

# THE CHILDREN'S CENTRE



## Parent Handbook

Revised 2017

**St. John Bosco School (Main site) 613-342-1479**

**J.L. Jordan School  
613-349-0632**

**St. Francis School  
613-213-2420**

**Academie Catholique Ange Gabriel  
613-498-1900**

**St. John Bosco Children's Centre is in compliance with the AOD  
(Accessibility for Ontarians with Disabilities Act) Regulation 426/07**

## Welcome to The Children's Centre

We are pleased to welcome you to The Children's Centre. This handbook provides an overview of some important features about our programs and facility, as well as our approach to the care of your child.

The programs offered at The Children's Centre are based on the philosophy that children learn best through play. Programs support children's development and as such, environments and activities are child-led and supported by staff. We are diligent in providing a safe environment that allows children to be free to express their individuality and diversity.

We hope this hand book gives you the information necessary to feel comfortable and confident in placing your child in our care. we look forward to establishing a lasting and meaningful relationship with your family

### PROGRAM STATEMENT

The Children's Centre provides a high quality, supportive, family-centered program for children in a warm, safe and responsive environment. The curriculum is consistent in approach with "*How Learning Happens?*" Ontario's pedagogy for the early years. The word pedagogy means "the understanding of how learning takes place and the philosophy and practice that support the understanding of learning". This promotes a shared understanding of what children need and what can be done to help them grow and flourish. The "*How Learning Happens?*" is organized around four foundational conditions that are considered essential to optimal learning and healthy development for children:

<b>Belonging</b> refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world	<b>Well-Being</b> addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self and self-regulation skills
<b>Engagement</b> suggest 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.	<b>Expression</b> or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words and use of materials, children develop capacities for increasing complex communication opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

### Children are competent, capable, curious and rich in potential

Our approach is to support each child's learning and development by planning and creating a positive and stimulating learning environment with experiences that foster the children's own initiated exploration, play and curiosity. This strategy reflects our view of children as being competent, capable, curious and rich in potential, while providing adult support.

Our planning process includes recording observations, determining interests and planning play opportunities in all developmental areas, which is continuous and available to families.

### **Positive, self-expression, communication and self-regulation**

Our curriculum takes a child initiated, adult supported approach that focuses on play based learning, allowing the child to lead and then focusing on their interest through intentional observation, interaction and engaged communication. When this approach to learning takes place along with staff's understanding of child development, each child's learning and individual development is supported and as a result the child's competence, and potential are maximized.

We know that the children flourish in all areas of development when they are in supportive, caring and responsive relationships with adults whose focus is on health, safety, nutrition and well-being of all children. This is the foundation of quality care.

Positive and appropriate behaviour management practices are employed and staff are positive role models.

The Children's Centre is experienced in providing inclusive programming for all children. When working with children with special needs we work closely with parents, staff and community partners who support children to ensure the appropriate support and resources are in place to ensure optimum success for the child.

### **Health, safety, nutrition and well-being of children**

We know that the early years set the foundation for children's health and well-being. We understand that the first step in establishing and nurturing health, safety and well-being for children in our programs is through the connections they make with the program staff.

Food is nutritionally balanced and we meet all health and safety requirements of the Ministry of Education and government by-laws. Information is posted on our parent boards and our Anaphylactic Policy is available to parents.

Menus are planned following the Canada Food Guide and are both nutritious and appealing to children. Our menus are posted on our Parent Board and on our web site.

The facility, equipment and toys are accessible, clean and safe. Outdoor activities take place in well maintained play areas

### **Parent engagement and communication**

We strongly believe that Child Care is a shared responsibility between parents and staff. The staff work together with the parent to exchange information about the child's language, culture, interests and development so the sum of the child's experiences is greater than which parent or staff alone could provide.

We value parent engagement in the area of both their child's development as well as program development. We provide the following opportunities to ensure that communication and information sharing takes place between parents and educators: daily open communication, evaluation, family events and newsletter. We use the HiMama program to meet the expectation of the four foundations set out in *How Learning Happens?* Belonging, Good Being, Engagement, and Expression. These foundations are a vision for all children's future potential and a view of what they should experience each and every day.

Our family events may include but are not limited to the following: A Fall Open House during “The Week of the Child in October for parents to come in and meet with the staff. An annual Christmas Concert and an annual Christmas Dinner (toddler and preschool families). A Mother’s and Father’s Day events.

Our staff are skilled professionals with caring attitudes, who connect with children to ensure safe environments, plan and extend play, support learning, reflect on success and document the children’s play and learning, all of which is the foundation to guiding the staff planning. The documented play and learning’s are shared regularly with parents.

Staff encourage each child’s developing sense of self and their ability to see themselves as capable communicators, able to manage their emotions and behaviour.

### **Supporting staff in continuous professional learning**

The staff are skilled professionals who have chosen to work with children and families as their career. Through their training, teachers have developed an understanding of the processes involved in facilitating children’s growth and development. They possess effective communication and interpersonal skills for relating both to children and adults. They have developed skills in observation, planning and evaluation.

In addition, teachers are encouraged to use and develop specialized abilities and pursue interest such as art, music, drama and movement. The teachers are given the major responsibility for providing a stimulating environment which supports the children and families. This environment includes both the physical set- up of the program and the delivery of the activities to the children. In addition, the environment includes the atmosphere which is created by the staff’s open, supportive and responsive interaction to the needs of the children and families.

The staff are carefully chosen and specially trained to ensure quality care. We recognize the importance of continuous learning for our staff. To support the value, we place on the importance of continual learning, we provide each child care staff with the opportunity and encouragement to pursue and enhance their professional development. Our programs create a rich learning environment for children to reach their full potential.

### **Relationships among children, families, staff and community partners**

It is one of our core values to foster collaborative and co-operative relationships among our partners.

The Children’s Centre strives to promote a sense of belonging for children and their families. We understand that relationships of trust are the basis for learning and co-operation.

Every child is entitled to be given the opportunity to develop personal responsibility and social skills, to learn to problem solve and to learn about diversity and inclusion.

The skills of conflict resolution are important in lifelong learning. As competent individuals, child are active participants in resolving conflicts. We encourage them to come up with ideas and solutions to problems that arise.

We are committed to working collaboratively with all our community partners as we work together on the mutual goal of providing the best possible child care services to families.

### **Positive self-expression, communication and self-regulation**

Our inclusive programming leads to children's sense of belonging. Positive learning environments and experiences, focused on active play based learning, encourage children's communication, self expression and self regulation.

We seek to be aware of, foster, encourage, respond to and document the many ways in which children express themselves.

