The Children's Centre

Family Handbook

(Revised 2026)

St. John Bosco School (Main site) 613-342-1479
Académie Catholique Ange Gabriel (613-498-1900)
J.L. Jordan School (613-349-0632)
St. Francis School (613-213-2420)

Website: thechildrenscentre.ca
Facebook: St. John Bosco Children's Centre

Canada-Wide Early Learning and Child Care (CWELCC)

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

TABLE OF CONTENTS

WELCOME 3
PROGRAM STATEMENT 4
MISSION STATEMENT 8
PHILOSOPHY 8
LOCATION OF CENTRES 9
LICENSE 9
HOURS OF CARE/SERVICE 10
CENTRE CLOSURES 10
HOLIDAYS/SICK DAYS 10
CWELCC 11
FEE POLICY 11
FEE STRUCTURE 13
FEE COLLECTION POLICY 14
REGISTRATION 14
WITHDRAWAL FROM CARE POLICY 16
MOVEMENT OF CHILDREN WITHIN THE CENTRE 16
ADMISSION AND DISCHARGE POLICY 16
WAITING LIST POLICY 17
SAFE ARRIVAL AND DISMISSAL 18
LATE FEES 21
BEHAVIOUR MANAGEMENT POLICY 21
BEHAVIOUR CONTRACT 22
PROHIBITED PRACTICES POLICY 24
WHAT TO BRING 25
CHILDREN'S POSSESSIONS 26
NUTRITION 26
BAG LUNCH POLICY 27
ANAPHYLAXIS 28
HEALTH AND ADMINISTRATION OF DRUGS 29
SICK CHILDREN POLICY 30
PROGRAM CURRICULUM 31
ENVIRONMENT AND PLAY 32
DUTY TO REPORT 32
HEAD LICE POLICY 33
ACCIDENT REPORTING 33
SLEEP POLICY 33
TOILETING 34
FIELD TRIPS 35
EXPECTATIONS OF PARENT VOLUNTEERS 35
PARENTAL INVOLVEMENT 36
POLICY OF CONFIDENTIALITY 36
SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS 36
PARENTAL ISSUES AND CONCERNS POLICY 37
EMERGENCY MANAGEMENT PLAN 38

Welcome to The Children's Centre

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

The programs offered at The Children's Centre are based on the philosophy that children learn best through play. Programs support children's development and as such, environments and activities are child-led and supported by staff. We are diligent in providing a safe environment that allows children to be free to express their individuality and diversity. The Centre is committed to fostering an inclusive and respectful learning environment. We value diversity and will strive to provide an accessible positive learning environment that is equitable and conducive for children of all abilities, to achieve their full potential.

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

I look forward to welcoming you all to our programs and being a co-learner alongside our families and children.



Cathy Gladu
Executive Director

PROGRAM STATEMENT

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

Belonging refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world	**Well-Being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self and self-regulation skills
Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking and innovating, which are essential for learning and success in school and beyond.	**Expression** or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words and use of materials, children develop capacities for increasing complex communication opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

Children are competent, capable, curious and rich in potential

Our approach is to support each child's learning and development by planning and creating a positive and stimulating learning environment with experiences that foster the children's own initiated exploration, play and curiosity. This strategy reflects our view of children as being competent, capable, curious and rich in potential, while providing adult support.
Our planning process includes recording observations, determining interests, and planning play opportunities in all developmental areas, which is continuous and available to families.

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

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

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

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

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

Community partners visit our programs and provide feedback and recommendations for program quality. In addition, our partners are involved in the consultation and development of individual plans for children with input from parents and staff. We work with the community partners and families to support the needs of every child to create strategies that foster an inclusive learning environment. We create programming plans to foster an environment in which every child can participate.

Our inclusive programming leads to every child's sense of belonging. Positive learning environments and experiences focuses on active play-based learning, encouraging all children's communication, self expression, and self regulation.

In our inclusive learning environment, we welcome children of all abilities. Respect, diversity, and inclusion is vital for optimal development and learning. We recognize each child has equal rights to participate in programs, activities, trips, and events.

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

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

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

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

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

Parent engagement and communication

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

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

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

Supporting staff in continuous professional learning

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

Educators are encouraged to use and develop their specialized skills and abilities. The educators are given the major responsibility for providing a stimulating environment which supports the children and families. This environment includes both the physical set- up of the program and the delivery of the activities to the children. In addition, the

environment includes the atmosphere which is created by the staff's open, supportive, and responsive interaction to the needs of the children and families.

The staff are carefully chosen and specially trained to ensure quality care. We recognize the importance of continuous learning for our staff. To support the value, we place on the importance of continual learning, we provide each educator with the opportunity and encouragement to pursue and enhance their professional development.

Our programs create a rich learning environment that emphasizes co-learning between children and educators.

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

Relationships among children, families, staff, and community partners

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

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

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

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

We are committed to working collaboratively with all our community partners as colearners together on the mutual goal of providing the highest quality childcare services to families.

