LITTLE LIONS WALDORF
Child and Family Centre

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PARENT HANDBOOK

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WELCOME TO LITTLE LIONS WALDORF CHILD AND FAMILY CENTRE

The Board, CEO and Staff would like to extend a warm welcome to all parents and their children. We hope you will find this handbook informative and ask that you consider it carefully.

Little Lions Waldorf Child and Family Centre is a Non-Profit Charitable Corporation, guided by the Board of Directors, CEO and educators, and is affiliated with the Waldorf Early Childhood Association of North America (WECAN) and the Association of Waldorf Schools of North America (AWSNA). The task of the Board of Directors is to support the school in all financial, legal, fund-raising activities and provide expertise in business ventures. We are licensed by the Ministry of Education to accommodate children from 6 months to 12 years in various programs offered at our twelve locations.

Our hours of operation are 7:30 a.m. to 5:30 p.m., Monday to Friday during the school year. Some sites may offer care during the summer months depending on enrolment. Occasionally there is a closure for professional development in the year but parents are given advance notice.

As Waldorf and ECE (Early Childhood Education) educators, we appreciate the trust you show when you choose us to educate your children. We pride ourselves in providing a unique learning environment based on Waldorf Education Philosophy in the hope that through working together with you, we may grow in the understanding of each other and your children.

Through various seasonal activities and festivals that will include both you and your children, we hope to form a strong community in which you will want to play a part. We strive to provide an environment that meets the essential needs of all ages of the children enrolled. We appreciate your support throughout your child's enrolment and experiences at Little Lions.

HISTORY OF LITTLE LIONS WALDORF CHILD AND FAMILY CENTRE

Little Lions Waldorf Child and Family Centre began as an extension of the Grade 12 Family Studies program at Lakeview High School, conceived, organized and taught by Traude Wedding. It began as a workplace daycare that also served the Parenting Practicum course as a model for Waldorf childcare.

A start-up grant was acquired and a license obtained in 1984 for a one-room day nursery. The program expanded and eventually included an afternoon program, but finances were limited. Requests were made to the city for subsidized spaces. The process of incorporation was completed by 1986. The first Board consisted of three directors: Bobbi Sawchuk, Mary-Jane Wedding and Traude Wedding.

Eventually there was a full daycare, morning and afternoon programs and five directors. Later the After-School Program was added and enrolment was growing fast but, unfortunately, Lakeview was due to close. Many applications for grants were made to the city and various foundations. A grant was received from the Ministry of Northern Affairs administered by the Ministry of Community and Social Services. This resulted in the purchase and renovation of the Clarke Street property in 1991. The staff and directors looked forward to the blossoming of Waldorf childcare in their own centre. A Board resolution established Traude Wedding as founder and honorary director for life. New directors supporting the Waldorf philosophy have been gradually added to the Board.

In March 2005, the daycare experienced some growth and started a second location in the former Drew Street School, a heritage building. We were fortunate to be able to rent the original kindergarten room which made a beautiful child care space with hardwood floors and a pressed tin ceiling. We later expanded by opening a room on the second floor as well. This daycare was our first step into infant child care and was the site of our first Community Garden.

In January of 2007, we opened a daycare on the lower level of St. Paul School. This daycare was unique in that it had a forest playground as well as the traditional one. This site collaborates with the school on many projects such as a Community Garden.

In December of that same year, we opened our fourth location, a small After School Program, in Whitefish Valley School, Hymers.

In 2011, we were requested by both the Lakehead Public School Board and the Thunder Bay District Catholic School Board to open programs in their schools. Within a few months, new programs were opened in McKenzie Public School, McKellar Park School, Kakabeka School, Claude E. Garton School and an After-School Program in St. Pius X School.

In 2012 our program has further expanded into Agnew H. Johnston and Valley Central Public Schools.

In March 2013 our location in the former Drew Street School moved into Hyde Park Public School. We were not many years into this location when the Lakehead Public School Board decided to close the Hyde Park School and build a new child care centre attached to Kingsway Park School. This move happened in January 2018.

January 2018 also saw a new program opening in Crestview School, Murillo. Wild Roots, a new nature based cooperative program in Sault Ste. Marie, will open in April 2018.

All new locations were made possible with funding from Ministry of Education administered through the District of Thunder Bay Social Services Administration Board (TBDSSAB). Their support of our endeavours has been invaluable.

History of the Waldorf Movement

The educational and childcare philosophy of Little Lions is based on the teachings of Austrian Philosopher Rudolf Steiner who founded the first Waldorf School in 1919 for the children of the workers in the Waldorf cigarette factory. Soon there were many schools and while visiting them in the 1920's, Steiner observed the need for preschool or "kindergarten" programs. Elizabeth Grunelius began the first Waldorf Kindergarten based on the needs of the very young child as Steiner described them in his books and lectures. This is the origin of the "Waldorf" or Steiner philosophy of education for young children. There are more than 1,500 Waldorf Schools and initiatives world-wide.

PROGRAM STATEMENT

Little Lions Waldorf Child and Family Centre is an organization which provides child care for children 6 months to 12 years of age according to the Waldorf philosophy or "Steiner" education. The following Program Statement is consistent with the Ministry of Education's statement on programming and pedagogy issued under subsection 55 (3) of the Child Care and Early Years Act, 2014 and #46 of Ontario Regulation 137/15. It is the policy of Little Lions to review the program statement annually to ensure compliance and congruency with our own philosophy and policies.

VISION: Resilient and compassionate children in a healthy, vibrant community where love and wonder are the basis of learning and living.

MISSION STATEMENT: Little Lions Waldorf Child and Family Centre Directors and Staff are dedicated to the principles of "Waldorf" or Steiner Education and Child Care. We strive to foster the realization of these principles through exceptional child care that nurtures the whole child, supports families, integrates varying aspects of a nature-based approach and strengthens the community.

GOALS Little Lions Waldorf Child and Family Centre will endeavor to provide an environment and programs in which each child will flourish and grow through the early stages of development. Little Lions seeks to provide a warm, home-like atmosphere with tasks and domestic routines to follow. Programs will allow plenty of time for imaginative play with a nature-oriented environment as expressed and practiced in Waldorf education. Programs based in nature will integrate aspects of the above/along with nature and wild pedagogies.

These broad statements find expression in the practical application. To accomplish this, each caregiver is encouraged to further their professional learning based on Waldorf principles and the Ministry of Education's policy statement on programming and pedagogy. We find that these two are compatible in that both demand that the caregivers themselves believe that children are capable and competent, full of curiosity which must be nurtured

and that all children are rich in potential. Each child can learn and succeed given the right environment and so our focus is to create the opportunities for this to happen.

The Waldorf philosophy focuses on four main senses during the early years. These include the sense of touch, balance, self-movement (proprioception) and the life sense which is the sense of well-being that is critical for the healthy development of any child. We nurture these senses by our daily, seasonal and yearly rhythm, our sensory rich environment and the loving kindness expressed by all staff.

Children know that they belong in our program in many ways. For example, indoor programs will have individual cubbies and a chair that has their own personal chair cover. Children in outdoor programs will have a voice each morning to determine where the group will play. Most importantly, they know they belong because the caregivers can be trusted to make them welcome, to know them and to provide for their unique needs.

Each child is seen as an individual and we strive to see them for who they are. We strive to recognize their strengths and find the opportunities to further their development. Frequently this happens through play-based assessment or through the keen observation of trained, caring staff. Relating to children respectfully involves taking into account what they need and want. Encouraging them to express and act out on their preferences builds and strengthens a sense of responsibility for themselves and supports the idea that children are active contributors to their own and other's experiences. Children's participation in play is a valuable way to support their development and learning. Making decisions and having choices are very important elements in the daily experience. Child-initiated and adult-supported play experiences afford children the opportunities to develop autonomy and independence as well as to learn social and relationship skills as they explore their interdependence and connectedness with peers, educators and, in parent cooperatives, the 'duty parents'.

The staff supports children in their ability to self-regulate. All practices are respectful of a child's autonomy while being conscious of the need for safe exploration of the environment during play and positive interactions with other

children and adults. This may be achieved through environments (natural or set-up by adults) for children to successfully and safely explore, role-modeling appropriate language and communication and otherwise finding just the right tool for a child to use to achieve self-regulation. Staff role model appropriate language and communication at all times. Empathy is developed through the use of the healing basket which helps children to focus on the healing act following an incident where another child has been hurt. All staff create a safe social environment by their awareness of group dynamics which then guides their practice (eg. setting up the program room).

Our environments provide opportunities for children to learn to care for themselves, their peers, adults and the rest of the natural world as well as the materials around them. Indoor programs have plants, pets, and babies (dolls) that need to be cared for. They have special items that must be handled with care, so children learn to have reverence for something that is precious. The environment is inviting, appealing to their changing interests and needs and is aesthetically pleasing, with furniture, toys and furnishings made from natural materials. Broken toys are often mended in the program with or by children. Programs situated in natural settings foster a sharing spaces perspective that is respectful of the more-than-human world.

Our trained staff are cognizant of the fact that a healthy rhythm to the day is crucial. We strive for a flow to the day rather than a schedule. In this way, the day may flow more according to the interests and activity level of the children rather than the clock. The day must have a "breathing" quality with moments of activity and moments that are more subdued. For example, an in-breath such as story time might be followed by an out-breath such as active running. We are respectful of the need for all children to have a rest time or quiet time, even if they do not sleep. Children may decide if they will sleep or rest quietly. Quiet activities, such as fidget bags, will be available for children choosing to rest quietly. As much as possible we allow the children to find their own natural rhythm for rest or sleep. We support their oral language development through storytelling, songs, traditional rhymes and games which are also built in to the rhythm of the day. Staff members sing through the transitions which tend to be slow and natural.

In positive learning environments, indoor playground and natural settings, experiences are child-initiated rather than contrived by the adults. Children

are actively involved in the care of their environments. For example, in-playground and gardens, they may be engaged in meaningful tasks such as raking, sweeping and shoveling. In natural settings children will be involved in habitat monitoring. By dressing appropriately, children can enjoy outdoor play in most types of weather. To make this affordable for parents, we often rent waterproof clothing to families to spare them the expense of purchasing high quality outerwear. This enables children to play in wet weather and to enjoy puddles without inconvenience to the parent. The role of the adult is to observe their play, notice their interests, emerging ideas and developmental needs, plan and offer experiences accordingly, find ways to extend the learning and therefore optimize the child's development. At times the adult may role model a new experience, inviting the child to join in and supporting their learning through the process which encourages on-going learning. Our goal is for children to be self-motivated learners. The emphasis is on process rather than an end result and healthy play is observed, valued, encouraged and supported by the staff.