In our inclusive learning environment, we welcome children of all abilities. Respect for diversity, equity and inclusion is vital for optimal development and learning.

### **Documenting and reviewing the impact**

We understand that pedagogical documentation is a way for our program staff to learn how children think and learn. The staff make daily observations of the children in the program and use this information to inform their future planning.

Ongoing evaluation is done as teachers monitor the children's interactions, then adapt and adjust the program to meet the needs of the children and adults involved.

The Board of Directors encourage and support the ongoing development of all staff. They have implemented a policy to encourage the staff in the pursuit of knowledge which will contribute to their development within the organization.

## **Mission Statement**

We are an extended family away from home creating a safe, trusting, caring and nurturing environment. We are devoted to the well-being of the whole child, focusing on their ability to reach their full potential

The Children's Centre is a partnership of staff and volunteers committed to the development of quality programs that foster independence and a positive attitude towards learning.

## **Philosophy**

Parents have peace of mind knowing that their children are in a safe and nurturing environment that fosters independence and a positive attitude towards learning.

Staff at The Children's Centre will work with families to ensure a safe and nurturing setting is provided for all children. All program staff are qualified Registered Early Childhood Educator, Child and Youth Worker or equivalent. We maintain an OPEN-DOOR POLICY to allow parents the opportunity to observe their children in the program.

## Location of Centres

### Durham Location

12 Durham St..... 342-1479  
(18 months-12 years)

6:45 a.m.-6 p.m.

- \*10 Toddlers (18 months-2.5 years)
- \*16 Preschool (2.5-4 years)
- \*20 Kindergarten (3.8-5 years)
- \*30 Before/After School (3.8-12 years)

### J.L. Jordan Location

294 First Avenue .....349-0632  
(6:45-9 a.m. & 3-6 p.m.)

\*30 School age Children (3.8-12 years)

### St. Francis Location

74 Church St.....213-2420  
(6:45-9 a.m. & 3-6 p.m.)

\*30 School age Children (3.8-12 years)

### Ange Gabriel Location

1515 Kensington Parkway.....498-1900  
(18 months-12 years)

7 a.m.-6 p.m.

- \* 15 Toddlers (18 months -2.5 years)
- \* 16 Preschool (2.5-4 years)
- \*24 Kindergarten (3.8-5 years)
- \*30 School age (6-12 years)

All program staff are qualified as a Registered Early Childhood Educator or Child Youth Worker or equivalent. We maintain an OPEN-DOOR POLICY to allow parents the opportunity to observe their child in the program

## License

The Children's Centre is licensed under the Ministry of Education. We offer care to children from 18 months to 12 years of age at our St. John Bosco and Ange Gabriel School locations. We offer before and after care at J.L Jordan and St. Francis Schools for children ages 3.8 to 12 years. We offer an inclusive program. We are a non-profit organization, governed by a Board of Directors, consisting of parents and community volunteers.

We are also a registered charitable organization and provide receipts for all donations.

## Hours of Care/Service

Our Centre offers full-time, part-time and summer care. Childcare services are offered year-round except for weekends, statutory holidays, as well as a summer and Christmas closure (see below for more details).

The Centre hours are 6:45 a.m. to 6 p.m. Ange Gabriel hours are 7 a.m. to 6 p.m.

In the event of an unscheduled school closure, and the Centre remains open we are prepared to offer care for the children. This is subject to space and room availability.

## Centre Closures

All locations of the Children's Centre will close for two weeks in the summer, (last week of July and first week of August). Parents will be notified in January of the exact dates of closure.

The Children's Centre also closes between Christmas and New Year's (upon discretion of the Board of Directors). Parents will be notified in September of the exact days of closure.

## Holidays/Sick Days

During the School year parents are invoiced for all **days according to their child's regular schedule. This is regardless of sick days or holidays.**

This includes **statutory holidays** that either fall on your child's scheduled days, or **all** statutory holidays for scheduled children.

\*The Children's Centre observes the following statutory holidays and we will be **CLOSED**

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

**\*Please refer to our Fee Policy on pg.3 regarding billing**

## Fee Policy

- **Registration Fee: \$25.00 payable before starting.** This fee is **non-refundable** at any time (to cover administration expenses of setting up in system).
- **Activity fees: \$25.00 per child.** This fee is not required in advance. It will be charged on first invoice when child starts.
- **Deposits:** A deposit is equivalent to two weeks' attendance. This is payable at registration (before starting). This deposit is only refundable if child starts and will be credited on first statement. **If child does not start, the deposit is forfeited.** If there is an interruption of service another deposit will be required to maintain spot. This will only be refunded on the first invoice if child starts again. **If service is not resumed, the deposit is non-refundable.**
- Methods of payment are cheque or online through Telpay (see next page)  
**NO CASH PAYMENTS ACCEPTED.** In the event a cheque is returned due to insufficient funds, a \$35.00 service fee will be charged.
- Fees are calculated on the actual number of days per month your child is enrolled according to their regular schedule, **including absent days, sick days, appointments, family holidays and statutory holidays that fall on your child's regular scheduled days.**
- A two-week notice must be given for any permanent changes to your **child's schedule** or **withdrawal from care**
- ***Scheduled parents pay for all stat holidays.***
- Any extra days will be billed separately at the end of month.
- Please be advised that children in the Toddler and Preschool programs must be enrolled a minimum of two days per week.
- Children in the School Age program must be enrolled a minimum of nine days per month during the school year.
- The Children's Centre offers reduced fees when enrolling two or more children per family. There is a 5% discount for the second child and 10% for the third child.
- Subsidy is available for all programs. Parents will need to call for an appointment with Children's Services at the United Counties of Leeds and Grenville Social Services Department: **613-342-3840**
- Receipts are issued for the previous calendar year by February for income tax purposes. **(see below)**



**If you leave the program please contact the Centre if you would like to have your receipt mailed, otherwise they will be available at the office. This is to ensure that there has not been a change in address since your departur**



The St. John Bosco Children's Centre has entered into an arrangement with Telpay to provide an on-line method of making payments to the centre. Telpay is Canada's largest independent electronic payment processing company. The Children's Centre has been using Telpay services for making payments for many years and now we are able to accept payments through an expanded arrangement.

The logo above is on the centre's website home page ([www.thechildrenscentre.ca](http://www.thechildrenscentre.ca)) and will be a link to the Telpay website. Full instructions are provided for registering with Telpay when you first access the website. Please be aware that you must be fully registered before being able to submit payments on-line. Once registered, there is a \$0.50 processing fee applied by Telpay per transaction. Once registered, you will access the Telpay website, either through the link or directly - [www.telpay.ca/online](http://www.telpay.ca/online) - using the centre's biller code listed in the link (0090687), sign into your account and enter the amount of your payment. This amount (plus the transaction fee) will be withdrawn from the bank account associated with your Telpay profile. The payment amount is transferred to the Children's Centre and the transaction fee is retained by Telpay.