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

Positive self-expression, communication, and self-regulation

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

We foster, we encourage, we respond to and document the many ways in which children express themselves.

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

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

Documenting and reviewing the impact

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

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

MISSION STATEMENT

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

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

PHILOSOPHY

Parents have peace of mind knowing that their children are in a safe and nurturing environment that fosters independence and a positive attitude towards learning. Staff at The Children's Centre will work with families to ensure a safe and nurturing setting is provided for children of all abilities. We maintain an OPEN-DOOR POLICY to allow parents the opportunity to observe their children in the program.

LOCATION OF CENTRES

Site	**St. John Bosco** 12 Durham St., Brockville	**Ange Gabriel** 1515 Kensington Pkwy, Brockville
Phone Number	613-342-1479	613-498-1900
Absence Email	boscodaycareabsences.sjb@outlook.com	agdaycareabsences@outlook.com
Hours	6:45 am – 5:30 pm	6:45 am – 5:30 pm
Age Groups	• 10 Toddlers (18 months–2.5 years) • 16 Preschool (2.5-4 years) • 26 Kindergarten (3.8-6 years) • 45 Before/After School (6-12 years)	• 15 Toddlers (18 months – 2.5 years) • 24 Preschool (2.5 -4 years) • 24 Kindergarten (3.8-6 years) • 110 Before/After School (6-12 years)

Site	**J.L. Jordan** 294 First Ave., Brockville	**St. Francis** 74 Church St., Brockville
Phone Number	613-349-0632	613-498-1900
Absence Email	jldaycareabsences.sjb@outlook.com	stfrancisdaycareabsences@outlook.com
Hours	6:45 am – 5:30 pm	6:45 am – 5:30 pm
Age Groups	• 60 Before/After School (3.8-12 years)	• 30 Before/After School (3.8-12 years)

To ensure the safety and security of children and staff, access to our Ange Gabriel and St. John Bosco locations are controlled via a buzzer entry system. Access to our JL Jordan and St. Francis' locations are through a locked door system. At all locations, visitors must press the buzzer or ring the doorbell to be identified by a member of staff before gaining entry.

Children who are entering grade 7 in the fall will graduate from our programs at the end of June.

LICENSE

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

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

HOURS OF CARE/SERVICE

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

The Centre hours are 6:45 a.m. to 5:30 p.m. at all sites.

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

CENTRE CLOSURES

All locations of the Children's Centre will close for two weeks in the summer, (last week of July and first week of August) and between Christmas and New Year's (upon discretion of the Board of Directors). Parents will be notified in January of the exact dates of closure. A Professional Learning Day for the Child Care Centre is a yearly day occurring in the month of October. The date for this day will be announced with abundant notice. If the School Board closes the school the Centre will also close. Parents will be reimbursed.

HOLIDAYS/SICK DAYS

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

This includes **statutory holidays** that fall on your child's scheduled days.

*The Children's Centre observes the following statutory holidays, we will be **CLOSED**
New Year's Day
Family Day
Good Friday
Victoria Day
Canada Day
Civic Holiday
Labour Day
Thanksgiving Day
Christmas Day
Boxing Day

CANADA-WIDE EARLY LEARNING CHILD CARE SYSTEM (CWELCC)

The Children's Centre is enrolled in the Canada-Wide Early Learning and Child Care System (CWELCC), which is the National childcare program introduced in 2022 by the federal and provincial government to reduce the cost of childcare to families. An eligible child means any child under six (6) years of age enrolled in a licensed childcare program. Beginning July 1, 2025, CWELCC-eligible children will only be eligible for funding until the end of the month in which the child turns six (6) years old. As a second step, childcare parent fees have been reduced by fifty percent (50%). The reduced rate is reflected on our fee structure.

After November 1 st 2026 we will no longer be accepting applications for part-time care. Under the Canada Wide Early Learning Child Care funding system, our primary enrollment criteria must be to accept families who commit to a full-time care contract.

FEE POLICY

- **Registration Fee: $25.00 payable before starting** for non-CWELCC families (children 6 years and over). This fee is **non-refundable** at any time (to cover administration expenses of setting up in system).

- **Activity fees: $25.00 per child** for non-CWELCC families (children 6 years and over). This fee is not required in advance. It will be charged on the first invoice when the child starts. The Activity Fee will be billed summer and fall yearly.

- **Deposits:** A deposit is equivalated to two weeks' attendance. This is payable at registration (before starting). This deposit is only refundable if child starts and will be credited on first statement. **If the child does not start, the deposit is forfeited**. If there is an **interruption of service** another deposit will be required to maintain spot. This will only be refunded on the first invoice if child starts again. **If service is not resumed, the deposit is forfeited.**

- **Method of payment** is an online e-transfer only to finance.sjb@outlook.com. **NO CHEQUE OR CASH ACCEPTED**. Invoices are dated for the first of the month and **are due upon receipt (in advance):** however, they are not considered **"PAST DUE"** until the end of the month billed. Any customer with a past due account is at risk of receiving a Notice of Termination of Services, so it is in your best interest to ensure your account is clear by no later than month-end billing.