Our playgrounds are natural and do not include any playground climbing structure. All playgrounds include a sandbox, gardening area or containers, logs and stumps, trees, rocks and other natural items. A variety of tools, equipment and "loose parts" is provided to ensure that children can interact with the natural environment in a creative way which supports inquiry-based learning. Artistic endeavours are promoted outdoors through simple means such as chalk drawings and collaging natural items and sometimes more complex crafts or activities such as weaving with natural items. We promote healthy gross motor play such as running, jumping and climbing (when safe) and often take children on excursions to places where this is most likely to happen. In programs set in natural settings, such as the Wild Roots program, nature provides the environment and materials for children to engage with. Tools, such as magnifying glasses, whittling tools, and baskets, are offered to deepen children's engagement. In the summer we support play in nature by renting Tapiola where children can roam the 14 acres of field and forest and can enjoy play in the river as well as tending the community garden which we plant there every June during our Family BBQ. Some staff members have received special training from various organizations to give them skills in this area, such as Monarch Teacher Network, Voices From the Land, Forum for Ecological Education and Action and Ecological Leadership. Some of our sites compost although not all are allowed to do so depending on the school policy. In general, our organization works hard to support the staff so that they will be equally excited to be outdoors as the children are.

Health and safety is a priority. We not only follow the common guidelines, but we far exceed them in some cases. We consider all aspects of the child's safety including recent research which shows that "no risk" environments have a detrimental effect on children. To achieve that balance, our supervisors have been trained to do "Benefit Risk Assessments" and are encouraged to do this in all programs, indoors and outdoors, with their staff and where appropriate, with the children.

Food is prepared daily on site by the cook, or, in the case of a satellite program, food is catered from one of our main sites. Our food policy is extensive, taking into account information from the Thunder Bay District Health Unit and Algoma Public Health in regards to nutrition as well as supplementary information from Waldorf sources. We start with high quality ingredients, often organic, locally purchased if possible. We avoid foods with excess fats, sugars, hormones, high levels of mercury, preservatives. Environmental issues are taken into account in the procuring of local food and purchasing practices in regards to packaging, etc. Every effort is made to provide wholesome food prepared with attention to safe food handling and storage. In programs where families provider their children's lunch and snacks, parents will be made aware of the program's food policies and will be encouraged to provide foods that adhere to these practices. Care is taken to serve food in an aesthetically pleasing manner in a home-like setting which fosters a sense of community. Food is served family –style with children encouraged to self-serve when possible. In many programs, children are frequently included in food preparation and wash their dishes following their snack. Foods from various cultures are enjoyed.

Ongoing open communication with parents is essential for us to work as a team to support their children to achieve their goals. Staff members strive to communicate verbally daily with families and, in some programs, through daily records as well as through the monthly and quarterly newsletters. As much as possible, we try to be there when the parent needs us. Over time this develops into a trusting relationship which facilitates open communication. Communication with parents today, of necessity, must take many forms and we strive to reach parents in the method that best suits them and their life style, be it by telephone, bulletin postings, newsletters or email. In parent cooperatives, families play an integral role. Duty parents (those who assist

during program time) will participate in pre-program sessions to familiarize them with early childhood, nature and wild pedagogies. Monthly meetings will provide opportunities to further explore how children and adults learn and grow with nature.

A trusting relationship between co-workers and administration is also fostered. We do this by transparency regarding financial practices and decisions that directly impact staff. Staff members are informed of the reason for most situations or decisions, for example, regarding wages, benefits, funding requests, major purchases and other decisions that affect them.

Weekly staff meetings ensure that issues arising are dealt with in a timely manner. We are proactive rather than reactive and this opportunity for frank and open discussion enables us to better support the children and families. Weekly meetings also include opportunities to discuss topics related to the four principles of "How Does Learning Happen?" as well as the Waldorf philosophy and nature and wild pedagogies. Weekly staff meeting time may also be used for team planning where staff consider the interests and needs of the children they have observed during the previous week. Occasionally, staff will conduct a child study according to the Waldorf philosophy.

Staff complete an annual Self-Evaluation and a Behaviour Management Self-Evaluation (followed by action plans when deemed necessary by the supervisor) to ensure positive interactions with children at all times. The staff is instructed in the aspects of the Waldorf philosophy that relate to the well-being of children, including emotional and spiritual well-being. Positive interactions with parents occur daily and take many forms from the initial interview process, an extensive application form which includes the child's history, a home visit if desired, through the orientation and daily written and verbal communication with staff. We find that interactions are always better when people are well-rested. We want our staff to be patient with children and that is enhanced if they are not tired or over-worked. For this reason, our centre has adopted a four-day work week to support their well-being physically and mentally. In addition we provide opportunities for counselling through an EFAP program to ensure good mental health.

We realize how important it is for our staff to have professional development opportunities that are both mainstream and Waldorf. Little Lions has started its own 400-hour Waldorf training for staff so that, over time, we will be able to have an ECE faculty which is also Waldorf trained. Presenters from all over the world (England, New Zealand, British Columbia, USA) come on a regular basis to work with all staff because we want the most current and relevant training we can find. We also offer training in nature pedagogy. Our staff appreciates this and it has enabled us to build a community of learners.

Little Lions is a Red Cross Training Partner so we ensure that all our staff not only have their First Aid training but also have regular updates that include child care specific examples. We provide an annual workshop on Choking to raise the awareness of parents.

We see ourselves as integral to the community and are committed to collaborating with community agencies, schools and professionals in order to support children, their families and staff. Our organization does this by participating actively with such organizations as Roots of Empathy and Healthy Kids Community Challenge. We have staff trained to offer Fair Start screening. We regularly use the services of Children's Centre Thunder Bay and Thunder Bay Health Unit to better support any children with special needs. We take part in Welcome to Kindergarten Nights as well as participating with Parent Councils in our Municipalities. We take part in assemblies and school events, working in partnership or taking a leadership role, such as Weed Out Hate Day. We have built strong connections with other agencies that support families in need, such as Dilico, and have worked to create a child care centre that has been invaluable in supporting young single mothers, our most vulnerable population.

The Waldorf philosophy is one that stresses the need for continual striving toward our ideals. We believe that we are always in the process of "becoming", adults and children alike, and so in order to further this, we must look at ourselves as well as at children. This need for self-reflection is integral to our working in this field. As part of our on-going assessment, we invite feedback from parents bi-annually although we welcome it at any time. For the ease of parents, we offer opportunities for feedback at our annual parent interviews in the fall and in the spring parents are asked to fill in a parent survey. This may be done on-line or on paper. New families are asked to

complete an entrance survey so that we know how well we are doing when it comes to welcoming and integrating new families, at making this "their home away from home". The parent exit survey allows for candid and honest feedback from families once they are out of the centre.

Future goals for our organization include improving our pedagogical documentation and ongoing communication with parents. We hope to go beyond the typical family board that we are currently using. This will take many forms including digital documentation as we explore current practices on making learning and interactions visible, to find a tool or practice that meets our needs, the needs of the families and complies with the Waldorf philosophy.

Another goal is wider use of play-based assessment in which some of our staff members are currently being trained.

We see our child care centre as a "learning organization" where knowledge and information is readily available so that decision –making can happen at many levels. We are striving for the autonomy for each centre under the umbrella of the larger organization. Our approach in this regard is for each Site Supervisor to have a form and financial formula which allows them to truly see the impact of their daily decisions. They meet quarterly with the bookkeeper to see if they are meeting budget expectations. These meetings may be followed up by meeting with the CEO to discuss their decision-making process and the impact it has on the running of the centre. Another aspect of this study of our individual centres is to see ourselves through the eyes of our community partners. We have a Community Partner Feedback Form that was previously circulated annually. We will re-instate this practice as a goal for this year.

The program statement will be read by all staff upon hire and annually thereafter during the annual Policy and Procedure Manual review. The program statement will be the new standard to which we hold all our staff but we see this as a living document which will change over time. Job expectations and performance appraisals will reflect this. Staff meetings will be a time for site supervisors to reflect on the program with their staff to further their understanding of the organization's philosophy and practices and to find

opportunities for improvement. Site Supervisor meetings, which happen approximately every three weeks, will be a time for us to reflect on the program statement to ascertain whether or not we are achieving our goals or if new goals are necessary. These findings will be brought forward to the board by the CEO.

This program statement may be taken as our assurance we are committed to live the vision we espouse.

BOARD OF DIRECTORS

Objectives

1. To provide exceptional child care and other appropriate programs for children aged 6 months to 12 years, five days a week, year-round, in a Waldorf setting.
2. To provide encouragement and leadership for the expansion of Waldorf child care providers across North America.
3. Provide strong infrastructure which supports staff, programs and the other objectives.
4. To obtain the support, funding and publicity needed to achieve the above goals and stated objectives

Function of the Board

The Board of Directors meets on the third Tuesday of every month at the Clarke Street location. If a parent wishes to address the Board, they must inform the Chief Executive Officer so that their presentation is added to the Agenda.

The Board works in close cooperation with the Staff and Parents in regards to matters concerning (but not limited to) the following:

- Balancing of the budget and other financial concerns
- Long range plans for growth of the centre
- Education of staff and parents
- Community awareness
- Fund-raising
- Daily operation including wages and expenditures
- Tuition fees
- Capital expenditure
- Adherence to Waldorf Principles

Contacting the Board

The names and telephone numbers of all board members can be found in each daycare on the bulletin board near the entrance.

Committees

The Board may create committees or sub-committees as the need arises. An example of a committee is the Auction Committee. Parents may be requested to help with committee activities.

Program, Philosophy and Personnel Committee

This committee meets monthly or as needed in order to handle the smaller day to day issues that arise from time to time. These can be easily dealt with and prevent the board meeting agenda from becoming too large. A larger issue may be discussed at the PPP with recommendations brought to the board for review.

Parent Committee

Parent participation on this committee is encouraged. The committee assists with special events within the daycare and may be consulted in regards to the creation of new policies. Any parent may become a member of this committee by simply attending any of the meetings and joining in the activities. Activities may vary from hand sewing of items for the Enchanted Garden to making salads for the Family BBQ. You may have other ideas for supporting your child's program and these would be welcome.

Social Responsibility Committee

Little Lions Waldorf Child and Family Centre believes that an organization has an obligation to act to benefit society at large, that we have a duty to improve the quality of life of our workforce and their families as well as the local community and society at large. This committee engages on many community based projects to benefit all ages of citizens. An example of a current project is the EMS folder for seniors and the Watch For Bikes decals that we distribute.