### Information Regarding Telpay Sign-up for payments

- The sign-up process can be done completely on-line (a personal email account is required)
- Telpay requires pre-paid authorization which can be a void cheque or a Pre-paid Authorization Document (PAD) that is available directly from your bank and may be available from your on-line banking website
- Telpay also requires a copy of a utility bill (may be scanned and sent electronically)
- The above documents can be submitted by email, fax or postal mail – the contact information is available on the Telpay website
- When initially accessing the Telpay website to register, please use the Biller Code 0090687 and allow 3-4 business days for processing once the application has been completed and the documents submitted
- Telpay will notify you by email acknowledging your application has been received and again when your account has been set up
- Your account must be registered and activated before it can be used so please contact Telpay if you cannot access your account or set up a payment
- The first time you access your account to make a payment, you will have to re-enter the Biller Code 0090687 to get the St. John Bosco Children's Centre added to your payee list
- Although it generally takes less time, please allow 3-4 business days for a payment to be processed (i.e. please submit payments at least four days before the end of the month in which it is due)
- Please note that a payment can be scheduled to be processed at a later date but the scheduled payment may still take 3-4 business days to process once it has been submitted

## Fee Collection Policy

Invoices are dated for the first of the month and **due upon receipt (in advance)**; however, they are not considered “**PAST DUE**” (service charges may apply) until the end of the month billed. Any customer with a past due account is at risk to receive a Notice of Termination of Services, so it is in your best interest to ensure your account is clear by no later than month-end of billing. If payment is returned NSF, a \$35.00 fee will be charged on your next invoice.

## Registration

**CHILDREN IN THE SCHOOL AGE NEED TO RE-REGISTER FOR FALL AND SUMMER EVERY YEAR!!!**

School age in house families have first chance to enroll their children before families in the community. **Summer Registration begins May 1<sup>st</sup>** and **Fall Registration begins May 15<sup>th</sup>** or the closest working day to the date. Two weeks after these dates registration will be available to the community.

### **REGISTRATION PACKAGE**

Please ensure the following items are completed before your child begins:

1. **REGISTRATION FORM**
  - ✓ All health information
  - ✓ Allergies
  - ✓ Emergency contact **other than parent**
  - ✓ Authorized persons to pick up child
2. **A completed REGISTRATION SHEET.**
3. **HEALTH PROTECTION SHEET** (toddler and preschool ONLY)
4. **A COPY of IMMUNIZATION** (toddler and preschool ONLY)
5. **A BAG LUNCH POLICY** (School Age ONLY)
6. **BEHAVIOURAL CONTRACT** (School Age ONLY)
7. **ANAPHALYTIC LETTER** (signed and returned)
8. **TWO WEEK DEPOSIT** (to hold space on waiting list or a break in service) **will be invoiced and only refundable on the first month of care. Non refundable if you do not attend.**
9. **ADMINISTRATION FEE** \$ 25.00 per new family
10. An activity fee for Summer and Fall will be **invoiced.**

**The St. John Bosco, Ange Gabriel, J.L. Jordan and St. Francis School Age Programs operate September to June.** During the school year, **all School Age parents need to register** for PA days, Christmas, March, and Summer breaks. You have two weeks prior to a PA day or break to remove your name without being invoiced. **This applies to PA days and breaks only (NOT family vacations).**

**During the summer months of July and August School Age children may sign up for whatever weeks they require with a two-day minimum per week.** Enrolment is not necessary to ensure a space during the school year if a fall deposit has been submitted.

Children who attend St. John Bosco and Ange Gabriel **Toddler/Preschool** program **DO NOT SIGN UP** for PA days, March, Summer or Christmas break. The toddler and preschool child will **ALWAYS** be invoiced according to their regular scheduled attendance.

**Toddler and preschool children will be required to maintain their regular schedule year-round to secure the space. If you choose to reduce days from your schedule the Centre cannot guarantee space availability when additional days are required.**

If you choose to withdraw your child for the summer, please see the Withdrawal from Care Policy below.

### **Withdrawal from Care Policy**

Any family who withdraws their child from care must wait **60 days after the last paid day of care before reapplying**. After the 60-day waiting period has elapsed, an application for care will be considered a new application. It will be processed the same as any new application, subject to space availability. please note that families on the waiting list will be called to fill the space and it may not be available in the future.

If the family wishes to reapply for care prior to the end of the waiting period, they may apply in writing to the Board of Directors for permission. If approved and there is space, you will be subject to an administration fee as determined by the Board. The Board reserves the right to decline any request to wave the waiting period.

### **Movement of Children within the Centre**

Children will be placed or moved into programs based on their chronological age as well as their social, emotional and cognitive development. This movement will be determined by availability of space in the program. Until the change takes place, the program fee that the child currently is invoiced will continue to be paid until the move is made. Please communicate with program staff and Supervisor regarding transitions.

## Admission and Discharge Policy

A meeting will be arranged to familiarize the parent(s) and child (ren) with the childcare setting and the program, answer questions and complete registration forms.

**All Registration forms including the application, and immunization records** (toddler preschool only) **need to be submitted prior to enrolment**.

Each family may participate in a four-week orientation period to determine if the child (ren) and family are satisfied with the standards of service and the staff are able to meet the needs of your child (ren).

Following the orientation period, written notice of withdrawal must be given two weeks in advance. The Children's Centre may terminate services with two weeks' notice.

The Children's Centre reserves the right to discharge a child if it is not in the best interests of the child or the program that the child remains in the care of the Centre. For example:

- Your child is not adjusting to the childcare setting after a reasonable period, or if this occurs after being in the program for an extended period.
- Your child is displaying behaviours, which endanger the health, safety and security of other children or staff.
- Your child is not having his/her needs met in the childcare setting after staff have exhausted all teaching resources at their disposal and there are no feasible methods of program accommodation

If a child's or family's needs are not able to be met by the program, discussions are held with the parents to find possible solutions within the program before a two-week termination notice is given. In the event the child leaves the program help will be provided to find alternate care.

Other circumstances that may warrant discharge from the Centre includes non-payment of child care fee and violation of the Centre's policies including the behavioural contract.

