

# WILCLAY CHILD CARE CENTRE PARENT HANDBOOK

The Parent Handbook has been developed to provide you with information that you need to know about our child care centre. It contains guidelines on the rights and responsibilities of parents/guardians and children enrolled in the program.

We are a not for profit organization, licensed by the Ministry of Education, and operated by a volunteer Board of Directors. We provide quality care for children 18 months to 12 years of age.

This Handbook contains important information regarding our:

- Philosophy
- Goals
- Programme
- Fee policy
- Withdrawal policy
- Hours of Operation
- Health Policies
- Food

Revised June 2018.

Revised Feb 2019

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## PHILOSOPHY

Our philosophy is to endeavour to provide a safe, loving, learning environment for your child in your absence. Each child is respected and accepted as an individual with his/her own needs, interests and abilities and our goal is to assist each of them to reach his/her potential in all areas of development: physical, social, emotional, intellectual and creative.

## OUR GOALS

- To encourage the development of a positive self-image by treating each child as a person with individual needs, interests and abilities.
- To provide an opportunity for each child to take part in a program of Educational play aimed at encouraging physical, social, emotional, intellectual and creative growth.
- To provide an opportunity for parents to take an active role in their child's growth, development and education.
- To provide a pleasant and rewarding work environment for our staff.
- We will manage the program to give the best value for the money. We are a not for profit organization and will aim to invest in quality that is affordable.

We strive to accomplish these objectives by providing a high quality, affordable, flexible, program in a secure, warm, accepting and loving environment.

## PROGRAMME

The programme is developed and reviewed on an ongoing basis. You as a parent are encouraged to offer suggestions and/or participate in the programme at any time. You may also wish to be part of our parent advisory committee. The sole purpose of the committee is to see how best we can improve the program offered.

If this is something you are interested in, please speak with the Supervisor.

We provide a varied and stimulating program that meets the development needs of the individual child as well as those of the group.

The children enjoy many activities:

- Science exploration
- Creative art
- Music, drama, puppetry, and stories
- Indoor and outdoor activities
- Open concept (freedom to explore the classroom)
- Community excursions
- Special events
- Educational activities

## ▪ PROGRAM STATEMENT

As part of providing a quality program, we are following the regulations of the *Child Care and Early Years act, 2014. How Does Learning Happen? Ontario's Pedagogy for the Early Years, 2014* (HDLH) is used as a guideline for licensed child care programs. HDLH views children as competent, capable, curious and rich in potential. The foundations of learning are: belonging, well-being, engagement and expression. For further information, please refer to [www.edu.gov.on.ca/childcare/pedagogy.html](http://www.edu.gov.on.ca/childcare/pedagogy.html).

We believe that children learn through play. It is through play that they have the opportunity to initiate their own experiences, engage in communication with their peers and staff and explore different materials provided in the environment. We have the following goals and approaches to meeting the needs of all the children in the centre:

### **PROMOTE HEALTH, SAFETY, NUTRITION**

We strive to provide an environment that is safe and hygienic. Public Health policies and procedures, such as Hand Washing, are posted and followed by children and staff.

#### WHEN A CHILD BECOMES ILL WHILE ATTENDING THE PROGRAM

Group care is not a good environment for children who are ill. As per Public Health regulations, staff are required to perform a daily health check on each child as they arrive. Staff, because of their familiarity with the children, are quickly aware of changes in appearance or behaviour of the children. Therefore, the staff are frequently the first to detect the earliest signs of a possible communicable disease or illness. We are required to document, notify the parent/guardian and possibly exclude children who are ill in order to prevent the spread of contagious disease or illness. If your child develops a high fever and/or vomiting/diarrhoea three times throughout the day, you will be notified and must pick up your child as soon as possible. In addition, your child must be symptom free for twenty four hours before returning to care.

