

Mulberry Bush Child Care Centre

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Welcome Letter

Welcome to Mulberry Bush Child Care Centre, we thank you for letting us be a part of your child's early years! Over the years, research has shown that the early years are the most important stages of development for a child. At Mulberry Bush Child Care, we strive to make your child's experience a positive and loving one, continuously supporting their developmental needs and being an extension of your family. With every child having their own interest and stages of development, our educators create an atmosphere that enhances every child's learning through engagement, exploration, play provocations, and supportive guidance through a play-based environment.

Our mission at Mulberry Bush is to provide the utmost care for your child. We provide an inclusive, safe, and comfortable home-like environment. Our educators believe that children are competent, capable, curious, and rich in potential. We believe that your child's health, safety, nutrition, and well-being is important and therefore it is our priority to provide the best care for each child and their individual needs. Our educators observe, engage, encourage, and document your child daily regarding their needs and accomplishments. We work together with all families to ensure your child's experience at the Mulberry Bush Child Care is the best it can be. We know that families are the experts when it comes to their children and their needs, and therefore sharing all knowledge is integral to the success of your child. Our families are valued through positive and responsive relationships and are welcomed into the program. We believe that having open communication with families through daily conversations and documentations is the true key to success!

Within this document, you will find information pertaining to the policies and procedures of the centre. Please feel free to follow up with any questions or concerns regarding these policies as Mulberry Bush Child Care has an open-door policy for communication.

On behalf of all the educators and myself, we welcome you to Mulberry Bush Child Care Centre. May your time with us be a positive experience for both you and your child!

Sincerely,

Stacey Aucoin, BSc. R.E.C.E

Program Statement

To ensure that Mulberry Bush Child Care provides high quality experiences for families and children, our programming and pedagogy is guided by the following documents:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Early Learning for Every Child Today
- Ontario Early Years Framework
- Think Feel Act: Lessons from Research About Young Children

We believe that every child should feel:

- A sense of belonging, connected to others, and feel that they can contribute to their world.
- The need to develop a strong sense of self, health, and well-being.
- That they are an active and engaged learner who explores the world with their body, mind, and senses.
- Capable communicator who can express themselves in many ways.

At Mulberry Bush Child Care, we provide a child-led, play-based learning environment that encourages children to explore and interact in their environments freely. We do this by giving children the freedom to pursue their personal interests through their chosen materials and activities. When children are given the ability to make their own choices, they are:

- More engaged in their activity
- They are eager to explore their environment
- They ask more questions
- They problem solve
- They interact more with their peers, program staff, volunteers, and students.

We view children as competent, capable of complex thinking, and rich in potential. By observing the children's daily interactions and language, we learn about their interests, experiences, as well as their needs. We believe that each child deserves the proper encouragement and space to try new things, explore their new ideas and develop in their own unique way. Children are developing the ability to self-regulate, this is an essential part of a child's healthy development. Understanding and helping children to develop self-regulation skills is a key component of the Mulberry Bush Child Care Centre. Our staff know that self-regulation develops over time with maturity, experience and with proper nurturing adult support and therefore we work continuously with our children to help them gain these skills and be able to use them as they grow.

We provide an environment that fosters curiosity and allows children to explore freely. By recognizing and acting upon teachable moments, our staff engage children in activities that are meaningful and relevant to their own environment.

One of our core values at Mulberry Bush Child Care Centre is to foster the relationships among children, families, staff, and our community partners. We accomplish this by committing to collaborating with all our community partners, such as: All Kids Belong, Tyke Talk and Thames Valley Children's Centre. With our community partners, we work on the mutual goal of providing the best possible childcare service to all families. We value positive and responsive relationships with families. By engaging families in a meaningful way, this partnership ensures that we can focus on their child's social, emotional, physical, creative, and cognitive development in a holistic way.

Program Goals and Approaches

The Mulberry Bush Child Care Centre is consistent with the Minister of Education's policy statement on programming and policy (O.Reg. 137/15), aligns with our policies and procedures, and is used to guide our work with children and families. Children are provided with healthy snacks/meals daily. At our centre, food is never used as a reward or punishment. We allow and encourage children to follow cues regarding their own hunger or fullness.