- **Fees** are calculated on the actual number of days per month your child is enrolled according to their regular schedule, **including absent days, sick days, appointments, family holidays and statutory holidays that fall on your child's regular scheduled days.**

- **Non-CWELCC fees** are subject to change every September 1st per the policy set out by our Board of Directors. Families will be notified of these changes at the earliest possible date yearly.

- **Overcharged Fees / Refunds** will be returned to the original account from which the funds were received via e-transfer. Account holders may choose to have the amount credited to their account for use on future invoices or to receive the funds as a direct refund.

- **Non-Standard Sign-Up Late Fee:** All parents and guardians who request care on non-standard care days after the designated sign-up period has closed will incur a $5 late fee, which will be applied to their next monthly invoice. Late signup will only be possible if the Centre has the staff to accommodate higher numbers of children on that day. Non-standard care sign up days are as follows:
  - All, typically seven, Professional Activity (PA) Days throughout the school year as designated by the CDSBEO and CECCE.
  - Easter Monday
  - School Closures during the Christmas holidays
  - March Break

- A **two-week notice** must be given for any permanent changes to your **child's schedule** or **withdrawal from care.**

- **Families who enrolled on a part-time basis prior to November 1, 2026 are grandfathered and will continue with their existing schedule arrangement until their child begins kindergarten, or for kindergarten and school age children, the end of the school year on June 25th, 2027.**

- The Children's Centre offers reduced fees when enrolling two or more children per family. There is a 5% discount for each additional non-CWELCC child (6-12 years old).

- Subsidy is available for all programs. Parents will need to call for an appointment with Children's Services at the United Counties of Leeds and Grenville Social Services Department: **613-342-3840**

- Tax Receipts are issued for the previous calendar year by the end of February by email. Questions regarding tax receipts can be emailed to finance.sjb@outlook.com

2026/2027 FEE STRUCTURE POLICY
ST. JOHN BOSCO CHILDREN'S CENTRE
ST. JOHN BOSCO, JL JORDAN, ST. FRANCIS AND ANGE GABRIEL LOCATIONS

PROGRAM	DAILY RATE 2025 BASE FEES
TODDLER (18-30 Months)	$20.96
PRESCHOOL (24+ months)	$18.29

PROGRAM		DAILY CWELCC RATE	DAILY NON CWELCC RATE
KINDERGARTEN (3.5-6 years)	BEFORE SCHOOL FULLTIME	$8.96	N/A
KINDERGARTEN (3.5-6 years)	AFTER SCHOOL FULLTIME	$12.00	N/A
KINDERGARTEN (3.5-6 years)	BEFORE & AFTER FULLTIME	$12.00	N/A
KINDERGARTEN (3.5-6 years)	FULL DAY	$15.34	N/A
SCHOOL AGE (6+ years)	BEFORE SCHOOL FULL-TIME	N/A	$9.99
SCHOOL AGE (6+ years)	AFTER SCHOOL FULL-TIME	N/A	$13.54
SCHOOL AGE (6+ years)	BEFORE & AFTER FULLTIME	N/A	$23.54
SCHOOL AGE (6+ years)	FULL DAY	N/A	$36.82

NON-BASED FEES	RATE
Late Fee- after 5:30 pm	$20.00/ child for every 10 minutes
Registration Fee	$25.00 – all applicable new families
Activity fee	$25.00 -all applicable families (summer and fall)
Field trips	To Be Determined as trips are scheduled

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

FEE COLLECTION POLICY

Invoices are dated for the first of the month and **due upon receipt (in advance);** however, they are not considered "**PAST DUE"** until the end of the month billed. Any customer with a past due account is at risk to receive a Notice of Termination of Services, so it is in your best interest to ensure your account is clear by no later than month-end of billing.

REGISTRATION

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

School age in-house families have first chance to enroll their children before families in the community. **Summer Registration begins by no later than May 1st** and **Fall Registration begins by no later than May 15th** or the closest working day to the date. Two weeks after these dates' registration will be available to the community.

REGISTRATION PACKAGE

Please ensure the following items are completed and submitted before your child begins. Without this documentation your child's start day will be delayed:

1. **REGISTRATION FORM**
   - **All health information**
   - **Allergies**
   - **Emergency contact other than parent**

2. **EMERGENCY FORM**
   - **Authorized persons to pick up child**

3. **HEALTH PROTECTION SHEET** (toddler and preschool ONLY)

4. **A COPY of IMMUNIZATION** (toddler and preschool ONLY)

5. **A BAG LUNCH POLICY** (School Age ONLY) (signed and returned)

6. **BEHAVIOURAL CONTRACT** (School Age ONLY) (signed and returned)

7. **ANAPHALYTIC LETTER** (signed and returned)

8. **OVER THE COUNTER PRODUCTS PERMISSION FORM** (signed and returned)

9. **TWO WEEK DEPOSIT** (to secure place once space is offered) **will be invoiced and only refundable on the first month of care. Non-refundable if you do not attend.**

10. **ADMINISTRATION FEE** $ 25.00 per new non-CWELCC family

11. **ACTIVITY FEE** $25.00 for Summer and Fall will be invoiced to non-CWELCC families.