SUPERVISION

Supervision of Volunteers and Students

Policy

This policy will be reviewed with employees before beginning employment and annually thereafter and with volunteers and students who will be providing care and guidance before they begin their placement and annually thereafter. This review will be signed and dated.

Additional policies including behaviour guidance, prohibited practices, anaphylactic policies and procedures will be reviewed with volunteers and students providing care and guidance before they begin placement and annually thereafter. Reviews will be signed and dated.

Little Lions Criminal Reference Check Policy applies to all employees, students and volunteers with the exception of students who are under the age of 18 and placed by an educational institution, for example, high school co-op students.

The Site Supervisor is responsible for the implementation of this policy. The CEO and Board of Directors are responsible for the review and evaluation of the policy.

Procedures

Direct unsupervised access (i.e. when the adult is alone with a child) is not permitted for persons who are not employees of this centre. No child is directly supervised by a person who is less than 18 years of age. Volunteers and students are not counted in the staffing ratios. Volunteers and students are assigned a supervising mentor/staff member throughout their placement.

Roles and Responsibilities

The CEO will be responsible for:

- Updating the Parent Handbook to include information on students and volunteers.

The Site Supervisor will be responsible for:

- Conducting the orientation using the orientation checklist;
- Developing the expectations, roles and responsibilities of the students and volunteers;
- Assigning mentors/staff members to supervise students and volunteers;

- Inform parents/guardians that volunteers and students are in the centre;
- Training of mentors/staff members on their roles and responsibilities when supervising students and volunteers;
- Monitoring the behaviour guidance practices of students and volunteers.

The mentors/staff members will be responsible for:

- Reviewing the expectations, roles and responsibilities with students and volunteers;
- Supervising the students and volunteers;
- Fulfilling the administration requirements of such placements;
- Communication with other staff members and Site Supervisor.

Students and volunteers will be responsible for:

- Reviewing and signing off on all policies and procedures relevant to this placement;
- Adhere to the policies and procedures of the centre;
- Fulfilling the objectives and responsibilities of their role;
- Fulfilling administrative requirements of such placements.

STATEMENT OF UNDERSTANDING

I have reviewed and agreed to abide by the policy and procedures of Supervision of Volunteers and Students developed by this program.
I understand that contravention of Supervision of Volunteers and Students is a serious matter that will warrant implementation of disciplinary measures, including consideration of dismissal.

_____	_____	_____
Signature (Staff/Volunteer/Student)	Position	Date
_____	_____	_____
Signature (Person Conducting Review)	Position	Date

PROGRAMS OFFERED AT ALL LOCATIONS (VARIES AT EACH CENTRE)

Infant

Our infant program is designed for children 6 to 18 months of age. We offer care in our infant area where there is a dedicated play space and nap room. Staff members have regular in-service training on infant care and work with the children daily on touch, balance, self-movement and their life-sense. Ample time is provided for floor-play. Infants are immersed in a calm nurturing environment. As the infant's approach 18 months, they make visits to the toddler program in order to get to know the children and educators. That will ensure that the transition will go smoothly and according the child's ability to cope with more stimulation.

Toddler

These early years are critical for healthy development of the child. We take great care that the toddler is in an environment that is home-like with a care-giver who is motherly. Through our daily, weekly and seasonal rhythm, the child will feel secure and form a close bond with the care-giver. As in our other programs, there is an emphasis on the experience and exploration of the natural world. At certain times, this group may be mixed age, giving the toddler the experience of having 'siblings' to interact with and imitate, as in any family setting. This program is geared toward helping the child find his/her way to connect with others in a social setting and to have a gentle transition into the routines of the kindergarten.

Preschool (2½ Years Old)

Young children, filled with wonder and curiosity, see beauty and purpose in everything. The educator's role in this program is to foster this sense by creating an environment that is beautiful and natural, and an atmosphere that permits exploration of the natural world. Children will make independent discoveries through their experiences of this world and use these discoveries in their own creative play.

The children in this multi-age group learn from their parents, each other, their educators and the world around them by first seeing and then by imitating what they see. It is necessary at this age to provide them with as many experiences as possible, such as singing, dancing, creating music, puppet shows, crafts, baking, gardening, painting, beeswax modeling, creative movement, and dramatic play. In addition, time for free play, indoors and outdoors is essential as children need time to assimilate and synthesize what they have observed around them. The foundation for later learning is laid through imitative play, a key element. For this reason, reading and arithmetic are not introduced in this program.

Socialization

Depending on availability of space, children may join the daycare/kindergarten group for ½ day only, purely for the purpose of socialization. Children need not be completely toilet trained to be in this program. It is recommended that children attend from 8:30 – 11:30 so that they maximize their experience (free play, circle, snack, outside play and story).

Before and After School Care (4-12 Years Old)

The Before and After School Programs provide care for your child for the transition time between home and school but they are far more than that. After school there is a snack and a sharing time to connect with friends they have not seen all day, time for a creative activity such as sewing, baking, arts and crafts and time for free play which is a relief for children after the intensity of intellectual activity at school. Outdoor play and exploration of the natural world is always part of this experience.

CONCERNING THE SCHOOL DAY

Arrival and Departure Procedures

When you arrive with your child to begin the day with us, **ensure that a staff member is aware of your arrival.** Children must never be left alone in a room. An educator must acknowledge your arrival and be aware of the child before a parent departs.

At the end of the day, we assume responsibility until you have approached a staff member and have greeted your child. This is especially crucial at moments when there may be a number of other children and parents in the process of departing. Since parents on occasion may take a few minutes of the educator's time to see how their child's day went, the educator may not be aware of your arrival. **IT IS ESSENTIAL THAT YOU MAKE CONTACT WITH A STAFF MEMBER PRIOR TO LEAVING.** If a child is not in the daycare or playground and departure time was not recorded, staff will call the police to report a missing child.

Arrival and departure times are critical transition times for children. These moments can be stressful for parents and children alike and so it is our policy to make these transitions as short and painless as possible for the sake of those involved as well as other children in attendance at the centre. For example, once you have decided that your goodbye has been said and that you are departing, please do so promptly. Be assured that your child is in good hands and that we are trained in dealing with these difficult moments. The separation anxiety your child may experience will be lessened if the child observes that the parent behaves with confidence that the child is being left in a safe environment, that the staff are going to ensure that the child is well cared for, and that the parent has confidence in the child's independence. This usually results in less disruption to the children who have already arrived. At pick up times, it is equally important to stick to the routine and make as little disruption as possible to the program in session. It is particularly important to the After-School Program since often the group may be in the midst of a snack or an activity when you arrive. Disruptions make it difficult for the remaining children to focus on their activity.

Releasing a Child

Little Lions will not release a child to anyone other than the person or persons listed on the application form. If you are unable to pick up your child and have alternate arrangements, please contact the centre prior to departure time. A description of that person will be required and they will be asked to show identification when arriving at the centre to pick up a child. We will not release a child to anyone who is not on the pick-up person list. You may add or delete people from this list at any time, but for the sake of security, please do it in person, not by telephone.

It is the policy of Little Lions to uphold family law. Therefore, we are obliged to release a child to either parent regardless of whether or not they are listed on the pick-up list, unless we have a copy of any custody papers on file. In the event of one parent not being allowed to pick up a child, please inform the Site Supervisor immediately and see that the appropriate documentation is at the centre.

Health and Safety

Safety is of prime concern to us. In the event of an emergency, please be assured that every effort will be made to contact you. If we are unable to do so, the name given as an emergency contact will be called.

In the unlikely event of an emergency evacuation procedure the daycares will each go to their designated emergency evacuation point:

SITE	EMERGENCY SHELTER	ALTERNATE LOCATION
AGNEW	SIR WINSTON CHURCHILL HIGH SCHOOL	
CLARKE	MODERN MOTEL	RELAX MOTEL
CLAUDE E. GARTON	CURRENT RIVER RECREATION CENTRE	
CRESTVIEW	MURILLO HALL	
JUNE STEEVE LENDRUM (JSL)	ARMOURY	

KAKABEKA	**FANTASY FALLS SHELL STATION**	
KINGSWAY	**ST. PATRICK HIGH SCHOOL**	
MCKELLAR	**FORT WILLIAM GARDENS**	
MCKENZIE	**SHUNIAH FIRE HALL**	**163 LAKESHORE DRIVE**
ST. PAUL	**CURRENT RIVER COMMUNITY CENTRE**	
ST. PIUS X	**HAMMARSKJOLD HIGH SCHOOL**	
VALLEY	**OLIVER PAIPOONGE FIRE HALL**	
WILD ROOTS	**ST. KATERI**	

Our playground meets all CSA standards for safety. Children play in a safe manner indoors and outdoors, both on and off campus. The children are under supervision at all times. Our educator/child ratios comply with the Child Care and Early Years Act 2014.

Children in the toddler and preschool programs brush their teeth once daily after lunch with tooth brushes that are provided at the centre. Fluoride-free toothpaste is used in case children inadvertently swallow it. Correct precautions are taken regarding the application of toothpaste, as well as the storage and sanitizing of toothbrushes.

Illness

We ask, out of consideration to other families at our centre, that you keep your child at home if she/he is ill with a contagious condition or a fever. All children attending must be able to participate in all parts of the program, including outside playtime. A child who is not well enough to play outdoors is not well enough to attend the daycare as they will not be able to participate fully in the program. In addition, we do not have extra staff available to stay indoors with a sick child so we cannot comply with requests to keep individual children indoors.

If your child becomes ill while attending a program, he/she will be cared for until arrangements for pickup have been made. Please ensure that your emergency contact information is updated and complete, including phone numbers.

According to guidelines set by the Thunder Bay District Health Unit, designed to protect all children, your child must be kept home when any of the following occur:

- Fever, runny red eyes, diarrhea, head lice, impetigo, swollen glands, ear ache
- Persistent itching, vomiting, sore throat, jaundice, undiagnosed or contagious rash
- Thick mucus or pus draining from the eyes or nose, heavy or persistent cough
- Grey or white stool, dark (tea coloured) urine, sores with crusty yellow or green drainage.

A manual from the Thunder Bay District Health Unit is available at the centre if you would like to review it. Little Lions adheres to the guidelines set out by the Health Unit regarding procedures for all communicable diseases that may arise periodically.

Please call to let us know if your child will not attend for any reason, including illness, as it will allow the program to continue with the planned activities. Staff will not be waiting unnecessarily for your child's arrival.

