

Owl
Child Care
Services of Ontario

PARENT HANDBOOK





Parent Handbook

Welcome to Owl

Owl Child Care Services of Ontario is pleased to welcome you and your child to our child care program.

Owl Child Care Services is a non-profit, charitable, community-based child care service operated by a volunteer Board of Directors.

Families have known and trusted Owl for many years. Owl has been in business since 1981 and operates seven child care centres offering care for children ages 3 months to 10 years.

Our programming consists of art activities, creative play, music and songs, French, Care for Kids, Second Step, Wings of Discovery, a balance of indoor and outdoor activities, quiet and active times. Special activities include field trips, special guests, videos and cooking experiences.

All activities are supervised by qualified Early Childhood Educators. All staff maintain current training in CPR and First Aid.

All Owl locations are fully licensed on an annual basis by the Ministry of Children and Youth Services.

The information in this booklet is to provide you with a better understanding of Owl. If you have any questions, please feel free to ask the centre supervisor and they will be more than happy to assist you.

Thank you for choosing Owl!

Mission Statement

Working with the community, Owl Child Care Services provides an essential service for families that focuses on early learning and school-aged care. Our specialized curriculum is provided in a safe, stimulating and supportive environment to maximize each child's developmental potential.

Hours of Operation

Owl Child Care Services provides care Monday to Friday. Hours of operation will vary from centre to centre. Owl will be closed during the following statutory holidays: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day*, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day. Owl will also be closed for approximately one week between Christmas and New Years.

* Should Canada Day fall on the weekend, Owl will be closed on the following Monday.

Admission Process

Parents are required to arrange an appointment for an initial tour of the centre and to review paper work. Children are invited to accompany their parents on the tour. Owl also recommends



that children come for a visit with their parent/guardian to the centre prior to beginning the program.

The following information must be completed and returned to the centre prior to enrolment. This is in compliance with the Day Nurseries Act.

- A completed Application of Enrolment Form, including a wallet size photo of your child, signed by a parent/guardian.
 - This form is available on our website under 'Parent Info' if you prefer to complete it electronically.
- An up to date immunization record.
- A signed copy of the parent policy form.
- A signed copy of the payment policy form.

Meals and Snacks

Owl provides morning and afternoon snacks and a nutritious lunch which are prepared for your child at the centre. We encourage children to try each type of food. Weekly menus are posted to assist parents in planning meals at home. These menus are also available on our website under Parent Info/Menus.

Due to severe allergies, all Owl locations are *Allergy Safe*. Staff at the centre do their utmost to ensure children with allergies are kept safe. Allergy lists are posted in the food preparation and serving areas.

Child Illness

Although some illness is inevitable in group care, Owl staff try to minimize this by practicing good hygiene, disinfecting toys regularly, and making daily health checks. All children in attendance must be able to participate in all areas of the program, including outdoor play. If a child becomes ill or injured at the centre, parents/guardians will be contacted to make arrangements for their child to be picked up if necessary.

Owl follows exclusion guidelines for communicable diseases as set out by the Waterloo Regional Health Unit. Fact sheets are posted in the centre when there is confirmation of a communicable disease (e.g., chicken pox).

Head lice is not considered a communicable disease and head lice infestation does not spread disease, but it can be transmitted through head to head contact with an infested person or through contact with personal objects (e.g., combs, hats, etc.). In order to minimize the spread of head lice in the child care centre, children who are found to have head lice will be sent home for treatment and will not be allowed to return until they are nit free.

Administration of Medication

Owl Child Care Services is able to administer both prescription and non-prescription medication. It is preferable however that the children receive all medication at home, if at all possible.

Prescription Medication must be provided in the original container, with the prescription label on it indicating child's name, name of medication, dosage of medication and instruction for storage and administration. A parent/guardian must complete the Administration of Medication Form provided by Owl. This form must be initialed by staff at time of administering medication and by parent/guardian at pick up time verifying their knowledge that the medication was given.



Non-Prescription Medication must be provided in the original container with the child's name on it. As per Ministry requirements, the date of purchase must be indicated. A parent/guardian must complete the Administration of Medication Form provided by Owl. This form must be initialed by staff at time of administering medication and by parent/guardian at pick up time verifying their knowledge that the medication was given.

All medication must be taken home by the parent each night except in the case of medications required for life threatening situations (e.g., asthma medication, Epi-pens, etc) or pain reliever for infants (e.g., Infant Tylenol). These medications must be checked monthly for expiration dates. All medication must be stored as directed and is kept in locked containers at the centre.