The Children's Centre does not offer scheduled care. You must maintain a full time schedule weekly. Should you require extra days (for example a before school or an after school), please speak with program staff. This will be added as a billing correction on your following month's invoice.

The St. John Bosco, Ange Gabriel, J.L. Jordan and St. Francis School Age Programs operate September to June. During the school year, **all School Age parents need to register** for PA days, Christmas, March Break, and Summer Break. You have two weeks prior to a PA day or break to remove your name without being invoiced. This applies to PA days and breaks only (**NOT** family vacations). Our off-site J.L. Jordan and St. Francis locations will combine at our main site, St. John Bosco, for P.A. Days and all other breaks. **Children who are entering grade 7 in the fall will graduate from our programs at the end of June.**

During the summer months of July and August School Age children may sign up for whatever weeks they require with a two-week full time minimum. Enrolment is necessary to ensure a space during the school year.

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

Toddler and preschool children will be required to maintain their full time schedule year-round to secure the space. If you choose to withdraw your child for the summer, please see the Withdrawal from Care Policy below.

WITHDRAWAL FROM CARE POLICY

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

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

MOVEMENT OF CHILDREN WITHIN THE CENTRE

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

ADMISSION AND DISCHARGE POLICY

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

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

Written notice of withdrawal must be given two weeks in advance. The Children's Centre may terminate services with two weeks' notice.

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

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

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

Other circumstances that may warrant discharge from the Centre includes non-payment of childcare fee and violation of the Centre's policies including the behavioural contract (Kinder and School Age). No verbal or physical abuse will be tolerated by anyone.

The Centre is committed to fostering an inclusive and respectful learning environment. We value diversity and will strive to provide an accessible positive learning environment that is equitable and conducive for children of all abilities, to achieve their full potential. The Centre **needs to be informed upon enrolment** and **in the future of your child(ren)'s needs**, **challenges or medications**.

WAITING LIST POLICY

All parents and legal guardians who contact us looking to be placed on our Centre waitlist will be directed to our website, www.thechildrenscentre.ca, and the Google Form listed under the Waitlist tab. Once this form is completed, you will receive a confirmation email to the address you provided confirming your child's place on the list. There will be additional information about what to expect next in this email. When a space is available, we will contact the parent or legal guardian to let them know. All entries are date and time stamped and dealt with on a first come first served basis.

Priority is given in certain circumstances as outlined below.

- Children currently enrolled at the Centre and ready to graduate to the next age-appropriate program.
- Siblings of children that are already enrolled.

When a space becomes available, parents or legal guardians will be notified by email From sjbccreg@gmail.com and provided with 48 hours to respond to the offer. If a response is not received within this timeframe, the Centre reserves the right to offer the space to the next eligible child on the waitlist. Please note that the Ministry of Education has established age requirements outlined in the Child Care and Early Years Act (2014) for certain programs, which may impact eligibility and the order in which spaces are offered.

If a parent or guardian accepts the offered space for their child, they will be required to pay a two-week deposit to hold the space. The deposit is only required once a parent or guardian agrees to enroll their child in the Centre. The deposit will be placed as a credit on the child's account and issued towards their first month's invoice. If the child is a non –CWELCC child (older than 6 years of age) they will also be required to pay a registration fee of $25. The two-week deposit and registration fee is non-refundable.

If parents or legal guardians would like to be informed of their child/s place on the waitlist they can call the Centre directly or email us at sjbccreg@gmail.com. This email is monitored weekly.

On rare occasions the Centre may be able to offer time-limited childcare spaces. These spaces are governed by a contractual agreement between the Centre and the parents/ legal guardians, confirming acceptance of a childcare space for a defined period. The contract will clearly outline both a start and an end date. Childcare services will not be extended beyond the end date specified in the contract. This approach allows the Centre to maintain program capacity in compliance with ministry regulations. Should a permanent space unexpectantly become available within the same program during the term of the limited-time contract, the family holding that contract will be given first right of refusal. When the limited-time contract ends, the child will return to the top of the waitlist, they will not go back to their original position before the contract.

SAFE ARRIVAL AND DISMISSAL

If your child is absent or late, please call or email the absent email address for your site. This helps to accommodate the daily food preparation, program planning, and field trips planned. Children depend on regular routines for their own sense of security; therefore, it is recommended that families establish set drop off and pick-up times. Please inform us if your child will be picked up earlier or later than usual ahead of time.

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

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

All School Age parents need to accompany their child into the Centre and bring them directly to the program and notify the program educator that the child has arrived to ensure a safe arrival.