Whenever a child shows any of the following signs of illness, we will call to inform you and let you know if your child needs to be picked up immediately:

- Abnormal temperature
- Earache (pulling at ear)
- Thick, yellow mucus discharge
- Alarming cough
- Upset stomach/vomiting
- Lethargy
- Discharge from eyes/ears
- Diarrhea
- Swollen glands
- Unexplained rash
- Behaviors that may indicate that your child is unwell

In the event of an extreme emergency, when a parent is not available, a child may need to be sent to the hospital by ambulance (accompanied by a staff member). If non-emergency care is required (example – stitches) and parents cannot be reached, a taxi will be used for transport to the hospital.

CHILD RETURNING TO CARE AFTER AN ILLNESS is based on the set quarantine periods as outlined by Public Health guidelines that we are required to follow.

In the case of other illnesses, your child must be symptom free for twenty four hours before returning to care.

### MEDICATION

The staff is ONLY ALLOWED TO ADMINISTER PRESCRIBED MEDICATION. A Medication Form must be filled out and signed by the parent before we can dispense any medicine to a child. The medication must be in the original container with the child's name, name of medicine, dosage, date of purchase and instructions on the label.

Over the counter drugs (example – tempra) can be administered only when accompanied by a current doctor's note (within one year). This is used as a temporary measure until the parent arrives for pick up. A Medication Form must be filled out.

For safety reasons, medication is kept in locked containers (except for epi-pens and puffers). All medication is returned to the parent when completed.

### PARENTAL RESPONSIBILITIES

Parents must make other arrangements for care when their child is ill. Equally important, we require that there is an alternate emergency telephone number listed on the enrollment form so that when a parent/guardian cannot be reached, the emergency contact person can pick the child up.

### SMOKING

Wilclay Public School is a non-smoking facility. Smoking is not allowed anywhere on the property or on field trips.

### GENERAL CLEANING

Toys and equipment in the rooms are cleaned and disinfected as per Public Health requirements. Professionals clean the class rooms and washrooms at the end of each day. During the day, floors are swept as required.

### EMERGENCY PROCEDURES

Fire drills are held monthly to ensure that all children and staff understand the routine and the importance of fire safety. The Supervisor/Designate is responsible for taking attendance once the children are outside the building. For consistency, the children will exit the school from the same doors during each fire drill. Regulation fire signs with procedures are posted in each room that is used by our program. All doors leading outside are properly labeled with a lit "exit" sign.

### GENERAL NUTRITION

Wilclay Child Care Centre is a peanut and tree nut free facility. The Centre does not allow these products for the safety of the children, families and staff that can have a severe, life threatening reaction (anaphylaxis) to these products. The catering company that provides snacks for all children and lunch for the toddler and preschool groups is also a nut free facility. The Centre, the families and the catering company work together to accommodate allergies and various dietary restrictions.

Upon registration, all parents/guardians will be asked to indicate any allergies and/or food restrictions. An Allergy/Food restriction list is posted in the office, kitchen and all playrooms. A copy is sent to the catering company. Children who have an anaphylactic allergy have individual plans posted in the office,

kitchen and their playroom. If your child has any changes in allergies or restrictions, please inform the office as soon as possible.

In our ongoing effort to keep all children as safe as possible, the catering company will work with the Centre and families to accommodate any allergies and food restrictions. If alternate arrangements are necessary, they will be discussed on a case to case basis.

If it is deemed necessary that a family will be providing food and drink for their child, the following regulations will be in place:

- The Centre will provide the family with a current copy of the menu and a list of the food allergies.
- The parent will provide written instructions regarding the substitutions (example - what food/ drink will be substituted or supplemented).
- The written feeding instructions will be included in the child's file, a copy will be given to the staff in the child's room and it will be noted on the Food Allergy/Restriction List.
- All food/drink that is sent from home must be free of any of the food allergies to ensure that allergens are not brought into the Centre.
- The food/drink must be labelled with the child's name, contents and ingredients. The food will be stored in the kitchen fridge and served when appropriate.
- The food/drink must also meet the nutritional requirements as set out in the Canada's Food Guide as well as following the Centre's Anaphylactic Policy.
- If a parent forgets to bring food in on a particular day, they will be notified and must make arrangements to drop the food off prior to serving time.
- If you serve your child a food that contains peanuts/ tree nuts before attending the Centre, please take precautions to remove any traces (wash face and hands, brush teeth).

