



Child Care Parent Handbook

Revised January 2019

905-737-1011

Child Care Handbook

Table of Contents

2

| | |
|--|-------|
| Mission Statement& Welcome message | 3 |
| Program Statement | 3-6 |
| Emergency preparedness / fire drills / lock down | 6 |
| Hours of Operation | 7 |
| Arrival & Departure / Parking | 7 |
| Registration / Wait List & Visits | 7 |
| Custody & Release | 8 |
| Statutory Holidays & special days | 8 |
| Services Offered: Toddler – Pre-school – Jk/Sk | 8 |
| Fees, Payments, Financial Assistance | 9 |
| Incentive Program | 9 |
| Withdrawal | 9 |
| Staff qualifications, criminal records check, first aid & c.p.r, professional development, RECE's, medicals, | 10 |
| Student and Volunteer Supervision | 11 |
| Positive Practices -Staff & Child interaction ...& code of conduct | 11 |
| Prohibited Practices - Staff & child | 12 |
| Parent Code of Conduct | 12 |
| Parent Questions/Concerns/ Complaints & Resolution | 13-16 |
| Serious Occurrence posting and reporting | 16 |
| Accidents / Incident and reporting | 17 |
| Health and Illness | 17 |
| Medication | 18 |
| Blank copy of Permission form to administer Medication | 19 |
| Nutrition / Allergies & Food Restrictions | 20 |
| Anaphylactic Allergies | 20 |
| Outside food – Peanut free | 20 |
| Clothing & Personal Belongings | 20 |
| Outdoor Play | 20 |
| Sleep & Rest period | 21 |
| Inclusion / Individual Program Plans | 22 |
| Field trips / Neighborhood walk | 23 |
| Photographs / social media | 23 |
| Swimming | 23. |
| Sharing of children's information | 23 |
| Current fee Schedule | 24 |
| Tear off page, parent sign to indicate agreement to above handbook | 25 |

Loyal True Blue & Orange Home (since 1921)

Mission Statement

The Loyal True Blue & Orange Home's goal is to operate a community based children's facility that addresses the physical, social & emotional needs of all children with multiple learning levels and abilities. We are committed to an active partnership with students, parents, staff and community programs.

Welcome to Loyal True Blue & Orange Flexible Child Care Centre

Thank you for taking the time to visit our centre and read over our Parent Handbook, we are a non – profit child care centre. If you decide to register with the LTBO Flexible Child Care family we welcome you and your family. We have been caring for Children since 1921 and have been a licensed Child Care Centre since 1981. We believe children deserve a safe, nurturing, happy, healthy environment to grow and learn in and we are here for the times you can't be.

Program Statement

The LTBO Flexible Child Care Centre embraces the new Child Care & Early Years Act (CCEYA) as well as the four foundations of learning, Well being, Belonging, Expression and Engagement as outlined in How Does Learning Happen. It was an easy transition since we have always believed children and families need to feel welcome and know their opinion is important to us. We have always understood that children thrive in a safe, happy, nurturing environment.

We are committed to providing a stimulating learning experience in a safe, happy and nurturing environment that will enhance your child's social, emotional, intellectual and physical development. Our staff understands the need to recognize and respect the unique qualities of each child and family and embrace every child. Each child has their own personality and is viewed as competent, capable, curious and rich in potential regardless of the age, ability, culture, language, or setting.

Well Being

Well being addresses the importance of physical and mental health and wellness. It incorporates self-care, sense of self, and self-regulation skills. Physical wellness is a very important part of the child's day. By providing daily physical activities such as dance, games, outdoor time, walking and playing on our beautiful grounds and playgrounds as well as our in-ground swimming pool used daily in July & August. We believe in providing the children in our care with opportunities to explore and breath in the fresh air while being active. We have an indoor gym so your child will still get the physical activity needed when the weather will not allow them to get outdoors

We model and use positive encouragement and acknowledge even the smallest accomplishments with a big smile. We want each child to develop self esteem through positive approaches to support their growing sense of self.

Healthy eating habits and nutrition are very important to us, our menu was designed by a certified dietician. Our kitchen staff are food safety certified and our meals are prepared on site. We serve Breakfast, AM snack, Lunch, PM snack, water is available all day and with every meal, white milk is also available at breakfast and lunch. All of our meals are served family style, this means the kids sit at the table with the Teacher and everyone eats together enjoying conversation the children will learn how to serve themselves and pick health choices through the encouragement of their Teacher. We believe children are competent and capable and can learn to help themselves and decide what they want to eat. (we only have healthy choices). Lunch and snack are not rushed it's a great time for everyone to sit and enjoy a meal and some conversation. We promote self serving to prepare the children to succeed and be independent, it's only a couple of years until there is no one there to open their lunch bag and tell them what to eat. We follow a rotating four week menu plan and you can view it outside the Supervisors office on the Parent information board.