The numbers to call are as follows:

Main Office	344-2283	**MCKELLAR**	474-3017
AGNEW	577-4406	**MCKENZIE**	683-5624
CLARKE	344-2298 ext. 2	**ST. PAUL**	343-0506
CLAUDE	683-9497	**ST. PIUS**	683-9324
CRESTVIEW	--	**VALLEY**	577-4343
JSL	345-0311 ext. 224	**WILD ROOTS**	--
KAKABEKA	476-0427		
KINGSWAY	622-5833		

Please understand that your call may not be answered directly and you will have to leave a message on the voice mail. Be assured that our staff checks the voice mail regularly and your call will be noted.

Administration of Medication

The medication policy of this centre is to only administer medications prescribed by a medical doctor.

There has been a lot of controversy regarding many over the counter drugs. Staff will not administer any medication which is not prescribed by a doctor, for example such things as cough medicines, Tylenol, etc. If you wish your child to have such a medication, you are welcome to come to the daycare to administer the medication. If you are sending a friend or family member to administer the medication, then **written consent** must be provided so that the staff is aware that this person has been given your permission to do so.

Parents/guardians are required to complete an Administration of Medication Form and give the medications to a staff member for proper storage in a locked box out of reach of children. The forms are available from the program educator.

Medication must be in the **original container** on which must be clearly legible the name of the medication, the dosage of medication to be administered, date of purchase and/or expiry date and instructions for storage and administration. All unused medication will be returned to the parent for disposal and parents will sign that it is received.

Staff will only administer medication that can be applied to the skin or given by mouth, with the exception of anaphylactic shock. In this case, the staff will administer the required EpiPen. We do not administer ear or eye drops.

Children in the After-School Program are not to arrive from school with unauthorized medication. **Unauthorized medication will be confiscated and returned to the parent.** Please ensure that there are no medications in a child's packsack with the exception of allergy medication. If there is allergy medication we will determine a safe place to store the packsack.

Special procedures apply to the self-administration of allergy medications and to the receiving and documenting of narcotic/controlled medications. These

procedures can be discussed with the Supervisor or Chief Executive Officer and the appropriate forms will be given to you.

Nutrition

One nutritious hot meal and two healthy snacks are served at our centre daily with a small snack available at some sites for children who must stay past 5:00. Menus are posted to make you aware of the daily/weekly diet. We offer a healthy selection of food, free of additives, preservatives or high sugar content. Little Lions is a nut allergy conscious environment. **Nuts of any type are not permitted**, but coconut is served on occasion and coconut may be used in other forms in the daycare (ie coconut mat). Nutmeg may also be used in cooking.

For the safety of the children with allergies, we do not allow children to bring food of any type to the daycare. Please ensure that your child finishes eating breakfast at home so that you do not inadvertently compromise the safety of another child by bringing your child's breakfast into the daycare.

The Thunder Bay District Health Unit is requested to check our menus to ensure that they meet all requirements.

Rest Time Policy

All children in attendance for a full day will have a rest period of approximately 1 - 2 hours after the noon meal. Educators sit with the children, sing, play the harp and otherwise comfort the children until they sleep to ensure a rich sleep experience. Children who are not sleeping will rest on their beds for a minimum of 1 hour and will have a quiet time for the remaining time so they do not disrupt the rest time of others.

Children in a program which has only children of 4 years and older are not required to nap but will have a period of time to engage in quiet activities.

Cribs/cots/mattresses, blankets and sheets are provided by Little Lions. Bedding is washed weekly at the daycare or more often if needed.

Sunscreen Policy

It is suggested that all children have wide-brimmed sun hats (5" wide on all sides) as recommended by the Thunder Bay District Health Unit.

Parents will be asked to pay a modest amount each year toward the purchase of a safe, non-toxic sunscreen to be used on their child/ren when at Little Lions. (Usually the sunscreen is natural or organic.) If you do not pay the fee to the staff you will be billed for it at a later date by the office.

Parents may prefer to provide their own sunscreen (labeled clearly with their child's name).

Staff will apply sunscreen 15 minutes before the children go in the sun. Staff will encourage play in shaded areas and discourage play in the full sun.

Thunder Bay District Health Unit recommends that in the summer months your child should be dressed in loose fitting, tightly woven, lightweight clothing that covers arms and legs.

Prohibited Practices

As a parent you may wonder what disciplinary practices you can expect in our child care setting. We want to assure you that our staff follows strict guidelines on behavior guidance. These can be discussed with the Site Supervisor at any time.

In addition, we follow the Ministry of Education regulations regarding prohibited practices and other internal policies which are there for the protection of children and families. Little Lions Waldorf Child and Family Centre shall not permit physical, emotional, psychological or economic abuse of a client, which may include but is not limited to the following:

a) Any corporal punishment of a child by an employee or by another child or group of children.
b) 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;
c) Locking the exits of the child care centre 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;

d) 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;
e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
f) Inflicting any bodily harm on children including making children eat or drink against their will;
g) Any verbal attack on the self-esteem of a child or parent by staff.
h) Ostracism or isolation of a child.
i) Unsafe play that may be hazardous to a child's well-being.
j) Any form of racism.

Challenging Behaviour Policy

It is the policy of Little Lions Waldorf Child and Family Centre to make every effort to serve all the children and to work collaboratively with parents, staff and various community support systems to meet the individual needs of each child. It is our policy to assist children and parents to make any behaviour changes that are felt by staff, administration and/or outside agencies to be necessary for the health, needs and safety of the child and the other children in the daycare. Continual attempts will be made to find appropriate solutions to resolve any problems. Support and guidance through this process will be provided by the Site Supervisor and Resource Teacher to ensure that parents are actively involved.

In the event that a child is experiencing problems that may pose a direct threat to the safety of the other children or staff, the parent/guardian may be required to withdraw the child from the program and make other childcare arrangements.

The following procedure will be followed when a child's behaviour is an issue.

1. The initial interview will be an informal meeting between the parent(s) and educator. At this meeting, the parent(s) will be informed of the child's social behaviour(s).
2. Support may be requested from the Resource Teacher (parental consent required).

3. The Educator, Site Supervisor, Resource Educator, members of the Inclusion Team and parent collaborate to facilitate further evaluation of the child's needs, to determine the nature and severity of the problem, and appropriate programming is provided. The PPP Committee may be requested to attend any meeting or to be part of this collaborative effort.
4. In most cases, the above steps will be sufficient. If not, the following course of action will be followed:
    - First Written notice for a conference to take place. An action plan will be developed so that all parties are consistent with the strategies that need to be put in place. The type of supports needed will be determined at this time.
    - Second Written notice may result in a suspension. This will provide more time to hold an in-depth evaluation of the child and to develop a more detailed plan to better support the child in the program. An action plan will be developed in order to plan for the child to return to the program.
    - Third Written notice: Should the child's needs be deemed by the Site Supervisor, Chief Executive Officer and PPP Committee to be beyond the expertise of the centre staff and Resource Teacher, recommendation will be made in writing for the parents to withdraw their child and to enroll the child in an alternate facility where his/her needs may be addressed.
5. Whenever possible, the parent/guardian will be given sufficient notice to make alternate arrangements. However, in the event that a child's individual needs or behaviour pose a serious threat to the safety of other children and staff, the parent may be required to immediately withdraw the child from the centre at the Site Supervisor's written request (following consultation with the CEO).

Conflict Resolution

Little Lions Waldorf Child and Family Centre acknowledges that conflict is a normal part of the life of any organization where services are purchased. Parents may have views or goals which are different from the beliefs and value system of the child care centre. It is important that both sides have the opportunity to voice their opinion or point of view in hopes that open communication will lead to understanding. It is important that these discussions are respectful, timely, in the spirit of collaboration and focussed on the best interests of the child. The following steps are to be followed when an issue has come up between staff and parents.

1. The matter should be addressed expediently through direct communication with the parties involved. This should be done within 5 business days, at a time that is convenient to both parties, and not in the presence of the child. Depending on the issue, the involvement of the Resource Consultant may be requested. This first meeting will be documents. The Site Supervisor will be informed of the meeting.
2. If the parents are dissatisfied with the outcome of the meeting, they may request a meeting with the Site Supervisor, with or without the presence of the program staff. Depending on the issue, the Site Supervisor may request involvement of outside agencies such as CCTB, CAS and Dilico. The employee will be informed. If the discussion may call into question the competency of the staff, the staff may request the involvement of HR. The meeting will be documented.
3. If the parents are not satisfied with the outcome of the second meeting, they may appeal, in writing, to the Board of Directors. The board will review the documentation and respond within 10 business days. The Board's decision will be final.
4. The staff may receive further direction from HR in regards to the decision if it related to their competency. An action plan may be required.
5. At all times, staff will avoid triangulation (discussing with a third party) as this will be considered gossip. A high degree of professionalism is required during times of conflict.

1	Direct communication with all parties involved within 5 business days.	RT may be requested to attend. Site Supervisor will be informed.
2	Assisted Communication with all parties and the Site Supervisor with resolution within five working days.	HR will be informed and invited to attend if necessary. Outside agencies invited as needed.
3	If still dissatisfied with the results, an appeal by either party can be made in writing to the Board of Directors. A decision will be made within 10 business days. The board decision is final.	All parties informed of the decision.

Resource Consultant

Little Lions uses the services of a Resource Teacher from Children's Centre Thunder Bay. The role of the Resource Educator is to work in collaboration with the educators and, with parental consent, do observations, implement developmental screening, coordinate services, support the educators and offer information and support to families. On an annual basis, the Resource Educator may implement Fair Start Screening.

Parents may request the services of the Resource Teacher, or it may be recommended to parents by the staff. At any time, the benefits of this may be discussed with the Site Supervisor before a decision is made.

Daily Records

Your child's day is recorded on the Daily Record sheets that are used for the purpose of an educator's reference. You may certainly ask how your child's day went and the educator present at the moment may refer to these sheets but, to protect the privacy of other children, you will not be allowed to see the sheets yourself. The Daily Record may also be used during Parent – Educator interviews.

In addition to the Daily Record Sheets, the infant and toddler educators will report to you daily by filling out a more detailed sheet that is in your child's duo-tang which is kept in his/her cubby. This will contain pertinent information such as what food was consumed, how long your child slept, the time of each bowel movement and any other relevant details. It also provides a chance for you to communicate with the educator by giving us information such as how well your child slept the night before.

Emergency Closures

Snow Storms

When the Thunder Bay Catholic District School Board and the Lakehead Public School Board close all schools within city limits due to inclement weather, Little Lions Waldorf Child and Family Centre will also close. Please listen to the radio for the announcement.

