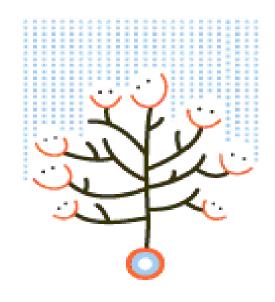
CENTERED ON CHILDREN CHILD CARE CENTRE



PARENT MANUAL (905)856-KIDS (5437)

INTRODUCTION

Thank you for your interest in *Centered on Children Child Care Centre*.

The Centre is a non-profit Corporation, offering quality child care since 1989 and is licensed under the Child Care Early Years Act 2014. *The Centre* is a licensed Child Care Centre for children from infancy to school age. The Centre consists of a total of 4 locations within York Region.

The guidelines set out in the Policy Manual enable us to understand the tasks and obligations required to provide service to the children and families of *The Centre*. The purpose of the Policy Manual is to ensure a safe and enjoyable setting for staff and families. This Manual gives full detailed descriptions of the organization's philosophy, goals and approaches to ensure positive practices and relationships by outlining policies and procedures. The manual is available at all program sites. *"The Ministry"* refers to the Provincial body responsible for licensing all Child Care settings. Ministry of Education resources can be found on the Ministry website: www.edu.gov.on.ca/eng/

The Centre is governed by a volunteer Board of Directors consisting of parents and/or community members.

For the purpose of this manual, "The Centre" will refer to all locations unless otherwise specified.

This Handbook contains information regarding our philosophy, policies and procedures. We hope that this information will help you and your child as you become part of Centered on Children's community.

BOARD OF DIRECTORS

The Board of Directors is responsible for the overall governance of The Centres. Membership is comprised of parents with children enrolled at The Centre, community members and interested persons. An annual General Meeting will be held each year in order to elect members to the Board of Directors and review financial statements. Each family with a child enrolled at any of the four locations is entitled to one vote at the General Meeting.

The Board of Directors members serve a term of two years and elections for new members are held annually.

LOCATIONS

Location	Enrolment Options	Educator:	License		
		Child Ratio	Capacity		
CENTERED ON CHILDREN CHILD CARE CENTRE					
Centered on Children	Infant (0 to 18 months)	1:3	10		
Child Care Centre	Toddler (18 months to 2.5 years)	1:5	15 & 15		
8201 Weston Road	Preschool (2.5 years to 4 years)	1:8	24		
Woodbridge, ON L4L 1A6	Kindergarten (44 months to 6 years)	1:13	24		
T: (905) 856-5437	School Age (6 to 12 years)	1:15	26		
F: (905) 856-7334					
	Full time care for all age groups; part time				
Hours:	care for children 18 months to 12 years.				
7:00 am to 6:00 pm	The Centre will close for all Statutory				
Monday to Friday	Holidays including Easter Monday and 2				
	Professional Development Days per year.				
WOODBF	WOODBRIDGE PUBLIC SCHOOL CHILD CARE CENTRE				
C/O Woodbridge Public School	Before and after school program:				
60 Burwick Ave	Kindergarten (44months to 6 years)	1:13	20		
Woodbridge, ON L4L 1J7	School Age (6 to 12 years)	1:15	56		
T:647-746-5437					
F:905-856-7334	Centre will close for all Statutory Holidays				
Before School:	including Christmas/March Break and				
7:00 am to 8:55 am	Easter Monday.				
After School:					
3:15 pm to 6:00 pm					
Monday-Friday					
	RICK BEFORE & AFTER SCHOOL PROGRAM				
C/O St. Patrick Elementary School	Before and after school program:				
50 Western Ave.	Kindergarten (44 months to 6 years)	1:13	40		
Schomberg, ON., LOG 1T0	School Age (6 years to 12 years)	1:15	60		
T:416-697-7739					
F:905-856-7334	Centre will close for all Statutory Holidays				
Before School:	including Christmas/March Break and				
7:00 am to 9:00 am	Easter Monday.				
After School:					
3:00 pm to 6:00 pm					
Monday-Friday	 DMBERG VILLAGE CHILD CARE CENTRE				
			I		
C/O Schomberg Public School 21 Main Street	Before and after school program:	1,12	24		
	Kindergarten (44 months to 6 years)	1:13	24 52		
Schomberg, ON., LOG 1T0 T:647-284-5437	School Age (6 to 12 years)	1:15	32		
F:905-856-7334	Contro will close for all Statutory Helidays				
Before School:	Centre will close for all Statutory Holidays including Christmas/March Break and				
7:00 am to 9:00 am	Easter Monday.				
After School:	Laster Munuay.				
3:00 pm to 6:00 pm					
Monday-Friday					

"HOW DOES LEARNING HAPPEN? ONTARIO'S PEDAGOGY FOR THE EARLY YEARS (2014)"

is a document to be used for the purpose of guiding licensed childcare programs. This professional learning resource will support early year's programs and will inspire critical reflection and discussion among the staff, the children and their families. (Minister's Policy Statement on Programming & Pedagogy, made under the Child Care and Early Years Act, subsection 55 (3),2014)

The Centre and its satellite Centre's will use this resource as a guideline to support the quality of our program while continuing to offer enriching experiences for all children in regards to their learning, development, health & safety, and nutritional well-being. Additional information can be found at

http://www.edu.gov.on.ca/childcare/pedagogy.html

PHILOSOPHY/PROGRAM STATEMENT

The Centre is committed to aiding the total growth of children by addressing all areas of development defined within its programs, in accordance with the Child Care and Early Years Act, which set out expectations for programs organized around the four foundations of belonging, well-being, engagement and expression. The goal of programming is to encourage every child to respect him/herself and others, to achieve independence and grow in self-confidence, all with an emphasis on multiculturalism and in a 'Play-Based' environment.