Belonging

Belonging refers to the sense of connecting to others and feeling valued when contributing to the world. Our staff understand that every child, family, co-worker, volunteer must feel connected to the centre and each other and that every individual is valued and respected. This helps everyone know they belong and feel like they are an important part of the centre.

Expression

Expression or communications may take many different forms and every child at any age needs to be heard not just to listen. We understand children communicate in many different forms, some with words, some through their creative art, we are here to provide the materials for your child to communicate and express themselves positively through their means whether it is dance, painting, science or words. We encourage your child to express themselves and be themselves in a positive way.

Engagement

Engagement is a state of being involved and focused. Every child at all ages needs to feel involved and children need to explore the world with their natural curiosity. Our staff will engage with them and feed their curiosity to allow them to develop creative thinking and use their imaginations. Our staff will turn a child's curiosity into a nature walk or an experiment for a learning opportunity for the entire class. Imagination and curiosity are strategies that can help your child become one of tomorrow's best new innovators.

Program Statement: Goals, Approaches & Implementations

All staff will promote the health, safe, nutrition and well-being of each child by providing a clean and safe environment, nutrition based on Canada's Food Guide and access to drinking water throughout the day. The staff will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medical requirements and parental preferences in respect to diet, exercise and rest time.

All staff will support positive and responsive interactions among the children, parents and child care providers. The Administrator and Board of Directors will support this through the hiring of qualified, responsible and well trained RECE's and assistant staff. The staff will communicate with the parents on a daily basis to understand the needs of each child as an individual.

All staff will encourage children to interact and communicate in a positive way and support their ability to self-regulate, acknowledging that each child is competent, curious, capable and rich in potential.

A positive approach is used to guide the children, each situation and child is dealt with individually as each child and situation is different. Some methods we use include:

- Welcome each child and family as they arrive, provide a warm nurturing environment
- Listen to parents & the children, by listening they feel involved and this builds trust and self esteem
- Redirection will be used when a child needs time to wind down, guide the child into an acceptable activity if they are engaged in an unacceptable activity.
- Logical and natural consequences make the children aware in clear explanations the results of their actions.
- Be clear and reasonable, provide boundaries as a group and for individual children according to each situation
- Whenever possible provide the child with choices, allow the child to make the decision for themselves
- Model positive examples, show appropriate ways of communicating and interacting
- Ignore some inappropriate behaviours and emphasis given to appropriate behaviours
- Positive reinforcement – always encourage the children
- Staff are always aware of every child in their care and are constantly doing headcounts and are trained to sign children in & out and know exact numbers of children in their care at all times.

All staff will foster the child's exploration, play and inquiry by providing a variety of activities, and an environment rich in content, that encourages choices, and active play supported by qualified, attentive and interactive educators. The staff will provide a learning environments based on the children's interests, providing a variety of choices for the children.

All staff will provide child-initiated and teacher-supported experiences. The staff will use that information to plan and create a positive learning environment that is based on the interests of the children and supported by all adults. The teachers will introduce new ideas, interests, facts, concepts, skills and experiences to enhance the child's knowledge and life experiences.

All staff will incorporate indoor and outdoor play, as well as active play, rest, and quiet time into the day and give consideration to the unique needs of the children in their care. We have beautiful grounds and several playgrounds for outdoor exploration in a natural park like setting with several trees for shade. Outside there

is also an in-ground pool that is open during the summer months, inspected by Public Health and supervised by a qualified lifeguard. We also have a large facility and an indoor gym so children can get the physical activity needed even when the weather will not allow them to get outdoors.

All staff will foster the engagement of, and ongoing communication with the parents about the program and their children. Communication will begin when the parents and child are having their initial visits at the center and will continue throughout the day from drop off times and to pick up times. Communication may be in person, by phone or email. Written communication occurs in newsletters and on the parent information board.

Children, their families, and the staff will be supported by local community partners. Parents will be directed to outside resources if necessary and can have these resources come into the centre for further observation and involvement. A relationship is also developed with other organizations in the building so resources and expertise can be shared to provide additional support.

This organization supports staff with an Education Assistance program and encourages the staff to increase their knowledge, maintain currency in their profession and continually upgrade their skills. This organization also provides and pays for workshops at the centre for staff development to support continuous professional learning.

All staff, students and volunteers will read the Program Statement and sign off in the Program-Instructional Manual prior to employment or prior interacting with the children and when the statement has been modified, and on an annual basis.

All staff will build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all the children and their families, building and maintaining healthy, professional relationships that encourage growth and offer support.