Power Outages
If a power outage occurs in winter and the temperature drops in the building, you will be called to pick up your child. Every attempt will be made to keep your child warm until your arrival.

No Hot Water
In the event that there is no hot running water, the Thunder Bay District Health Unit requires that the daycare close. Parents will be called to pick up their child(ren). In the case of a short interruption in hot water, the centre may still operate.

Emergency Management

Little Lions has extensive policies and procedures on emergency management up to and including a Pandemic Plan.

All sites have an emergency contact sheet for every child in the centre. Using these sheets, when an evacuation occurs, or any emergency requiring that your child be picked up from the centre, staff will call parents first, then the people listed as your emergency contacts. Please inform us of any change of contact information, address, phone number, change of place of employment, change of emergency pick up people, etc. It is essential that these forms are current so periodically you will be asked to update your information. Be assured that staff will remain with your child until you or your alternate pick up person arrives.

Fire Drills

Fire drills are conducted monthly according to the guidelines set out by the fire marshal. Children are assured of their safety and handled with care. Because the fire drills are not announced and we must make a complete evacuation of the building, it is necessary for the children to be wearing their slippers at all times.

Items to be Brought from Home

- Indoor pull or push on slippers (non-skid) is needed for use
- during the school year. This is very important as we conduct monthly fire drills and the children must vacate the building regardless of

footwear.

- Two extra complete changes of clothing are to be placed in your child's locker. These must be washed and replaced as necessary.
- Clothing appropriate for all weather conditions is a must. Warm hats, snow pants, mittens and neck tubes (For safety reasons, SCARVES AND MITTENS ON STRINGS HAVE BEEN BANNED) are needed for the winter, rubber boots and splash pants for the wet season and hats for sunny days. Although Little Lion's staff are diligent about returning your child's clothing to his/her locker, we are not responsible for missing items. For this reason, clearly mark your child's name on the clothing.
- Our program encourages movement both indoors and out. For this reason, we recommend that your child be dressed in stable shoes and non-skid slippers so that he/she may engage safely in active play.
- Infants and toddlers will require diapers, wipes and any diapering cream or powder that you wish to be used on your child. These must be replenished as needed. You will be advised by the educator when supplies are getting low. This message as well as other important information will be in your child's daily chart in his/her duo tang.

Items Not to be Brought to the Centre

- Please refrain from allowing children to bring toys from home to daycare. We have found in the past that toys from home cause undesirable complications. If your child occasionally wishes to share a found treasure from nature, or a handmade article from home, it would be welcomed. The realm of toys has grown exceedingly complex, often at the expense of our children's imagination as well as our pocketbook. The simpler the toy, the more the child is able to work with inner feelings and imagination. Waldorf educators are keenly aware of the impact of the marketplace on children. They can make suggestions for toys and activities that will enhance the child's life outside the centre. We have also found that items from home may cause ownership issues and do not promote sharing.
- Children should be dressed comfortably and neatly for play in clothing without slogans or pictures. Superhero and mass media characters can intrude in the development of a healthy imagination. Wearing clothing with particular media characters will sometimes encourage rough or inappropriate behavior. In the best interest of all children, we will ask your child to change into a different shirt if you have inadvertently dressed your child in a shirt with characters. Media characters on slippers may be covered with masking tape. Thank you in advance for understanding the need to protect young children from the influence of consumerism/ mass media and for respecting our program.

- Snacks may NOT be brought to the centre. Children with various allergies must be kept safe from ingesting foods harmful or deadly to them. Healthy snacks are provided by the centre shortly after your child arrives.

Birthday Celebration

A birthday is a very special day in a young child's life. Please contact the educator a few days before your child's birthday to determine your involvement. A great deal of care and planning goes into celebrating a child's birthday. You may be contacted by the educator who will ask you to complete a form giving some personal details to be used in the creation of your child's unique birthday story. Everyone in the group takes pride in making a loaf with special decorations. Pictures are drawn and coloured by your child's peers. A card is made and a special poem is selected or composed by the educator to suit your child's temperament.

You are invited to attend this event and share this special day with your child. If you cannot attend, a grandparent or close relative can be invited so the child has a family member present to witness this important milestone.

The birthdays of school age children are celebrated without the parents in attendance, and practices vary from site to site.

Field Trips

A field trip within walking distance of the daycare may take place on any day, and frequently does! Parents are not given advance notice. The application form signed upon enrolment represents the authorization for educators to take your child off the premises of Little Lions. A typical example of this would be a walk to a local park.

It is vitally important for the children to be able to explore nature and the environment. Appreciation and reverence for the world of nature and the cultural heritage of all people form the core of our educational programs. Exploring the local environment fosters interaction with the community. Because of this, educators will at times take the children on longer excursions for nature discoveries and adventures. A trip requiring the use of motorized transportation will be posted for parents with advance notice and a further field trip consent form is required. When on public transportation, toddlers are always seated next to a staff member. Staff and children wear t-shirts or

badges with the Little Lions Waldorf Child and Family Centre logo so they are clearly visible. We usually overstaff on field trip days so there is adequate supervision. Parents are always welcome to join us on any of our field trips but criminal reference checks with vulnerable sector check will be required unless this is designated as a family event.

Tapiola

Little Lions is fortunate to have found and rented a country location (only a few minutes from the city) which is an excellent venue for field trips and daycare events. Four of our city sites take advantage of this program that reconnects our families with nature.

Transportation is by Little Lions 12-seater van with a qualified driver. Car seats and booster seats are provided according to weight and height. Your child will be measured and weighed at the beginning of the summer. Tapiola is also the location of our BBQ and Harvest Fair.

Intergenerational Programming

Many sites take advantage of having our own 12-seater van to transport children to and from a variety of homes for senior citizens. This allows for a wonderful connection between the generations and is equally enjoyed by both age groups. Consents will need to be signed for your child to participate in this. Car seats and booster seats are provided according to weight and height. Your child may be measured and weighed every six months to ensure that the car seat/booster seat is still appropriate.

THE SCHOOL YEAR

Holiday Closures

Little Lions is closed for all statutory holidays including the following:

January 1	August Civic Holiday
Family Day	Labour Day
Easter Monday	Thanksgiving
Good Friday	Christmas Day
May Long Weekend	Boxing Day
July 1	

Little Lions is open during the school year from September to June. Depending on enrolment, Little Lions may be open during the summer months and school breaks, such as March Break but we are closed for the Christmas Break. For March break and summer months, you will be asked to notify us WELL IN ADVANCE so that we may determine the number of children requiring child care and the number of staff required to keep the centre open. We can then confirm if the centre will be able to offer you care. We will endeavour to provide you with care but if we are unable to, due to financial considerations, and then you will still have ample time to make other arrangements for care. There may be additional closures for professional development. Parents are given at least two (2) months' notice to enable them to make other arrangements.

Festivals and Celebrations

Our programs follow the seasonal rhythm of the year. We celebrate Festivals and other special days that are part of our multi-cultural heritage. Other days may be celebrated by individual educators in their programs, not as public events.

Celebration of the festivals throughout the year provides us with rich nourishment for our inner selves and contributes to the well-being and stability of the school community. Festive events are held seasonally and presented by the teaching staff with some help from the Directors, parents,

valued friends and volunteers. Some examples of these are our Harvest Fair, Enchanted Garden, Lantern Walk, Christmas Dinner, and May Day.

Information on the festivals is included at the end of this handbook. If you have any questions regarding the festivals, please feel free to talk with your child's educator, the Site Supervisor or Chief Executive Officer.

Photography and Videotaping

Presentations by the children during festivals like Christmas are very special. They are full, living experiences that will live vividly in the memory of the child when they are nurtured at home and at the school. When children are wholly involved, they will recreate the experience from within and may engage in telling the parents about them, or acting them out. A recording of such inspiring events on audiotape, videotape or by photography at the moment of presentation is distracting to the children, the audience as a whole, and the experience becomes disrupted instead of being integrated into the feelings of the child and the parents.

To ensure this special quality of the celebration we have adopted the following policy regarding the recording of special events:

The recording of a presentation by the children is not permitted.

You are welcome to take photos after the presentation.

You may take photos of your family at an **outdoor** event such as the Enchanted Garden, the family BBQ, the Lantern Walk and the Harvest Fair as long as care is taken to not make other children self-conscious. If the child of another family is in the photo, please ensure that you have the parent's permission.

PARENT INVOLVEMENT

The parents, along with the educators, support the growth of the daycare and kindergarten through their energy, involvement and funds. By attending Parent Handwork Nights, Discussion Nights, workshops, and working on committees, more is learned about the philosophy and beliefs behind Waldorf Education. These elements are critical in the developing community, the life of the centre and the establishment of a grade school in the future.

Parents, who have consciously chosen to support this type of education and are committed to it, will find consistency and harmony in their children's growth. You are invited to attend parent – educator meetings, workshops, discussion nights, festivals and celebrations. These commitments help the parent to stand behind their child's education.

Waldorf Education is enhanced when the parent not only connects with the social life of the centre, but truly gets involved in it. We may ask for help in selling raffle tickets, helping with activities or baking for the fairs, making crafts for sale, finding sponsors to give donations or other types of fund-raising activities. We are always looking for ways for you to become a part of your child's education.

An anthroposophical study group meets on a regular basis. You may wish to join us in this task of building a community of dedicated people who believe in Waldorf/Rudolf Steiner Education. Ask the Chief Executive Officer for dates so that you may join us.

We welcome new ideas. These may be placed in the suggestion and fee payment box or brought to the attention of the Parent Committee.

Becoming a Board Member

Parents are invited to become Board Members. They may attend the Annual General Meeting in April and allow their names to stand for election to the Board of Directors. For more information on what is involved, please feel free to contact any Board Member.

Parent Committee

All parents are welcome and we encourage you to become an active participant.

Parent Volunteers

We ask that you try to support us in any way that suits your skills responding to our requests for help at various times during the year. You may also help by finding us other volunteers. For example, you may have a friend or relative who would like to help by sewing or knitting for us, or who is able to repair our wooden toys.

The Office

The Chief Executive Officer carries out her administrative work at the Clarke St. location. The main office, located in the basement of 211 Clarke is usually open from 9:00 to 4:30 p.m. Even though you may get a recording when you call, there may be people in the office who are on the other line. You will get a call back as soon as possible. The extensions for the office staff are as follows:

(807) 344-2298

Lindsay Gaw-Martin, CEO ext. 4

Adam Boone, Human Resources Officer ext. 1

Brandee Popowich, Financial Officer ext. 3

Katie Cryer, Accounting Clerk ext. 5

Marilyn Grudniski, Director of Training, 807-632-2735

Since we are located in a secure building, and if you wish to meet with any of the office staff, please call ahead so we can schedule an appointment at a time that is convenient for you.