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

Children attending St. John Bosco, Ange Gabriel, J.L. Jordan and St. Francis Schools will be taken to the school playground once the schoolyard duty supervisors are in place.

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

The Children's 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 designated as an authorized pick-up on the Emergency Form. It is best practice to inform the Centre of any changes to pick-up (e.g. Call or email the absence email). We are unable to release any child into the custody of any person who has not been authorized in writing, by the child's parent or legal guardian. Authorized pick-ups are listed on the Emergency Form. **Staff will ask for proof of identification (PHOTO I.D.)** as not all staff are familiar with parents or those authorized to pick up. This policy is to ensure every child's safety is a priority.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, emailed or advised the closing staff at pick-up), the staff in the classroom must:
    - Inform the Supervisor or Designate and they must commence contacting the child's parent/guardian no later than 9:30 a.m. (for Toddler, Preschool and School Age children before school or on full days); 2:30 p.m. (Ange Gabriel after school) or 3:30 p.m. (Bosco, J.L. Jordan and St. Francis after school). The Supervisor will call the child's parent/guardian and if they do not answer leave a message. Recall in five minutes. If still no answer received next step is to email the parent. If the parent cannot be contacted after 30 minutes the emergency contact will be called.
    - The Supervisor will continue to contact until it can be confirmed of the children's absence.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided as authorized pick up on the Emergency Form, or a written authorization by letter or/and email for any other individuals from the parent/guardian. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), ○ Ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
    - ○ Call parent to verify permission for pick-up.

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

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

__Where a child has not been picked up as expected (before centre closes)__

1. Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up by 5:30 the staff will proceed with contacting parent/guardian and advise that the child is still in care and has not been picked up.
    - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message. Where the individual picking up the child 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 staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact the emergency contact and wait until the Centre closes and then proceed to procedures under "where a child has not been picked up."

__Where a child has not been picked up and the centre is closed__

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact authorized individuals listed on the child's file. Keep calling and remain with child.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) the staff shall proceed with contacting the Supervisor for direction with respect to next steps.

Dismissing a child from care without supervision procedures

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.

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

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

LATE FEES

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

If you are delayed *beyond* regularly scheduled closing hours of 5:30 p.m. *a supplementary fee of $20.00 (for each child) for every ten minutes will be charged and for every ten minutes thereafter.*
Please note:
The late fee becomes effective if you have not left the Centre by 5:30pm Staff will provide a sheet to sign and you will be billed the amount on your next invoice.

BEHAVIOUR MANAGEMENT POLICY

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

Behaviour management practices are:

1. Used in a positive and consistent manner and tone
2. Applied to enhance the child's self-esteem
3. Implemented as soon as possible after the inappropriate behaviour
4. Appropriate to the developmental level of the child

5. Related to the inappropriate behaviour
6. Designed to assist the child to learn positive behaviour
7. Discussed with parents to remain consistent and help reinforce positive behaviours and outcomes. Parent communication is key to positive relationships within the Centre

School Age Program

A Behavioural Contract has been developed for the use in the School age program and will be given at the time of registration. This is in the event a child demonstrates difficulty in a group and exhibits behaviour that may impact the health and safety of the child, his/her peers or staff. The basis of the contract is for children to respect, themselves, each other, including staff and the environment. The contract clearly defines the method that will be followed when typical behaviour strategies are not effective. When the terms of the contract are broken a communication form will be sent home to the parent.

BEHAVIOUR CONTRACT

THE AIM OF OUR CODE OF BEHAVIOUR

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

THE OBJECTIVES OF OUR CODE OF BEHAVIOUR:

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

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

TERMS OF OUR CONTRACT:

1. I will treat myself, others and Child Care Staff with dignity, respect and fairly at all times, especially when there is a disagreement

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

GAMES, GYM AND OUTSIDE TIME

1. I will play according to rules and principals of fair play
2. I take responsibility for my own performance
3. I will treat all players as I would like to be treated
4. I will not bully or take unfair advantage of another player
5. I will control my temper and any deliberate contact
6. I know that any verbal or abusive behaviour is unacceptable
7. I will be a good sport and co-operate with the Teacher and other children

DISCIPLINE PROCEDURE:

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

1st Occurrence: Verbal warning and follow up with Parent

2nd Occurrence: Written warning and Educator will call the Parent/Guardian to explain the behaviour that has been occurring **3rd Occurrence**: Meeting with parents

4th Occurrence: Suspension. The length of suspension will be dependent on the severity of the occurrence

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

Ongoing Occurrences: Dismissal from the program

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

PROHIBITED PRACTICE POLICY

Children are disciplined by their educators and/or Supervisor in a positive and consistent manner appropriate to the developmental level of the child in order to promote self-discipline, safety, care of property, good health habits and consideration for others.
The following list of prohibited practices are not committed by staff, volunteers, and students.