Emergency preparedness

We will conduct a fire drill every month so your children are prepared and can quickly evacuate the building in an emergency. When we have a fire drill there will be a noticed posted on the Parent information board outside the Supervisors office for 10 days following the drill.

We will have a lock down drill at least once a year and will also post notice of the drill on the Parent information board. We will also conduct miscellaneous emergency drills during the year and these will be posted on the Parent information board outside the Supervisors office for 10 days following the drill.

In the event there is ever an emergency requiring total evacuation or relocation to another location our safe evacuation site is directly to the north of us at the Mon Sheong Nursing Home on Yonge Street. All staff carry a back pack with your emergency information and we will notify you as quickly as possible if there is ever any need. Our first priority is getting the kids to safety, calmly and quickly and getting them settled with supervision and then phone calls will be made. This is another very important reason to always inform the child care supervisor of any changes to cell numbers, emergency pick up names and numbers, there are always registration forms on the parent board that Parents can fill in new ones as needed and submit to the Supervisor to update your child's file, the class file, and the emergency binder.

Hours of operation

The centre is open Monday – Friday 6:00 am – 7:00 pm, all year. (late fee \$1.00 per minute after 7:00)
We open an hour earlier and close an hour later than most centre's to help serve our families.

- Between 6:00 am & 7:00 am please drop your child off in the pre- 1 room
- After 6:00 pm & 7:00 pm, all children are to be picked up from the pre-1 room & or Kind room.

Arrival / Departure & Parking

When you are coming to drop off or pick up please park in the front of the building, these are reserved for child care parents who will be in and out quickly and do not require a parking permit. When you will be staying for any extended period of time or if there is no parking available in the front park in the back parking lot in a designated parking spot that does not require a permit.

Please never park in a fire route or reserved handicap or permit required spaces unless you have the required permit, WE ARE NOT RESPONSIBLE FOR CARS THAT RECEIVE TICKETS OR THAT ARE TOWED.

We are not responsible for valuables left in your car.

To enter the building for security reasons you must enter a code the code is 1011* and the doors will open. If you are at the back sliding doors be sure to use the small key pad to the left of the sliding door.

Arrival & Departure – Parents must escort their child to a staff member, It is mandatory you communicate with the teacher so they can sign your child in. Upon departure Parents must pick up their child from a teacher and communicate they are now taking their child home and our staff will sign them out. Our responsibility begins when you inform us your child has arrived.

Parents are responsible to undress and dress their child upon arrival and departure.

Registration & Wait List & Visits

We do not have a wait list. We register children on a first come basis, if you wish to be placed on a wait list for the future there is no fee and we will contact you when space is available, if you do not take the space when it is available we will move on to the next person looking for space.

Registration, we charge a small registration fee for Administration cost of \$50.00. Parent's must read this handbook and sign the back page indicating they agree to our policies. There must be a registration form completed this includes emergency contact information, phone numbers, alternative people approved to pick up and contact in case of emergency. Parents must keep us informed of all changes. Immunization records are also mandatory

We recommend but it is not mandatory that your child has visits before their first full day. The first one for an hour or two from about 9-11:00 am during play and outdoor time, parents are more than welcome to stay. Second and third visits a little longer each time and we ask the Parent to leave for a coffee and allow their child to adjust to the parent leaving and returning.

Custody and Release

- Parents must notify the child care centre if someone other than those listed on the registration form will be picking up the child.
- Parents and those authorized to pick up may be asked for ID if the staff are unsure of who that person is
- Custody arrangements, we will not deny a parent access to their child unless the centre has a copy of the original legal document outlining the specific custody arrangement
- If a staff believes a parent or alternate pick up person is under the influence of drugs or alcohol when they arrive to pick up their child, the staff will ensure the safety of the child by requesting an alternate form of transportation.
- Parents must make alternate arrangements for pick up if they cannot, if a child is not picked up and we can't reach the Parents, guardian or alternative people listed on the registration form, we will call the children's aid Society

Statutory Holidays & Special Days

We generally only close for Statutory holidays- when holidays fall on the weekends you will be informed of the day that will be closed in lieu of the statutory holiday in advance. We often close early on Christmas Eve as well as New Years Eve; you will be provided written notice as well as posted reminders throughout the centre. – The holidays we recognize are the following: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, August Civic Holiday, Labor Day, Thanksgiving Day, Christmas Day and Boxing Day.

Services – Toddler, Preschool, Jk & Sk,

- Toddlers program – 18 months - 2 ½ years of age, We have two toddler classrooms,
- Pre- School - 2 ½,, -4 (any 4 year olds will be moved in or before September to jk) We have three Pre- school classrooms our ratio is 8:1
- Jk & Sk - 4 & 5 year olds, these rooms can change each September depending on enrolment if we have enough Jk's to have their own class the ratio is 10:1, if we have enough Sk's for a class our ratio is 12:1.. If there is not enough enrolled we mix the Jk/Sk's, if the class has more than 20% Jk's we maintain a 10:1 ratio. (Our ratio's are below the public school system and below what is mandated in our license) We believe at this young age they benefit from smaller groupings.