Please do not give verbal messages to the staff since we do not want them to be distracted from their duties with children. This can also lead to messages being confused or forgotten. Messages for staff regarding your child's attendance may be left on the voice mail for the site.

Staff frequently check the voice mail throughout the day. If you leave a message and require a response, the staff will return your call at their earliest convenience. Messages to the Chief Executive Officer or Office Manager may be left on the voice mail or written out and deposited in the wooden locked box. If messages concern changes to schedule or other important information, it is always best to give instructions in writing or on the appropriate form for that purpose, if there is one. Please hand all schedule change requests to your site supervisor. These forms are always available on the Parents' Bulletin Board at the entrance.

APPLICATION PROCESS

Waitlist Policy

Little Lions Waldorf Child and Family Centre enrolls children from the OneList, a community waitlist that is found at www.thunderbaychildcare.ca. It is mandatory that all clients register and there is no charge to be on this waitlist. Parents may request to know where they are on the waitlist.

Site Supervisors offer spots when they come available based on the following criteria:

1. Priority given to a family that wishes to enroll the sibling of a child currently attending. These families must still register on the Onelist.
2. Priority given to a family requiring a full-time spot.
3. If there are no requests for full-time, then Site Supervisors will offer part-time care to families with set schedules. Every effort will be made to match families that have complementary schedules, for example M/T/TH family matched with W/F family. This will ensure maximum use of the available spaces.
4. Flex care will only be offered if no full-time or part-time clients are available.
5. Flex care clients will be given a spot on the understanding that if the spot is needed for another family with a set schedule, they may be given two weeks' notice to make other arrangements.
6. We will not have more than one flex spot per program as the financial loss is too great.
7. Site Supervisors will remove a person from the waitlist if they refuse a spot three times.
8. Site Supervisors will remove a client from the wait list if they do not call back within three business days of receiving an offer.
9. Little Lions is an inclusive daycare and discrimination during enrolment for any reason is not tolerated.
10. Children with special needs are accommodated provided the program will not exceed their manageable mix.
11. Children are not enrolled on the basis of whether or not they are subsidized. We make every effort to keep this information confidential.
12. The June Steeve Lendrum location is a private child care centre reserved for children of residents in the building. For this reason, an

application does not require that the client be on the mandatory waitlist. Clients are accepted in the order that they request services, provided the child care centre has the capacity to accommodate them.

Enrolment Practices and Home Visits

A parent who wants to enroll a child receives a tour. The parent is able to ask questions about programs, philosophy and fees. A tour of the centre (during a time which is not disruptive to the programs in session) will enable the parent to see some educators with their groups. This initial tour is very important for you to be able to see the philosophy in action and the Site Supervisor will be able to address your questions immediately.

When the parents decide that this is the education they want for their child, Application Forms have to be completed. Up to three visits for the parent and/or child will be scheduled in the appropriate program. The Site Supervisor will arrange the times for the visit and any necessary follow-up discussion.

A copy of the Parent Handbook is available on site. Upon enrolment, the parent is referred to the Parent Handbook on the website. In this handbook, rights and financial responsibilities are clearly laid out. Please read all the information in the handbook. If you have any questions or want further discussions of the rights and responsibilities as laid out in the handbook please contact the Site Supervisor. We want to ensure that the parent clearly understands the content of the Parent Handbook before signing the contract. When all forms have been completed and submitted, including the immunization record for the Thunder Bay District Health Unit, and the deposit is paid, registration is confirmed. Please note that the completed immunization form is required by the Medical Officer who is responsible for the enforcing of the Health and Day Nurseries Regulations. **This form is to be received by the Thunder Bay District Health Unit upon their request and must be readily available** so please do not delay.

On the application form you may request a home visit before your child begins or you may choose a home visit in due course after your child has become familiar with the educator at the centre. This will provide an opportunity for your child and the educator to share time on a more personal basis. During the home visit the parents and the educator can discuss the child's nature (not in the child's presence) and become more familiar with the educational philosophy. A home visit can be the beginning of a positive, cooperative relationship between the child's parents and the educator.

Schedules for Enrolment

Ideally, children enrolled at Little Lions must attend scheduled programs for a minimum of two days a week, on the same days and time. From time to time, and if the program is not too full, exceptions may be made.

Each program has arrival and departure times. Scheduled program activities start at 9:00 a.m. To allow the child the benefit of all activities, we expect prompt arrival and departure. The daily, weekly and monthly rhythm is designed to expose the child to a maximum of creative, imaginative learning.

If, for any reason, the arrival must be delayed, an appropriate non-disruptive time will be chosen through discussion with you by the educator or Supervisor. Frequent late arrival times will result in a review of your needs and the ability of the program to accommodate your schedule.

Parent Fees and Terms

Applications for enrolment are accepted along with a $50.00 deposit to secure your child's space in a specific program.

$50.00 of this deposit is applied to your first month's fees for the period of enrolment. The deposit is forfeit if the child does not attend the daycare.

If you are enrolling more than one child, you only need to pay the deposit fee one time.

DIRECT PAYMENT CLIENTS

Statement of Account

- You must register your child for licensed child care using the online registry. Once your application is submitted, the site(s) you select will contact you when a space becomes available. You can apply at: www.thunderbaychildcare.ca
- Direct pay clients are billed at the beginning of every month. You will expect to receive an Invoice and Statement of Account in the first week of every month. It is the parent(s) responsibility to retrieve their Invoice and Statement of Account from their email or mailbox. (If you are unsure of where the Mailboxes are located please ask a staff member for assistance.)
- Billings are done during the first three days of every month, so if you have submitted a Request For Change of Schedule Form after the first three days, it will not reflect on your account until the following month.
- A Change of Schedule Form **must** be submitted **2 weeks** prior to the change. If two weeks written notice is given (A Request For Change of Schedule is submitted) you will be given credit for the requested days off. Failure to do so **will** result in full payment of the days missed. As a non-profit organization, we must be sure that programs are as full as possible every day in order to be financially sound. Giving us ample notice will ensure that you do not pay for days of care that you did not use and also ensures that we have a chance to offer that spot to another client.
- Attendance sheets are reviewed and verified at the end of every month so if your child attends the daycare an extra day during the month it will reflect on the following month's Statement of Account.
- Payments are due in full by the 15th of every month. You may however, divide your payments and give postdated cheques for the 15th and 30th/31st but they **must** be handed in by or before the 15th of every month.
- If payment or postdated cheques are not received by the 15th of the month a late notice slip will be sent out.
- A "SUMMER SCHEDULE" will be handed out in April or May of every year. This ***is*** a contract and **must** be filled out and handed in on the date specified by the Site Supervisor. We understand that some parents may not know when they will be booking their holidays when the Summer Schedule is due.
- You will not be billed for any closures including unscheduled closures for example, snow storms.

- You will find the current Program Fees posted on the Parent Board.

SUBSIDIZED CLIENTS

Statement of Account

- You must register your child for licensed child care using the online registry. Please indicate if subsidy is required when registering and once your application is submitted, the site(s) you select will contact you when a space becomes available. You can apply at: www.thunderbaychildcare.ca
- You may be eligible for a fee subsidy from the Thunder Bay District Social Services Administration Board (TBDSSAB). The Site Supervisor will ask you upon interviewing you if you require subsidized assistance and have you complete a subsidy questionaire. You must first have a confirmed spot at the daycare. Once you have a spot confirmed and you have returned the completed questionaire, the Site Supervisor will then initiate the subsidy process with TBDSSAB and you will be contacted to book an interview with TBDSSAB. If time passes and you do not hear from them, please feel free to check back with the Site Supervisor to ensure that there has been no delay in sending your information to the subsidy office.
- To be eligible for a subsidy you must be able to provide your most recent Notice of Assessment from your tax return. If you have filed but are unable to locate your copy of the Notice of Assessment, you may request a copy by calling Canada Revenue Agency at 1-800-959-8281 or by going on line at www.cra-arc.gc.ca.
- Clients receiving a full or partial subsidy from TBDSSAB are billed at the beginning of every month. You will receive an Invoice and a Statement of Account.
- Payments are due by the 15th of every month.
- The number of absent days you are allotted is set by the TBDSSAB. It is the responsibility of the parent to keep track of the absent days allotted by TBDSSAB. The daycare will however, notify the parent if the absent days are very low.
- **Please be aware that once your absent days are depleted, it is the parent(s) responsibility to pay for the absent days not covered by TBDSSAB.**
- If you are aware of any upcoming appointments or if you are going on holidays, a Change of Schedule Form **must** be submitted **2 weeks** prior to the change. If two weeks written notice is given (A Request For Change of Schedule is submitted) we will mark this on the Attendance submitted to TBDSSAB and you will not lose any absent days for the

requested time off. Failure to hand in a Change of Schedule Form **will** result in the loss of absent days. As a non-profit organization, we must be sure that programs are as full as possible every day in order to be financially sound. Giving us ample notice will ensure that you do not pay for days of care that you did not use and also ensures that we have a chance to offer that spot to another client.

- For any changes to your child's schedule, please contact the TBDSSAB office as they must approve any change you wish to make after you have discussed this with the Supervisor.
- A "SUMMER SCHEDULE" will be handed out in April or May of every year. This ***is*** a contract and **must** be filled out and handed in on the date specified by the Supervisor. We understand that some parents may not know when they will be booking their holidays when the Summer Schedule is due.

ALL CLIENTS

Contracts

Your contract must be signed before your child begins at Little Lions. Please read the contract carefully or discuss it with the Supervisor to ensure that you fully understand the terms. Even if your child is enrolled already through the school year, a separate contract is required for Summer Care. Because of our need to ensure staff shifts for the summer, we do not allow changes to the schedule. The two weeks' notice does not apply in July and August. You must pay according to the schedule you provide. Extra days may be accommodated if space and staffing allow.

Holidays

For any holidays during the school year, September to June, notice of two weeks in advance is required. This includes notification of care required during March Break. We will expect any child attending the Before or After School Program to attend on P.A. days. If your before or after school child will not be attending on P.A. days, a Request for Change of Schedule **must** be filled out and handed in.

Late Charges

In the case of late pickups, the following will apply:

1. When a parent arrives late for the first time, a warning is given. The parent is made aware of the LATE CHARGE FEE of $5.00 for 5 – 15 minutes and $10.00 for 15 – 30 minutes.
2. A parent arriving late for the second time is charged the amount per minutes as stated above.
3. On the third infraction, a letter will accompany the late fee.
4. All Children must be picked up by 5:30 p.m. There will be a $15.00 late charge per child for any time spent at the Centre after 5:30 p.m. This charge will be in addition to any other late fee charge.

