

FCC



DAYCARE
CENTER

Policy and Procedures

STAFF AND PARENTS HANDBOOK



INTRODUCTION TO THE PROGRAM

The daycare program and its staff would like to welcome you to the FCC Daycare Center. Please take a moment and read through this policy and procedure handbook as we find it crucial for parents and child care providers. The FCC Daycare Center is regulated by the rules in this handbook, approved by the Daycare Center Board, for children from birth to three years of age.

Our professional and dedicated team nurtures and educates infants and toddlers in a wide-range of childcare programs. Our children develop positive social skills and values and learn about their environment through age appropriate activities and play. Our focus is to provide an encouraging educational experience by enhancing children development skills, at the social, motor, emotional, intellectual and language. We serve the FCC staff and faculty families through commitment and strive to give parents complete peace of mind, while acting as a shining example of what a quality childcare center should be. We provide a stable, secure learning environment that fosters a solid foundation for lifelong success.

Philosophy of FCC Daycare Center

- Children:** Are entitled to a safe and nurturing environment with a schedule of routines that best meet the individual needs of each child in our care. Each child is treated with respect as a valuable individual.
- Parents:** Are entitled to individual respect, support and quality care for their children.
- Staff:** Are entitled to work in an environment which recognizes and respects their training, skills and commitment to child care.
- Center:** Enhances the lives of the children and their parents by providing a caring and supportive service.

Vision

Our vision is to be the recognized leader in providing the best care for infants and toddlers. We pride ourselves on our unique blend of fun and learning in a safe and nurturing environment. Our goal is, for the parent to feel good about their child-care choice and that the children are safe, educated, engaged and smiling. And for the future, we want these children to warmly look back at their experience with us and see it as a cherished part of their childhood.

Core Functions

- ✧ The primary function of the daycare center is to provide a safe and secure environment with quality caregivers, so that parents have the peace of mind of knowing their children are safe while they work.
- ✧ For children from birth to 3 years, child care has planned educational activities that help build a foundation for later school success. Children learn through play as well as precise learning practices.
- ✧ Daycare center include a nice mix of activities during the day to teach different skills for physical, social and cognitive development such as art, singing, dancing, storytelling and watching educational videos (Rhymes).
- ✧ Day Care also assist in improving a child's social skills. This is done through play and teaching with peers and interactions with adult staff members. In this manner children learn valuable social skills which includes sharing, cooperating and language skills.

Aims and Objectives

- ✧ To provide comfortable, safe, friendly and home like environment with quality care.
- ✧ To encourage children to focus on positive behavior.
- ✧ To provide an early learning program through the planned activities that allow children to grow and empower them to reach their full potential.
- ✧ To help develop children's confidence and a program where children can value themselves and others through play.
- ✧ To give them opportunities for creative and imaginative play where children can explore their own identity and help build their self-esteem.
- ✧ To ensure all persons providing direct care for children are medically fit.
- ✧ To ensure staff caring for children are experienced, qualified, caring and professional.
- ✧ To provide effective management for staff through training, support and supervision.
- ✧ To collaborate with parents by involving parents in their child's care and sharing information and concerns.
- ✧ To develop children's awareness of respect for diversity through play and activities.
- ✧ To develop a healthy eating schedule to support children's health and well-being.
- ✧ To promote a strict hygienic and healthy smoke free environment for children.



Policy and Procedures

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24. Non-prescription & prescription medications policy
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Note: Administration has the right to add, subtract or review any policy at any time.

1. PROGRAM STRUCTURE

Policy:	Daycare personnel will adhere to the rules defined by the FCC Administration for the Daycare Center	
Procedure	<i>Hours of operation</i> The daycare will operate Monday to Friday, twelve months a year. The hours of operation are from 7:30 am to 5:15 pm. Summer hours will be available based on the needs of the parents. Activities within the program will be monitored and adjusted accordingly, in consultation with parents, daycare staff and other involved professionals to promote ongoing development.	
Considerations:	In case of compulsory duty (competency exams, Academic Council) for any activity in FCC, the Daycare Center will provide services extra for the required dates/hours. The concerned parent must provide evidence of the duty assigned to him/her by FCC. The parents requiring these extra services must inform the Daycare Center administration at least one week prior to the required date.	
Issued:	January 2018	Reference: FCC Daycare Center Board