Every room follows our program statement, and has at least one Registered Early Childhood Educator. You will get the same safe, nurturing, environment in any of our rooms, as your child ages they will naturally become more interested in seat work, academics, math, reading, science. Etc.

Fees & Payments

Each family will receive a financial agreement when they start and whenever there is change.

Financial Assistance is available – please contact the Region of York to request an application for fee assistance.

- Payment is to be made by cheque to the Loyal True Blue & Orange Home.
- Payment is due on the first day of the month for the entire month (unless alternate arrangements)
- There are no sick/vacation days to be deducted
- Part time parents only pay for their schedule days, No substituting an unscheduled day for a day absent
- The registration fee and the first payment are due on or before your child's start date.
- There is a payment drop slot (envelopes fit) located inside at the top of the stairs by the Yonge Street doors
- We do not have a holding fee- if you leave the centre for an extended vacation you must either continue to pay the full fee to ensure your space is available when you return. Or you are considered withdrawn.
- The centre may withdraw a child for outstanding fees
- There is a \$25.00 charge for any NSF cheques
- There is a \$1.00 fee charged per minute if you are later than 7:00 pm
- Tax receipts will be issued by the end of February for the previous tax year for income tax purposes.

Current fees schedule is attached to the back of the booklet.

Incentive Program

If you recommend us to a new family when they register and they have been enrolled for three months, you will receive a credit for a free month of your child care. This credit only applies to the parent who gives the referral and can only be used for a first time (first child in the family) enrolment. Please remind the family you are referring to complete the bottom section on the enrollment form that asks how you heard about us, when we see your name on that registration form you will receive the credit.

Withdraw of Services

We ask that you provide us with a minimum of two week's notice when you are withdrawing from the centre.

The centre reserves the right to withdraw any child if they display behaviour that our staff are untrained to deal with, or if that behaviour manifests itself into a potential safety hazard to other clients or staff. The centre may also withdraw a child for outstanding fees.

Staff - Qualifications, Criminal Reference Checks, Medicals, & Training

All child care staff complete a **criminal reference check** with a vulnerable sector search through York Regional Police. This must be completed prior to their first day of employment and a minimum of every five (5) years thereafter. Annually each child care staff will be required to sign off on a criminal offence declaration form confirming they have not been involved in any criminal activities since their last check. At no time will a staff be permitted to start work without providing us with a criminal reference check that includes the vulnerable sector search. At no time will a staff be hired if there are any child related convictions (*sexual, abuse, pornography, duty to provide necessities ...*) any other criminal convictions will be looked at and decided upon an individual basis. **This applies to students, volunteers, EI's, therapists any one that will be working in a classroom or with a child at our centre.**

Our staff must have a current certification in standard **First Aid and CPR** including infant and child CPR, issued by a training agency recognized by the Workplace Safety and Insurance Board. The centre pays for the training and holds the training at the centre. When an employee is unable to attend or they do not have a valid certificate prior to being hired they must attend a course and we will be reimbursed after they have obtained their certificate. If they can't attend before their current certificate expires they will never be alone in a classroom and must renew as quickly as possible.

Our staff is encouraged to participate in ongoing **professional development** opportunities; we often hold seminars at the centre and invite guest speakers to discuss new techniques and topics. When the new CCEYA was introduced and How Does Learning Happen was introduced to child care in Ontario, we hired Childlife to come to our centre to present four workshops that focus on Foundations for learning using "How does Learning Happen". We promote and pay for workshops that staff attend.

Our RECE's must be a member in good standing with the **college of ECE's**, they must provide us with documentation to prove their membership and we must confirm and check on their membership status no less than once a year.

Our staff is trained to follow our policies and procedures as well as our program statement upon hire, as well as any time additions or revisions are made to the policies. At a minimum of once every calendar year every staff must sign off after they have reviewed the **program statement, prohibited practices, playground policy, sleep policy, outdoor time policy, anaphylactic procedures, reporting child abuse policy.**

Our staff is trained to follow **AODA (accessibility for Ontarians with Disability) act**, each staff has watched the York Region customer service Training video .

Our staff must have a **health assessment** to identify any active communicable diseases or other infection risks prior to starting employment. Staff must also provide a record of up to date **immunizations**, the local public health authority determines what is needed. A staff may start employment prior to these being obtained providing they can show proof of an appointment booked to get this completed with their Dr.

