February 2024

MMj03365060000[1]**POLICIES AND PROCEDURES – PARENT HANDBOOK**

The Board of Directors, Supervisor and Staff welcome your child and family to our Centre. We look forward to having a positive, professional relationship with you. We have prepared this handbook so that you will know what you can expect from us and what we expect of you. We have included many of our policies and procedures, so that our operations are transparent and informative. Our practices are guided by the Child Care Early Years Act, 2014, the College of Early Childhood Educators’ Code of Ethics and Standards of Practice, How Does Learning Happen? and our own Policies and Procedures. If you have any questions or concerns, please contact us and we will be happy to help you.

**This document must be reviewed by parents prior to child’s attendance.**

1. **CHILD CARE TEAM**

All full time Early Childhood Educators are registered with the College of Early Childhood Educators

Only Ballantrae Child Care Centre employees will have direct unsupervised access to children. Every child who is in attendance in Ballantrae Child Care Centre will be supervised by an employee.

All employees will have a Vulnerable Sector Screening performed every 5 years with an offense declaration signed every year. Every employee will have their First Aid and Infant and Child CPR renewed every three years

Ballantrae Child Care Centre is an equal opportunity employer. No person will, on the basis of race, colour, religion or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to, discrimination under any program

1. **PROGRAM INFORMATION AND RESPONSIBILITIES**

Ballantrae Child Care has facilities to accommodate the following children:

21 Toddler / Preschool children ages 18 months to 3 years

20 Kindergarten children ages 4 to 5 years

1. School aged ages 6 to 12 years

The supervisor or designate is responsible to carry out day-to-day program management and oversight of children and staff.

Full time children will play outside for at least one hour twice daily. After school children will be outside for at least thirty minutes. Except during inclement weather, unless otherwise approved by the supervisor or a physician or a parent of the child advises in writing.

All toys and furniture available to children are cleaned weekly by our staff, if there is a high illness rate in the centre toys are cleaned daily. Cleaning is done using a three sink method and Zochlor is the disinfectant that is used. If an outbreak (declared by Public Health) or reportable communicable disease occurs a note will be posted on our main doors, explaining what the outbreak / communicable disease is and what we are doing for infection control.

Although we request co-operation in not disturbing our program, parents are permitted access to all parts of the Centre at any time their child is present.

In the Toddler/Preschool room the ratio between adults and children is 1:8, in the Kindergarten room the ratio between adults and children is 1:13 and in the School aged room it is 1:15.

Anytime a serious occurrence occurs at the centre, the principal will be informed verbally and parents will be informed by a Serious Occurrence Notification Form which will be posted on the child care’s door.

Throughout the year, trips may be made to special places of interest. A notice will be sent home in advance of the excursion, informing you of the destination, time and date. It will also include a permission slip to be signed and returned. You are always welcome to accompany us.

Ballantrae Child Care Centre has a full inclusion policy for all children with special needs.

Each child in the Toddler / Preschool room must have a change of clothing that is left each week at the Centre to be used for emergencies. All clothing must be labeled. The Centre is not responsible for lost clothing.

Children should wear washable, comfortable clothing. Separate indoor/outdoor shoes are required for all age groups.

Parents are asked to see that children **DO NOT** bring toys to the Centre. The Centre cannot be responsible for any article brought from home.

1. **ATTENDANCE / WITHDRAWAL**

Both full and part time care is provided 51 weeks each year. Care is provided from 7:00 am to 6:00 pm. The following holidays are observed:

December 25 to January 1, inclusive Thanksgiving Day

Good Friday Easter Monday Civic Holidays

Victoria Day Labour Day Canada Day

Family Day

December 24 to January 1 is a mandatory shut down; no absent days will be used during this time. There is no charge for the week between Christmas and New Years for our mandatory shut down.

If York Region District School Board closes our school due to inclement weather, the program will not open. If only buses are cancelled the program will remain open. Please check <http://www.yrdsb.ca/Pages/default.aspx> for school closures, any child care disruptions will be posted on our Facebook page. If the school closes during the day due to inclement weather, the after school program will NOT open and you will be required to pick your child up from school.