Childcare is offered to all children regardless of their special needs. The Supervisor **needs to be informed upon enrolment and in the future of your child (ren)'s special needs, challenges or medications.**

## Scheduled Child

Any child whose attendance is irregular will be given a **Scheduled Child Policy Sheet** to read and sign. We make every effort to accommodate monthly schedules/request for extra days. However, we cannot guarantee a space. It is important that parents of scheduled children **submit a calendar each month, a minimum of one week before the upcoming month**. However, since we cannot guarantee space to scheduled families you are encouraged to provide your schedule at least one month in advance and to have back up child care arrangements in case we can't accommodate your requests.

Children in our toddler and preschool room **must be enrolled a minimum of two days per week to attend the program. School Age children** are required to **maintain a minimum of nine days per month** during the school year.

You are required to pay for all scheduled days submitted on your calendar; there will be **NO** substitutions for other days or credit for changes to days due to schedule changes. You can add

days to your calendar, **if space is available**. Parents of scheduled children pay for all absences and all statutory holiday.

### Waiting List Policy

Parents who leave a message by phone or email will have their inquiry responded to as soon as possible. If a space is unavailable parents will be asked if they want to be placed on our current waiting list. We do have priorities that we consider before new families are given space. In order of priority we consider:

- Children currently enrolled and needing to graduate to the next age group
- Siblings of children currently enrolled
- Full time space over part-time

All contact information will be taken, name, phone number, age of child and preferred start date and days required. We will also date the time and year of the received call.

If a space becomes available we will give the parent two working days for a return call before we move onto the next name on our list.

All calls for available spaces are done according to the order they are received on our waiting list book and to the correct fit as to the parent's requirements for Child Care.

If a parent decides to enroll their child at our Centre a two-week deposit, plus \$25.00 registration will be required to hold the spot. This deposit and registration is not charged for the placement of the child's name on the waiting list but only required when a decision is made to enrol in a program and a space is available. This deposit will be returned as a credit on the child's first month of attendance.

All information provided by the families on the waiting list is kept confidential. Waiting list are kept in the office at St. John Bosco and Ange Gabriel and in the filing cabinets at St. Francis and J. I. Jordan. Parents can be informed of their child's position on the waiting list by calling the Child Care Centre, only the Supervisor or designate is authorized to provide that information to families.

## Arrival and Departure

If your child is absent or late please call the centre by 9:00 a.m. for the staff to accommodate the daily food preparation, program planning and field trips planned. Children depend on regular routines for their own sense of security, therefore it is recommended that families establish set drop off and pick up times. Please inform us if your child will be picked up earlier or later than usual ahead of time.

When a toddler or preschool child arrives at the Centre, the parent is required to notify a staff member of the child's presence. It is the parent's responsibility to get their child ready for their day. Ensuring that their outerwear clothing is off and hung up at their child's cubby, their boots/shoes have been changed with their indoor shoes on and if they need to have a diaper change before starting their day in the program.

At the end of day, please remember that our programs are very busy with their daily routine. It is difficult for staff to prep a child for an early pick up when it is being requested. In the School Age program, we must be constantly cognizant of ratio of staff to children. On an occasional basis, we are more than happy to help, but it cannot be an expectation of staff.

**All School Age parents need to accompany their child into the Centre and bring them directly to the program.**

It is recommended that the parent spend a few minutes settling new or upset children into the program. Please say "Good-bye" to your child before leaving. The staff will help if your child is upset at your departure.

Children attending St. John Bosco, Ange Gabriel, J.L. Jordan and St. Francis Schools will be taken to the school playground once the schoolyard duty supervisors are in place. The School Age children attending Vanier School will be walked to school by a School Age teacher and then will remain until the schoolyard duty supervisor is in place.

**Please call the centre if your child leaves during school and will not return to the After-School program. This information needs to be shared to avoid staff searching for a child they are expecting to the program. The school DOES NOT provide the Centre with this information.**

Upon your arrival to the Centre to pick-up your child (ren) the staff will assume you will take over the care and discipline of your child (ren). Please remember that the classroom and playground rules of the program still apply.

**At the end of the day, the parent is required to notify a staff member that the child is leaving**

### **Special consideration:**

The Children's Centre recognizes as children get older (8 years and above) they may require an opportunity for more responsibility and independence. We would like to encourage this opportunity within a reasonable set of parameters. Where a child arrives and/or departs from a child care centre by themselves, such as in before- and/or after-school, it is required that the Centre obtains this information and consent in writing from the parent. It is also required that a safe arrival and/or departure process be included. This process could specify that, if a child

does not arrive within a pre-determined time period, missing child or other procedures will be initiated to find the child. It would also require agreement by the Supervisor of the Centre

### Late Fees

Please try to arrive for pick-up at least **10 minutes before the end of the day.**

**If you are delayed *beyond* regularly scheduled closing hours of 6 p.m.: a supplementary fee of \$10.00 (for each child) for every ten minutes will be charged and for every ten minutes thereafter.**

**Please note:**

**The late fee becomes effective if you have not left the Centre by 6pm  
Staff will provide a sheet to sign and you will be billed the amount on your next invoice.**

### Behaviour Management Policy

At the Children's Centre, the emotional and physical well being of children in care is a priority. It is our goal to have children develop feelings of adequacy and self-esteem as well as the confidence to try new things. As such, it is essential to develop warm and supportive relationships through our daily recognition of positive behaviour and positive interactions with staff/volunteers/students. Rules and expectations are set prior to activities and transitions. Children are encouraged to verbalize their feelings, rather than resort to physical action to express aggression. When required, children are disciplined in a positive and consistent manner at a level that is appropriate to their developmental age and the action taken. The goal is always to be in partnership with parents to assist children in developing self-control, self-confidence and ultimately, self-discipline and sensitivity in their interactions with others.

#### Behaviour management practices are:

1. Used in a positive and consistent manner and tone
2. Applied to enhance the child's self-esteem
3. Implemented as soon as possible after the inappropriate behaviour
4. Appropriate to the developmental level of the child
5. Related to the inappropriate behaviour
6. Designed to assist the child to learn positive behaviour
7. Discussed with parents to remain consistent and help reinforce positive behaviours and outcomes. Parent communication is key to positive relationships within the Centre

#### School Age Program

A Behavioural Contract has been developed for the use in the School age program and will be given at the time of registration. This is in the event a child demonstrates difficulty in a group and exhibits behaviour that may impact the health and safety of the child, his/her peers or staff. The basis of the contract is for children to respect, themselves, each other, including staff and the environment. The contract clearly defines the method

that will be followed when typical behaviour strategies are not effective. When the terms of the contract are broken a communication form will be sent home to the parent.