The Centre's curriculum allows for active and quiet play, group activities and time to be by oneself. Daily activities include educational circles, arts and crafts, music, science, and free play, in both indoor and outdoor settings.

The Centre's educators are trained to recognize a child's need to explore. Personal expression is encouraged in order to aid the child in reaching his/her potential as an individual while maintaining safety at all times.

The parent is the primary decision maker in a child's life and all educators strive to maintain open lines of communication essential to achieve strong linkages between the Centre and the home environment.

Parents are encouraged to participate at the Centre through representation on the Board of Directors or on the various Board Sub-Committees.

Community Partners involvement is also essential to maintaining a supportive, nurturing and educational environment.

Program Statement Implementation Policy

It is the policy of *The Centre* to use our Program Statement as a guideline in the use of positive procedures that will support belonging, well-being, engagement and expression to support the total developmental growth and safety of all children. This policy is implemented to engage each child in ongoing learning and self-reflection. Our programs are meant to meet the needs of each individual child to ensure the growth of lifelong skills through social, emotional, physical, creative and cognitive development.

Documentation through observation, planning, reflecting and evaluating will be used as a tool to communicate with families about their children's learning, progress, development and well-being. This will be implemented by using bulletin boards, digital photo frames/photos, journals/portfolios and children's daily work, and through our parent communication tool the **HiMama App**. Families will have the opportunity to visually observe the learning and rich experiences that occur on a daily basis for their child.

GOALS

Our Goals at the Centre are:

- * to provide a safe, stimulating, loving environment that will strengthen and develop a child's learning potential and skills.
- * to encourage independence and self-esteem through positive interaction with adults and other children.
- * to meet the needs of the individual child, as well as the children as a group.
- * to provide an environment which encourages the children to explore, discover, and manipulate their world, within the safety and limits of our program. Our emphasis is placed on the maintenance and enhancement of each child's self-esteem and to support their ability to self-regulate.
- * to maximize parent involvement with the Centre and staff.
- * to encourage the participation of the community, through the involvement of University and College students for placement (E.C.E.) at our Centre, as well as secondary school students as part of their curriculum in Co-operative Education courses.

FIELD TRIPS 'Non-Base Fee'

Throughout the year special trips/events of interest are planned. These are apart from the regular activities planned throughout the week such as local walks in our neighbourhood which also takes the child away from the Centre's premises. Notice for special trips will be sent home in advance informing the parent of the destination, time, and date with a consent form to sign. There will normally be a nominal fee charged in order to assist with bus rental costs and/or admission costs.

Please note that if your child is absent **no refunds** will be made as we prepay for all our trips/events based on the number of children that have signed up.

If you do not wish for your child to participate in these events, please be aware that you may be required to make alternate arrangements for your child that day.

TRANSPORTATION 'Non-Base Fee'

The Centre will use school bus transportation when attending special events and field trips. School buses are exempt from requiring seatbelts as per the Ministry of Transportation, Highway, and Traffic Act.

SPECIAL PROGRAMS 'Non-Base Fee'

The Centre offers a number of extra-curricular programs for the children. These programs *may* include the following:

*Gymnastics *Music Appreciation

*Swimming *French

SUNSMART PROGRAM

Please ensure your child has had sunscreen applied before they come to the Centre and that we have a labelled bottle of sunscreen for your child on hand. The teachers will reapply in the afternoons and as necessary.

FUNDRAISING 'Non-Base Fee'

The Centre is a not-for-profit organization and fundraising is an ongoing project throughout the year. Money raised goes directly towards special purchases to enhance your child's learning environment.

20% of every order placed through Lovable Labels will support *The Centre*.

www.COC.lovablelabels.ca

STAFF

The Centre's staff consists of an Executive Director, Site Supervisors, RECE's, Educational Assistants and a cook. Each location is staffed according to licensing requirements and child: educator ratios as stipulated in the Child Care and Early Years Act. All Early Childhood Educators hold a diploma or degree in Early Childhood Education and are registered with the College of Early Childhood Educators. In addition, York Region Early Interventionists are on site as needed, at the Centre(s) to support the classrooms with the integration of children with special needs.

Location	Executive Director	Site Supervisor
Centered on Children	Nenza Taccogna	Sabrina Di Lecce
Childcare Centre		
Woodbridge Public School	Nenza Taccogna	Karen Basdewa
Child Care Centre		
St. Patrick Before & After	Nenza Taccogna	Racheal Freeborough
School Program		Sonja Facchini
Schomberg Village Child	Nenza Taccogna	Sonja Facchini
Care Centre		Racheal Freeborough

The Centre prides itself on being a training facility for Early Childhood Education students. Students participate in all aspects of the program under the guidance and supervision of qualified staff.

CENTER CLOSURES: STATUTORY HOLIDAYS AND SCHOOL BREAKS

The Centre will close for all statutory and civic holidays.

Statutory Holidays:

- 1. New Year's Day January
- 2. Family Day February
- 3. Good Friday March/April
- 4. Easter Monday March/April
- 5. Victoria Day May
- 6. Canada Day July
- 7. Civic Holiday August
- 8. Labour Day September
- 9. Thanksgiving Day October
- 10. Christmas Eve December
- 11. Christmas Day December
- 12. Boxing Day December
- 13. New Year's Eve December

There is no reduction in fees for a short week due to holiday closures.

PROFESSIONAL DEVELOPMENT

Staff at *The Centre* participate in continuous Professional Development and will therefore take up to (3) professional development days during the year. These days are Christmas Eve, New Year's Eve and Easter Monday. Ongoing Professional Development ensures that the staff is well trained and informed of current trends and practices in the field of early childhood education. All staff are trained in First Aid/CPR (C).