Families that have children who attend the Before and After program are required to provide lunch for their children on P.A. days and school breaks. We ask that you talk to your child regarding the severity of food allergies and remind them not to share or exchange food. The staff will also remind them of this and supervise accordingly.

We thank you for your cooperation. For further information, please refer to the Anaphylactic Policy.

Since good nutrition is essential for healthy growth and development, it is an important and intrinsic part of our program. With good nutrition in mind when planning meals, we follow the Canada Food Guide that recommends foods low in sugar, salt and food additives. We plan meals that are varied and appealing in appearance, texture, and taste. **It is recommended that parents adhere to the Canada Food Guide when providing meals for their children**

Menus are posted on the bulletin board located in each classroom.

## **SUPPORT POSITIVE AND RESPONSIVE INTERACTIONS**

### CODE OF CONDUCT

We have the right to feel safe and comfortable in the program. The Code of Conduct sets clear standards of behavior that apply to all individuals in the program including children, parent/guardians, volunteers, teachers, student and members of the Board. These standards apply on the centre property or at program sponsored events and activities.

All members of the program are to be treated with respect and dignity regardless of sex, race, creed, sexual orientation, religion, ability or any other ground that is protected by the Ontario Human Rights Code.

All adult members have a responsibility to act as role models for appropriate behavior in and around the program. Everyone should be greeted as they come into the program and into the class rooms. Adults, including staff and parents should role model good manners. Foul language (swearing, name calling, shouting, being disrespectful or aggressive) is not appropriate; therefore, individuals engaging in such behavior will be asked to leave the premises immediately.

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

## **ENCOURAGE POSITIVE COMMUNICATION AND SELF-REGULATION**

Throughout the day, the children are provided with opportunities to engage in play with others. During this time, the staff are able to encourage appropriate interactions while playing with them. Staff model positive verbal and non-verbal communication for the children. Children are encouraged to greet each other and use their manners.

In times of conflict between children, staff will encourage children to describe their feelings and label their emotions. Guidance techniques may be more complex and involve describing feelings as well as trying to negotiate and problem solve.

The staff encourage an appropriate level of independence in the children through the development of self-help skills. Staff will guide and encourage the children through a step by step process. Children also have the opportunity to describe how they are feeling about the process. During planned experiences and spontaneous play, children are able to make choices, for example, decide who they want to play with, what materials they would like to use and how to use the materials.

## **FOSTER EXPLORATION, PLAY AND INQUIRY**

One of the four foundations of learning in HDLH is engagement. It states the following:

**Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully Engaged. Through this type of play and inquiry, they develop skills such as problem solving, Creative thinking and innovating, which are essential for learning and success in school and Beyond. (Page 7).

We provide a varied and stimulating program that meets the developmental needs of the individual child as well as the whole group. There are a variety of materials available in the rooms for children to explore and play. The staff plan weekly programs that are based on the observations of the children and related to the *Early Learning for Every Child Today Framework* (ELECT).

For children, play is the way that they learn about themselves and their world. Therefore, we believe in and are committed to a play base program. Through play, children begin to master fundamental concepts – social, emotional, physical and intellectual. The staff are available to the children when they have questions and the staff assist with research and/or guide the children in the right direction.

Each program plan is completed; however, each day there is opportunity and space to write in any changes as the children's interest may change throughout the day/week. This allows children and staff to be engaged in spontaneous play and inquiry.

## **CHILD-INITIATED EXPERIENCES AND ADULT SUPPORT**

We believe that educators are not transmitters of knowledge but partners in learning with children. We also believe that knowledge is socially constructed through relationships with others. In this view educators build strong relationships with the children and their families and learn alongside them.

Staff members observe and listen to the children and encourage deeper thinking through thoughtful questions frequently. This in turn reinforces and helps children with the process of learning. Children are praised for all attempts at learning and developing new skills.

Based on the observations, the staff members develop a program plan that includes individualized experiences. This allows the child to work on a specific skill. Staff members also provide additional experiences to peak children's interests, such as science experiments.