## **BEHAVIOUR CONTRACT**

### **THE AIM OF OUR CODE OF BEHAVIOUR**

- ✓ To ensure a safe, effective and efficient operation of the Centre
- ✓ To ensure the safety of all throughout the Day Care, both inside and outside
- ✓ To create an atmosphere of respect, tolerance and consideration for others
- ✓ To promote positive behaviour
- ✓ To promote acceptance of difference between children
- ✓ To develop their sense of self worth
- ✓ To develop respect for Day Care and School property, building and environment
- ✓

### **THE OBJECTIVES OF OUR CODE OF BEHAVIOUR:**

To help our children to develop positive mental attitudes, whereby each child

- a) Feels secure in their environment
- b) Learns to distinguish between right and wrong
- c) Respects others, both younger and older
- d) Accepts differences/individuality of others
- e) Learns to work, play and share with others
- f) Develops their self-esteem and is happy at Day Care
- g) Develop self-discipline and self-control

### **TERMS OF OUR CONTRACT:**

1. I will treat myself, others and Child Care Staff with dignity, respect and fairly at all times, especially when there is a disagreement
2. I will not be physically abusive (hitting, shoving, pushing, kicking, wrestling, biting, spitting or throwing objects) or verbally abusive to others
3. I will not threaten or intimidate or cause injury to another person or encourage others to do so
4. I will not damage Day Care or School property or the property of others
5. I will not take part in verbal aggression (swearing, yelling, name calling)
6. I will seek assistance from a Teacher or staff, if necessary, to resolve conflict peacefully
7. I will respect the items that belong to others unless I have received permission. I will take care of my own items
8. I will always ask a Teacher before leaving their supervision area for any reason. I will follow the instructions given to me by the Teacher
9. I will stay with my group at all times, especially when taking part in field trips
10. I will demonstrate honesty and integrity
11. I will respect differences in others, their ideas and their opinions
12. I will help others in need
13. I know that behaviour that disrupts the normal activity in the Centre or threatens the safety of others will not be allowed
14. I will respect the children and the adults in the program and help to make our time together enjoyable for all

### **GAMES, GYM AND OUTSIDE TIME**

1. I will play according to rules and principals of fair play
2. I take responsibility for my own performance
3. I will treat all players as I would like to be treated
4. I will not bully or take unfair advantage of another player



5. I will control my temper and any deliberate contact
6. I know that any verbal or abusive behaviour is unacceptable
7. I will be a good sport and co-operate with the Teacher and other children

#### **DISCIPLINE PROCEDURE:**

The child will be given a verbal warning for inappropriate behaviour and identified to Parents/Guardians as follows:

**1<sup>st</sup> Occurrence:** Verbal warning and follow up with Parent

**2<sup>nd</sup> Occurrence:** Written warning and Teacher will call the Parent/Guardian to explain the behaviour that has been occurring

**3<sup>rd</sup> Occurrence:** Meeting with parents

**4<sup>th</sup> Occurrence:** Suspension. The length of suspension will be dependent on the severity of the occurrence

**Please note that on any missed days due to a temporary suspension will remain payable to the Children's Centre.**

**Ongoing Occurrences: Dismissal from the program**

Any level of the above procedure may be skipped depending on the severity of the behaviour

### **Prohibited Practice Policy**

Children are disciplined by their teachers and/or Supervisor in a positive and consistent manner appropriate to the developmental level of the child in order to promote self-discipline, safety, care of property, good health habits and consideration for others.

The following by anyone, the following list of prohibited practices are not committed including staff, volunteers and students.

- corporal punishment of the child;
- 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;
- 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;
- 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;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will.

Regular monitoring of staff/ volunteers/ students will occur by the Program Director. The Director will observe the adult's interactions with the children informally on a day-to-day basis and formally on a monthly basis. Contravention of the Program Statement or any of the prohibited practices will result in immediate dismissal of the staff member/volunteer/student.

## What to bring

Providing your child with appropriate clothing for outdoor play i.e. sunhats, rain boots, winter clothing, will assist your child in staying warm and dry while they participate fully in the program, sun, rain, or snow. Please provide clothing that will allow your child to play and explore. For safety reasons do not send scarves or clothing with long strings.

- ❖ **Please check your child's cubby daily to ensure that your child has a complete set of extra labeled clothes. We do not always have extra clothing and in that case, we will call parents to bring in clothing.**

Please ensure that **ALL items are clearly labeled** with Child's name

### Toddlers/ Preschoolers:

- A pair of indoor shoes
- 1 - 2 changes of indoor clothes
- Appropriate seasonal outerwear (see below)
- Diapers/wipes (1 box of wipes per month)
- Creams/lotions
- A blanket (to fit your child-NO sleeping bags)/cuddly toy

### Kindergarten/School Age

- A pair of indoor shoes
- 1 change of indoor clothing
- Appropriate seasonal outerwear (see below)

### Appropriate Seasonal Outerwear

- **Winter** –Snowsuit, winter boots, 2 pair of water resistant mittens (no gloves for toddlers and preschool), hat (without strings)
- **Spring/Fall** –Lined jacket with hood or hat (without strings) splash pants, rubber boots
- **Summer** – Sun hat, running shoe or closed toe sandal with heel strap, sunscreen  
Please send sun block to the Centre with your child's name on it. **Please apply sun block to your child prior to their arrival** and we will apply the sun block again before outdoor play in the afternoon.

## Children's Possessions

Children's personal toys should remain at home unless there is a special sharing time. Toys that encourage aggressive and violent play such as war toys and guns are not permitted. Children in the full day toddler and preschool programs need to bring a blanket for the rest period. A soft washable toy may be brought in for rest time

**The Children's Centre attempts to keep the children's items and possessions safe, however, we are not responsible for lost or damaged possessions.**

## Environment and Play

According to Ontario's Pedagogy the environment is the context that the learning takes place, "the third teacher"

*"Children thrive in 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. In addition, when the schedule allows for long periods of uninterrupted play, with few transitions, children are calmer and more engaged. When the environment supports children's growing autonomy and independence, challenging behaviours are reduced and educators can focus more fully observing, interacting and extending children's learning and development in meaningful ways. All of these benefits occur especially within children's connections to and interactions with the natural world. Opportunities to experience nature enhances children's sense of wonder and joy in the world around them. A growing body of research suggests that connecting to the natural world contributes to children's mental, physical, emotional, and spiritual health and well being. Providing daily opportunities to explore, care for and interact with the natural world helps strengthen these connections.*

The Children's Centre is committed to children being able to experience challenging play and learning activities in the day to day environment of the Centre. We support the need to balance the benefits of any activity against the risks associated with the activity. Managing risk in play enables the Centre to make careful and considered judgements that allow children to extend their limits, develop skills and learn life lessons. Striking the balance between protecting the children from serious risks and allowing them to reap the benefits of play is not about eliminating risk. Activities that involve some risk are necessary for the development of children. This is a vital form of play that allows children the opportunity to access risk and manage situations. The role of the teacher is to create a play environment where children can engage in movements that fulfill their sensory needs. Risky play is a natural part of children's play, that provides opportunities for challenge, testing limits, and exploring boundaries.