Each child is entitled to 5 absent days for which they do not need to pay. These are available for Civic & Stat. Holidays, family vacations, or sick days.

Parents are asked to give us at least 1 weeks’ notice if their child will not be attending on a P.A. day. If no notice is given full day fees will be charged, regardless if your child is in attendance

1. **CANADA-WIDE EARLY LEARNING AND CHILD CARE SYSTEM (CWELCC)**

The Canada-wide Early Learning and Child Care Agreement (CWELCC) was announced on March 27, 2022. Affecting all children ages 0-5 years (as well as children who turn six years before June 30).

In October of 2022 **Ballantrae Child Care Centre opted-in to the Canada-Wide Early Learning and Child Care (CWELCC) agreement between the Province of Ontario and the Government of Canada.**

The main focus of the CWELCC plan is to reduce child care fees for families with children under the age of six. As an initial step, families with eligible children at our child care saw a fee reduction of up to 25%, In January 2023, an additional fee reduction was introduced which brings the reduction to 52.75% (to a minimum of $12/day)

In October 2022 the centre also received funds to retroactively reimburse families for overpayment to April 1, 2022. This was completed within the 20 day period requirement.

Cap on Fees

Ballantrae Child Care Centre was operating when the CWELCC system was announced, therefor the program’s base fees for Toddlers, Preschool and Kindergarten children were capped at the amount that was charged on that day.

Base Fee: Daily fees charged for the provision of child care, including any fees for services or items required and any other mandatory parent fees. (ONLY base fees must be reduced under the CWELCC system.)

Non-Base Fee: any fee charged for optional items or optional services (e.g., visitors/field trips) OR any fees charged where the parent fails to meet the terms of the agreement with the Centre

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| Ballantrae Child Care Centre Base Fees | | | | January 1, 2022 |  |
| TODDLER RATES (18 mths – 30 mths) |  | PRESCHOOL RATES (30 mths – 4 years) |  | KINDERGARTEN RATES (4 – 6 years) |  |
| Registration Fee | $50.00 | Registration Fee | $50.00 | Registration Fee | $50.00 |
| FULL DAY | $45.00 | FULL DAY | $43.00 | FULL DAY | $40.75 |
| HALF DAY | $33.00 | HALF DAY | $29.00 | BEFORE SCHOOL | $12.00 |
| NURSERY SCHOOL | $21.25 | NURSERY SCHOOL | $19.25 | AFTER SCHOOL | $22.75 |
|  |  |  |  | BEFORE & AFTER SCHOOL | $27.75 |
|  |  |  |  | Summer Camp Daily | $50.00 |
|  |  |  |  | Summer Camp Weekly | $245.00 |

1. **VOLUNTEERS AND STUDENTS**

All volunteers and students must have a vulnerable sector screening completed by York Region Police. (Students may show proof of screening from their educational institution)

All volunteers and students must have a health assessment and immunization as directed by the local medical officer of health.

Volunteers and students must be over the age of 18 and will not have unsupervised access to children.

Volunteers and students will not be counted in the staffing ratio, unless it is a staff member who is also enrolled in an educational program and is completing an educational placement in their current place of work. Only then can they be counted as a staff member throughout the duration of their placement.

The supervisor will be responsible for the implementation, review and evaluation of this policy.

Every volunteer and student will review the following policies before they begin and at least annually afterwards:

* Volunteer and Student Policy
* Behaviour Management Policy
* Dress Code
* Illness in the Child Care
* Allergy list & any current Anaphylactic Emergency Plans
* Playground Policy
* Parent Handbook
* Confidentiality Policy

The lead RECE of the room will be the designated person to supervise volunteers and students.

The supervisor and classroom lead RECE will be responsible for orientation procedures to help volunteers and students understand the operation of the centre and the expectations for their placement/volunteer experience.

Ballantrae Child Care Centre employees are required to review this policy annually; this policy is included in the employee policy and procedure sign off form.