Program plans are diverse and include: creative experiences, learning times, language and literacy, sensory, science, dramatic play, cognitive experiences, block play and outdoor play (weather permitting).

In addition to the experiences that are offered through the program plan, there are also other materials that are available for the children. This allows children to initiate play and make choices about how to play.

## **PLAN FOR POSITIVE LEARNING ENVIRONMENTS TO SUPPORT DEVELOPMENT**

Children thrive in indoor and outdoor spaces that invite them to investigate, imagine, think, Create, solve problems and make meaning from their experiences – especially when the spaces Contain interesting and complex open-ended materials that children can use in many ways (HDLH, Page 20)

Staff members use observations along with the ELECT to plan a program that meets the children's individual needs and skills, as well as a program that meets the needs of the children as a group. The program plans cover a wide range of experiences in different areas of development.

A Class Portfolio is displayed for parents to see the projects the children are working on. The portfolio contains art, photos, observations and/or developmental checklists that indicate what skills children have been working on and is based on the ELECT.

# **VARIETY OF EXPERIENCES THROUGHOUT THE DAY**

THE CHILDREN PARTICIPATE IN MANY EXPERIENCES THROUGHOUT THE DAY:

## COGNITIVE

Cognitive experiences and materials may include: letters, numbers, counting, matching, sorting, math concepts, cause and effect, reading readiness, puzzles, cooperative games, lacing, etc. Time is also set aside for the children to complete their homework assignments (School Age)

## LANGUAGE

Variety of books, mediums, CD stories, felt stories, puppets, writing materials are available to the children and incorporated throughout the rooms.

## SCIENCE EXPLORATION

Science exploration includes: magnets, learning about animals, experiments, weighing, measuring, planting seeds, magnifiers, nature exploration, etc.

## CREATIVE ACTIVITIES

The children have an array of materials available to them such as crayons, markers, pastels, pencils, textured paper, paint, brushes, sponges, pom poms, glue, magazines, rubbing plates, scissors, multicultural items, etc. Smocks are provided for the children but sometimes, children do get messy.

## CIRCLES, MUSIC, DRAMA, PUPPETRY AND STORIES

Circles can be a time for discussion, stories, co-operative games, experiments, singing and much more. Children get to use their imagination playing instruments, dressing up, role playing with puppets and babies, listening to CD stories, making their own stories with felts, etc.

## BLOCK PLAY

Children have the opportunity to use their imagination and construct a variety of objects using different textured blocks and building materials. Block play may also include a variety of accessories such as cars, trucks, train tracks, lego, people, animals, books and tools.

## SENSORY ACTIVITIES

Sensory includes: sand, water, clay, cooking, playdough, etc. This allows children to explore using their senses.

## OUTDOOR ACTIVITY

Weather permitting, the Toddler and Preschool children participate in outdoor play for two hours per day. The School Age children spend half an hour outside. The exception is P.A. days, when the children will be outdoors for an hour in the morning and an hour in the afternoon. Outdoor activities are planned. We feel that this is an important part of our programme. If a child is not well enough to take part in outdoor play, other arrangements should be made for that day, as we are not equipped to supervise the children apart from their group.

Outdoor play improves general overall health. Please send appropriate clothing to ensure that your child enjoys outdoor play. In warm weather, we request that you provide a sunhat and sunscreen.



### OFF PREMISE ACTIVITIES

There are times when the children will leave the program (to go for a walk, field trip, etc.). Parents are always notified in advance and there are opportunities for parents to volunteer.

## **COMMUNICATION**

Staff communicate with families on a daily basis. We encourage the participation of families in the program by making suggestions regarding programming, bringing in materials to enhance a specific activity, etc. It is in the best interest of the child for the parents and staff to communicate on a daily basis.

We publish newsletters approximately three times a year. Monthly calendars are published during summer camp. We like to keep you informed regarding the Program's affairs. We welcome your input and suggestions.

Please provide any changes of address, home phone number, work information or emergency contact as needed to the Supervisor. If you have a suggestion or concern, please feel free to speak with any of the staff or the Supervisor.

