**

Severe weather conditions, or disruption of essential services such as heat, light or water could cause the closure of the program or the school.



We provide school closure notices via:

**StLouisALC**  **@StLouisWCDSB** 

The following local radio stations are used to broadcast information about school closings:

FM 105.3	AM 570
FM 96.7	AM 1090
FM 92.9	

Visit the Waterloo Catholic District School Board website at

[www.wcdsb.ca](http://www.wcdsb.ca)

for up-to-date information

Click on **Delays & Cancellations**.



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*Hope, Opportunity & Success for all!*