CHRISTMAS SCHOOL BREAK

All locations, *except Centered on Children*, will close for 2 weeks between Christmas and New Year's in accordance with the closure of the York Region District School Board and York Region Catholic School Board.

WAITING LIST

A list will be maintained by the Supervisor for those families who have expressed an interest in having their child (ren) attend the Centre. Once the child reaches the top of the list, the Supervisor will contact the parent/guardian to offer them the available space. Should the parent/guardian decline the space, the child's name will either be removed from the list at the parent/guardian's request or retained until another space becomes available. There is no fee to place your child's name on the wait list. Parents can call to find out where their child is on the wait list, while maintaining confidentiality of others on the wait list.

REGISTRATION AND DISCHARGE POLICIES

FEES 'Non-Base Fee'

A registration fee of **\$75.00** is required upon registration and is non-refundable. A half month security deposit is also required upon registration to secure a space in the child care centre.

Existing families in the Before and After School program are required submit a security deposit fee of \$75.00 per child 'Non-Base Fee' non-refundable in the Spring in order to confirm your spot for September, in the upcoming school year.

Parents must give the Centre a minimum of 30 days (one month) written notice of withdrawal. Parents are responsible for payment of fees until the stated date of withdrawal, regardless of whether or not the child is in attendance during this period. Failure to provide adequate notification will result in the <u>forfeiture</u> of the deposit paid at time of registration.

Fees are due on a monthly basis on the $\underline{\bf 1}^{ST}$ of each month. As per our Pre-authorized Debit (PAD) Agreement.

Fees are reassessed on an annual basis by the Board of Directors and adjustments are made annually in order to cover operational expenses. The average increase is **2-3% per year.**

Receipts for Income Tax purposes will be issued by the end of the month each February, unless payment of fees <u>has not</u> been paid in full.

In the event the bank returns any payment of fees marked NSF, the parent will be required to replace the payment immediately, by cash, money order or certified cheque, in addition to paying a \$30.00 NSF charge to the Centre.

The Centre reserves the right to terminate services if policies are not followed or fees are not paid.

CANADA-WIDE EARLY LEARNING AND CHILD CARE (CWELCC)

The CWELCC is a National Child Care Program intended to reduce child care fees for parents and provide more funding and financial relief for Ontario families. Centered on Children has been accepted into the CWELCC system for all regions we operate. All children under the age of six (6) or who have turned six (6) up until June 30, 2022 in the Regional Municipality of York (York Region) are eligible for the CWELCC system.

Families who are eligible for reduced fees under the CWELCC, will be refunded with the following schedule:

- ❖ An average of 25% fee reduction of the standard fee, retroactive to April 1st 2022.
- ❖ An additional 25% fee reduction of the standard fee, by the end of December 2022.
- ❖ Remaining reduction will be phased over time, until September 2025, to reach an average price of \$10/day

The type of care eligible for the CWELCC includes:

- ❖ Full Day Child Care (Infant, Toddler and Preschooler program.
- ❖ Before and After School Program (Children under the age of 6 years old).
- Full Day Camps (P.A. Days, Winter Break Camp, March Break Camp and Summer Camp)

Base fee" means any fee or part of a fee that is charged in respect of a child for child care, including anything a licensee is required to provide under this Regulation or anything requires the parent to purchase, but does not include a non-base fee

'Non-Base Fee' Late pick up fees for child care provided beyond operational hours outlined in this parent manual NSF fines, Field Trips, Optional Transportation.

Families accessing the York Region Child Care Assistance Fee program, must contact their York Region Case Worker for any information in regards to fee contribution changes. https://www.york.ca/support/childrens-services/child-care-information-parents

please see fee schedule on the last page

ADMISSION AND WITHDRAWAL

The program is offered to infants and children up to the child's **12th** birthday. If the birth date falls in the school year, the child can continue in our program until the end of June. If the Site Supervisor/ Executive Director feel the program is no longer meeting the needs of the older child, the Centre has the right to ask the parent to withdraw the child from the program.

INVOLUNTARY WITHDRAWL

We strive to meet the needs of all children; however the Executive Director may determine that a child should be withdrawn from the Centre under the following conditions:

- The child is exhibiting violent or extremely aggressive behaviour or the behaviour is consistently causing excessive disruption to the program; harm to other children or harm to property.
- 2. The child has a need which cannot be met without distress to the child, other children or the program.
- 3. A parent's refusal or inability to abide by the policies and procedures as set out in the Policy Manual.
- 4. A parent's conduct being harassing, belligerent, abusive or in any other manner inappropriate.
- 5. Outstanding fees; either regular fees or any other fees such as fees due from a late pick up.

The following steps will be taken by the Executive Director and Site Supervisor to assist in finding a solution to the situation:

- 1. Ongoing verbal communication between parents and staff.
- 2. Notification and review of the situation by the Board of Directors.
- 3. Accurate documentation of the behaviour and concerns about the child.

- 4. Parent/Teacher/Site Supervisor/Executive Director meeting to discuss the situation/behaviour.
- 5. Permission requested from the parents to pursue outside assistance.
- 6. Further review and a decision by the Executive Director and Board of Directors.

Two weeks notification may or may not be given if a family is asked to withdraw a child. Regular fees and fees due during notice will be levied. Parents are required to sign an acknowledgement when the care has been withdrawn.

An occurrence report will be filed and parents/guardians have the right to appeal procedures and decisions with the Executive Director and the Board of Directors.

ARRIVAL & PICK UP

CHILD SECURITY

Each Centre is open at 7:00 a.m. Any child arriving before 7:00 a.m. is to be supervised by a parent/guardian until the facility is open. Parents/guardians are asked to notify the Centre by 9:00 a.m. if their child is ill, late or to be absent for any other reason. Upon arrival, parents/guardians must bring their child into the program room and see that they are under the supervision of the staff prior to leaving the premises and register in the sign in book. For the child's sense of security, it is recommended that parents establish fixed hours of pick-up and drop off. As a rule, parents/guardians are asked to arrive with their child no later than 9:00 a.m.