Termination of Contract

Two week's written notice must be given to terminate your contract. If it is necessary to terminate due to a strike or lay-off, one week's notice will be accepted. Your child's spot will be held for a maximum of two weeks after which the spot may be given to another client. Your child will be put on the waiting list for the next available spot after the end of the strike or lay-off.

PROCEDURES FOR CHANGES TO:

Child's Schedule, Dates, and Times

Please request a Request for Change of Schedule Form. Complete it and hand it to the Supervisor as soon as possible. Please refer to the section on Invoice/Statement of Account to be sure that you give adequate notice for changes.

If the change is a minor one, for example, a change in pick-up time for the day, the site may be notified by phone or you may inform the educator who receives your child in the morning.

Address and Phone Numbers

For your child's safety, changes must be submitted in writing and handed to your Site Supervisor as soon as possible after the change occurs.

Emergency Contact Numbers

Please inform the site of any change in writing and hand it to your Site Supervisor.

Pick-Up Person

Please inform the site of any change in writing and hand it to your Site Supervisor. For the sake of security, please do not make these changes by telephone.

INSURANCE

Little Lions Waldorf Child and Family Centre carries insurance coverage with The Co-Operators.

PARKING

For all locations: Drive slowly when approaching the parking area. Watch for children who may, in the excitement of arrival or departure, run suddenly to or from their parent's car. Please do not call your children from the parking lot. We do not want the children to leave the playground until you have entered the premises and the educator has acknowledged your presence.

Thunder Bay has an idling by-law. We request that you respect that by-law and turn off the motor of your vehicle while it remains in the parking lot so that the toxic exhaust fumes do not drift over the playground. Idle Free Zone signs are posted at most sites.

Clarke Street: Parking spaces are located at the rear of the building near the back entrance where you will not obstruct the arrival of school buses. We do not have permission for daycare clients to park in the Dairy Queen parking lot. Parking there puts you at risk of being towed away. Please read the signs very carefully if you park on the street to ensure that you comply with the city regulations.

Agnew	Parking for parents is available on the east side of the school in school parking lot.
Claude E. Garton	Parking for parents is available for parents on the north side of the school in the main parking lot.
Crestview	Parking for parents is available in the main parking lot.
JSL	Parking for parents is available in the front of the building in the designated parking lot.
Kakabeka School	Parking for parents is available on the south side of the school in the main parking lot.
Kingsway	--
McKellar School	Parking for parents is available in the lot on the north side of the school.
McKenzie School	Parking for parents is available on the south side of the school along Lakeshore Drive.

St. Paul	Parking for parents is available for parents on the lower parking lot adjacent to the daycare.
St. Pius X School	Parking for parents is available in the visitor's parking lot at the front of the school.
Valley Central	There are spaces available on the north and west sides of the school.
Wild Roots	Parking for parents is available in the main parking lot.

STAFF QUALIFICATIONS

All educators are Waldorf trained through monthly in-service training by the Chief Executive Officer and, on occasion, by visiting Waldorf Educators. Some staff members have additional Waldorf qualifications from the West Coast Institute in BC. In addition, most of our staff members are fully qualified Early Childhood Educators or teachers. We meet all Child Care and Early Years Act (2014) Regulations in regards to staff qualifications.

All staff members are required to have a Criminal Reference Check with (vulnerable sector check), TB skin test, health assessment, immunizations, and Standard First Aid Level C as a condition of employment.

We take advantage of opportunities for staff development through workshops led by organizations such as the Thunder Bay District Health Unit. The centre is committed to staff development and provides in-service Waldorf training on a regular basis. We are also working toward a certified Waldorf Early Childhood Training.

Little Lions is committed to a family friendly work environment for our staff. We have found that staff members who are well-rested and healthy are more patient and work with more consciousness with the children. For this reason, they have a four-day work week. This means that there will be a supply person in the program twice a week to cover the days off for the two educators. We endeavour to use the same supply person so that the children are familiar with this person. That supply person will be called in if an educator falls ill. The children gradually become accustomed to the supply staff and the supply learns the routine of the room so there is less disruption to the program.

FREQUENTLY ASKED QUESTIONS

If my child is ill, do I still have to pay:

Unfortunately, the answer is yes. When a child falls suddenly ill and misses a day (or days), the daycare has no opportunity to offer that spot to another family. We will also have staffed the program according to the number of children expected and still must pay our staff. We are a non-profit organization so you can be assured that this is not for the sake of a bigger profit; it is so that we remain financially viable. If we do not stay financially sound, your child's care could be at risk.

What if my child is sick from contact with children at the daycare? Do I still have to pay?

The answer is yes. Perhaps on occasion your child will pick up something at the daycare. This is perfectly normal and is to be expected in any group care situation, especially when children are new to group care and have had limited exposure to common childhood sicknesses. There may also be times when it is your child who is the one who brings an illness to the daycare. We hope that all parents will be tolerant and understanding, that there are times when this is unavoidable. But the bottom line is that the daycare must charge for the day, regardless of whose fault it is. You may refer to the previous question for more explanation.

If I keep my child home for personal reasons or for an appointment or holiday, do I still have to pay?

Some daycares charge a set monthly amount with no discount for missed days. Instead, we have opted to give parents a chance to lower their fees if they know in advance that they will miss a day. We have chosen to waive the fee if we are given two week's notice in writing, because, with adequate notice, we are able to either cut down our staff or can offer that spot to another family.

If I pay at the beginning of the month and then give you 2 weeks notice about a missed day, am I reimbursed?

The amount will not be reimbursed. Instead you will get a credit which will apply to the next month's bill. Reimbursement would apply only if you gave 2 weeks notice of termination.

May I request that my child NOT play outdoors when recovering from illness?

If your child is too ill to play outside, they should not be at the daycare because they have not yet fully recovered. They will recover more quickly if they get adequate rest at home before returning to a stimulating environment such as a daycare. The daycare must comply with government regulations regarding the ratio of staff to children. We cannot spare a staff member from the program to stay indoors with a child when the rest of the children are outdoors. We do not have extra staff on site to provide one-to-one care for a child who is unwell.

May I request that my child NOT nap?

Your child does not have to sleep but must have a quiet time. Many children who have given up naps at home will still fall asleep at the daycare. That is often because they are more tired from the stimulation of a group care environment and also the outside playtime. If your child falls asleep and you wish us to wake them up at a specific time, we will do so.

May I bring food from home if my child does not like what is on the menu?

No. We do not allow any food from home due to the risk to children with life-threatening allergies. Food from home is only allowed in the case of a child on a special diet who is restricted from eating what is provided at the daycare.

May I drop in to visit my child during the day?

This is not recommended. Typically, children view the arrival of the parent at the daycare as a sign that it is time to go home and there is often a reaction to the departure of the parent. If separation is difficult for your child in the morning, it will be at least as bad or worse later in the day. It is not advisable to put your child through that stress twice in one day and it also is very disruptive to the rest of the program. If your reason for visiting is to see if your child is fine, you may instead call the daycare. We will gladly ask the caregiver to give a reply or to speak to you directly if it is possible at that time.

To whom do I direct any questions?

That depends on the nature of the question. Generally, questions regarding your child's daily participation and his particular program should be directed first to the program staff. Questions regarding centre programming, playground, or concerns about staff should be directed to the Supervisor.

Questions regarding policies or any concern that you feel has not been properly addressed at other levels should come directly to the Chief Executive Officer, as should any question that is particularly sensitive. At any time, if you are still unsure, feel free to call the office and ask your question. You will be directed to the appropriate person.

FESTIVALS AND CELEBRATIONS THROUGHOUT THE YEAR

The following festivals are ones that are celebrated in most of the sites of Little Lions. Each site has developed its own favourite traditions but this will give you an overview of what may happen on those particular days. Please speak to the staff in your child's program to know exactly what will be done and what may be expected of you as a parent.

If there is a festival that is important to your culture, we would be very happy to celebrate it in our centre. Please inform the program staff or the Site Supervisor in advance so that we can do some research and be prepared to celebrate it appropriately.

For our festivals, there is usually no charge but we do ask for donations. Any contribution you make helps us to offset the costs involved and therefore enable us to do more for your child. Your donations are greatly appreciated.

Epiphany

The Twelfth Day of Christmas is still celebrated in many parts of the world. In Thunder Bay we often refer to this day as Ukrainian Christmas. At Little Lions we watch for the arrival of the three kings by moving the wooden figures closer and closer to the crèche. We often tell the story of Babushka on that day. In some programs, the children will eat a cake that has been baked with a large bean hidden inside it. Whoever finds the bean is the person who gets to wear a crown for the rest of the day.

Candlemas

February second (which is also Ground Hog Day) is the day to celebrate the rendering of fat to make candles. In our daycare, we usually roll beeswax candles on that day or else use small bits of coloured beeswax to decorate a special candle to take home.

Shrove Tuesday

Our daycares provide a pancake lunch for all the children scheduled to attend on this day. Since we do not want to promote sugary foods, we serve applesauce with our pancakes instead of syrup.

Toddler Easter Egg Hunt

We celebrate the coming of spring at this time of year. Children may decorate eggs, often with natural dyes. They may plant wheat grass in their program. Each spring we usually incubate eggs so the daycare is alive with the sounds of chicks for a short time.

May 1st

On this day we dance around the Maypole and sing our special songs. You will enjoy joining your child for this event which is held around 4:30. After the children have completed the singing and dancing, we all have a snack of a special cake and juice. Children may complete a craft, such as a May basket or a May stick.

Preschool Fairy Festival

Each spring the preschool children are encouraged to use their imaginations when they attend the Fairy Festival. Watch for an invitation to this event in your mailbox.

Family BBQ

This is held in June at Tapiola where we hold our summer program. This is an opportunity for parents to see the area and to participate with your child in some outdoor activities. We may even do some planting! You will be asked to bring your own meat for the BBQ but water and salads will be provided. This is a 'Green' event so please bring your own plates and cutlery. Each family is responsible to cook their own food but the BBQ will be provided.

Harvest Fair

Each year we celebrate the end of the summer and Nature's bounty by getting together for this event at the end of the day. In 2008, we started holding the Harvest Fair at Tapiola, the place which we use for our summer programs, and we hope to continue this tradition. All sites come together for a chance to participate in some outdoor activities, eat corn chowder and tea biscuits, and do some shopping at our country fair. We will be asking for donations of baking and home preserves or jam to sell at this event. You will also be able to buy locally grown vegetables and perhaps even some that have been grown by your own children. We may even have an opportunity to harvest some vegetables at the event, depending on the success of our garden at Tapiola.