- corporal punishment of the child;
- physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- locking the exits of the childcare 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;
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will. • Sexual abuse
- Sexual misconduct
- Prescribed sexual act

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

All staff and other individuals who will be in direct contact with children at the Centre such as parent volunteers, visitors and students over 18 years of age are subject to obtain a Vulnerable Sector Check (VSC) before coming into contact with the children. All VSC's must be renewed every five years and have a negative result in accordance with the regulations set out in section 9 of the Child Care and Early Years Act (2014) CCEYA. Each year that a VSC is not required, an Offense Declaration must be completed, signed and kept on file at the Centre.

WHAT TO BRING

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

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

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

Toddlers/ Preschoolers:

- A pair of indoor shoes
- 1 - 2 changes of indoor clothes
- Appropriate seasonal outerwear (see below)
- Diapers/wipes
- Creams/lotions
- A blanket (to fit your child)/cuddly toy
- Water bottle

Kindergarten/School Age

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

Appropriate Seasonal Outerwear

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

CHILDREN'S POSSESSIONS

Children's personal toys should remain at home unless there is a special sharing time. Toys that encourage aggressive and violent play such as war toys and guns are not permitted.

Exceptions will be made for children who are struggling with self-regulation. We understand that sometimes children need a comfort toy from home, and we would like to support that. We ask that if your child needs a comfort toy please speak with your educator.

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

NUTRITION

Toddler and preschool:
Nutritious snacks and lunches that meet Canada's Food Guide will be served to the children. Weekly lunch and snack menus are posted and are peanut safe. If a child has an allergy or dietary restriction, an appropriate substitute should be provided by parents; but some substitutions can be provided by the centre. All allergies and necessary alternate arrangements will be discussed prior to registration.

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

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

The Early Year Act specifies that all lunches provided by a childcare program or brought from home must be healthy. We recommend that any form of candy, chips and soft drinks should not be provided in your child's lunch. We are a peanut- safe centre and do not allow foods that cannot guarantee to be peanut free (this includes from fast food chains and grocery stores)

A list of children with allergies will be posted in classrooms and the kitchen. Before and after school programs will post their menus in their designated classroom. If that is not possible, they will be posted on a portable trolley or poster board placed in the same usual area in the classroom. Treats from home (special occasions) are discouraged and must be pre-arranged with the program educator.

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

BAG LUNCH POLICY

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

- FRUIT
- VEGETABLES
- MEAT OR MEAT ALTERNATIVES
- CHEESE
- WHOLE WHEAT BREAD
- WHOLE WHEAT PASTA
- MILK
- EGGS
- YOGURT

WE STRONGLY DISCOURAGE foods which are low in nutritional value and/or high in sugar content such as: POTATO CHIPS, SODA POP, HIGH SUGAR DRINKS (PUNCHES), CANDY, CHOCOLATE BARS etc.
If these foods are in their lunch, we will ask them to eat the nutritious lunch items first.

PLEASE NOTE:
DUE TO CHILDREN WITH ALLERGIES, WE ASK ANY FOODS SENT FOR LUNCH AND/OR SNACK THAT MAY CONTAIN NUTS ARE NOT PROVIDED.

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

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

Here are a few suggestions to assist you:

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

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

ANAPHYLAXIS

Anaphylaxis is a severe systemic allergic reaction that can be fatal, resulting in circulatory collapse or shock. It occurs in response to an allergen such as nuts, latex rubber, medication, etc. At the time of registration all parents will be given a letter regarding our Anaphylactic Policy to read and sign. This is to make you aware of the known possible allergens of children in our programs.

Parents are responsible for advising the Centre of any medical condition including allergies and asthma of their child. Parents are responsible for providing the following to the Centre.

- A list of food ingredients, items that cause allergic or anaphylactic reaction.
- List of symptoms to look for that may be unique/specific to the child if they are having a reaction/attack
- A completed Anaphylaxis Emergency Plan form signed by the parent and/or guardian. This information will need to be updated annually or when information changes.
- Children will not be accepted in the program without a completed Anaphylaxis Emergency Plan and an up-to-date Epi-pen
- Ensure that updated medications are provided to the Centre before expiry date.
- Any additional information regarding the child's allergy/asthma also providing verbally to staff in a meeting convenient to parent's schedule to inform them of allergies, signs, symptoms and to answer any questions.
- Updated information at least annually, or any time there is a change in the child's medical condition.
- Emergency medical identification is recommended to identify the child's allergies.

Procedure:

- The Anaphylaxis Emergency Plan will be posted in key areas such as in the child's classroom, kitchen and a copy attached to their emergency form.

- Upon hire all program staff, students and volunteers will be informed of children with life threatening anaphylaxis. All policies, plans and procedures will be reviewed. This is reviewed annually and when any changes occur to the plan.
- The Children's Centre is a peanut safe environment, and all food items are checked for ingredients.
- Children's lunches from home must be peanut free/safe. Children are instructed to not share food. As according to our Bag Lunch Policy staff check all lunches and if any food item contains peanut or are from fast food restaurants that cannot guarantee they are peanut free they will be put in a bag and returned to parents.

