**Limoges Early Learning Centre Family Handbook**

Updated January 29, 2025

**Limoges Early Learning Centre Family Handbook**

**Table of Contents**

Welcome……………………………………………………………………………………page 4  
Philosophy…………………………………………………………………………………..page 4   
Licensing/Regulations…………………………………………………………..………..page 4  
Hours of Operation………………………………………………………………………..page 4  
Inclement Weather…………………………………………………………………...…..page 4  
Emergency Closures……………………………………………………………………...page 5  
Waiting List……………………………………………………………………………….....page 5  
Admission Policy……………………………………………………………………………page 5  
Emergency Contact………………………………………………………………………page 6   
Children’s Immunization………………………………………………………………….page 6  
Gradual Admission………………………………………………………………………..page 7  
Discharge Policy……………………………………………………………………………page 7  
Arrival and Departure Procedures……………………………………………………...page 7  
Safe Dismissal………………………………………………………………………………..page 7  
Late Pick Up Policy…………………………………………………………………………page 8  
Fees For Service…………………………………………………………………………….page 8  
Policy for Payment of Accounts…………………………………………………………page 9  
Gift Giving……………………………………………………………………………………page 9  
Nutrition………………………………………………………………………………………page 10  
Health………………………………………………………………………………………...page 10  
Exclusion and Re-entry……………………………………………………………………page 11  
Outdoor Play………………………………………………………………………………..page 11  
Accidents While in Care………………………………………………………………….page 11  
Accident/Injury/Incident Reports……………………………………………………….page 12  
Allergies and Anaphylaxis………………………………………………………………..page 12  
Administration of Medication………………….………………………………………..page 12  
Safe Sleep……………………………………….…………………………………………..page 13  
Ratios…………………………………………………………………………………………page 13  
Behaviour Guidance……………………………………………………….……………..page 14  
Prohibited Practices..……………………………………………………………………..page 14  
Serious Occurrences…..……………………………………………………………….....page 14  
Dealing With Parent Issues and Concerns……………………………………………page 15  
Activities off the Premises………………………………………………………………..page 17  
Emergency Management…………………………………………………………..…..page 17  
Criminal Reference Check/Vulnerable Sector Check…………………………….page 17  
Supervision of Students and Volunteers………………………………………………page 18  
Duty to Report…………………………………………………..……………………..…..page 18  
A Respectful Environment…………………………………………………………..…..page 18  
Access and Equity……………………………………………..……………………..…..page 18  
Smoke Free……………………………………………………………………………..….page 19  
Additional Information……………………………..………………………………..…..page 19

Appendix A   
Program Statement………………………………………………………………………page 20  
Appendix B  
Program Statement Implementation….………………………………………………page 22  
Appendix C  
Wait List Policy and Procedures……………………………………..…………………page 24  
Appendix D   
Supervision of Students and Volunteers………………………………………………page 26  
Appendix E  
Police Record Check Policy and Procedures……………………….………………page 28  
Appendix F  
Serious Occurrence Policy and Procedures…………………………………………page 34  
Appendix G  
Anaphylactic Policy and Procedures…………………………………………………page 37  
Appendix H  
Emergency Management Policy and Procedures…………………………………page 40  
Appendix I  
Sleep Supervision Policy………………………………………………………………….page 49  
Appendix J  
Process for Monitoring Compliance and Contravention……………………….…page 52  
Appendix K  
Drug and Medication Administration Policy…………………………………….……page 55  
Appendix L  
Training and Development for Staff Policy and Procedures………………………page 59  
Appendix M  
Outdoor and Playground Safety Policy and Procedures……………………….…page 62  
Appendix N  
Safe Arrival and Departure Policy and Procedures………………………………...page 68

**Limoges Early Learning Centre Family Handbook**

Welcome to Limoges Early Learning Centre (LELC). Our program is located at 525A Limoges Road. Our early learning and child care programs are divided into age groups as set out in the Child Care and Early Years Act, 2014 (CCEYA).