Both our outdoor and indoor environments allow for transitions, flexibility for rest periods, and periods of uninterrupted play where safe risk measures are practiced. Our program gives children the opportunities for engagement in activities of their choosing.

Mulberry Bush Child Care's programs focus on an active play-based learning environment as this is the most efficient way for the children to naturally learn. Play is a child's natural response to the environment they see around them. When children are manipulating objects, act out roles, or experiment with different materials, they are engaged in learning through play. Play allows them to actively construct, challenge, and expand their own understandings of things through making connections to prior experiences, thereby opening the door to new learning. Intentional play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking. Play is responsive to each child's unique learning style and capitalizes on his or her innate curiosity and creativity.

Children are provided with open-ended materials and sensory experiences that offer opportunities for exploration and discoveries. As competent individuals, children are active participants in resolving conflicts, experiencing social/emotional situations and adapt to an ever-changing environment. We continue to encourage the children to come up with their own ideas that help problem-solve their own solutions to conflicts or obstacles that might arise.

Our educators participate in professional learning opportunities throughout the year to ensure that current practices are being followed. Our educators are warm, caring, qualified professionals who are carefully chosen through a selection process designed to determine their ability to meet the needs of children. Individually, and within learning communities, educators review, discuss, share, and reflect on topics that are relevant to providing quality care for children and effective support for families. Our educators recognize and act upon teachable moments. They engage and encourage the children in helping to plan activities so that they are more invested and eager to participate. Our educators provide open-ended activities and materials so that the children can be as creative as possible.

Our centre aims to ensure that families have access to available, affordable, safe, reliable, high quality licensed childcare for their children, which allows parents to feel peace of mind while their children are in the centre. Respect, care, empathy, trust, and integrity are the core values in all our interactions with the children in our care as well as their families.

Inclusion

The Mulberry Bush Child Care Centre is committed to providing a high quality and inclusive program that respond to individual abilities and the needs of every child. We know that children need to feel valued and feel that they belong. We provide a caring, safe environment where all children are valued and are given the opportunity to participate with their peers. They are encouraged to participate in activities that help promote their emotional, physical, social, and intellectual growth and development. We help each child build a sense of belonging and self-worth through respectful and supportive relationships among staff, children, their families, and the community.

Our staff collaborate with parents and special needs resource agencies, such as Thames Valley Children's Centre, Tyke Talk and All Kids Belong, to meet the individual needs of children and their families. By working with parents and resource agencies, we ensure that strategies are implemented that support each child's unique needs to the best of our abilities. However, since we do provide group care, if resources are not available, there may be circumstances which could lead to us not being able to provide an environment that best supports the individual needs of a child with diverse abilities.

Guiding Children's Success

Our goal for the children and staff is to have a safe and enjoyable time while at the Mulberry Bush Child Care Centre. We establish reasonable limits for behaviour which are consistently monitored by all staff. These limits are appropriate to the developmental level of the child and consider the health, safety, and the rights of all individuals. We believe in a positive approach to guide the children with each situation. Our methods include redirection, modeling, providing choices, recognizing appropriate behavior, and involving children in conflict resolutions.

Parent Involvement

At the Mulberry Bush we welcome parents' involvement in all aspects of our program. Daily communication with the program staff is a valuable method of contributing to your child's care. Special events are held during childcare hours and are planned in advanced to ensure parent participation is available. Parents are welcome and encouraged to join in the special festivities as it is a great bonding opportunity for children, parents, and staff alike.

Addressing Matters of Concern

We believe that open communication with parents is essential to a quality childcare experience. Daily communication is a big aspect of our program, we accomplish this through face-to-face interactions, emails or through the phone. With our daily communication, we work with you and ask for your feedback to ensure your child has a positive experience while in our care. All issues or concerns are taken seriously, and every effort will be made to address and resolve the issues and concerns as quickly as possible.

Issues and concerns will be treated confidentially, and all efforts will be made to protect the privacy of the children, the families involved, and our staff. The only exception to this is when information must be disclosed for legal reasons (i.e., CAS, Ministry of Education, College of Early Childhood Educators).

At the Mulberry Bush Child Care Centre, we strive to meet the needs of all children and families enrolled in our childcare programs, however, in certain situations it may become necessary for a discussion to occur regarding alternate childcare options. These decisions are not taken lightly, and we try and make every reasonable effort to meet each child's needs so that they can participate in a meaningful, purposeful, and successful manner in the program.