Volunteers and students will participate in the Behaviour Management Assessment & Performance Review after three months of continuous work and twice annually thereafter.

Behaviour management practices are monitored on an ongoing basis using a daily team review, wherein discussions are conducted regarding such practices, and a behaviour management monitoring assessment chart which is completed and discussed with individual staff members, volunteers and students.

Frequent occurrences of non-compliance will result in dismissal.

1. **ILLNESS / MEDICATION**

Prior to admission, each child must be immunized as directed by the local officer of health and a copy of their immunization cards must be provided. Updates must also be provided. A Ministry-approved, standardized form must be used to submit any objections or medical reasons as to why the child will not be immunized.

Drug Identification Numbers (DIN) – an eight digit number assigned by Health Canada to a drug product prior to being marketed in Canada.

* All products containing a DIN require a schedule of administration and applicable record keeping
* This applies to many items, including vitamins, medicated ointments, prescription medication and over-the-counter medication

Due to frequency and their longer term daily usage, sunscreen, diaper creams, lip balms and hand sanitizers can have blanket authorization from a parent and can be administered without a medication form as long as they are non-prescription and/or they are not for an acute (symptomatic) treatment, whether or not they have a DIN.

The operator may permit a child to carry their asthma medication or emergency allergy medication. A record (Medication Form) of self-administration of these drugs is required. Written permission from the child’s parent/guardian for the child to self-administer is on file.

If medication needs to be taken on an “as needed” basis, the parents written instructions must clearly explain what “as needed” means (what symptoms need to occur before medication is given?).

The supervisor may refuse to administer medication/drugs. If the supervisor agrees to administer medication/drugs, the following must apply in all cases:

* Written authorization on a form that we provide that includes the dosage and times any medication is to be given.
* The supervisor OR lead R.E.C.E will administer medication
* **Prescription drugs** must have written authorization by the parent including the dosage and time the drug is to be given. Medication will be in original container clearly labeled with child’s name, name of drug, dosage, date of purchase and instructions for storage and administration.
* **Non-prescription drugs** Medication must be in original container. It must have written authorization by the parent including dosage, time the drug is to be given; storage and administration of the drug, date of purchase will be attached along with a doctor's note stating what type of medication, reason for it and how long the child should be on it. Vitamins are considered drugs, and therefore require the same care when administered

If a child is given the wrong dose of medication, the supervisor or designate must be told. The parent will be called and the staff who gave the medication will make note of this mistake on the medication form and the daily log.

If the child takes/is given a medication that is not their own (accidental administration) the supervisor or designate must be told and any instructions on the label related to accidental administration, including calling 911 or going to the closest Emergency room will be followed. The parent of the child given the medication will be called immediately and told what has occurred and it will be written in the daily log. The parents who brought in the medication will also be informed. If a child has any symptoms of ill health and/or says they are not feeling well after accidental administration of medicine, staff should call emergency services and follow the serious occurrence policy.

Where there is a contradiction between the dosage on a medicine’s label and the dosage on the medical authorization form. The supervisor or designate will confirm with the parent which dosage should be administered to the child. If the dosage on the label is correct, the parent must correct the information on the form. If the dosage on the medical authorization form is correct, a doctor’s note must be given to BCCC that clearly indicates the child’s name, the name of the drug or medication and the instructions to be followed.

Medication that requires refrigeration will be kept in a dedicated medication locked box kept in the fridge, all other medication will be stored in a locked box on top of the fridge. Medication that is expired will not be given and will be returned to parents as soon as possible.

Children who become ill may not remain at the Centre. Temporary care will be provided until a parent can be contacted and arrangements can be made for your child to be taken home. Children will be admitted back into the centre once symptom free for 24 hours**.** Children absent from the Centre with a contagious illness may not return without a signed statement from a physician indicating that the child is no longer contagious.

When your child is ill and will not be attending the program, please inform the Centre as soon as possible. This can be done via e-mail, child care app or phone call. A child with diarrhea, a fever of 100.4 degrees or more, or with unknown marks or rashes will not be admitted to the program. A teacher has the right to refuse a child due to illness at their discretion. Children with pink eye (conjunctivitis) will also be sent home but can return once they have received eye drops for 24 hours.