Enchanted Garden

At Little Lions we do not want to celebrate a festival such as Halloween that is based on anything that is frightening for children, but we do realize that children love to dress up in a costume and go out at night. For that reason, we created the Enchanted Garden. For this event, you will come to the daycare in the evening (sign up in advance for a specific time) and the Pied Piper will lead you to meet various characters or characters from children's stories or nursery rhymes. These characters will give the children small gifts (not candy) that are related to their character. Sometimes there is a short activity. For example, the children may meet Jack Be Nimble and take turns jumping over his candlestick. Then they may receive a candle as a special gift. This is one of our best loved activities and one that you will not want to miss.

Lantern Walk

The Feast of St. Martin, November 11 (which is also Remembrance Day) celebrates the kindness of St. Martin who brought light to the darkness of the world through his kind deeds. We, in turn, celebrate by bringing light to the darkness with our lanterns. The children begin weeks ahead to make paper mache or tin can lanterns. At 5:30, we meet at the daycare. And after a story, a cookie and a hot apple drink, we go for a walk in the neighbourhood, carrying our lanterns with the candles lit and we sing the special lantern songs that the children will have practiced.

St. Nicholas Day

This day is celebrated within the daycare so no parent involvement is required at the daycare. At the centre, the children will hear a story about St. Nicholas and the good deed he did as a child by giving new shoes and food to poor children. Following that, we will hear him ringing a bell outside and will find a basket of goodies (oranges and ginger cookies) at our door.

St. Nicholas also leaves a letter which the educator will read aloud. Then each child will receive a switch which has many ribbons tied on it. The silver and gold ribbons represent the good deeds your child may have done, such as sharing with friends, helping someone or showing some other kindness. On each switch is one black ribbon to represent a time when the child might not have done the right thing. When they go home at night, each child may do a good deed for someone and then they can remove the black ribbon. You can build on your child's experience in the daycare by helping them to understand what a good deed is and encourage them to follow through.

Christmas

At Little Lions we celebrate Christmas in a traditional way with the story of the birth of the Christ Child. We do not celebrate commercialism or consumerism by talking about Santa Claus so he does not feature in our centre's activities.

The immediate family of every child will be invited to a Christmas Dinner (turkey and all the trimmings!) and we hope that you will plan to attend. Don't forget to sign up!

HOW TO READ YOUR MONTHLY INVOICE AND STATEMENT OF ACCOUNT

Invoice

The monthly invoice will provide you with specific information for the current month. This information will include:

- an invoice number located on the top right-hand corner of the page
- the date of the invoice
- your child's name and the site they attend
- your name and address
- the care code or program your child is attending
- the number of days billed for the current month
- a description of the program your child is attending. Please refer to the description if you are attending a full or extended day
- the cost per day
- And lastly, the total charge (amount due) for the month.

At the beginning of each month you will receive an **invoice *first*** followed then by your statement.

Please note that your invoice will only show what you are being billed in the current month. It will not reflect any adjustment(s) to your prior month's invoice. Any adjustments applied to your account will reflect on your Statement.

There will be a sample invoice for you to view at the end of this section.

Statement

The monthly **statement** will provide you with specific information for the current month. The top portion of your statement will provide you with the following information:

- the date of the statement
- your child's name and the site they attend
- your name and address
- and a place to write in the payment amount you are submitting.

You can cut or tear the top portion of the statement, enter the amount you are paying in the **AMOUNT REMITTED** section and submit it along with your payment.

The body (middle) part of the statement will provide you with:

- the invoice number the charge(s) reflect
- the amount for the invoice number noted
- and the amount due.

The bottom portion of the statement shows:

- the current amount billed to your account
- any overdue amounts from the previous 2 months (31-60)
- any overdue amounts from over 3 months (Over 60)
- and lastly, the Actual or Total Balance Due on your account.

How to Recognize Any Adjustments Applied to Your Account

Please note that in the event that there has been an adjustment applied to your previous month's invoice (last month's invoice) it will refect both in the body of the **statement** and also on the bottom portion of the **statement**.

In the body of the statement the first line will show the previous month's invoice date, invoice number and the amount of the original charge. The second line will show any payments applied to the invoice (or account), and then the third line will show the amount still owing on the invoice. Below this information your current month's charges will appear.

On the bottom of the statement you will see your Current amount due, any balance owing from the previous 2 months (31-60) and any balance owing from prior 3 months and over (Over 60). These 3 columns are added together and this gives you the actual balance owing on your account which appear on the bottom right hand corner of the statement.

If the adjustment applied to your previous month's invoice was a credit to your account (you had given two weeks notice and had booked a day off) the balance on the third line will have a negative sign beside it (-). The statement will subtract this credit amount and your balance owing on your statement will be less than the amount showing on your invoice.

There will be three samples of Statements following this section and after the Invoice sample. The first sample statement will show how your statement will appear with no adjustments or overpayments. The second sample statement will show how your statement will appear if your child attended an extra day in the prior month (added one day) and the third sample invoice will show how your statement will appear if there has been a credit applied to your account (if you submitted two weeks' notice and booked off one day).

SAMPLE INVOICE AND STATEMENT

See the following pages for Invoice and Statement breakdowns.

Little Lions Waldorf Child and Family Centre

211 Clarke Street
Thunder Bay, Ontario P7A 2M1
Canada

This is the type of document (invoice). Your invoice will only show what you are being billed in the month shown.

INVOICE

Invoice Number

Invoice No: 108299
Date: 10/10/2017
Ship Date:
Page: 1
Re: Order No.

Date of Invoice

Sold to:

Smith, Robert – CLARKE

Jane Smith
100 Main Street
Thunder Bay, ON P7G 2K7
Canada

Child's Name and Site Attending

Parent's Name and Address

Ship to:

Smith, Robert – CLARKE

Jane Smith
100 Main Street
Thunder Bay, ON P7G 2K7
Canada

Business No:

Item No.	Unit	Quantity	Description	Tax	Base Price	Disc %	Unit Price	Amount
PSF	Each	20	Preschool Full Day		37.50		37.50	750.00

Care Code- Program Child is in.

Number of days billed for the month.

Description of the program your child is in.

Price/cost per day.

Price/cost per day.

Total

Shipped By: Tracking Number:

Comment:

Sold By:

Total amount invoiced for the month.

Total Amount 750.00

STATEMENT

Type of document (STATEMENT). The statement will always show the actual balance on your account.

Little Lions Waldorf Child and Family Centre

211 Clarke Street
Thunder Bay, Ontario P7A 2M1
Canada

Statement Date
10/10/2017

Date of Statement Month/Day/Year

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Statement Date
10/10/2017

Smith, Robert - CLARKE

Child's name and the site they attend

Smith, Robert – CLARKE

Jane Smith
100 Main Street
Thunder Bay, ON P7G 2K7
Canada

Parent's name and address

IF PAYING BY INVOICE, CHECK INDIVIDUAL INVOICES PAID

Cut/tear this top part of your statement and submit it with your payment. Enter the amount of your payment here.

AMOUNT REMITTED _____

Page: 1

Transaction Date	Transaction No.	Transaction Type	Amount	Balance	Invoice No.	Amount Due	√
10/10/2017	108299	Invoice	750.00	750.00	108299	750.00	

Amount due in the current month.

Amount(s) due from the previous 2 months

Amount due over 3 months

Actual or total balance due on the account

Age	Current	31-60	Over 60	Total	Balance Due ≤ ≥	Total	
Amount	750.00	0.00	0.00	750.00		750.00	

This is the total of the current month + the past 2 months + over 3

STATEMENT

Type of document (STATEMENT). The statement will always show the actual balance on your account.

Little Lions Waldorf Child and Family Centre

211 Clarke Street
Thunder Bay, Ontario P7A 2M1
Canada

Statement Date
10/10/2017

Date of Statement Month/Day/Year

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Statement Date
10/10/2017

Smith, Robert - CLARKE

Smith, Robert – CLARKE

Child's name and the site they attend

Jane Smith
100 Main Street
Thunder Bay, ON P7G 2K7
Canada

Parent's name and address

IF PAYING BY INVOICE, CHECK INDIVIDUAL INVOICES PAID

Cut/tear this top part of your statement and submit it with your payment. Enter the amount of your payment here.

AMOUNT REMITTED _____

Page: 1

Transaction Date	Transaction No.	Transaction Type	Amount	Balance	Invoice No.	Amount Due	√
01/05/2017	107856	Invoice	600.00				
		Payment	562.50				
				37.50	107856	37.50	
02/03/2017	108299	Invoice	750.00	750.00	108299	750.00	

The previous month's date will appear if there has been an adjustment on your account from the previous month.

The invoice number which the adjustment was applied.

Indicates there has been a payment made on the invoice.

(The child attended an extra day.)

Original amount of the invoice.

Payments applied to the invoice.

Balance left on the invoice.

Invoice numbers where a balance is due.

The amount due on the invoice numbers indicated.

Amount due in the current month.

Amount(s) due from the previous 2 months

Amount due over 3 months

Actual or total balance due on the account

Age	Current	31-60	Over 60	Total	Balance Due ≤ ≥	Total	
Amount	750.00	37.50	0.00	787.50		787.50	

This is the total of the current month + the past 2 months + over 3

This sample indicates there was a credit for one day applied to the previous month's invoice.

STATEMENT

Little Lions Waldorf Child and Family Centre

211 Clarke Street
Thunder Bay, Ontario P7A 2M1
Canada

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Statement Date
10/10/2017

Smith, Robert - CLARKE

Smith, Robert – CLARKE

Jane Smith
100 Main Street
Thunder Bay, ON P7G 2K7
Canada

IF PAYING BY INVOICE, CHECK INDIVIDUAL INVOICES PAID

AMOUNT REMITTED _____

Page: 1

Transaction Date	Transaction No.	Transaction Type	Amount	Balance	Invoice No.	Amount Due	√
01/05/2017	107856	Invoice Payment	562.50 600.00				
				-37.50	107856	-37.50	
02/03/2017	108299	Invoice	750.00	750.00	108299	750.00	

Amount from previous month's invoice.

Credit from previous month.

Payment applied to the account.

Age	Current	31-60	Over 60	Total	Balance Due	Total	
Amount	750.00	-37.50	0.00	712.00	≤ ≥	712.00	

Note: The total amount due is lesser than the current month's invoice.