2. STAFFING

Policy:	The Daycare Center staff will keep updating by undertaking training and professional development to enhance the quality of care each child will receive. These training will be taken by the different staff, alternate, so the services can be provided continuously.		
Procedure	STAFF Our Daycare staff maintain valid First-Aid certificate. Many of the staff have worked in the child care field for many years. Staff is continuously upgrading their education through workshops, conferences, independent study, and researching topics of interest. STUDENTS From time to time, the daycare will accept students seeking work experience and Early Childhood Education practicum students. We will introduce them to you and your child as they arrive at the daycare. They must go through all the health procedures that the staff has to take.		
Considerations:	First Aid Certification must be renewed every 2 years.		
Issued:	January 2018	Reference:	FCC Daycare Center Board

3. EMPLOYEE QUALIFICATIONS

Policy:	Daycare staff's qualification are as described in their job descriptions.		
Considerations:	First Aid Certification must be renewed every 2 years.		
Issued:	January 2018	Reference:	FCC Daycare Center Board

4. STAFFING RATIOS

Policy: The daycare personnel will adhere to the guidelines and standards for daycare centers, established by the Women Development Department, Government of the Punjab.

Procedure The number of staff present and working directly with the children enrolled in a daycare must meet the staff-to-children ratios set out in the following table at all times when children are in attendance:

Table of Staff-to-Children Ratios and Maximum Group Sizes

Age Range of Children in Group	Staff-to-Children Ratio	Maximum Group Size*
Infants	1 to 4	8
Young toddlers	1 to 5	17
Old toddlers	1 to 6	

* As per availability of space and personnel

Replacing Staff

Employee	Replacement
Administrator	Associate administrator
Teacher	Teacher assistant
Nanny	Teacher or a temporary nanny (new appointment)
Kitchen staff	Nanny or a temporary kitchen helper (new appointment)

Considerations: Qualified substitute child care staff will be called in when regular staff are away to maintain the staff/child ratio required.

New hiring must clear all the health procedures to be appointed to work in Daycare Center.

Issued: January 2018 **Reference:** FCC Daycare Center Board

5. FEES POLICY

Policy: Fees are to be paid through salary deduction of the staff/faculty, every month. The registration fee is to be paid in Bank, to the Daycare Center account. The prove of payment is to be submitted to the Daycare Center Administrator.

Subsidized slots are revised every January.

Fees are based on enrollment, not attendance (NO fee decreases for sick/missed days or statutory holidays).

- Procedure**
1. Parents must communicate to Daycare Center administration if any promotion or change in their status in FCC, so the fee can be adjusted.
 2. Failing to communicate will lead to the retroactive deduction from the date of change of status.
 3. If a parent/guardian is eligible for a subsidized slot, they must provide to the Daycare Center Board the application form with consent to the board to check their salary status from HR office. The subsidized slots acceptance from the rector must be received by the Daycare prior to attendance.
 4. The subsidized slots are need based. Any child's subsidized slot may be revised, considering the applications and the maximum number of subsidized slots available.
 5. The registration fee is independent of the subsidized slots and so, compulsory for every admission.

Considerations: The fee structure can be revised annually by the administration

Issued: January 2018 **Reference:** FCC Daycare Center Board

6. WAITLIST

Policy: A wait list will be formed when full enrollment has been reached in the daycare.

- Procedure**
1. The number of children in the daycare is governed by the guidelines and standards for daycare centers, established by the Women Development Department, Government of the Punjab.
 2. According to the staff to children ratios and the space availability, the maximum children to be enrolled in FCC Daycare Center is of 25 (8 infants and 17 toddlers).
 3. Children are accepted into the daycare on a first come basis.
 4. The child's name is entered on the computer according to the date of receiving the initial phone call after which the parent/guardian has 5 working days to clear all the requirements for registration of the child in the daycare center.
 5. When an opening for the daycare occurs, the administrator will contact the parents/guardian of the first child on the waiting list by telephone.
 6. Children will be removed from the wait-list upon the following reasons:
 - a. Parents or guardians request
 - b. Child is over 36 months of age
 - c. Parent/guardian is no longer part of FCC staff/faculty.

Issued: January 2018

Reference: FCC Daycare Center Board

7. COMMUNICATION POLICY

Policy: FCC Daycare Center supports an "Open Door" Communication Policy.