1. **GUIDELINES ON CHILD GUIDANCE**

Positive Reminders Explain to the child what is expected and why.

Positive Reinforcement Comment or notice when children are doing things appropriately. Many times misbehavior is designed to get your attention. If children get attention for doing things right, they will be quick to initiate appropriate behaviour. Also, notice when children are enjoying themselves, and comment on it.

Positive Redirection Remove the child and offer him another choice. Redirect his unacceptable activity to the closest parallel acceptable activity.

Removal from classroom for one on one discussion with child, to discuss issue/next steps

Removal from classroom Escort child to office,

Discuss situation with supervisor,

Supervisor will provide direction,

Document incident in classroom log,

Follow up with parents

Supervisor will follow through with additional steps if necessary

PROBLEM SOLVING STEPS

Initiate mediation

Gather information

Define the problem / issue

Generate alternative solutions

Agree on a solution

Follow through

TEACHER’S ROLE

To value the learning process and be willing to trust the learner

To establish and maintain a classroom that encourages problem solving

Discovery – The child works on their own and discovers solutions

Guided discovery – The teacher asks open-ended questions that helps the child discover solutions

Modeling – The teacher demonstrates how to solve a problem, but lets the child follow through

Direct Teaching – The teacher tells the child how to solve the problem

Prohibited Practices (Ontario Regulation 137/15 Section 48 of the Child Care & Early Years Act)

The following prohibited practices are not permitted in the program:

(a) corporal punishment of the child;

(b) physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purpose 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 it is used only as a last resort and only until the risk of injury is no longer imminent;

(c) locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures;

(d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will.

(g) Abuse of any kind

Staff confirm that these practices are not allowed and do not occur in the program.

MEASURES FOR DEALING WITH CONTRAVENTIONS

Any reports involving breach of the above prohibited practices are taken seriously and will be reported to the Ballantrae Child Care Centre Board of Directors and to stakeholders including Ministry of Education, child protection agencies, and professional colleges (as needed). Individuals who violate the prohibited practices are subject to disciplinary or corrective action up to and including termination of employment.

Ballantrae Child Care Centre understands and complies with all established guidelines for reporting to the Ministry of Education, child protection agencies, and professional colleagues.

1. **PAYMENTS**

Ballantrae Child Care Centre is operated on a non-profit basis and fees are our main source of income. Therefore it is important that fees are paid on time, in advance each Friday for the following week’s care. This fee is due regardless of absenteeism due to illness or inclement weather, as well as statutory holidays. If payment is not received, your service may be suspended.

Etransfer is preferred but cheques and cash will be accepted.. If any cheque is returned NSF, I agree to pay a $15.00 fee. Ballantrae Child Care Centre then has the option to refuse future cheques.

An official income tax receipt will be issued to you in January. If there are any outstanding payments at years end, no year-end receipt will be issued until payment is received in full.

Each child will receive 5 absent days with no charge per year. These days can be used at your discretion, for absence, illness, statutory holidays or vacations.

A non-refundable registration fee of $50.00/child is due at the time of enrollment. This fee is also applicable if your child is absent from the centre for a period exceeding two months.

A late fee of $1.00 per minute will be paid directly to the staff member on duty if your child is at the Centre after the 6:00 pm closing time. If late three times in one month’s period, the fourth time the late the charge will be $5.00 per minute.

If you wish to withdraw your child from the B.C.C.C. program, you agree to give the Centre ONE WEEK’S WRITTEN NOTICE. If this notice is not given, you agree to pay for one week’s tuition fee.

Should the management of Ballantrae Child Care determine that your child cannot adjust to the Centre’s program, the child will be withdrawn with one week’s notice and this agreement will be terminated.