It is not acceptable for the child to arrive at the Centre without adult accompaniment. Similarly, upon pick up, parents must advise staff of pick up and sign the sign in/out book. Unless otherwise arranged, children will not be released to anyone other than those persons specified on the admission forms, and then, only upon provision of photo identification.

Please do not share the entry code with anyone. If alternate pick up persons have been authorized by yourself they will have to ring the bell to gain entry.

The Centre will not release any child to any person suspected of being intoxicated. The Centre is obligated by law to ensure that no child enter a motor vehicle with a person suspected of intoxication and reserves the right to insist that a taxi or another authorized person be called to accompany the child home. Should this person attempt to leave the Centre with the child who is thought to be in danger, the staff reserves the right to call police.

PARENT SUPERVISION AND RESPONSIBILITY

Each parent is responsible for the safety and supervision of their own child(ren) while they are on Centre property both **prior** to leaving their child in the care of the staff and **after** picking them up from the staff's supervision.

CUSTODY OF CHILDREN/LEGAL GUARDIANS

The Centre realizes the challenges that come with separation/divorce. With it, there also comes

many communication issues and stress for both family and the Centre. Please understand that we will only follow instructions that are outlined on **Legal Court Documents**. Parents are responsible for ensuring the Centre has all updated information.

AFTER HOURS PENALTY 'Non-Base Fee'

If a child remains at any program past the closing time of 6:00 pm, an overtime charge of **\$2.00** per family per minute will be levied. A late fee form will be filled out and signed by the staff on duty and by the parent or person picking up the child. Invoices will be issued, and monies collected by the centre will be passed onto the staff on duty for that evening.

Parents are asked to respect the closing times of the programs and remember that the staff are on personal time after 6:00 pm (B&A) 5:30pm (childcare) . In the event that families are repeatedly late to pick up their children, they may be withdrawn from the program.

ABSENCES FROM PROGRAM

Credit for child absences is **not** possible as the Centre continues to operate in the absence of your child. As a not for profit Corporation, operating expenses are paid for by childcare fees.

CENTRE CLOSURE (HEALTH & SAFETY)

In the event the Centre is required by law to close for health or safety reason (ie. fire, flood, Public Health etc.) there will be no rebate of non-service. Rebates to families will only begin after ten (10) consecutive days of closure as per the Centre's insurance policy.

INCLEMENT WEATHER

If the weather is such that a program needs to close during the day, parents will be notified and asked to pick up their children soon as possible. *Late pick-up fees are applicable even during inclement weather.* Parents are asked to ensure that they have a reliable plan in the event that an emergency prevents them from picking up their children on time. Fees will be unaffected by any closures due to extreme weather or other emergency or extenuating circumstances.

HEALTH & SAFETY

We follow Routine Practices and Precautions in all aspects of child care as recommended by Public Health.

SAFE DRINKING WATER

SAFE DRINKING WATER PROCEDURE (Safe Drinking Water; Act 2002; O.Reg. 243/07)Procedure:

The Centre will ensure that the guidelines of the Safe Drinking Water Act 2002 are followed.

IMMUNIZATION

The Child Care and Early Years Act require that prior to admission, each child be immunized as

recommended by the Local Officer of Health. It is the policy of the Centre to request copies of immunization cards upon enrolment and then request periodic updates thereafter The Centre also requires that a medical form be completed by the parents prior to admission outlining the child's health status along with allergies and special care requirements.

ANAPHYLAXIS AND LIFE THREATENING ALLERGIES

Anaphylaxis is a life threatening allergy to a specific food or agent. In accordance with *Sabrina's Law*, and as a strategy to reduce the risk of anaphylaxis for any child with severe allergies, the Center has an anaphylactic policy in place whereby;

A full list of causative agents is prepared and given to the Centre by the parents, to add to the child's individual plan. Some of the most common agents include nuts, eggs, shellfish and bee stings.

Each child with a life-threatening allergy has an individual action plan in place for signs and symptoms to look for when the child is having an allergic reaction as well as emergency procedures to follow in case of allergic reaction.

All staff and adults working with children will have training for proper use of the Epipen and will sign off on the policy as well as each individual child's plan/file, before they go into the classroom and annually thereafter. The training will be given by parents/professionals or qualified staff. As a strategy to reduce the risk of exposure to anaphylactic causative agents, all Centres' in our family of schools are nut-free allergy friendly. This includes menu and program materials. If a child needs to carry the Epipen (Epinephrine) on themselves they are allowed to do so. If the child carries their own medicine, prior to leaving the daycare for school trips etc., the Centre's staff will ensure that the child is carrying the required medication. If the Epipen is kept in the classroom, it must be kept in an unlocked location that is well-labelled and easily accessible to all staff. Medication forms should be filled out by parents for the Epipen and regular maintenance for stale-dating should be monitored by staff in the room. No outside food will be permitted in the room, including private lunches of the teachers. All meals from home will be consumed on the teachers' lunch hour, outside the classroom. Snack items, personal breakfast and lunches of children must be consumed, before entering the classroom. For birthdays, cakes may be provided as long as they are accompanied by a full list of ingredients and come from a bakery. The cakes must be nut-free.

Allergy lists will be updated as necessary depending on the life-threatening allergies of the children currently enrolled. Full allergy lists will be posted (wherever children are present); in each classroom, playrooms, hallways, washrooms and in the kitchen. Children's individual plans with photos will be posted in their own classroom and sign-off sheets with copies will be kept in the office.