## **COMMUNITY**

Trips to the local library and mall are incorporated into our program.

### ENRICHMENT PROGRAM

An enrichment program takes place regularly. People in the community, parents and sometimes the staff present a special program for the children.

## **PROFESSIONAL LEARNING**

The program provides staff and families with the opportunity to attend and participate in training sessions and workshops. All staff members are trained in standard first aid and child CPR as well as a Food Handler Certificate. Staff members are required to attend workshops or professional training at least once per year.

## **CENTRE EVALUATION**

We are constantly striving to improve. We welcome any comments and suggestions that parents may have. The staff members are open to ideas that help contribute to the program plan.

## **Student/Volunteer Policy**

As per regulations, the children are only supervised by staff members and are never left alone with students or volunteers. All parent volunteers wishing to participate in the program need to comply with our student/volunteer policy which includes having a clear vulnerable sector screening from a authorized Police Department, Up to date immunization including a 2 step T.B. test and a First Aid CPR (C).

## **Serious Occurrence postings**

When a serious occurrence happens, a notification form will be filled out and will be posted for ten business days.

## **Process and policy for Individualized Support Plans for Children with Special Needs**

It is the responsibility of the RECE to develop an individualized support plan for each child with special needs enrolled in that age group. This will be done by observation and communication with parents and teachers.

If necessary, the plan will include any additional supports or aids that may be needed for the child and instructions on how these will be used.

The program is to be structured in a manner conducive to accommodating the children's needs.

## **Emergency Management:**

The Emergency Management Policy has a detailed account of how emergencies will be handled. Parents will be notified, either by a phone call or by text. This policy is available for your perusal if you wish to do so.

# FEE POLICY

## REGISTRATION

A non-refundable fee of \$20.00 is required at the time of the registration to cover administrative costs.

## WAIT LIST

From time to time, it may be necessary for parents to leave their information on a wait list. This service is provided at no cost to the families. The wait list is implemented on a first come first served basis with the only exception being that priority will be given to siblings already enrolled in the program. Please find Policy attached.

## PAYMENTS

Post-dated cheques dated the first of each month will be required quarterly (Sept.-Dec., Jan-Apr., May-Aug.). Cheques not received by the seventh day of the month will be subject to a \$25.00 late fee. Cheques returned will also be subject to a \$25.00 charge per returned cheque. A receipt will be issued at the end of each year for Income Tax purposes. Your cancelled cheques will serve as a receipt in the interim. Monthly payments include statutory holidays and sick days.

## DEPOSIT

Half a month's fees will be taken as a non-refundable deposit upon registration. This will be applied towards the last month of care provided notice is given as per withdrawal requirements outlined below.

## WITHDRAWAL

Written notice of permanent withdrawal of your child must be given ONE MONTH IN ADVANCE. If notice is not received, full program fees will be charged.

A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Therefore, your child will be placed on a waiting list.

If the program has concerns about a child's adjustment to the program the staff will:

- Observe and document the child's actions for a two-week period.
- The Supervisor will arrange a meeting with the parents to discuss the situation and the possibility of referral to an appropriate assisting agency.  
The Supervisor will discuss the situation with the Board of Directors.

Referral to an appropriate agency is only made with parental consent. However, refusing to get help may cause the child to be withdrawn from the program if the Supervisor feels that the program is not meeting the child's needs.

## WHEN YOUR CHILD IS ABSENT

Please notify the Centre whenever your child is going to be away from school for the day, on holidays, sick, etc. Our phone number is (416) 887 8641 or (905) 513 8561

## HOURS OF OPERATION

Full time care is provided from 7:00 a.m. to 6.00 p.m. Monday through Friday each week. Full care from 7am to 6p.m. is provided on PA days for the school aged children and school holidays with the exception of the holidays listed below:

Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day, and New Year's Day.

## ADDITIONAL CLOSING DATES

Due to board closure, the program may not operate the week between Dec 25<sup>th</sup> of the current year and Jan 1<sup>st</sup> of the following year. This will be decided depending on enrolment in early December each year.