Special Occasions:

- We recognize that birthdays and special occasions are a celebratory time when parents want to bring in food items for the celebration. Please contact the Centre before bringing in any food sent in for special occasions. This will ensure that the product is peanut free and that accommodations can be made for the children who may have dietary restrictions or other food allergies. Also, it gives notice to the cook that snack may need to be adjusted.

HEALTH AND ADMINISTRATION OF DRUGS

The Children's Centre is required by the Ministry of Education, to have a record of your child(ren)'s immunization (toddler and preschool only).

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

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

Should your child require medication while attending the Centre, parents must fill in an Authorization for Drug/Medication Administration form. A medication form needs to be completed with any medication change (dosage and time included).

All medication must be in the original containers and labelled with the child's name.

All prescription medications need to have a clear pharmacy label with the child's name, name of the medication, dosage and expiration date. Medications must be given to a staff upon arrival (do not place in cubby or leave in child's bag). Medication is kept in locked containers.

If your child is on a new medication or the dosage changes, it is required that they are on the medication for **24 hours** and symptom free prior to returning to the Centre.

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

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

SICK CHILDREN POLICY

Due to staffing restrictions required by the Ministry of Education, children too ill to go outside should be kept at home. Outdoor supervised play is a daily part of our program. In the best interest of your child and other children at the Centre, please keep your child home when they have any of the following symptoms:

- **A temperature of 38°C or over (according to the South East Health Unit)**
- **Open sores or rashes that you cannot identify, or that have not been diagnosed by a doctor.**
- **Diarrhea – watery or greenish bowel movements that are more frequent than usual. You will be called after the second bowel movement, and you will be required to pick up your child.**
- **Discharge from or redness in eyes.**
- **Swollen neck glands**
- **Vomiting within 24 – 48 hours depending on symptoms**
- **A severe cold with fever, sneezing, coughing and nasal discharge**
- **Conjunctivitis, (an eye infection)**
- **Impetigo of the skin**
- **A contagious condition as diagnosed by a doctor**
- **Unusual paleness, irritability, tiredness or listlessness**

Children must be symptom free for 24 – 48 hours without the aid of medication before returning to the Centre, dependant on symptoms of ill health

As to the directions of the South East Health Unit, children experiencing unexplained diarrhea and/or vomiting must be symptom free for 48 hours before returning to the childcare program.

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

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

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

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

PROGRAM CURRICULUM

Our programming is based on a Play-Based curriculum highlighting How Does Learning Happen? Ontario's Pedagogy for the Early Years. A Play-Based Curriculum is practiced in our Programs, with a focus on observation, documentation, creative thought and flexibility guide the planning of the program. Curriculum interests and documentation are posted for family viewing. Documentation includes photographs and written observations describing skills learned.
Activities enhance the following areas of development:

1. Social
2. Emotional
3. Communication/Literacy
4. Cognitive
5. Fine & Gross Motor.

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

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

All programs plan are reflective of the children's interests, skills and needs. There is a good balance of programming providing structured and unstructured playtime in a safe environment with enriching activities.

ENVIRONMENT AND PLAY

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

> "*Children thrive in outdoor spaces that invite them to investigate, imagine, think, create, solve problems, and make meaning from their experiences – especially when the spaces contain interesting and complex open-ended materials that children can use in many ways. In addition, when the schedule allows for long periods of uninterrupted play, with few transitions, children are calmer and more engaged. When the environment supports children's' growing autonomy and independence, challenging behaviours are reduced and educators can focus more fully observing, interacting and extending children's learning and development in meaningful ways. All of these benefits occur especially within children's connections to and interactions with the natural world. Opportunities to experience nature enhances children's sense of wonder and joy in the world around them. A growing body of research suggests that connecting to the natural world contributes to children's mental, physical, emotional, and spiritual health and well being. Providing daily opportunities to explore, care for and interact with the natural world helps strengthen these connections.*

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

DUTY TO REPORT

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

Legal Requirements: In accordance with the *Child and Family Services Act*, it is the legal responsibility of every person in Ontario, including a person who performs professional

or official duties with respect to children, to immediately report to Family and Children's Services if they suspect that child abuse has occurred or if a child is at risk of abuse. This includes any operator or employee of a day nursery. An individual's responsibility to report cannot be delegated to anyone else.

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

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

HEAD LICE POLICY

Head lice can easily spread amongst children and are sometimes difficult to eliminate. We recommend that you check your child once a month when there are no reported cases, in addition to daily checks, when head lice have been reported.
When head lice are found, the parent will be contacted. The Centre has brochures available on head lice.

It is the Centre's policy to not exclude children who have head lice.

ACCIDENT REPORTING

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

It is best practice that if a child falls and hits their head there will be an immediate call to the parent/guardian in regards to the status of their injury. The Centre will continue to monitor for concussion symptoms. If there is any changes to their condition the parent/guardian will be notified immediately.