1. **MEALS**

Ballantrae Child Care aims to provide:

* Nutritionally adequate meals and snacks
* Opportunities for children to experience and gain a positive attitude toward a variety of foods
* Opportunities for children to prepare foods
* Opportunities for children’s enhancement of socialization, self-help and language skills
* An accurate record of any food substitutions must be made so that the food intake of each child may be traced.
* Planned menus for the current and following week shall be posted on the information board. Posting menus allow Parents to take into account what the child has been served when planning meals at home.
* Menus for the previous 30 days are retained
* The operator shall ensure that a list of allergies is posted in each cooking and serving area of the Child Care.

Snacks are provided morning and afternoon, plus a hot lunch at 11:30. Food exceptions may be made for individual children if, such requirements are agreed upon at time of registration. Weekly menus by Wholesome Kids Catering are posted in advance in the Centre for you to consult.

Ballantrae Child Care Centre is a peanut and nut free facility and we ask that you do not bring these products into Ballantrae Public School.

Parents may bring in special treats to the centre for birthdays or special occasions, as long as they are purchased at an inspected source which is government inspected, and a list of ingredients are provided.

1. **BAGGED LUNCHES**

When bagged lunches are necessary, staff must ensure that each container is labeled with the child’s name, and is stored, prepared and served to retain maximum nutritious value and prevent contamination.

**Parent and Guardian’s Responsibilities:**

* The bagged lunch adheres to Canada’s Food Guide.
* Lunch is provided in a labelled lunch bag with an ice pack.
* Foods that may have come in contact with nuts are not allowed in the child’s lunch.

Food Allergy Lists are posted in the program space where lunch takes place. Parents are asked to notify Ballantrae Child Care Centre staff in writing with regards to any Allergies or Food Intolerances.

We encourage your food choices to be nutritious. Too many sweet treats, pop and chips do not provide the nutritious value needed by growing bodies. Plus, "Kids feel yucky" eating these products when the weather is really hot.

Vegetables, Fruits, Sandwiches, Salads, Whole Grain Breads, Cheese, Pasta, Yogurt and juice boxes are preferred.

*Please ensure that lunches do not include foods with low nutritional value and/or high in sugar content such as; chocolate bars, pop, candy, chips, etc.*We cannot allow the children to eat these items at the child care. We will replace these items with a healthier lunch option and you will be billed accordingly.

When lunches do not meet the bag lunch guidelines for nutritional value or allergens are present, B.C.C.C. will have on hand extra snacks to supplement. · Examples; Apples, Crackers or Rice Cakes.

**Staff Responsibilities:**

* All surfaces will be cleaned and disinfected prior and after the children have their lunch
* Staff will ensure the children wash their hands before assisting children with their lunches.
* Staff will ensure children wash their hands prior to eating lunch.
* Staff will monitor lunches to ensure food arrives at the centre that does not contains nuts or has the warning sign “may have come into contact with nuts”.
* An alternate lunch will be provided if a child forgets their lunch. A courtesy call to the parent or guardian will be made and the food served will be recorded in the log book.
* Staff will encourage children not to share lunches.
* Staff will supervise closely any child that has a life threatening allergy by sitting next to them or across from them during lunch time.
* Staff will monitor each child’s lunch and should a child’s lunch consistently not adhere to Canada’s Food Guide then they will work with the parent to provide sample menus.

1. **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 Ballantrae Child Care Centre 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 two business days. 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.

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.

**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).

**How to address concerns:**

1. Related to a program room

If a parent/guardian has an issue or concern about their child’s room, the issue or concern should be brought directly to the program staff.

1. Regarding a staff member

If a parent/guardian has an issue or concern about a staff member, the issue or concern should be brought to the attention of the supervisor.

1. Regarding the supervisor

If a parent/guardian has an issue or concern about the supervisor it should be brought to the attention of the assistant supervisor. The parent / guardian will be asked to put the issue or concern in writing and the assistant will bring it to the attention of the President of the child care’s Board of Directors.

1. 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](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (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>

1. **EMERGENCY MANAGEMENT**

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.