Student and Volunteer Supervision

We promote opportunities for community involvement and often have Seneca students complete their placement hours at our centre. They must participate in an orientation and review of our policies and procedures, students will provide us with a copy of their health assessments completed for the college. They must follow the same procedure as staff for criminal records and vulnerable sector screening.

A student or volunteer will never be counted in the staffing ratios for a class nor will they have unsupervised access to the children in the centre; that means they are never alone with a child, they must always be paired with a staff member both in the facility and on field's trips.

The previous Ministry that provided child care licenses will not allow anyone under the age of 18 to work or volunteer with the children we are following this policy until otherwise notified.

Positive Practices; Staff / Child Interaction

A positive approach is used to guide the children, each situation and child is dealt with individually as each child and situation is different. Some methods we use include:

- Welcome each child and family as they arrive, provide a warm nurturing environment
- Listen to parents & the children, by listening they feel involved and this builds trust and self esteem
- Redirection will be used when a child needs time to wind down, guide the child into an acceptable activity if they are engaged in an unacceptable activity.
- Logical and natural consequences make the children aware in clear explanations the results of their actions.
- Be clear and reasonable, provide boundaries as a group and for individual children according to each situation
- Whenever possible provide the child with choices, allow the child to make the decision for themselves
- Model positive examples, show appropriate ways of communicating and interacting
- Ignore some inappropriate behaviours and emphasis given to appropriate behaviours
- Positive reinforcement – always encourage the children
- Staff is always aware where every child is in their care and are constantly doing headcounts and our trained to sign children in & out and know exact numbers of children in their care at all times.

Code of 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.

No yelling, hostile behaviour, profanities are to be used in the facility or on the grounds.

Staff Prohibited Practices

None of the following practices are used at any time

- (a) Corporal punishment, this may include but is not limited to Hitting, spanking, slapping, pinching.
- (b) Physical restraint of the child, such as confining the child to a 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, this is only to be used as a last resort and only until the risk of injury is no longer imminent)* - In the event this is used we will conduct an investigation
- (c) Locking the exits of the child care centre / classroom / washroom without adult supervision or confining an area or room without supervision, unless such confinement occurs during an emergency, supervision is still required
- (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 (threats include threatening to take a sleep toy, or take away play / swim time)
- (e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding etc. (dessert can't be deprived because they did not eat lunch)
- (f) Inflicting any harm on children including making children eat or drink against their will
- (g) Lack of supervision, diverted attention for frequent or extended periods
- (h) No use of cell phones while supervising the children
- (i) No time outs

Parent Code of Conduct

Parents are expected to follow the same previously listed positive and prohibited practices as well as code of conduct while on the centre's property. Failure to do so may result in withdrawal from our centre.

Parent Issues and Concerns Policy and Procedures

Policy and Procedures Established: September 1, 2017

Date Policy and Procedures Updated: October 10, 2017

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 (Loyal True Blue & Orange Flexible Child care Centre).

Staff: An Individual employed by the licensee (RECE Teachers, Assistant Teachers, kitchen Staff)

Management Staff

Supervisor: - Joanne Boyle, child Care Supervisor

Child care Director/ Asst. Administrator – Kim Fulton

Administrator - Shelly Thomson

Policy ~ Parent Issues and Concerns

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 staff and Management staff and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 2 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).

Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly at 905-895-2318.

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/childrensaidthereportingabuse/index.aspx>

Procedures for general issues or concerns

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
|---|---|--|
| <p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor in her absence the child care director or acting supervisor | <ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. |
| <p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, menus, etc.</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - Child Care Director | <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. |
| <p>Staff-, Supervisor-, and/or Licensee-Related</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor in her absence the child care director or acting supervisor <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p> | <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> |
| <p>Student- / Volunteer-Related</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor in absence the child care director or acting supervisor <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p> | <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p> |

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Administrator .

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

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

Contacts: [

Joanne Boyle – Child Care Supervisor 905-737-1011 or loyaltrueblue3@bellnet.ca

Kim Fulton – Child Care Director 905-737-1011 or loyaltrueblue2@bellnet.ca

Shelly Thomson- Administrator 905-737-1011 or loyaltrueblue1@bellnet.ca

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

Local children's Aid Society 905-895-2318

College of ECE's 416-961-6995 or college-ece.ca

Serious Occurrences

Our child care centre complies with all legislation regarding the reporting of serious occurrences, which supports the safety and well-being of all children in our care.

To provide greater transparency for parents, all child care centres must post serious notifications forms. Our notification forms can be found on the Parent information board outside the supervisor's office for a minimum of ten (10) days after the occurrence has been reported.