Depending upon the nature of your concern, please see the steps below taken directly from our Parent Issues and Concerns Policy:

Parent Issues and Concerns: Parents/guardians are encouraged to take an active role in our childcare 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, childcare providers, and staff. We foster the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by the Director and will be addressed. Every effort will be made to resolve all issues and concerns to the satisfaction of all parties in a timely manner. Issues and concerns may be brought forward verbally or in writing as well as all responses and outcomes will be provided verbally, or in writing. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Escalation of Issues or Concerns

Should parents express an issue or concern directly with a staff member, the staff member will:

- Be attentive and listen carefully – show interest that you want to understand the issue/concern.
- Gather all information to identify and solve the problem together.
- If necessary, plan a mutually agreeable time to meet with parents when children are not present
- Contact their director for support if a resolution cannot be found.
- Document the situation. This will include the issue/concern and the steps taken to resolve it.

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 Director.

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.

Confidentiality

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

Conduct

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

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

Duty to Report

The duty to report is an ongoing obligation. If there are reasonable grounds to suspect that a child is or may need protection, by law, a report must be made to the Children's Aid Society. The duty to report overrides the provision of any other provincial statute.

Contacts:

Stacey Aucoin. Director, RECE. 519-473-4798

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

College of ECE 1-416-961-8558 or toll free 1-888-961-8558

Children's Aid Society (CAS) 519-455-9000 or after hours 519-858-5998

London Police Department 519-661-5670

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:
Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> the classroom staff directly or the supervisor or licensee. 	<ul style="list-style-type: none"> Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within 3 business days. <p>Document the issues/concerns in detail. Documentation should include:</p>
General, Centre- or Operations-Related E.g.: childcare fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> the supervisor or licensee. 	<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.
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to <ul style="list-style-type: none"> the individual directly or the supervisor or licensee. <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>
Student- /Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> the staff responsible for supervising the volunteer or student or the supervisor and/or licensee. <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>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Lunches and Snacks

At the Mulberry Bush, nutritious lunches and snacks are prepared daily in house. By following Canada's Food Guide, a 6-week rotational menu is planned and posted for you to reference. The centre provides a morning snack, Lunch, and an afternoon snack for the children.

At the centre we have a strict rule that no outside food may be brought in due to other's who are enrolled in the program that may have life-threatening food allergies. Under special circumstances (birthdays, social events), the Director may make exceptions to this rule. Please contact the Director directly prior to the event if you wish to bring anything into the centre.

Please note that in the event your child is diagnosed with a life-threatening allergy while in attendance at the centre, you will be required to follow Mulberry Bush Child Care Centre policies, which include families supplying allergy friendly food for their child. If your child requires a special diet, i.e.: vegan/vegetarian, gluten free, you will also be required to provide their food while in our care.

Parents must label food brought to the childcare centre with the child's full name and the date the food arrived at the childcare centre. *Please refer to Registration Package for details.*

Illness Absent Policy & Procedures

Refer to Covid-19 London Middlesex Health unit for screening guidelines to follow.

Fever: A fever at Mulberry Bush Child Care Centre is listed as 100.5 degrees Fahrenheit and above (London Middlesex Health Unit requirement). If a fever occurs during home time, the parent is responsible to contact the centre prior to 9:30am about their absence. If a fever develops during Centre time, the child will be required to go home immediately. The child cannot return to the centre until they are symptom free for 24 hours.

Example/further explanation: If a fever develops on a Monday, the child is not to return to the centre until Wednesday. This allows the child to experience their illness day (Monday) as fevers often have numerous spikes, leaving the following day as their 24 hours of being potentially symptom free. The day the fever develops is counted as their illness day regardless of time (Monday 12:00am- 11:59pm).

If a fever spike occurs during their symptom free time, it is no longer considered symptom free. They are required to follow the illness procedures as if it is a new fever, remaining home until symptom free for 24 hours

Cough: If a consistent cough develops, the child is to remain home for their first illness day and may return 24 hours once symptoms improve. (Follow fever example for what is expected for stay-at-home time)

Whooping Cough: The child must remain home and can return to the centre 5 days after the start of prescribed medication.