## ARRIVAL AND PICK-UP

Children depend on regular routines for their own sense of security. We recommend that you establish fixed hours to pick up and drop off your child. Please note that **access to the Wilclay School Parking lot** between 8.00 a.m. and 8.30 a.m. and from 3.00 p.m. – 3.20 p.m. **is limited**. Parents wishing to drop off and pick up during these times would be required to park on the street across the road and walk their child into the program. All parents are required to ensure that a member of staff has signed their child in each morning and out at the end of the day. We ask you to please ensure that you hand your child over to a staff member on duty. **DO NOT** drop the children off at the entrance to the school.

## LATE PICK-UP FEE

After 6:00 p.m., a late charge of \$1.50 per minute per child will be payable in cash to the staff person who stayed over time to supervise your child.

Please note that if a child has not been picked up by 7:00 p.m., we are required by law to notify the authorities unless you advise us of your tardiness.

## EVACUATION

In case of an emergency our evacuation Centre is the Armadale Public School located at 11 Coppard Ave., **Markham** L3S 2J4.

## Withdrawal Policy

HOPE CHILDCARE CENTRE reserves the right to withdraw services for a number of reasons, including but not limited to, the following:

### **Child**

- a) Persistent opposition to authority
- b) Willful destruction of property
- c) Use of profane or improper language
- d) Conduct, which is injurious to the moral tone of the Centre or the physical or mental well being of others in the Centre.
- e) Behavior that manifests itself into a potential safety hazard to other children and staff
- f) Inability to work cooperatively to accommodate children with special needs

### **Parent**

- a) If any parent becomes verbally/physically abusive to Administration, Staff, Board Members, Students and Volunteers of the Centre
- b) Parent(s) failure to comply with policies agreed upon in the Parent Hand Book.
- c) Parents' failure to comply with program regulations and limits.
- d) Who's conduct places the achievement of program goals at risk by their behavior including harassment of staff
- e) Parent(s) fall more than two weeks in arrears in their fees, with no written explanation, or payment schedule worked out with the supervisor, or approval by the Board of Directors.
- f) Refusal to co-operate if outside intervention to assist with the child's well being is deemed necessary by the center.

Depending on the severity of the situation as determined by the Supervisor and the Chairman of the Board of Directors, the family will be notified in writing of termination of services and the time frame.

If any type of threat were to be uttered or any type of physical or sexual harassment ensues the police may be notified.

**If a child is suspended from school; The Centre works in collaboration with the York Region School Board and therefore will not permit children to attend the Centre should they be suspended from the school**

**THERE WILL BE NO REFUND OF FEES UPON SUSPENSION AND OR TERMINATION OF SERVICES**

## CHILD GUIDANCE & PROHIBITED PRACTICES.

In order to promote responsible decision-making capabilities in the child, our staff always adhere to the following:

1.     Anticipating trouble:  
       Have the environment ready so as to avoid problems as much as possible. Activities should be continually available to children; waiting should be minimized.
2.     Limit setting:  
       Boundaries are developed by the teacher for the children as a group and for individual children according to each situation.
3.     Providing choices:  
       Take a positive approach in a contentious situation. Look for the true cause of the difficulty, and, if in doubt, take a neutral stand. Help the child find an alternate mode of behaviour; help him/her find ways of expressing him; herself in words; help him/her to understand the other child's point of view. Try to reflect the child's own feelings back to him/her and show understanding. Help him/her to learn to wait and understand that she/he cannot always have what she/he wants.
4.     Redirection:  
       Guiding a child into acceptable options when engaged in an unacceptable activity.
5.     Logical & Natural Consequences:  
       Endeavour to make child aware of the results of their actions
6.     **Prohibited Practices**

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premise where it oversees the provision of child care,

- (a) Corporal punishment of the child;
- (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 or home child care premises 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;  
or
- (f) Inflicting any bodily harm on children including making children eat or drink against their will.

Parents will be advised upon enrolment that not all children are suited to placement in group settings, and that if in the opinion of the supervisor any child is not adjusting to the program, she may advise the parents of this and suggest alternatives to group care for parents to explore.