A serious occurrence can include but is not limited to:

- Serious injury or life threatening illness to a child
- Fire, flood or other disaster on site
- Abuse or allegation of abuse or neglect
- Missing child from our care
- Death of a child

A serious occurrence must be reported to the Ministry of Education within 24 hours using the CCLS site by the Centre.

Accidents / Incident Reports

We understand the importance of communicating a child's well being to the parents. Parents will be informed immediately by phone (*message will be left if there is no answer*) regarding any accident or injury no matter how small. If the injury is small it will be up to the parent if they wish to come early to pick up their child. If the injury requires immediate medical attention we will call 911 and the child will receive the proper medical care required. In every situation the Parent will be provided with an accident or incident report that has been signed by the staff & the supervisor it will include the date & time of the accident, detail where and what happen provide details of any first aid. The Parent will then be asked to date and sign the report, and a copy will be given to the Parent, and a copy will be maintained in the Child's file

Health and Illness

During the registration process and prior to a child's start date each child must be immunized according to the local medical officer of health. We require a copy of every child's immunization record. These should be updated annually or upon any additional immunizations. **We refuse to accept exemptions of immunization; if a child is not immunized they cannot attend our centre.**

If your child becomes ill while at the centre or if their ill health prevents him or her from participating or being comfortable in normal program activities, including outdoor play we will ask for the parent or the alternative pick up to come and pick up the child, and your child should not return until they are ready to participate in all aspects of the program. The child will be separated from the other children because of a suspected illness until they are picked up.

We strongly advice every Parent to have a suitable arrangement for pick up in the event your child becomes ill, it is strongly recommended this information is on your registration form, you can call anytime and leave authorization for a one time pick up in these situations with the person's name (remind that person to bring ID, where to park and provide the code for entry)

Parents are to keep their children at home if they display any one of the following symptoms:

- Fever
- Diarrhea
- Vomiting
- Undiagnosed rashes * **must see your Dr. for a diagnoses & bring note, we need to know for public health & to control outbreaks**
- Communicable disease * **same as above we need to know the diagnoses**
- Obvious infected discharge, nose, ears, eyes
- Lethargic and not able to participate

A log of all illnesses in the centre will be maintained by the supervisor, this is for public health and to assist in controlling and catching outbreaks early. **If you are keeping your child home please call us and leave a message on the general mailbox that your child will be away and what the symptoms are or the diagnosis if you have one. If your child has a contagious or reportable disease we ask you notify us immediately** so we can post on the parent information board that there is a case of a reportable disease.

Our centre complies with all regulations and instruction given by York Region Public Health. In the event of an enteric outbreak you will be notified and there will be specific detailed instructions to be followed that will be mandated by public health.

Medication

Only Child Care employees will be authorized to administer prescribed medications. Parents must sign a medication authorization form outlining dosages and times to be given. Medications must be in the original container as supplied by the pharmacist, must be clearly labeled with the child's name, date, and the name of the drug, we will not give expired prescriptions. Dry medications will be locked in a lock box in the Supervisors office or in a lock box in the fridge in the staff kitchen.

A non prescription medication, such as children's Tylenol, Advil, and Benadryl can only be administered when accompanied by a note authorizing that specific medication from the child's physician. As well as the parent must complete a medication authorization form outlining times and circumstances to be given. The medication must be in original container and box that indicates dosage and storage for the medication. It will be kept in the lock box in the supervisors office.

As soon as you inform a staff your child required medication you will be provided the medication authorization form, you need to complete the form and give the form and the medication to the staff. The staff will then put a note in their class daily log book so everyone in the room is aware that your child must be given medication. Staff will record on the medication form every time they give your child their medication they will record the time and amount given and will initial who gave the medication. A copy of the current medication forms must be kept with the class attendance so there is never a dosage missed. . When the medication is complete the medication must be taken home, the completed medication forms will be kept in your child's file located in the Supervisors office.

Permission to Administer Medication

I give permission for my child to be given the following medication:

Child's Name: _____

Name of Medication _____ Expiration Date: _____

Dosage _____ Refrigerate _____

Dates to be given: _____

Times to be given: (_____), (_____), (_____)

Special Instructions: _____

Possible Reactions: _____

Parent's Signature _____ Date: _____

| Day | Monday | Tuesday | Wednesday | Thursday | Friday |
|------------------------|--------|---------|-----------|----------|--------|
| Date: | | | | | |
| Medication | | | | | |
| Dosage | | | | | |
| Times: | | | | | |
| Staff signature | | | | | |

******* Return Medication to Parent Upon Completion *******

Nutrition / Allergies & Religious Food Restrictions

We are fortunate enough to have our own kitchen and the kitchen staff are food safety certified and the kitchen is inspected by York Region Public health. It is considered a high risk kitchen so it is inspected more frequently than local restaurants.