- Procedure**
1. In order not to disturb the normal functioning of the Daycare Center and to avoid disruptions of children behavior that may affect their routines, the Daycare will officially schedule some "open door" events, to allow parents/guardians or prospective parents, to visit and interact with the daycare staff.
 2. If consultation with the administrator or teachers is desired, the parent/guardian must inform the daycare administration so that they can plan their time to give their undivided attention during the parent/guardian visit.
 3. Telephone communications is encouraged.
 4. Parents can expect ongoing communication with staff concerning:
 - > their child's progress
 - > program activities
 - > daycare center operation
 5. Parents are asked to make themselves familiar with the Staff and Parents Handbook which states the Daycare Center Policy and Procedures which apply to the:
 - > Care of the children
 - > Program
 - > General operation of the daycare center
 6. Parents concerned with the care of their child, or any incidents at the center are urged to speak with the administrator and, if not satisfied, talk to the Chairperson or any member of the Daycare Center Board.

Issued: January 2018

Reference: FCC Daycare Center Board

8. ATTENDANCE

Policy:	Regular attendance at the Daycare Center is extremely important for your child to settle in well. Routine becomes part of your child's day.		
Procedure	Parents must notify the daycare staff by 10:30 am if the child is not coming in.		
	Arrival		
	Upon arrival, parents must:		
	<ul style="list-style-type: none"> > Sign the register before leaving the Daycare Center > Put all diaper bags and extra clothing in the child's cubby or bin > Label soothers and put all bottles that need to be kept cold in the refrigerator > Talk to a staff member and relate how your child's night and morning went > Take time to settle your child and say goodbye 		
	Departure		
	Upon departure, parents must:		
	<ul style="list-style-type: none"> > Sign their child out with time child is leaving > Make personal contact with a staff member 		
	Daycare staff will:		
	<ul style="list-style-type: none"> > Phone parents or guardians when a daycare child has missed three consecutive days of daycare. > Establish with parents or guardians the reason for the absence. 		
Issued:	January 2018	Reference:	FCC Daycare Center Board

9. PROGRAM OF ACTIVITIES

Policy:	The FCC Daycare Center has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to promote good health, safety and nutrition		
Procedure	Center staff will provide:		
	<ul style="list-style-type: none"> > A clean, well-maintained and safe environment > Opportunities for learning how to take care of their bodies and develop self-help skills > Opportunities for both rest and exercise > Opportunities for indoor and outdoor activities 		
	Bottle Feeding:		
	<ul style="list-style-type: none"> > All babies will be held during bottle feeding. > Toddlers are required to lie down or sit on the couch when they have a bottle. > Staff will discard any unused liquid in bottles or cups to prevent the spread of germs. > Staff will allow children time to eat and drink at their own pace. Bottle feeding should be an enjoyable interaction between child and care provider. 		
	Semi-Solid Foods:		
	Staff will respect the parent's decision as to when and what solid foods will be introduced.		
Issued:	January 2018	Reference:	FCC Daycare Center Board

10. NAPPING POLICY

Policy:	Infants and toddler all come with their individual sleeping patterns. Daycare will try to meet the patterns while getting them into the routine of the daycare.
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- Procedure**
- > Each day after lunch will be rest time. The length of naps depends on the individual child. Other naps are on a as needed basis.
 - > During the nap, infants will sleep on their backs until they can reposition themselves during sleep.
 - > The monitors in the nap rooms will be turned on when these areas are in use.
 - > Blankets, Teddy Bears and other comfort items may be brought from home to be used at nap time to help a child adjust to the center.
 - > Naps are not mandatory. Children who have outgrown naps will have quiet time, read books, do puzzles or other appropriate activities.

Issued: January 2018 **Reference:** FCC Daycare Center Board

11. DIAPERING AND TOILETING POLICY

Policy: As the diapering of infants and the toileting of toddlers involves close adult-child contact, the care providers will (whenever possible) be responsible for changing diapers and assisting with toileting.

As this is an opportunity for one-to-one time with the child, the care providers will involve the child by explaining what is being done and encouraging the child to interact/help as much as possible.

- Procedure** Centre staff will:
- > Follow the recommendations of the Guidelines and Standards for Day Care Centers of the Women Development Department, Government of the Punjab.
 - > Record diaper changes and toileting activities on the diapering/toileting chart.
 - > Encourage independence for dressing and toileting. Assistance and support will be given to the children to encourage these new skills.
 - > Encourage the development of healthy personal habits by ensuring that children wash their hands after using the bathroom.
 - > Decide with the family when a child is physically and emotionally ready to start to learn to use the toilet.
 - > Be patient, supportive and understanding during this learning process.
 - > Be respectful of the child's needs.
 - > Sanitized the changing station after each use.