We serve:

Toddlers (18 months – 30 months)   
Preschool (30 months – 4 years)  
School Age (4 – 7 years)

The health, safety and quality of your child’s experiences are foremost at all times, ensuring that they and you enjoy a positive experience in our program. This handbook is designed to assist you, the parent/guardian, in understanding the procedures, policies, and regulations involved with the operation of our Centre.

**OUR PHILOSOPHY**   
We see children as active participants in their environments, who are by nature, problem solvers. We view children as competent, active, curious, and capable learners rich in potential. We support play-based learning in which children have the opportunity to explore and interact with the indoor and outdoor environments. We aim to provide unique and valuable learning and development experiences, and opportunities that are supported by planned programs and child-initiated learning. Programming is based on the knowledge that children’s growth follows a development sequence that is universal, but that within that sequence, each child proceeds in unique ways and at different rates. Daily learning experiences are developed and adapted to reflect and support children’s individual state of development and interests including documented observations of each child. Educators are responsive to children’s individual needs and strive to consistently provide a high-quality early learning and care program to support children to reach their optimum development.

**LICENSING/REGULATIONS**   
Our Centre is licensed under the Child Care and Early Years Act of the Ontario Ministry of Education Child Care Quality Assurance and Licensing Office and under goes an annual licensing review process. We are required to meet all regulations of the Child Care and Early Years Act, as well as Health, Safety and Fire regulations dictated by the Department of Public Health, the United Counties of Prescott Russel, the Ontario Fire Marshall, and the Nation Fire Services.

The Program Advisor, from the Ministry of Education, monitors standards for safety, staff training, program quality and compliance with the Child Care and Early Years Act. The License and Summary of License are posted in the Centre for your information.

**HOURS OF OPERATION**   
The Centre is open Monday to Friday; from 6:30 am to 5:45 pm. It is beneficial for the children to be in attendance by 9:30 am for the morning program, so they can actively participate in the many activities offered prior to lunch and rest time. We do request that you please call us if your child is going to be absent. Our program supports an ‘Open Door’ approach for families and parents/guardians are welcome at any time of the day.

**INCLEMENT WEATHER**   
Occasionally, when extreme weather conditions can create dangerous traveling conditions, we may contact parents/guardians to request that they depart earlier than routine to ensure timely pick up as well for the safety of children and families as well as our employees who also need to travel home. Our policies addressing late pick-ups will not be altered due to poor weather and travel conditions.

**EMERGENCY CLOSURES**   
Due to unforeseen circumstances (fire, flood, loss of electricity, and/or property damage); We may close the programs if the Centre is deemed unsafe. Parents will be notified of the closure and are required to make alternative arrangements until official notice is given of the Centre reopening. The centre will also close if there is a “State of Emergency” declaration.

No fee rebate will be given due to emergency closures.

**WAITING LIST**

Any family wishing to secure a space with Limoges Early Learning Centre may contact the centre directly at 613-443-8494 or visit [www.limogesearlylearningcentre.ca](http://www.limogesearlylearningcentre.ca) We will provide you with a form to complete with some basic information. To fill available spaces, we contact families whose child is age appropriate for the space available, based on their registration date.

To ensure we are providing you and your child with the best possible early learning and care experience, a conversation will occur to ensure we can meet your child’s needs and your expectations before a space is confirmed. We do no not collect a fee or a deposit for the placement of the child on a waiting list for admission.

When requested by a parent/guardian, we will provide information as to where their child is on our wait list as accurately as possible while maintaining the privacy of all families. Parents/guardians are to make their requests directly to the Director, who will provide the parents/guardians with verbal or email confirmation of where their child is along with an explanation that often the list is not reflective of the actual number of children waiting for care.