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

If an Emergency situation occurs Ballantrae Child Care Centre will notify parents/guardians of the emergency as soon as it’s safe to do so either by phone or email. If an evacuation of the centre occurs the supervisor or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. Once Ballantrae Child Care is situated, either at the meeting place, evacuation site or back at the child care centre, a debriefing will take place. A location and time will be determined by York Region District School Board and the supervisor of Ballantrae Child Care.

For situations that require evacuation of the child care centre, the **meeting place / evacuation site** to gather immediately will be located at: Ballantrae Community Center

For situations that require evacuation of the meeting site, an evacuation site will be determined by Ballantrae Public School or emergency personnel.  
**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

1. **SLEEP ROOM**

Parents will be consulted regarding their child’s sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as transitions into different age groupings or upon parent’s request. An afternoon rest period is available to all children. Any significant changes in a child’s sleeping patterns or behaviour’s during rest time will be communicated to parents.

Children who rest will have a cot labeled with their name. Cots, sheets and blankets will be washed every week or sooner if soiled. Parents may bring their own blankets and sheets but they must be sent home weekly for washing. Sleep areas shall have sufficient light to easily see each child.

Two records must be kept during sleep time, both are located on the Toddler/Preschool clipboard:

* Staff will record what time children fall asleep and what time they wake up. If children are sleeping for a shorter period it will be indicated on this form.
* Staff will periodically perform a direct visual check of each child resting by being physically beside the child. Staff will look for any indicators of distress or unusual behaviour’s. These checks will be done every half hour and a check mark beside each child’s name will indicate that it has been completed. If anything is observed it will be noted in the daily log to communicate to parents. (Toddlers only)

1. **SAFE ARRIVAL & DISMISSAL**

This policy and the procedures within will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

Ballantrae Child Care Centre will ensure that any child receiving care is only released to the child’s parent/guardian or an individual that the parent/guardian has provided written authorization for.

When bringing a child to the Centre, parents/guardians are expected to bring their child into the building and see that the child is under supervision of a Ballantrae Child Care Centre teacher before leaving the premises. Parents/guardians are expected to come into the building when returning to pick up their child.

If a child accidentally goes on a bus, the school office will be informed immediately, so that they are able to call the bus, so it can turn around and bring the child back.

Please make sure that if you cannot pick up your child, you inform your child’s teacher who will be picking them up in writing. Please make sure:

* The person is familiar to your child
* Is on the authorized list to pick up your child
* Has and is willing to show a picture I.D.
* Is over the age of 16.
* An intoxicated person (yourself included) will be denied access to pick up any child for safety reasons.
* Please make sure that the person designated to pick up your child has an appropriate car seat for your child

No assumptions will be made, if no note was received; and the school was not informed: it is the supervisor’s or designates responsibility to track the parent/guardian down and find out where the child is.

1. Accepting a child into care

* Greet parent/guardian & child
* Discuss how child’s morning has been and if there are any changes to their pick-up procedure/routine
* If there is a change, ask parent/guardian to write a note or send an email so that it is properly documented (ensure that it is dated)
* Document that change in our daily log book
* Sign the child in on attendance

1. A child has not arrived at the centre as expected and no message from the parent/guardian has been received

* Inform the supervisor/assistant supervisor that the child has not arrived by 10:00
* The supervisor/assistant supervisor will reach out to parent/guardian via phone call (home number, cell number and then work number) If there are no answers, phone messages will be left. The supervisor/assistant supervisor will then message the parent/guardian through our child care app. (All calls and messages will be documented in a daily log book)
* The above procedure will be completed twice. At 10:00 and 11:00.
* Once the child’s absence has been confirmed, program staff shall document the child’s absence on the attendance record and any additional information about the child’s absence will be written in a daily log

1. Releasing a child from care

* Staff will only release the child to the child’s parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to.
* If staff does not know the individual picking up the child, they may confirm with another staff member.
* If this is not possible, staff will request photo identification to confirm that they are authorized to pick up the child.