Issued: January 2018 **Reference:** FCC Daycare Center Board

12. CLOTHING AND POSSESSIONS POLICY

Policy: As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing that is appropriate for the weather.

- Procedure** **For infants, please provide:**
- > One change of clothes
 - > An adequate supply of diapers and wipes
 - > Warm outdoor clothes (mittens, hat, boots) in Winter
 - > Sun hats, boots and rain gear in the Spring and Summer

Policy: A child will be released only to the parent or his/her legal guardian unless otherwise indicated on the registration form or by phone, to the Daycare Center administrator, providing the person's details.

Procedure

1. The staff must be notified in writing of any alternate arrangements.
2. Identification (ID card Number, driver's license number or any other reliable form of identification) will be required if that person is not known to the daycare staff.
3. Children will not be released to anyone under the age of 12.

Considerations:

Exceptions: None

Issued: January 2018

Reference: FCC Daycare Center Board

16. LATE PICK-UP POLICY

Policy: It is your responsibility to pick up your child on time. Although allowances will be made for emergencies, a parent who picks up their child after the scheduled pick-up time will be charged a late fee of Rs. 500 for every 5 minutes late. Transportation to and from the Daycare is the responsibility of each parent.

Procedure

1. Staff will make all attempts to call contact numbers including emergency contact numbers.
2. Daycare staff will not take a child home.
3. The administrator will inform billing of the incident(s) and it will be deducted from the next month fee billing.

Issued: January 2018

Reference: FCC Daycare Center Board

17. GUIDANCE AND TREATMENT OF CHILDREN

Policy: Daycare personnel will follow the Guidelines and Standards for Day Care Centers of the Women Development Department, Government of the Punjab for treatment of children

Procedure Activities within the program will be monitored and adjusted accordingly, in consultation with parents, daycare staff and other involved professionals to promote ongoing development. Positive guidance techniques will be used to encourage appropriate behavior.

They include:

- a. Establishing clear, consistent, and simple limits
- b. Stating limits in a positive way
- c. Focusing on the behavior, rather than on the child
- d. Stating what is expected, rather than pose questions
- e. Providing real choices
- f. Allowing time for children to respond to expectations
- g. Reinforce appropriate behavior, with both words and gestures
- h. Encourage children to use the teachers as a resource when they cannot resolve issues

20. HOLIDAYS

Policy:	Daycare is closed for all statutory holidays (NO fee decreases for statutory holidays.)		
Procedure	Daycare will be closed for all Statutory Holidays, when both teaching and administrative staff are on holidays.		
Issued:	January 2018	Reference:	FCC Daycare Center Board

21. HEALTH, SAFETY & NUTRITION

Policy:	Daycare Center has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to promote good health, safety and nutrition. Eating nutritious food is an important part of each child's day. All the food is to be provided by the parents.		
Procedure	<p>Center staff will:</p> <ul style="list-style-type: none"> > Offer a clean, well-maintained, safe environment > Opportunities for learning how to take care of their bodies and develop self-help skills > Opportunities for both rest and exercise with indoor and outdoor activities daily > Welcome mothers to breast-feed their child and provide support for breast-feeding. > Provide a comfortable and relaxed environment for the children & parents > Formula must be provided by the parent > Post children's allergies in the kitchen. (Parents must make staff aware of any food allergies) > Inform parents of any significant changes in the eating habits of their child. > Model healthy attitudes towards food and meal times. > Model healthy attitudes towards washing hands before and after meals and brushing teeth after eating. > Discourage candy, gum, pop or other "junk food". > All babies will be held during bottle feeding. > Toddlers are required to lie down or sit on the couch when they have a bottle. > Staff will discard any unused liquid in bottles or cups to prevent the spread of germs. > Staff will allow children time to eat and drink at their own pace. > Staff will respect the parent's decision as to when and what solid foods will be introduced. 		
Issued:	January 2018	Reference:	FCC Daycare Center Board

22. ALLERGIES

Policy:	Parents/guardians need to inform the daycare staff in writing if their child has any allergies.		
Procedure	<ol style="list-style-type: none"> 1. Required forms will be provided by staff as soon as an allergy is reported. 2. Allergies will be posted in the kitchen for all staff to see. 3. A Care Plan card will be written up on the steps to take if the child has an allergy attack. 4. Parents will be informed immediately of any allergy attack and the steps taken. 		