ILLNESS AND EMRGENCIES

The health of each child is very important and therefore when an illness does occur, the Centre staff strives to limit exposure to other children. In assessing a child's wellness and ability to participate and remain in attendance in a program, staff must take into consideration a number of factors including: 1) the risk of spreading of illness, and 2) the child's ability to

participate comfortably in the program. A daily check is completed upon arrival and noted in the attendance record. Staff monitor the daily log for illnesses in their rooms.

If the child becomes ill during the day, the parent will be contacted immediately and will need to arrange prompt pick up of their child. It is therefore essential that the staff be able to locate the parent(s) or the emergency contact should an illness or emergency arise. Parents/ guardians are required to call in sick for their child by 9:30a.m and explain the illness so that the staff may watch for the same illness in others.

The educators carry out regular health inspections of children at the Centre on a daily basis and document their observations, as per Public Health regulations. Your child may be refused admittance and/or require a doctor's note if any of the following are noticed to ensure they are well enough to be in attendance and around other children:

- a) **unusual skin rash** a doctor must determine that the rash is not contagious before the child can return to the Centre;
- b) **heavy coloured (green/yellow) mucous-** can be an infection, a doctor must determine;
- c) **red and/or irritated eyes, discharge from one or both eyes** could be pink eye (conjunctivitis) must be on prescribed drops for 1 day prior to returning and clear of any discharge;
- d) **fever 37.5 C or higher** must be 24 hours (1 full day) fever free before returning;
- e) **unusual, infectious looking sores/open sores-** cannot return unless sores are healed or dried out;
- f) **diarrhea** (2 loose bowel movements in a **48 hour** period)-2 full day free of symptoms;
- g) infectious disease- Doctor must determine;
- h) **head lice-** if a child has **live** head lice present, they are to be excluded from the Centre until treatment has commenced and all live lice and eggs have been removed (the most important part of the treatment is the removal of eggs with a comb, treatment alone does not remove the lice and eggs);
- i) **vomiting (1 incident or more)** 2 full day free of symptoms;
- j) **New medication for the first 24 hours** of being on a prescribed medication, the child may not attend the Centre. This allows the child to get well and begin fighting the illness as well as be at home in the case of an allergic reaction.

The child will not be accepted back into the Centre until the child's condition is no longer contagious.

Recommendations by York Region Public Health will determine the exclusion periods for communicable diseases such as chicken pox, pink eye, impetigo, red measles, whooping cough, strep throat/scarlet fever, and gastrointestinal. The Centre has a Communicable Disease Chart or brochures available to you either in the hall or in the office. Please contact Public Health at 905-895-4511 for more information. Staff follow advice and guidelines as outlined by York Region Public Health in the "Come Grow With Us" document.

^{*} If your child is sent home with a fever, they are required to be 24 hours (1 full day) free of any of these symptoms prior to returning *

A general rule for determining whether the child is well enough to be at the Centre is: if the child is too ill to participate in the indoor and outdoor programs, then the child is too ill to attend their Centre. As per the Child Care and Early Years Act, the children will be expected to be outdoors each day except during inclement weather. It will be the decision of the Executive Director/Site Supervisor and the staff on such occasions as to whether the child should be sent home.

If a child becomes ill at the Centre, parents/guardians will be contacted immediately and will need to arrange prompt pick-up of their child. Parents/guardians are required to call in sick for their child by 9:00 a.m. and explain the illness so that the staff may watch for the same illness in others.

MEDICATION

Please inform us if your child is on medication at home. Only prescribed medication or that which is accompanied by a Dr.'s note can be administered at the Centre. Parents will be requested to fill out and sign a medication administration form. All medications must be: in the original container and clearly labeled with the Dr.'s name, specific instructions on administration, the child's full name and date it was prescribed. Medications will not be given if it is past the expiry date or number of days it was prescribed for. All medications must be handed to the teacher upon arrival. The medication will be stored in a locked container according to the storage directions outlined by the pharmacist. Epi-pens, Inhaler's or Allerject may be kept on the child if the Centre receives written authorization from the parent/guardian that it is with their child.

Parents **(of infants only)** may have a standing note on file at the Centre permitting staff to administer a single dose (dosage to be included in the note) of Tylenol, Advil or Tempra only in the event that a child has a fever. When Staff phone parents to request child pick-up, they will be asked for permission to administer the Tempra. It is the responsibility of the parent to update the Dr.'s note regarding: dosage as the child develops. Two staff members will be present while administering the medication, and one staff will sign off on the administering of any medication.

The Centre asks parents to be vigilant and keep children at home who are suffering from any of the above ailments. A sick child does not function well at school and his/her presence may infect others. Please be prepared for emergency care at home when necessary (friend or relative) who can help you out for a day or two. Parents should inform the Centre of the child's absence by 9:00 am if possible.

As per The Child Care and Early Years Act, the children will be expected to be outdoors each day except during inclement weather. If a child is not well enough to take part in all aspects of the program, including outdoor play, other arrangements should be made for that day.

At time of registration, a written consent form is to be filled in by the parent which authorizes the Centre to transport a child to hospital via ambulance in the event of an emergency.

Please do not leave any medication in your child's bag or knap-sack. You must notify staff when your child has or is on medication. (Epi-pen, Inhalers, Allerject, liquid or pills.)

PARENTAL RESPONSIBILITIES

We must, at all times, be able to locate parent(s) or a designate in case of illness or emergency. Parents will need to arrange prompt pick up of their ill child.

- Parents must be prepared to make other arrangements for their children when they are ill.
- Parents must inform staff if their child has a communicable disease or any other health concerns.
- Parents must inform the staff if their child is on any medication at home and shows any signs of complications/reactions. We can then advise medical personnel in an emergency situation.
- If a child has been ill during the night, be sure that the illness is over before bringing your child in the morning and inform staff of the type of illness or upset. If your child has been ill with signs of enteric illness (vomiting and diarrhea) during the night, they must be excluded from the centre until they are symptom free for at least 48 hours (2 full day).
- Parents must not administer fever reducers to their child in the morning and then be brought to the centre. Fever reducers include Tempra, Tylenol and Advil for Children, to name a few. These over the counter medications can mask a fever that is indicating your child's inability to fight off an infection.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

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).