## Release of Children

Only authorized names that appear on the registration forms will be permitted to pick up the child, unless a written note is received specifying otherwise. We are unable to release any child into the custody of any person who has not been authorized in writing, by the child's parent or legal guardian. Please call when someone other than a parent will be picking up even if they are listed on the registration form.

**Staff will ask for proof of identification-THEY ARE REQUIRED TO PROVIDE PHOTO I.D.** Not all staff (or new staff) are familiar with emergency contact or people authorized to pick up your children. **This will be done also if staff are not familiar with a parent and or another person picking up.** All parents and authorized pick up people must have photo I.D. with them. This policy is to ensure every child's safety is a priority.

According to the Law, both biological parents have equal access to the child and to information about the child. The Centre can only deny access to a parent when there is a written separation agreement or a legal court order. \*\*\***The Children's Centre requires a copy of this.**

If there is reason to believe the child is in danger (e.g. if the person is intoxicated or violent), the staff will encourage the parent to leave the child at the Centre until a relative, friend or neighbour can be called to come and pick up. If this is refused by the parent and they insist on taking the child, they will be informed that the police will be called with description of their car upon their departure.

## Child Abuse Reporting

We are required by law to report any indicators of suspected child abuse to Family and Children Services of Brockville. Childhood Educators receive training regarding the observation of signs and symptoms of abuse. This benefits the well being and protection of every child in our care.

**Legal Requirements:** In accordance with the *Child and Family Services Act*, it is the legal responsibility of every person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Children's Aid society if they suspect that child abuse has occurred or if a child is at risk of abuse. This includes any operator or employee of a day nursery. An individual's responsibility to report cannot be delegated to anyone else.

**Failure to Report:** It is an offense under the *Child and Family Services Act* for a professional to contravene one's reporting responsibilities. The penalty imposed emphasizes that a child's safety must take precedence over all other concerns.

**Confidentiality:** The duty to report suspicions of child abuse overrides the provisions of confidentiality in any other statute, specifically those provisions that would otherwise prohibit disclosure by a professional or official.

## Anaphylaxis

Anaphylaxis is a severe systemic allergic reaction that can be fatal, resulting in circulatory collapse or shock. It occurs in response to an allergen such as nuts, latex rubber, medication, etc. at the time of registration, parents are responsible for advising the Centre of the child's medical condition including allergies and asthma. Parents are responsible for providing the following to the Centre.

- A list of food ingredients, items that cause allergic or anaphylactic reaction.
- List of symptoms to look for that may be unique/specific to the child if they are having a reaction/attack
- A completed Anaphylaxis Emergency Plan form signed by both the parent and physician.
- An up to date Epi-pen
- Any additional information regarding the child's allergy/asthma also providing verbally to staff in a meeting convenient to parent's schedule.
- Updated information at least annually, or any time there is a change in the child's medical condition.

## Health and Administration of Drugs

The Children's Centre is required by the Ministry of Education, to have a record of your child(ren)'s immunization (toddler and preschool only). The Children's Centre also requires that the Medical History Form be completed prior to enrolment.

When children are ill they require special attention and rest. When a child seems ill during the day parents will be contacted to be made aware of symptoms. Should the illness worsen parents will be contacted to pick up the child within the hour. In the event, we are unable to reach you, we will call the emergency contact person(s) you have listed to pick up your child. Should your child require emergency treatment your child will be sent to the hospital in an ambulance. You will be notified as soon as you can be reached. Please keep the Centre updated with any changes to your contact information

If your child has a contagious illness they will not be permitted to attend the Centre. Please inform us immediately as to the nature of the illness so we can post a notice. Information is posted for the benefit of other parents.

If your child is on a new medication or the dosage changes, it is required that they are on the medication for **24 hours** and symptom free prior to returning to the Centre. In the case of fever, the temperature must be normal without the aid of fever-masking medication. The child's temperature will be taken upon their return to the program. In cases of diarrhea, bowel movements must be normal before the child returns.

Should your child require medication while attending the Centre, parents must fill in a medical permission form. A medication form needs to be completed with any medication change (dosage and time included).

**All medication must be in the original containers.** Medication must be given to a staff upon arrival (do not place in cubby or leave in child's bag). Medication is kept in locked containers.

**We are not permitted to give medication to a child without signed authorization of the parent.**

**Please Note: Non-prescription medicines will be administered for a total of 3 days ONLY at which time the medication will be returned.**

Children require sunscreen from May to September. Please supply a sunscreen that can remain at the Centre. These containers must be clearly labelled. Please apply sunscreen to your child in the morning before arrival.

## Sick Children Policy

Due to staffing restrictions required by the Ministry of Education, children too ill to go outside should be kept at home. Outdoor supervised play is a daily part of our program.

In the best interest of your child and other children at the Centre, please keep your child home when they have any of the following symptoms:

- A temperature of 101°F or over
- Open sores or rashes that you cannot identify, or that have not been diagnosed by a doctor.
- Diarrhea – watery or greenish bowel movements that are more frequent than usual. You will be called after the first bowel movement and you will be required to pick up your child.
- Discharge from or redness in eyes.
- Swollen neck glands
- Vomiting within 24 hours
- A severe cold with fever, sneezing, coughing and nasal discharge
- Conjunctivitis, (an eye infection)
- Impetigo of the skin
- A contagious condition as diagnosed by a doctor
- Unusual paleness, irritability, tiredness or listlessness

Children must be symptom free for 24 hours before returning to the Centre. After 24 hours, they must be symptom free without the aid of medication. Their temperature will be taken upon their arrival when they return to the program.

As to the directions of the Leeds and Grenville Health Unit, children experiencing unexplained diarrhea and/or vomiting must be symptom free for 48 hours before returning to the Child care program.

Sometimes a child seems sick without obvious symptoms. They often develop in the next few hours. Please inform us of such symptoms and of any diagnosis made by a doctor.