We provide a full breakfast if you need to drop your child off before 8:00 am, morning snack is always fresh fruit, we provide a hot home cooked lunch that consists of items from all four food groups, and an afternoon snack that consists of two items from two different food groups. We do not serve fruit juice, we provide milk with our morning and lunch time meals, we serve water with both snacks and often as necessary or wanted during the day. Menus are posted on the second floor on the parent information board outside the supervisor's office.

Allergies and food restrictions, we ask Parents too clearly state on the medical form and on the registration form prior to your child starting any allergies or food restrictions. Food restrictions and food allergies are logged on a list that is posted in every classroom, in the dining room and in the kitchen for the kitchen staff, as well as on every classes daily attendance clipboard this way it is with them at all times including field trips & outdoor play. Staff must always have their attendance / backpacks with them & will check them every day for any food restrictions or allergies.

Anaphylactic Allergies

In cases where your child suffers from a life threatening allergy you must provide us with a completed individual plan that is specific to your child. This form will be provided by the supervisor you need to provide a description of the allergy, signs & symptoms, the child's individual emergency procedure, strategies for monitoring and avoidance, procedures for administering the medication when required. The medication must be accompanied with a Dr.'s note as well as all other policies set out in the medication policy. You must leave an epi-pen at the centre with us, our staff will make sure it is with your child at all times and that it is not subject to severe heat or cold. **Under no circumstances can a child with an anaphylactic allergy start without all the proper documents, medications and training from the Parent.**

Outside Food – Peanut Free Environment

We are a nut free environment; we will not serve or allow Parents to bring in any homemade foods. All foods for parties or events must come in the original container and clearly have a list of all ingredients and clearly state No Nuts. No outside foods can be heated or refrigerated in the kitchen where the food is being prepared for the child care centre this is to avoid cross contamination with any nuts.

Clothing & Personal Belongings

- Please bring a complete change of clothing (including underwear & socks) they can be left in a bag labeled with your child's name in their cubby.
- Summer time / towel, bathing suit, Swimmer if needed (take home Fridays to wash)
- Appropriate clothing for outdoor play for example. when outdoor boots are needed you will need to bring and leave here indoor shoes. During cold months bring gloves, hat, snow pants, extra sweater
- General rule make sure there are always outdoor cloth's and boots for the weather
- Please leave personal toys at home, we provide all the toys, puzzles, books, creative your child will need and we can't be responsible for lost or broken personal items
- Bring a blanket & soft sleep toy for sleep time (take home Friday's to wash)

Outdoor Play

It is a requirement under the CCEYA that children must be out of doors for two hours each day for your child's health and well being outdoor play is essential. We will go outside for an hour in the morning between 9:00 – 11:00 am, and from 3:30 – 5:00 pm. minimum during the nice weather they may extend the outdoor time. During the summer we open the pool and this does count as outdoor time. If you are arriving in the colder months and your child's class is outside please dress your child accordingly and take them to the playground.

We are very lucky to have lovely grounds and playgrounds that provide ample room for your child to play and explore, we have a natural park like setting with several trees for shade.

Please provide the appropriate clothing for all weather as well as sunscreen in warmer weather, parents must fill out a sunscreen permission form to allow our staff to apply the sunscreen.

We do not go outside in extreme cold (-15 with the wind chill or colder), and we do not go outside during extreme heat advisory's unless we are swimming or going to the shade with hats and plenty of water and then we will limit the time outside.

Sleep & Rest Period

Our centre has a rest period of no more than two hours. The children are allowed to sleep, rest, or engage in quiet activities based on the individual child's needs, most importantly at the requests of the Parents. Sleep rooms will be slightly darkened but never to dark, Children will have enough light to engage in quiet activities and there will be enough light for safety and for the staff to observe the sleeping children.

Every child will have an individual cot assigned to them, the centre will wash the sheets weekly and more often if soiled, Teacher's will disinfect the cots weekly or more often if they are soiled. Parents will be asked to take home any sleep blankets, pillows, plush toys each Friday to wash and bring back the following week.

At no time will a sleep room be left unsupervised for any reason, staff will two way radio if there is an emergency and they have to leave the room. Staff must complete visual checks of sleeping children by being physically present and checking for indicators of distress or unusual behaviours. Staff must physically walk around the room and check each child a minimum of every ten minutes. .

If there is a significant change in a child's sleeping patterns staff must communicate this to the Parents, if the Parents want them to be kept awake staff are to provide a quiet activity, if Parents would really like them to try to sleep staff will do their best to rub the child's back for a few minutes in between checking all children.

Inclusion

We are experienced in providing care and programs for children with special need, we do this by working closely with the Parents, program staff and the network of community partners who support children.