Fees – for more details, see our [Payment Policy](#)

Upon admission, there is a \$20.00 non-refundable registration fee per child.

A customer deposit equal to one half of the regular monthly fees per child is paid in advance and is applied to your last month of attendance at Owl.

Fees are calculated on a monthly fee schedule and will remain the same for the entire year unless there is a change to your child's schedule. There will be no reduction in fees for vacation or illness as your child's spot is still being maintained. Fees are paid in advance of service. Owl offers two payment options.

- Monthly payment plan: payment is due on the 1st day of each month.
- Semi-monthly payment plan: payment is due on the 1st and 15th of each month.

Owl accepts post-dated cheques and preauthorized debit. Cash payments are only accepted with prior written approval by the Executive Director.

For those that require subsidized child care, Owl has a purchase of service agreement with the Region of Waterloo Social Services Department. Please contact the Region for more information.

Children's Arrival and Departure

It is the responsibility of the parent/guardian to sign their child IN and OUT upon arrival and departure each day. It is essential that the teacher is aware when you arrive and when you pick up your child. A child will only be released to individuals authorized by the parent/guardian. Each centre has a late fee of \$1.00 per minute after closing. For more detailed information, please see our Parent Policies.

Behaviour Guidance

Strategies will be employed in the process of behaviour management to assist children and adults to develop self-control, self-confidence, self-discipline and sensitivity with their interactions towards others.

Owl Child Care Services shall,

1. Create an environment which is structured and maintained to minimize or prevent problems;
2. Practice positive behaviour guidance techniques, which are the primary means of maintaining consistent and appropriate performance;
3. Ensure minor disruptions are handled immediately with a brief quiet reminder of appropriate behaviour before situations escalate and;
4. Problem solve through difficult situations with the child's perspective included.



Field Trips/Off Site Excursions

Owl offers, as part of its program, field trips for children ages 2.5 to 10 years. Parents/guardians are required to sign permission forms after reviewing the field trip information sheet that contains details regarding the transportation, activities, risks and safety management strategies.

Children under the age of 2.5 years often go on walks and take advantage of what the surrounding community has to offer (e.g., parks, stores etc.).

Child Belongings

Owl recommends that all children under 6 years of age have a change of clothes at the centre. Owl provides bedding for rest times but children are welcome to bring a small cuddly toy. All items brought into the centre must be clearly labeled with the child's first initial and last name (e.g., clothing, cuddly toys, shoes and share items, water bottles etc.).

It is strongly recommended that children wear rubber soled shoes (e.g., running shoes) while at the centre. This is a must for children when playing on the playgrounds or in school gymnasiums.

Diapers and wipes, if needed, must be supplied by the parent/guardian.

For centre specific program requirements (e.g., infants) please contact the centre supervisor.

Parental Input

Owl values the opinions of its consumers. Program evaluations are distributed for parental input on a yearly basis. Children's observation reports are also completed annually and parents/guardians may request a parent/teacher interview at any time. Should a parent have any questions, comments or concerns, the centre supervisor is available to address these.

Parents are encouraged to participate within Owl through various means.

- Volunteering in the program (e.g., field trips) – this required a Police Records Check
- Participating on the Owl Board of Directors
- Participating on any Owl committees (e.g., human resources, finance, property)

Withdrawal of Child Care Space(s)

If circumstances make it necessary to withdraw a child from the centre for any reason, one month's notice in writing is required by the 1st of the month (e.g., if the last day of care will be August 31st, notice must be received by August 1st). Customer deposits will be credited to the account and any necessary adjustments will be made.

Termination of Child Care Space

Owl recognizes that a child care centre is not always appropriate for all children. Many supports are put into place to create a happy and successful placement for all children. In cases of severe behaviour issues, it may be necessary to terminate the child care space. A decision to terminate a child's space will be made in consultation with parents. Owl's priority is for the safety of all children in its programs.



Owl believes in providing and maintaining a work environment in which all employees are free from violence, threats of violence, intimidation, bullying, unkind comments and other disruptive behaviour or actions which belittle, threaten, offend, embarrass, humiliate or diminish another's self esteem, whether deliberate or unintentional, including sexual harassment and discrimination. Such actions are not tolerated, will be addressed immediately and may result in the termination of child care spaces or other consequences (e.g., police contact).

Failure to comply with Owl policies, including payment provisions, may in Owl's sole discretion result in termination of space in the child care centre.

Need More Information?

Please review our Payment Policies, Parent Policies and our website. The website (www.owlchildcare.org) contains valuable information about our programs/curriculum, child care options, fees, menus, centre-specific newsletters, an FAQ section and much more.