**We strongly recommend that parents prepare and arrange for emergency backup childcare in anticipation of these situations, particularly in the first few months of your child's participation in group care.**

Should your child become ill, and display the above-mentioned symptoms while attending the Centre, we will call for you to come and pick up your child. Prompt pick up is important, as your child probably will need to visit their doctor or rest comfortably at home.

If a child has a common cold, an allergic reaction, diaper rash, heat rash, they can be brought to the Centre. It is a license requirement that all children play outside, weather permitting. Your child should return to the Centre well enough to participate in outdoor activities.

If there is a medical reason for the child remaining inside, a note from a physician or parent must be provided with written instructions.

Fees are not prorated for absences due to communicable diseases (measles, chicken pox, etc.) or illness.

## Head Lice Policy

Head lice can easily spread amongst children and are sometimes difficult to eliminate. We recommend that you check your child once a month when there are no reported cases, in addition to daily checks, when head lice have been reported.

When head lice are found, the parent will be contacted. The Centre has brochures available on head lice.

## **Accident Reporting**

The children are supervised at all times. However, accidents do happen. If the injury is minor, simple First Aid (e.g. application of ice) will be rendered. An Accident Report form is filled out by the supervising staff member, which the parent signs, a copy is given to the parent and a copy is placed in the child's file. If the injury is significant but not major, staff will call you to decide on medical treatment. If the injury is serious, professional emergency medical attention will be sought, and staff will then notify you immediately.

## **Program Curriculum**

An Emergent Curriculum is practiced in the Toddler and Preschool Programs, observation, documentation, creative thought and flexibility guide the planning of the program. Curriculum interests and documentation are posted for family viewing. Documentation includes photographs and written observations describing skills learned. Activities enhance the following areas of development: 1. Social, 2. Emotional, 3. Communication/Literacy, 4. Cognitive and 5. Fine & Gross Motor.

The Emergent Curriculum builds upon the interests of the children. The environment is planned to foster creativity, promote wonder and encourage each child's natural curiosity and desire to explore and learn. The role of the Early Childhood Educator, who have a deep understanding of developmentally appropriate practices, is to not only nurture, but to partner, facilitate, observe and be co-learners.

HiMama is a program that educators use to record activities of the toddler and preschool children as they happen throughout the day to keep parents informed by providing you with digital updates on your child. It will keep you informed on everything from nutritional information to fun moments and learning activities

School Age program teachers plan developmentally appropriate programs that reflect interest, skills and needs of the children. There is a good balance of programming providing structured and unstructured playtime in a safe environment and enriching activities.

## **Sleep Policy**

All children in the Toddler and Preschool programs will have a scheduled nap/quiet time for a maximum of two hours per day. Provisions for quiet activities are made for those children who are not sleeping and become restless. All children will be assigned to individual cots labelled with their name.

Upon enrolment parents, will have access to the Centre's Sleep Policy. Parents will be consulted in respect to their child's sleeping arrangements/preferences and then at any other appropriate time, such as transitions between programs or rooms or upon parents' requests. Sleep preferences will be documented on the registration forms upon enrolment and then

changes can be provided to staff will be kept in our daily log and reviewed by each staff, student or volunteer who will be working with the child.

## Toileting

Based on our knowledge and education of child development, we believe toilet training is a multi-step process that only begins in the toddler years and continues to develop into the preschool years. The stages toddlers typically experience involves beginning interest and mastering elimination. The ability to “stay dry” and communicate “needs to go” comes later, usually 30-60 months of age. During the daily bathroom routines, we encourage interest in the potty/toilet. We also celebrate achievements but realize these are “moments” and not signs of readiness. We do not feel toddlers are ready for underwear, this will come in the later stages of potty training. Diapers are still preferred, but if you are providing pull-ups we ask for only ones with Velcro sides. We also ask for diaper friendly clothing, as we sometimes change 40-50 diapers a day. We are working in partnership with you the parents, to foster your child’s complete development, and ask that you honour our request in this area remember the day care setting can differ quite a bit from home. Some “potty training” cues to look for include; being able to pull clothing up and down, using words for elimination (poo/pee) is regularly dry for 1 to 2 hours, wakes up dry from naps, can identify when they have soiled their diaper, or needs to go.

In the Preschool Program, the teacher will notice or feel a child is ready or when the parents are noticing the same toilet interest/readiness- AN OPEN LINE of communication is strongly encouraged. We will work with families when the child is ready and everyone is involved.

## Nutrition

### Toddler and preschool:

Nutritious snacks and lunches that meet Canada’s Food Guide will be served to the children. Weekly lunch and snack menus are posted and are peanut safe. If a child has an allergy, an appropriate substitute will be offered. All allergies and necessary alternate arrangements will be discussed at the interview prior to registration

### Kindergarten and School Age:

Nutritious afternoon snacks that meet Canada’s Food Guide will be served to the children during the school year. During a full day, a morning and afternoon snack is provided. **Lunches must be provided during a full day session.**

All kindergarten school age families will be given a Bag Lunch Policy sheet to read and sign.

The Early Year Act specifies that all lunches provided by a childcare program, or brought from home must be healthy. Any form of candy, chips and soft drinks are not to be permitted. Foods that present an allergy threat must not be brought from home, this includes all prepared all food chains and grocery stores.



A list of children with allergies will be posted in classrooms and the kitchen. (School Age Teacher may carry these sheets in their binders). Treats from home (special occasions) must be pre-arranged with the program teacher.

**If parents identify special dietary and feeding arrangements for their children, these special arrangements must be provided in writing on a form provided by the Centre.**

### **Bag Lunch Policy**

To promote overall well-being and the ability to learn it is important that Parents ensure that their child's lunch is healthy and nutritious. A healthy lunch includes at least three of the four food groups from the Canada's Food Guide to Healthy Eating. A few examples of recommended food items are:

FRUIT VEGETABLES COLD MEAT CHEESE WHOLE WHEAT BREAD PASTA MILK EGGS  
YOGURT 100% FRUIT JUICE

When packing your child's lunch here are a few suggestions:

- Homemade soup with pasta and vegetables
- Tortillia chips with shredded cheese and salsa
- Ham or turkey sandwich on whole wheat bread
- Homemade lunch kit in place of a prepackage lunchable
- Salad in a bag with spinach, tomatoes and cucumbers
- Leftover chili on rice
- Homemade pizza with cut up vegetables and yogurt dip
- Salad wraps with shredded turkey
- Macaroni and cheese
- Whole wheat pita and hummus

**WE STRONGLY DISCOURAGE** foods which are low in nutritional value and/or high in sugar content such as: POTATO CHIPS, SODA POP, HIGH SUGAR DRINKS (PUNCHES), CANDY, CHOCOLATE BARS etc.,

**If these foods are in their lunch, we will ask them to eat the nutritious lunch items first.**

**PLEASE NOTE STAFF DO CHECK ALL LUNCHES AND IF ANY FOOD ITEMS CONTAIN NUTS OR ARE FROM FAST FOOD RESTAURANTS (ALL FAST FOOD CHAINS) THEY WILL BE REMOVED FROM THE LUNCH AND RETURNED TO THE PARENT AT THE END OF THE DAY**

It is of great importance that when you pack your child's lunch that it is done with food safety in mind. All perishable foods must be kept cold while commuting and then while at the Centre. There is no refrigeration available for lunches.