It is essential that Parents provide us with information specific to the child's needs at the time of registration. This helps us set up meetings for supervisor and program staff with the Parents to allow us the time to place the child in the appropriate room with the proper resources and order special tools as needed. Each child with special needs will have an Individualized support plan in place that is uniquely created for them and will be reviewed by all staff, it will include but not limited to:

- Description of any supports or aids, walkers, wheel chair, cane etc
- Details of strengths and needs and goals
- Details of any special medical health information
- Instructions relating to the use of the aids, or medical conditions or modifications
- Details of self help skills / gross motor skills/ fine motor skills
- Details if child is a flight risk, or if they need constant encouragement to play

To meet the child's best needs the plan will be developed in consultation with the Parent, EI if assigned, and any regulated health professional or other person who works with the child in a capacity that would allow the person to be helpful. The purpose of the plan is to provide a description of how the child care will support the child to function and participate in a meaningful and purposeful manner.

If it is determined we cannot reasonably accommodate the unique needs of a child, we will arrive at a final decision and will link the family with local agencies that can better support the required needs of the child.

Field Trips and Neighborhood Walk

Field trips are pre-arranged trips, you will be made aware well in advance of the nature of the trip, where they will be going, the time they are leaving, the means of transportation and the time they are returning. You will also be charged a fee to help cover the cost of the trip and bussing if necessary. It is also necessary that you sign a permission form for each trip and return it with payments in advance.

Neighbourhood walks - are not field trips, we have beautiful trails behind our property, on a nice day a class may want to spend their outdoor time on a nature hike exploring. A class will never leave before 9:30 am, this will help make sure most of the children have arrived, in the afternoon they will return by 4:30 for pick up. If they do go for a walk the staff must post a sign up on their door, what time they left where they are going and when they will be back. These brief outings will never interfere with snacks or meals.

If you are not ok with your child leaving the grounds you must put that in writing and give to the child care Supervisor who will ensure your child Teachers are aware and they will stay behind if the class goes for a walk.

Photographs & Social Media

Our official website is www.loyaltrueblueorangeflexiblechildcare.ca, and please follow us on face book at Loyal True Blue & Orange Flexible Child Care. Only LTBO has the authority to post or change pictures, and we may use your child's picture for promotional purposes on our web site, brochure or facebook. You may also see pictures of your child having new adventures posted on our classroom boards. Our staff do not have the authority to post any pictures of registered or previously registered children (who are not their own) on any personal social media sites. We also ask that out of respect for other families, parent's refrain from posting pictures of other families children they have received from us on their social media sites.

Swimming Pool Permission

We have a beautiful outdoor swimming pool that is opened for the months of July & August after it has been safety inspected by York Region Public Health. We hire a certified Lifeguard with valid NLS certificate, and your child swims every day weather permitting, one or more Teachers are always present during swim time. All children from toddler to kindergarten must wear an approved life jacket provided by us no exceptions. Children 6 and older registered in summer camp must also wear a life jacket until they have completed a swim test and passed.

If you do not want your child to swim please put that request in writing and give to the child care Supervisor who will record that and pass the information along to the lifeguard as well as your child's Teacher.

Children's Records

We are a licenced child care centre and we are inspected and licenced by the Ministry of Education and as part of that inspection they have the authority to check our records and that may include your child's immunizations, emergency forms, ISP's, IMP's, medicine requests, accident reports, etc. In addition to the Ministry of Education we may also be requested from time to time to share information with public health if there is an outbreak or any other concerns. We may also be required from time to time when requested to share information with CAS, we will not share information that is not mandatory by a requesting government organization.

Loyal True Blue & Orange Home

Fee Schedule effective January 1, 2019

There is a one-time registration fee of \$50.00

| | <u>Full time flat fee /month</u> | <u>Part time (2 or 3 days per week set days)</u> |
|---------------------|----------------------------------|--|
| Toddler | \$1,260.00 per month | \$860.00 |
| Preschool | \$1,190.000 per month | \$820.00 |
| Kindergarten | \$1110.00 per month | not recommended for Kindergarten |
| Kindergarten PA Day | \$51.00 / day (limited space) | |

Please note, there are no hidden extra fees, breakfast, snacks, lunch and swimming are all included. Our hours are 6:00am. – 700pm and you can drop off and pick up any time during those hours without any additional costs.

There is an extra charge that only applies for late pick up, there is a \$1.00 / minute late fee for every minute after 7:00 p.m.

This is to certify I have received, understand and agree to act in accordance with the Parent information booklet dated December 2018

Child's Name: _____

Parent Name: _____

Parent signature _____

Supervisor signature _____

Date reviewed: _____

This page must be returned to the centre as part of your child's complete file.

Welcome to our centre