Staff: Individual employed by the licensee (e.g. program room staff).

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 Centered on Children 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 five 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 <u>local Children's Aid Society</u> (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*.

For more information, visit

http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx

EMERGENCY PREPAREDNESS PLAN

The Centre is committed to ensuring that the children, staff and families follow the infection and prevention practices as written in the Public Health Guide, to prevent the spreading of infectious diseases. In the event that a child displays any flu like symptoms or fever, vomiting or diarrhea upon arriving at the Centre, the child will not be accepted into the program. In the event than an emergency occurs, all parents will be notified via phone call.

EMERGENCY MANAGEMENT POLICY AND PROCEDURES PURPOSE

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Procedures to follow when "All-Clear" notification:

	,
Communication	1) As soon as possible, <i>The Centre</i> must notify parents/guardians of
with parents/	the emergency situation and that the all-clear has been given.
guardians	
	2) Where disasters have occurred that did not require evacuation of the child care centre, <i>The Centre</i> must provide a notice of the incident to parents/guardians by posting memos on all exit doors and in the classrooms.
	3) If normal operations do not resume the same day that an emergency situation has taken place, <i>The Centre</i> must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

<u>Procedures to follow when "Unsafe to Return" notification:</u>

Communication	1) Upon arrival at the emergency evacuation site, the Site	
with parents/	Supervisor/Executive Director will notify parents/guardians of the	
guardians	emergency situation, evacuation and the location to pick up their	
	children.	
	2) Where possible, the Executive Director will update the child care	
	centre's voicemail box as soon as possible to inform	
	parents/guardians that the child care centre has been evacuated, and	
	include the details of the evacuation site location and contact	
	information in the message.	

ANTI-DISCRIMINATION POLICY

At *The Centre* we regard all children/people as equals and do not tolerate any kind of negative remarks or behaviour. All children are admitted to this Centre on a "first come first served" basis. The Centre will promote cultural diversity through a variety of activities and programs. All staff will be treated equally and are fully aware of the Centre's policy.

HARASSMENT POLICY

The Centre's Harassment Policy follows their guidelines as outlined in the Canada Labour Code.

ACCESSIBILITY

The Centre is committed to developing policies, practices and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

The Centre is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility standards for Customer Services.

The Centre will endeavor to ensure that the policy, related practices and procedures are consistent with the following four (4) core principles:

- I. *Dignity* Persons with a disability must be treated as valued clients as deserving of services as any other client.
- II. *Equality of Opportunity* Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- III. *Integration* Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with the disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- IV. *Independence* Services must be provided in a way that respects the independence of the persons with a disability but will not do so without the express permission of the person.

To access a complete Accessibility for Ontarians Act please visit http://www.e-laws.gov.on.ca

PROHIBITED PRACTICES

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises 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 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.

Discipline is carried out in a non-threatening, positive manner that is appropriate to the child's level of development. The Centre seeks to promote self-discipline, ensure health and safety, respect for the rights of others, and respect for property.

PERMITTED METHODS OF POSITIVE PRACTICES

Methods of positive practices used at Centered on Children Child Care Centre's programs are as follows with the best interest of the child and their individuality always in focus:

- 1. **Resolve/Reason** In a controlled voice, explain in simple language the inappropriateness of the behaviour displayed.
- 2. **Redirect** If the behaviour continues, the staff shall redirect the child to an alternate activity.
- 3. **Remove** If the behaviour continues, the child shall be removed from the situation for a limited supervised period. Staff should always consider the exact purpose for using this method and what is intended to accomplish.
- 4. **Natural Consequences** Follow through with natural consequences.

Staff attempt to anticipate and resolve situations that could become difficult. As children also learn from conflicts, staff use their judgment in deciding when to permit the children to solve their own problems. Staff never use threats, humiliation or labeling (e.g., "bad boy"). Children must always be safe and healthy. The rights of all must be protected. Sometimes children will feel angry in response to restrictions or interference. A child has a right to their feelings. Staff will facilitate and guide to allow for children to explore and self-regulate in their groups. The consequences of an action will be made understandable to the child by the staff.

When a child that is enrolled in a school age program in a school, and has engaged in an activity that could be grounds for suspension or expulsion, Centered on Children Child Care Centre's program staff will communicate necessary information to the school Principal. When a child that is enrolled in a school age program in a school has been suspended from school this child will not be able to attend the before and after school program.

VULNERABLE SECTOR SCREENING

In accordance with the policy of the Ministry of Education, all successful candidates for either full-time, part-time or replacement employee positions who have direct contact with the children under the Centre's care will be required to provide a **Vulnerable Sector Screening** prior to employment. As of September 2011, Vulnerable Sector Screening is required for all volunteers and outside agencies who have been invited to the Centre.

All employees are required to have a Vulnerable Sector Screening every 5 years and sign an Offences Declaration for each year for the years in between.

CHILD CARE SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS

The intent of this policy is to support the safety and well-being of children in our Centre's which are monitored by a licensed agency.

Requirements:

• Every child who is in attendance is supervised by an employee of *The Centre* at all times.