Here are a few suggestions to assist you:

- In the morning pack, cold food directly from the refrigerator
  - Make sure that hot foods are steaming hot when placed in a thermos
  - Foods that might spoil should be carried in an insulated bag
  - To keep foods cold, use frozen bread for sandwiches or a small freezer pack
- Lunch containers **must be labeled with the child's name**

- Morning and afternoon snack is provided for the School Age children during a full day program. If your child would prefer something from their lunch instead of our snack keep in mind healthy snacks will be encouraged.
- Food allergy lists are posted in the room where the lunch program takes place. We ask parents to keep us updated in writing regarding your child's food allergies
- Each child should bring at least one water bottle during a full day.
- No food items are provided for the lunch unless a child has forgotten their lunch or the lunch contents are low in nutritional value and/or high sugar content.
- Please see our Parent Board where Canada's Food Guide and sample menus are available to assist in preparing bag lunches/snacks
- Parents will be given a copy of this Bag Lunch Policy at the time of registration and each Fall and Summer Registration thereafter. We ask that you read the policy and sign off that you have read and agreed to our policy.

### **Field Trips**

Local field trips are fun for the children and enhance their learning experience. Throughout the year, field trips are made to special places of interest. The trips are carefully planned to make sure they are informative, affordable, and properly supervised. There may be an additional fee for these trips.

If you do not wish for your child to participate, your child may remain home or have alternate care arrangements.

Advance notice will be provided for the destination, date, time, method of transportation and any additional costs, through newsletters and/or notices on the door. A permission form will be posted for you to initial to indicate to us that you have read the notice and are aware of the trip and you give permission for your child to participate. For walks in the neighbourhood to parks etc., no field trip form will be completed. Your agreement for these types of walks was given on your child's application form.

Parents are welcome to participate in field trips but must provide a Criminal Reference Check and are responsible for their own entrance cost if applicable.

### **Parental Involvement**

The staff at the Centre will endeavour to communicate with parents regarding their children on a regular basis. The Centre encourages parents to contact their program teachers with any questions. Parent – teacher meetings can be scheduled on an as needed basis.

Please consider getting involved in the decisions that affect your child here at the Children's Centre by becoming a Board Member. We always need members and you could really make a difference! The Board meets once a month in the evening for approximately 1.5 to 2 hours. If you cannot commit to a position on the Board there are a variety of committees within the Children's Centre, which parents are encouraged and welcome to join.

### **Policy of Confidentiality**

Information collected from parents/guardians is for the use of Program Staff only, to help provide appropriate and adequate child care and education. Information is kept in confidence, and only released with consent of the parents/guardian.

**Parent/Staff Discussions:** The names of children involved in incidents with your child will not be released to protect the privacy of those children.

**Student Observations:** A component of Early Childhood Education (and other related fields) curriculum is observation of child behaviour and development. Students are instructed in the importance of complete confidentiality in any observations on our children.

## Supervision of Students and Volunteer Policy

This policy for the supervision of volunteers and placement students is in place to help support the safety and well-being of children attending the centre.

### Policy

- No child will be supervised by a person under 18 years of age
- Direct unsupervised access (i.e. when an adult is alone with a child) is not permitted for people who are not employees of the Centre.
- Placement students are not counted in the staffing ratios of the Centre
- Volunteers are not counted in staffing ratios at the Centre.
- Behaviour management policies and procedures will be reviewed and signed off by volunteers and students who will be providing care or guidance at the Centre before they begin and at least annually afterwards;
- The individual plan(s) for a child with anaphylaxis and emergency procedures will be reviewed with and signed off by volunteers and students who will be providing care or guidance at the Centre before they begin and at least annually afterwards;
- The supervision policy for volunteers and students will be received with volunteers and students who will be providing care and guidance at the Centre before they begin and at least annually afterwards;
- Criminal reference checks are required for volunteers having direct contact with children in the Centre.

## Parental issues and Concerns Policy

At the Children's Centre, we aim to create an atmosphere where parents feel comfortable discussing anything related to their child. Our staff work hard to care for your child. If you have a concern or complaint we invite you to speak to us right away. Child related concerns should be voiced to the staff directly. If staff are unable to resolve the issue, the matter should then be taken to the Supervisor. Any concerns or issues regarding a staff member should be made directly to the Supervisor. If a parent would like to discuss a situation with the Board of Directors, the Supervisor will contact the Board to consider having the issue added to the agenda for the next meeting. We take all concerns seriously and will make every effort to find a mutually satisfactory solution.

Parents are invited to share questions, concerns or advice you may have at any time. If your concerns are not addressed, here is the process we recommend:

- Speak to the staff person involved in the reason for your concern.
- Talk to the child care Centre Supervisor

- Contact the Director
- Contact the Board of Directors if you feel your concern has not been addressed or resolved to your satisfaction

At any time, you may bring forward any concerns and questions with the person you feel is most appropriate and/or with whom you are most comfortable. In turn, staff will forward the question/concern to the appropriate person-as applicable, within 24 hours. This will occur in a confidential manner and with the intent to support communication, maintain positive relationships and to obtain a resolution.

Concerns regarding the approaches used to guide, support, or redirect children, must be reported to the Supervisor within 24 hours of becoming aware of the concern. The Supervisor will respond to the reported concern within 24 hours. Detailed, accurate records must be kept of all discussions, meetings and other communication, verbal and written which is part of the concern or complaint.

### **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 and 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*.

## **Emergency Management Plan**

The Children's Centre has an Emergency Management Plan to assist in protecting the health and safety of the children in its care should a disaster or emergency, be it natural or deliberate, affect the facility, operation or its community. The safety of the children and staff is the primary goal of the Centre. In the case of an emergency the staff will transport the children to the Centres place of shelter. In the case of a Lock down, the Centre will follow the school procedure.

**IN AN EMERGENCY SITUATION PARENTS WILL BE CONTACTED FOR PICK UP ON HI MAMA OR PHONE CALL**