1. Where a parent/guardian has previously communicated with a staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up as expected (before the centre closes)

* Staff will inform the supervisor/assistant supervisor half an hour after timeframe has lapsed.
* The supervisor/assistant supervisor will reach out to parent/guardian via phone call (home number, cell number and then work number) informing them that their child is still in care and has not been picked up. If there are no answers, phone messages will be left. The supervisor/assistant supervisor will then message the parent/guardian through our child care app. (All calls and messages will be documented in a daily log book)
* Where the individual is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian’s instructions or leave a voice message to contact the centre.
* Where the centre has not heard back from the parent/guardian or authorized individual the staff shall wait until the program closes and then refer to procedures under “where a child has not been picked up and the program is closed”

1. Where a child has not been picked up and the centre is closed

* Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 p.m., staff will ensure that the child is given a snack and activity, while they wait for pick up.
* The Supervisor or designate will be informed
* One staff will stay with the child, while the second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pick up time.
* If staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall call and inform the supervisor/assistant supervisor and then begin to call other authorized individuals listed in the child’s file.
* Where the staff is unable to reach the parent/guardian or any emergency contacts by 7:00, the staff shall proceed with contacting Children’s Aid Society (CAS), 905-895-2318 OR 1-800-717-3850, Staff will follow the CAS’s direction with respect to next steps.

Parents/guardians are required to inform Ballantrae Child Care in writing each time their child is going to be late, absent or leaving early. Parents/guardians are responsible for their children’s safety and safe arrival & dismissal programs do not release parents/guardians from this responsibility. Parents/guardians will ensure that the child care has accurate and current contact information at all times. Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone

In case of emergency our designated place of shelter is the Ballantrae Community Centre.

1. Access to Child & Premises

No child care provider shall prevent a parent from having access to their child except:

* The staff believes on reasonable grounds that the parent does not have a legal right of access to the child (a legal document must be in the child’s file)
* If the staff believes on reasonable grounds that the parent could be dangerous to the children at the premises
* If the parent is behaving in a disruptive manner

1. **WAITLIST**

No fee or deposit will be made for a family to be placed on Ballantrae Child Care Centre’s waitlist. It is advisable to put your child’s name on the waitlist as early as possible. Licensing requirements limit the age and number of children we can have in any classroom. Only once a withdrawal is confirmed in writing can we begin to find a family for the space. Parents are only required to give one week’s notice.

The current date will be included the day the family is placed on the waitlist. Parents who are waiting for a particular month are contacted when spaces are available. If there are multiple families for a particular month, the family who contact Ballantrae Child Care Centre first will be called first. Even if the month you specified has already passed. Once a family is called from the waiting list they are given a specified time frame to return the call and express continued interest in the space available. If this call is not returned within the time frame, the child will be removed from the list and the next family will be called. If you do not wish to take the space at the time, your place/seniority on the waiting list remains the same.

We do have some priorities that we consider when inviting new families to join us. In order of priority, we consider:

* Children currently enrolled and needing to graduate to the next age group
* Siblings of children currently enrolled
* Previous families in good standing;

If requested; a modified waitlist will be made available. This list will only provide information regarding the specified age group. It will show the dates families were placed on the waitlist and the age of child.

1. These policies and procedures may be changed to comply with government regulations or for any other reasons at any time. Any changes will be copied to or sent to parents via email.

Find us on Facebook @ Ballantrae Child Care Centre

**HISTORY**

Ballantrae Child Care Centre is a non-profit corporation that has been in operation at the Ballantrae Community Centre since it began in 1987. Don and Gwen Dallimore of Uxbridge began the business in response to a local need for childcare, a need that continues to grow as the Stouffville area responds to the new growth demands of the GTA.

Since the passing of founder Gwen Dallimore in June, 2005, the Centre has been under the capable leadership of Wendy Pyke, R.E.C.E. Wendy has been the Supervisor since August 2000, overseeing the daily operations as well as long-term planning for the centre in close consultation with the Board of Directors. Ballantrae Child Care Centre employs 5 full time and 3 part time employees, some of whom are the third generation of employees to work at the daycare.

In September 2007, Ballantrae Child Care moved into Ballantrae Public School, in cooperation with the York District School Board.