SLEEP POLICY

While the need for rest and sleep varies greatly at different ages, and even among children of the same age, rest is an important part of the day for all children. Young children benefit from periods of quiet rest and relaxation to balance all the active play throughout the day. All children in the Toddler and Preschool programs will have a scheduled nap/quiet time for a maximum of two hours per day. Children are not required

to sleep but everyone will be asked to participate in quiet time for thirty minutes. Provisions for quiet activities are made for those children who are not sleeping after the thirty minutes. Educators monitor the children throughout the rest time, any changes in the child's sleep behaviours will be documented in the program's daily log. Direct visual checks are conducted at half hour intervals.

Sleep preferences will be documented on the registration forms upon enrolment and then changes can be provided to staff which will be reviewed by each staff, student or volunteer who will be working with the child.

Programs take into consideration instructions given by parents regarding their child's sleep and rest period. **These instructions are followed as closely as possible, but the needs of the individual child are also taken into consideration. Where a parent indicates that the child does not need to sleep, the staff will respect these directions, but we would like to remind the parent that the program is required to allow the child to rest or sleep according to the child's needs.**

All children will be assigned to individual cots, labelled with their name.

TOILETING

Toilet training is a natural developmental process that occurs in the Toddler and /Preschool years. Toilet training success is best achieved when a child shows signs of readiness, and when a collaborative and consistent routine is followed between home and the daycare setting.

Although children vary in the age, they are ready for toilet training (generally between 18 months to age 3), there are some signs to show a child's readiness for toilet training. For example, your child will be able to keep their diaper dry for 2 or more hours and they will wake up dry from their naps. Your child will show readiness when they become aware of their bodily functions. For example, your child will know when they are voiding and that they need a diaper change, or they will hide for a bowel movement. Another sign of readiness is the child shows signs of independence such as being able to pull their pants up and down.

In our programs, children who begin to show interest are offered an opportunity to sit on the potty or toilet during the regular diapering routine. This helps the children to feel comfortable with sitting and to gradually learn the toileting routine and build competence.

Once toilet training is started at home, please touch base with us and we will work together to maintain a consistent routine and foster success for the children. Underwear is welcome as the child gains competence in the toileting process. As with all areas of

development, partnership between home and daycare provides the best success for children in toilet training.

FIELD TRIPS

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

If you do not wish for your child to participate, your child may remain home, as all staff are participating in the trip and the Centre is unable to offer care. Should you choose to keep your child at home you will not be charged for the day.

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

Parents are welcome to participate in field trips but must provide a current (within 6 months) Vulnerable Sector Check with a yearly attestation for update within 5 years. Parents/guardians are responsible for their own entrance cost if applicable.

EXPECTATIONS OF PARENT VOLUNTEERS

Thank you in advance for volunteering your time and effort in supporting the field trip experience. All the educators value the contributions that parent volunteers can make to the field trip. The primary duty of a volunteer is to provide additional adult supervision and support for the children. You are not just there for your child's sake but also for the other children on the field trip.

Remember, you are there to help. Here are some guidelines about the role of a parent volunteer:

1. On a field trip one of the main concerns is everyone's safety, so we ask that you make sure all are continually supervised and safe.
2. We ask that you do not bring siblings along on the field trip as your full attention is needed for supervision and supporting the program.
3. Be prepared to honour the program educator's routines and direction.
4. If you encounter any inappropriate behaviour during the field trip, please tell the educator so they can resolve the situation.

5. Please refrain from purchasing food or items that would be unavailable for all the children.
6. Only Centre staff will have direct unsupervised access to the children and volunteers are not counted in the staffing ratios. All parent volunteers need to remain with the child care group.
7. If you should have any concerns or issues regarding the field trip details, please bring them to the attention of the program educator.

PARENTAL INVOLVEMENT

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

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

POLICY OF CONFIDENTIALITY

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

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

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

SUPERVISION OF STUDENTS AND VOLUNTEERS

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

Policy

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

PARENTAL ISSUES AND CONCERNS POLICY

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

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

- Speak to the staff person involved in the reason for your concern.
- Talk to the site Supervisor
- Contact the Executive Director

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

Concerns regarding the approaches used to guide, support, or redirect children, must be reported to the site Supervisor within 24 hours of becoming aware of the concern.

The site supervisor will respond to the reported concern within 24 hours. Detailed, accurate records must be kept of all discussions, meetings and other communication, verbal and written which is part of the concern or complaint.

Concerns about the Suspected Abuse or Neglect of a Child
Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse and neglect. If a parent/guardian express concerns that a child is being abused or neglected the parent will be advised to contact the local **Family and Children's Services** directly. Persons who become aware of such concerns are also responsible for reporting this information to Family and Children's Services as per the "Duty to Report" requirement under the *Child and Family Services Act.*

EMERGENCY MANAGEMENT PLAN

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

IN AN EMERGENCY SITUATION PARENTS WILL BE CONTACTED FOR PICK UP ON LILLIO, PHONE CALL AND/OR EMAIL.