For Employees:

All employees will inform all students/volunteers that:

- 2. They will not be left unsupervised with the children at any time
- 3. They will not be counted as staff/student ratio
- 4. They will not administer medication
- 5. They may greet the parents but may not communicate about the child's day
- This policy aligns with the College of Early Childhood Educators Code of Ethics and Standards of Practice* and O. Reg. 223/08 under the Early Childhood Educators Act, 2007, Professional Misconduct* http://collegeofece.on.ca

http://www.e-laws.gov.on.ca/html/regs/English/elaws_regs_080223_e.htm

CHILD ABUSE POLICY

Abuse has been defined in Section 47(a) of the *Child Abuse Act* as:

A condition of:

- 1. Physical Harm
- 2. Malnutrition or mental ill health of a degree that, if not immediately remedied, could seriously impair growth and development, or result in permanent injury or death
- 3. Sexual Molestation

If a staff member of *The Centre* has reasonable grounds to suspect that a child is suffering – or may have suffered abuse, the staff is obligated by law to report their suspicion to the local Children's Aid Society.

If a parent, staff, or other accuses a staff member of abuse, it is the duty of the Centre to report the accusation to the Children's Aid Society and follow the direction given by the worker spoken to. Children's Aid will investigate the allegation. *The Centre* will send the staff member home immediately. The employee will be compensated for the days of work missed until Children's Aid completes their investigation. The Centre may not, under the Labor Law, dismiss an employee on an accusation. If at the end of the investigation it has been proven by Children's Aid Society that abuse occurred, the employee will be immediately dismissed.

Procedure for Reporting Abuse: Every person in Ontario must call their local Children's Aid Society immediately to report his/her suspicion that a child may have been abused or is at risk of abuse.

Failure to Report: All suspected cases of child abuse must be reported. A person failing to do so can be charged under the Child Welfare Act (1978) and be liable or charged with a \$1,000.00 fine.

Protection from Liability: If a person reports suspected child abuse, he/she cannot be sued if it is proven that the report was made in good faith.

SERIOUS OCCURRENCE POLICY

The Centre defines a serious occurrence under the Child Care and Early Years Act (CCEYA) as:

- a) The **death of a child** who receives child care at a child care centre, whether it occurs on or off the premises.
- **b) Abuse, neglect, or an allegation of abuse or neglect** of a child while receiving child care at a child care centre,
- c) A life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre.
- d) An incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
- **e) An unplanned disruption of the normal operations** of a child care centre that poses a risk to the health, safety or well-being of children receiving care at a child care Centre.

Immediate Response

- f) The injured person will be provided with immediate medical attention when warranted.
- g) The parents/guardians must be contacted immediately (if they cannot be reached, their emergency contacts are to be notified), and requested to take the child to seek medical attention. If time is of importance, send the child directly to the hospital with a staff member until the parents/guardians meet the child there. If the staff member accompanies the child, the staff member must take parents/guardians' contact information, allergy information or any other medical condition information to the hospital and remain until the parents arrive.
- **h)** Steps must be taken to address any continuing risks to all person's health and safety.
- i) Ensure that the local Coroner is notified immediately in all cases involving death, regardless of location or circumstances
- j) The person witnessing the serious occurrence or another person witnessing or having knowledge of it must report it to the Site Supervisor who will begin a serious occurrence report.
- **k)** If there is reason to suspect that a child has been abused and/or in need of protection contact York Region Children's Aid at **905.895.2318** as per the duty to report requirements under the CFSA (the person who has reasonable grounds to suspect that a child is or may be in need of protection is legally obligated to report it to the

- Children's Aid Society).
- I) All people having knowledge of the occurrence must remain on the premises until the Site Supervisor has interviewed them. All notes must be dated and signed by the interviewee(s).

Serious Occurrence Reporting Procedures:

- m) Within 24 hours (including weekends), complete and submit the **Serious Occurrence on the Child Care Licensing System (CCLS)**
- **n)** The Serious Occurrence Notification Form will be prepared and posted in a conspicuous place in the School. (No names or classroom are mentioned) The Serious Occurrence Notification is posted for a minimum of 10 business days.
- o) The Serious Occurrence is updated as the designated Supervisor is required to provide additional information and/or takes additional actions and/or investigations are completed.
- **p)** The school will retain the Serious Occurrence Notification Form for at least two years from the date of the occurrence.

The Centre will conduct an annual analysis of all serious occurrences that occurred in the last year as a method of identifying issues, trends and actions taken. This will be filed with the Licensing Ministry Staff on the CCLS website.

The Centre will hold an annual emergency protocol staff meeting to train staff on how to respond to all incidents as mentioned above.

CLOTHING & POSSESSIONS

Each child should be dressed in clothing that is appropriate for physical activity and the weather. A second set of clothing should be kept at the Centre in case of accidents. This should include shirt, pants, underwear and socks. Wet or soiled laundry will be placed in a plastic bag in the child's cubby. ALL CLOTHING SHOULD BE LABELLED WITH YOUR CHILD'S NAME. Outside toys are not permitted and the Centre. We cannot be held liable for the loss or damage of any toys brought in.

FIRE SAFETY

Fire drills are held monthly to ensure fast and safe evacuation in case of an emergency. Fire evacuation plans are posted in each room and near each exit. Each building has a fire alarm and sprinkler system.

SMOKE FREE ENVRIONMENT

In accordance with the Smoke-Free Ontario Act 9 (1), (2), (3), Smoking is prohibited at all times in a day nursery and private-home day care location whether or not children are present. Parents/guardians/visitors and staff are prohibited from smoking in the day care centre, at all entrances, playground areas and washrooms.

BIRTHDAY AND HOLIDAY CELEBRATIONS

All celebrations are important, especially Birthdays. Teachers make every effort to ensure that children are recognized on their special day. Any snacks or treats that are provided by

the parent must meet the following criteria to ensure safety of all children, especially those with allergies.