Diarrhea: A child who is experiencing two or more episodes of diarrhea are required to stay home for two days. They may return to the centre two days from their last diarrhea episode (two full days diarrhea free). If a child experiences another diarrhetic episode at any point, they must follow the protocols of remaining home and returning two days after their last episode.

Vomiting: A child who is experiencing two or more episodes of vomiting are required to stay home for two days. They may return to the centre two days from their last vomiting episode (two full days vomit free). If a child experiences another episode at any point, they must follow the protocols of remaining home and returning two days after their last episode.

Pink eye: The child must stay home until seen by their healthcare provider. If diagnosis is Bacterial pinkeye, the child must stay home 24 hours after the start of their treatment. If the diagnosis is Viral pinkeye, they may return to the centre with proof from their healthcare provider approving their attendance.

Strep Throat/Scarlett Fever: The child is required to remain home until 24 hours after the start of prescribed medication. The child may only return if they are well enough to participate within the centre's program.

Health: If a child is ill and will not be attending, it is required that the centre be contacted as soon as possible prior to 9:30 am on the day in question. If your child is going to be absent beyond your required absent days, we need to be informed prior to 9:30 am by phone or email if they are still ill. We ask that your child not attend the centre if they are unable to participate in all activities (going outside, too lethargic to play etc.) If medication is to be administered to your child a medication authorization form must be completed prior to them attending the centre. This form (medication authorization form) can be requested via email or can be filled out upon child drop off/pick up. Any unused or expired medication will be returned to the parent to have the pharmacy properly dispose of. Prescription/non-prescription medication will be administered with the following being provided:

- Completed medication authorization form (also required for non-prescription medication)
- Medication must be in the original container- clearly labeled with the child's name (for prescription medication), current date, instructions for storage and administration of the medication.
- Written authorization from the doctor for administration of non-prescription medications.
- Should emergency medical care be required, parents will be notified, and the child will be taken to the nearest hospital. Permission is granted to administer treatment as needed. It is understood that any fee incurred for such treatment will be the responsibility of the parent.

Outdoor Play/Learning

At the Mulberry Bush we know that outdoor play enhances physical health, increases focus, intellectual development, and emotional well-being. An outdoor environment provides opportunities for children to be creative, curious, and experimental with their surroundings. Our daily program allows children the opportunity to participate in outdoor activities for a minimum of 2 hours per day.

Clothing Expectations: To help your child enjoy their outdoor experience, we ask that you provide appropriate clothing for all seasons and weather (i.e.: rain boots, raincoats, and splash pants for wet days: snow pants, boots, hats, extra mittens, etc.).

We also ask that three extra sets of clothing are kept on site for your child so that they have the freedom to explore and create while eliminating the stress of getting dirty or wet. All outdoor and indoor clothing items must be clearly labeled with your child's first and last name. Every effort will be made to locate misplaced or missing items; however, we are not responsible for lost items.

For further information regarding clothing expectations, please refer to the Registration Package

Excursions

At the Mulberry Bush, excursions may be made throughout the year to special places of interest. A notification will be sent via email as well as a notice will be posted in the centre in advance of the excursion, informing you of the destination, date, and time. You must have a signed permission form, found in your initial enrollment package, that allows your child to participate. Failure to provide this signed form, could mean that your child will not have care for the day.

Prohibited Practices

Under No circumstances is the following permitted:

- Corporal punishment of a child.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or in the presence of a child that would humiliate, shame, or frighten a child or undermine his/her self- respect, dignity, or self-worth.
- Deprivation of children of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Locking the exits of a childcare program for the purpose of confining a child, or confining a child in an area or room without adult supervision
- Inflicting any bodily harm on children including making children eat or drink against their will
- Physical restraint of a child

Licensing: Mulberry Bush Child Care is a licensed childcare facility. This license is obtained through the Ministry of Education (MEDU) to operate our childcare centre. The program is inspected and licensed annually, and a license is issued upon successful completion of the licensing procedure. More information about licensing is available on the Ministry website at www.edu.gov.on.ca/eng/parents.

Safe Arrival and Departures

Safe arrival of children at our centre is ensured by requiring that you, or your designate, take your child directly to a staff member on duty each morning at drop off. You must ensure that a staff acknowledges your child's arrival. The duty of care is not transferred to our staff until your child is successfully signed in on our attendance form by the educator.