**ADMISSION POLICY**  
Before confirming a space or enrolling your child in the program, an opportunity will be arranged for you and your child to tour the program, meet the staff and review all the necessary documents with the Director or designate. During this meeting, the Director or designate will review the Child Admission Package and gather information, such as, parent contact information, your child’s doctor’s contact information, health related information, etc. The Director or designate will provide an overview of the early learning and child care program, and the centre’s policies and procedures. This meeting is also an opportunity for you to share information about your child and family, and to ask questions. We encourage you to share as much information about your child and family with us as you feel comfortable to help us provide the best care and services for you and your child.  
  
It is important to note that:

* Spaces will be granted based on the waiting list application date and subject to the following criteria:
* Children must be within the age limit set for the program
* Up to date children’s records of immunization must be provided prior to admission
* All necessary documents must be completed at least 1 week prior to the child starting in the program
* A $75.00 non-refundable (base) administration fee is due at the time of registration.
* A $250.00 deposit (base) fee is due at registration and will be credited to the child’s last month of care provided the child is in care for 6 months or longer.

**EMERGENCY CONTACT**   
At admission, staff will request information regarding emergency contacts. This information must be provided and should be updated as changes occur. Parents must provide the centre with the name and contact information of at least one person if the parent/guardian is unavailable or cannot be reached. The Ministry of Education requires us to have this information

**CHILDREN’S IMMUNIZATION**   
Licensed child care centres are required to collect and retain up-to-date immunization for all children not attending school. All immunization records and/or records of parental objections will be kept as part of the children’s files.

Please ensure that you provide current and up-to-date immunization information to the centre. If your child has not been immunized, the parent must provide one of the following:

* Written medical exemption by a qualified medical practitioner, which clearly states the medical reasons why a child cannot be immunized, or
* Complete the Immunization Exemption Form identifying that you have chosen not to immunize your child on the grounds that the immunization conflicts with your conscience or religious beliefs.

Please note that if an outbreak of a communicable disease occurs, any child who is not adequately immunized will not be able to attend care unless the child receives the required vaccine or until the outbreak is over

Please note, mandatory immunizations are as follows:

* Diphtheria
* Tetanus
* Pertussis (Whooping Cough)
* Polio
* Haemophilus Influenza type (Hib)
* Measles
* Mumps
* Rubella
* Varicella (Chickenpox)
* Rotavirus
* Pneumococcal Disease
* Meningococcal Disease

Immunization records are shared with the Eastern Ontario Health Unit for vaccine surveillance.

**GRADUAL ADMISSION**   
If it is possible for your family, we recommend that your child become acquainted with the early learning and child care setting gradually to support a smooth and positive transition for your child. Over the course of your child’s first week at the centre, we encourage you to start with a short visit, lengthening it each day. This gradual transition helps to make your child’s adjustment to their new centre a more positive and successful experience.

Parents and staff are encouraged to work together to develop a transition plan that supports your child during this time. If this is not possible for your family, please speak directly to the Supervisor who will work with you to support your child in their admission to the centre

**DISCHARGE POLICY**We respectfully request a minimum one month of written notice of pending withdrawal. If the required notice is not provided, fees will be charged in lieu of the notice period.

Parents who wish to temporarily withdraw their child from the program (e.g. for an extended holiday) may request to have their child’s name placed on the waiting list for readmission. Regretfully, no guarantee can be given that a space will be available when needed. Please note this does not eliminate the notice period requirements as described above.

It is our intention to make every reasonable effort to ensure that all children enrolled in our licensed programs are able to successfully remain in care however, in some situations, the decision to discharge may be necessary. In partnership with families, we utilize additional resources and supports when needed and available. Should a child that demonstrates challenges (developmentally and/or behaviourally), be enrolled in the program, the program will seek to access additional supports and resources in a timely manner. However, if it is concluded that the staff and program can no longer meet a child’s needs and that there is a safety risk to the child, other children and staff, then the decision to discharge a child may be warranted. The program also reserves the right to give notice of withdrawal of service if a parent does not abide by all policies and procedures.