### FIELD TRIPS

Parents are notified in advance of each trip and are asked to sign a Trip Permission Form. If you do not wish to have your child participate in a specific trip, we require that you make other arrangements for that day. We love to have parents join us for trips whenever you are available.

### HEALTH PROCEDURES

Program staff will welcome each child and discuss any health related issues with parents.

- \* Symptoms of ill health
- \* Any medicine given at home
- \* Any medication to be given at the centre, medication form to be filled out.

Symptoms of ill health:

- Fever (38 degrees or more or a persistent fever)
- Diarrhea or vomiting
- Undiagnosed skin condition
- Communicable disease
- Obviously infected discharge (thick and coloured)
- Lethargy and irritability
- Persistent pain
- Cough (frequent bouts 3 to 5 times in an hour, especially if choking or vomiting)
- Head lice, eggs seen.

Please note that children displaying any of the above symptoms may be refused care upon arrival until a doctor's note confirming that the child is not infectious is brought in. If a child already in the program displays any of the above listed symptoms the parents of the child will be contacted and requested to remove the child from the program as soon as possible. In cases of undiagnosed skin conditions the child may not attend until the skin is clear of the condition. A doctor's note stating what the child was treated for and that the child is not contagious will be required before the child is allowed to attend the program again. Children attending the centre should be able to and are required to participate in all aspects of the program.

## MEDICATION

- Medication will be given only with written parental consent.
- Non-prescription medication will not be given unless accompanied by a doctor's note.
- All prescription medication must be in its original container showing doctors and child's name, date of issue and instructions.
- A medication form must be completed by the parent prior to administration of medication.
- A form will be filled out and initialed by the staff person who administered the medication.
- All medication will be stored in a locked medicine container either in the refrigerator or classroom cupboard.
- The Supervisor or the staff person designated to administer medication may refuse to administer medications or procedures that they feel they do not have the expertise or confidence to administer.

## FOOD

If a child has allergies or has other food restrictions, please notify the staff.  
More details above under General Nutrition.

The weekly Menu is posted on the notice board.

## Parent Involvement

We invite parents to get involved in your child's school age experience whether it be by volunteering your time and/or talents for special events/ field trips or by participating as a member of the parent advisory committee.

## **Parent Issues and Concerns Policy and Procedures**

Name of Child Care Centre: Hope childcare centre

Date Policy and Procedures Established: June 16th 2017

Date Policy and Procedures Updated:.

### Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### Definitions

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).



## **Policy - General**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by all staff and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

## **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

## **Conduct**

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

## Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children’s Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

### Procedures

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<p><b>Program Room-Related</b></p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised if possible</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 1 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> <li>-</li> </ul> All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the board of directors.(contact information posted on parent information wall in library))

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Contacts:**

**Anoja Dias- 905 513 8561 supervisor. Email – hopelccc@yao.ca**

**Patricia Riddell – email – iamfloridabound1@yahoo.com– Board Member, human resources.**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare\_ontario@ontario.ca

## Waiting List Policy and Procedures

Wilclay Childcare Centre and School Age Program owned and operated by Hope Childcare Centre.

Date Policy and Procedures Established: March 2019

Date Policy and Procedures Updated:

### Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

### Policy

#### General

- **Hope Childcare Centre** will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

### Procedures

#### Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via **Telephone or in person interview**.

#### Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.

#### Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, children of employees of Wilclay Public School..

2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

## Offering an Available Space

1. Parents of children on the waiting list will be notified via **telephone** that a space has become available in their requested program.
2. Parents will be provided a timeframe of **24 hours** in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

## Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The Supervisor will be the contact person for parents who wish to inquire about the
2. The Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

## Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

## Additional Procedures

If a Family does not respond once a position has been offered, the family will be taken off the waiting list.
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## Glossary

*Licensee:* The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

*Parent:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

[insert additional definitions]

## Regulatory Requirements: Ontario Regulation 137/15

### Waiting Lists

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

- (a) explain how the licensee determines the order in which children on the waiting list are offered admission; and
- (b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.