Safe departure from our care is ensured by requiring that you, or your designate who is picking up your child inform staff that you are removing your child from care and the staff has signed the child out on the attendance.

No child will be released to someone who is not listed on their contact form in their Registration-Package. However, we understand that emergency situations do arise. In those cases, you must contact the director directly. All persons picking up your child, other than the parent/guardian, will be required to show picture ID and have their designated door access control system code. Anyone under the age of 16 years of age will not be permitted to pick up your child.

Staff: Our staff at the Mulberry Bush are warm and caring qualified professionals, carefully chosen through a selection process designed to determine their ability to meet the needs of young children. Our program staff have the following credentials:

- Early Childhood Education Diploma and are a member in good standing with the College of ECE.
- Valid First Aid (infant/child CPR) and WHMIS training
- Up-to-date immunization record
- Vulnerable Sector Check
- Anaphylactic allergy training.

Students: At certain times throughout the year, students may come to our centre to learn from our staff. All students participating in childcare opportunities will be under direct supervision of our director and staff and will never be left alone with the children. All students will participate in tasks and responsibilities that are directly related to their school curriculum. Students are required to have a Vulnerable Sector Check completed and must participate in a Policy and Procedure review.

Centre Safety Measures

Emergency Management: An outline of the emergency procedures that are followed in the event of evacuation, as well as information regarding the evacuation site, are posted in each program room. If an evacuation requires the program to move to the emergency evacuation off site location, parents/guardian's will be notified via telephone as soon as it is safe to do so.

Fire Drills: are practiced once per month. These are recorded and signed by the Director and all staff that were in attendance. Posted in each classroom is a detailed outline of the emergency procedures followed for evacuation of the centre, as well as the evacuation site.

Serious Occurrence Notification: The safety and well-being of your child(ren) is our highest priority, however, in spite of all the best practices and precautions, incidents may result during centre hours. If a serious occurrence occurs, A "Serious Occurrence Notification Form" will be posted in a visible area on site, for 10 business days as per the government's requirement. A serious occurrence does not mean that the program is out of compliance with licensing requirements or that the children are at risk at the centre.

Emergency Expenses: Any expense incurred in handling an emergency illness of a child will be the financial responsibility of the parents/guardians.

Accident/Incident Reports: Parents will be informed of all accidents/incidents that occur regarding their child while at the centre. It is the responsibility of the parent/guardians to review the contents of the report(s) and sign upon pick-up. Please inform staff as soon as possible if medical treatment was sought after an injury in our program.

Smoke-Free Ontario Act: The smoke-free act requires licensed programs to comply with this regulation. No person is permitted to smoke/light or hold the following:

- Tobacco
- Medical cannabis
- Designed product or substance
- Electronic cigarette

This will not be tolerated while on the Mulberry Bush Child Care property regardless of if children are present or not.

Waitlist Policy

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

General: Mulberry Bush Child Care Centre will strive to accommodate all requests for the registration of a child at the childcare centre. Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed. No fee will be charged to parents for placing a child on the waiting list.

Receiving a Request to Place a Child on the Waiting List: The licensee or designate will receive parental requests to place children on a waiting list via one-list online application, telephone, or in-person meeting.

When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, and siblings of children currently enrolled. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Parents of children on the waiting list will be notified via telephone or email that a space has become available in their requested program. Parents will be provided a timeframe of 48 hours in which a response is required before the next child on the waiting list will be offered the space. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Maintaining Privacy and Confidentiality: The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

The Director is responsible for maintaining and managing the waitlist from the one-list, telephone inquiries, or walk-in clients.

One-List: The Mulberry Bush Child Care supports the utilization of London's centralized online childcare wait list. To provide families with quick, easy access to the one-list wait list, the Mulberry Bush Child Care provides a direct link on our website.

Once parents have completed the on-line wait list, our Director is notified of the request by email, then it is reviewed regularly. Parents are welcome to contact the centre regarding any questions or concerns through phone, email or in person.

Canada-Wide Early Learning & Child Care Plan (CCELCC)

The Mulberry Bush Child Care Centre is not enrolled in the Canada-Wide Early Learning & Child Care Plan (CCELCC).