**ARRIVAL AND DEPARTURE PROCEDURES**Families are requested to inform the centre/their provider when their child will be absent from the program by 10 am at the latest.

**Procedures for Safe Arrival**  
When a family has not confirmed a child’s absence, an educator/provider will, at their first opportunity, communicate via email, text, phone call or other means, with a family to confirm the absence. This communication will be the one and only notification that the centre/provider will send, regardless of whether a family responds.

**Responsibility of parent(s)**When a parent/guardian arrives to drop off a child in the morning, they are expected to connect with an educator/provider and communicate any pertinent information such as their arrival, the well-being of the child/health concerns, new medication, any changes in pick up times or new person picking up or any other pertinent details that the educator/provider should be aware of.

**Responsibility of educators/providers**  
The educators/providers will do a brief visual health check and also communicate any pertinent information to the parent (e.g. schedule changes). They will note any pertinent information shared by the parent in the daily log book and sign the child in the attendance record tracking form.

**SAFE DISMISSAL**   
Children can be picked up at any time before 5:45 p.m., by a parent, guardian, or a person who has received authorization from the child’s parent or guardian to pick-up.   
  
Families are responsible for informing the centre/provider every time their child will be picked from the program by someone other than the parents or authorized adults. Please ensure that the staff are aware when alternate arrangements for pick-up have been made and provide the individual’s name and contact information. Children will not be released to any person without authorization or confirmation from the parent. The person will be required to provide identification. If staff are not aware of alternate arrangements, staff are required to confirm with the parents by phone and verify identification before releasing the child. It is important that you make sure that the staff is aware that your child is leaving the program for the day. This is also an opportunity to speak to your child’s teacher to find out about your child’s day.

Should a child not be picked up by an authorized person by closing time, the educator team will communicate by phone with the parents to notify them. Should they not be able to reach the parent(s)/guardian(s) within 15 minutes, then the emergency contacts will be notified and asked to pick up the child. If they still have not been able to connect with either the parents/guardians or the emergency contacts within 30 minutes, they will contact the Director or designate to determine the next steps which could include calling Children’s Aid Services (Valoris) or the Police.

Policies regarding late pick-ups still apply. No child will be released to a person other than the parents/guardians/authorized adults without permission given to the Centre.

When dropping off and picking up your children, please ensure you and your children’s wet/dirty footwear are removed before entering the room. Anyone who picks up or drops off a child must be 16 years of age or older unless written agreement has been made with the Director. All alternate individuals will be requested to show I.D. If staff suspects that the individual picking up the child is visibly unfit to drive, and/or that the child may be in danger, that staff is obligated to report their concern to the authorities (Police /Valoris) immediately. Alternate travel arrangements will be offered to the parent. By law, staff cannot withhold a child from their biological parent unless a court order is on file.

**LATE PICK-UP POLICY**   
We encourage you to arrive by 5:30 pm to pick up your child; this ensures you have an opportunity to connect with your child’s educator and the time for an unrushed ending to your child’s day. It is recognized that due to exceptional circumstances, parents might occasionally be late in picking up their children. When this occurs, parents/guardians must notify the Centre, at the earliest opportunity. However, late pick-ups cause difficulties both to the staff and the children waiting to be picked up. The purpose of this policy is to detail the procedures to be followed in the event of late pick-ups.

Every person responsible for picking up a child arriving later than 5:45 pm, based upon the Centre’s clocks, will sign the late fee book. The programs end at 5:45 pm. If a parent/guardian is late they will be charged a late fee (non-base fee) as follows:

* $2.00 for the first 5 minutes and then $1.00 for every consecutive minute thereafter.

Should a parent/guardian be late more than 3 times, the late fee will double. Should there be reoccurring instances of late pick up, this may result in the family being discharged.