• All treats must be **store bought** and have a visible ingredient list on the package that states **Nut Free**

NUTRITION/FOOD

Morning snack, hot lunch, and afternoon snack are provided depending on the program schedule. Each program's schedule varies and parents should speak to the staff at their child's program for current snack and meal times. All meals and snacks in our full day program are prepared on site by our cook. All meals and snacks at our Before and After School Programs are provided by a reputable and professional children's catering company and arrive fresh daily. The menus are based on a regular rotation and contain fully nutritionally balanced diets as suggested by the Canada Food Guide and CCEYA. They are posted on the parent board and are distributed to parents as they change. Children with a food allergy, sensitivity, or restrictions are provided with alternatives.

Our programs aim for "nut free" environments. Due to the increased and seriousness of allergies to peanuts and other foods, the programs do not provide any foods with anytrace of nuts, which includes nuts, tree nuts, or any other peanut products. Since this allergy can be life threatening, the Centre does not allow ANY food to be brought into the centre unless it is approved by the Director. Where there is an exception made, the food is clearly labeled with the child's name. Many foods that do not obviously contain nuts could have traces, which could also be life threatening to a child with an allergy. For birthdays. Cakes may be provided as long as they are store bought and accompanied or labelled with a full list of ingredients. The cakes must be nut-free. We do not allow any food prepared at home.

SLEEP/REST TIME

Each child enrolled in our full day program will have an opportunity for a rest time of up to a maximum of 2 hours. Children younger than 12 months will be placed for sleep in a manner consistent with the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada." In the event that a parent wishes otherwise, a child's physician's recommendations must be provided in writing. Staff will monitor sleeping children regularly and perform direct visual checks by being physically present beside the child and looking for indicators of stress or unusual behaviours. Infants. Toddlers and Preschoolers will be physically checked every half hour. These checks will be recorded on the Sleep Room Monitoring Logs. Sleep areas will have sufficient light to conduct direct visual checks. These visual checks will be documented. Children will be assigned individual cribs or cots. Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time such as at transitions between programs or room or upon a parent's request and if any significant changes in the child's sleeping patterns or behaviours. In the event that any adjustments need to be made they are done so when appropriate to ensure proper supervision at all times. In Infant programs where there is a separate sleep room a system is in place to immediately identify which children are present in the sleep room.

<u>PARKING</u> A drop-off area is provided for school buses only. Please park in the parking lot and walk your child into the Centre. This is extremely important for the safety of all the children. When exiting the parking lot please ensure you follow the arrows.

Please remember to drive **SLOWLY** while in the parking lot as children may be coming and going.

PLEASE BE ALERT FOR SCHOOL BUSES AT ALL TIMES AND REMEMBER TO STOP!!!

CHILD ORIENTATION

NEW ENROLLMENT

Your child's first experience at the Centre is a very exciting one. It takes time for each child to make a happy and comfortable adjustment. It is recommended that if the parent is unable to spend time with the child during the initial orientation, arrangements be made for someone familiar to accompany your child such as a grandparent or close relative (youths under the age of 18 are not appropriate). This will make transition into the program more relaxing and enjoyable.

Useful hints:

- Prepare the child in advance for the first day of school, telling him/her a little about it, and the kinds of activities he/she will be doing
- * Reassure the child that you will stay with him/her for a while on the first day
- * Be honest. Say "goodbye" to your child when you are leaving. Tell your child that you will be back to pick her/him up, as soon as you finish work. Try to come a little early on the child's first full day
- * If you tell your child that you are coming early to pick him up, make sure you do come early
- * Ask questions about the program, activities, etc.
- * Do not show you are worried about the child in front of him/her. It only takes a few minutes before your child is settled and happy in the program
- * Share in your child's excitement about school. Understand his/her feelings of insecurity and shyness. Ask for help if you need it from the Centre. A list of resource material can be provided to help you out.

GRADUATING FROM ONE PROGRAM TO ANOTHER

Children moving up to another program will be oriented approximately 1 to 2 weeks prior to starting on a full-time basis. As much as possible, children move up in pairs to increase comfort levels. The child will visit their new classroom on numerous occasions to get used to a new routine and teachers.

Children moving into preschool must be toilet trained. Staff are very happy to provide assistance with toilet training and parents are encouraged to derive an appropriate plan with the child's teachers.

MONTHLY FEE SCHEDULE

\$75.00 Registration Fee 'Non-Base Fee'

2 Weeks Security Deposit is required to Secure your Spot

Age Group	Full Time	4 days	3 days
<u>Infants</u> Base fee	\$694.10		
(0-18 months) (Full time only)			
<u>Toddlers</u> Base fee	\$569.84	\$470.14	\$355.32
(18-30 months)			
<u>Pre-School</u> Base fee	\$494.24	\$436.59	\$352.01
$(2\frac{1}{2}-5 \text{ years})$			

Kindergarten and School Age (Sept.1, 2023 - June 31,2023 prorated

(6-12 years No Fee Reduction)	*(4-6 years old)
5 (

Base fee

Before and After School: \$453.80 \$199.11 Before ONLY: \$235.30 \$103.24 After ONLY: \$341.80 \$149.78

P.A Days/ Christmas/ March Break (3 meals included)

(8201 Weston Road, Woodbridge, ON. must pre-register)

\$28.35 per day 'Base Fee 4-6 years old

\$65.00 per day (6-12 years No Fee Reduction)

'Base fee" means any fee or part of a fee that is charged in respect of a child for child care, including anything that is required to provide under this Regulation or anything requires the parent to purchase, but does not include a non-base fee

'Non-Base Fee' **r**egistration Fee Late pick up fees for child care provided beyond operational hours outlined in this parent manual NSF fines, Field Trips, Optional Transportation.

Centered on Children has opted-in to the Canada-Wide Early Learning and Child Care system. The Child Care Fee Assistance (subsidy) program is available through York Region at www.york.ca or at 1-888-703-KIDS (5437

May2023