Any late fees not paid may result in discharge from the program. Late pick up occurrences are based per family.

**FEES FOR SERVICES**   
Limoges Early Learning Centre has opted out of the Canada Wide Early Learning and Child Care (CWELCC) program. We are committed to serving the needs of our community. We will re-evaluate this decision on an on-going basis and update families when changes are made.

Childcare fees are due in full, in advance on the first day of each month. Fees not received in full on the first of the month, unless a payment arrangement has been made, are subject to 2% (non-base fee) per day interest. Failure to pay fees in full will result in termination of the childcare space and the account forwarded to collections. We accept cheques (a series of post-dated), credit card, debit card or e-transfer to [directorlelc2024@gmail.com](mailto:directorlelc2024@gmail.com).

Payments returned by the bank will be subject to a $75.00 (non-base fee) NSF fee. Please be advised that there are no refunds for sick days, holidays or closed days and all statutory holidays are invoiced at the daily rate.

The centre is closed on the following Statutory Holidays: Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, National Day for Truth and Reconciliation, and Thanksgiving. The centre will also close for a full week at Christmas which encompasses Christmas Day, Boxing Day, New Year’s Day and a day in lieu of closing for Remembrance Day. Additionally, in order to support our staff with the College of Early Childhood Educators Continued Professional Learning requirement, we will close for two (2) days throughout the year to accommodate all staff PD Days. You will be provided with a minimum one-month notice of this closure in order to make arrangements for your child.  
  
We will provide a minimum of one month of notice regarding any fee increases.

Daily rates (base fees) are as follows:

Toddler $75.00   
   
Preschool $65.00  
  
School Age $40.00 (before and after)  
 $25.00 (before only)  
 $25.00 (after only)  
 $50.00 (full day)

**POLICY FOR PAYMENT OF ACCOUNTS**   
All parent fees are payable on a monthly basis, unless alternative payment arrangements have been made. Unpaid accounts will not be tolerated. If an account is more than one (1) month in arrears, parents/guardians will receive a notice of termination and the account will be forwarded to a collection agency. A one-month notice must be given when withdrawing your child(ren) or payment in lieu of notice will be invoiced. At any time, you may contact the Director for questions or information concerning your account.

**GIFT GIVING**   
While it can be traditional for children to give their Educators gifts at Christmas, end of the year etc., as Registered Early Childhood Educators, we cannot accept anything more because we are professionally bound, as members of the College of ECEs, from accepting any gifts of benefits, advantages, fees, honoraria, or favours, including items, money, or gift cards. This is to preserve our integrity as professionals and to protect parents/guardians from any expectation of undue influence. Homemade gifts would be an exception and are most appreciated; gifts that are small such as a consumable item (box of chocolates).

**NUTRITION**   
We are fortunate to have a creative cook who provides us with nutritious and varied meals. Our weekly menus for the current and following week are posted in each cooking and serving area of the Centre, along with any dietary restrictions, allergies and / or anaphylaxis.

All programs will keep the Menus for 30 days after the last day for which they are applicable. Substitutions and specific food choices are noted on the posted menus. All menu planning follows the recommendations set out in the Health Canada documents “Eating Well with Canada’s Food Guide”.

Special dietary and feeding arrangements are to be carried out in accordance with the written instructions provided by the parents/guardians of the child. Careful menu planning is essential to meet children’s nutritional needs and to expose them to a wide variety of foods. The program provides water and milk at all meals; we do not serve juice or other food items that contain high sugar and sodium levels. Nutritious between-meal snacks are provided for each child, that promote good dental health and will not interfere with a child’s appetite for meal time. Providing a calm eating area with low lighting, background music, and engaging conversations where we eat meals family style supports a positive approach to meal times. We support children’s self-help skills by offering utensils for self-serving such as small tongs and using small containers to pour milk and water.

**HEALTH**   
We are committed to the health and well-being of the children and employees. Therefore, our health policies have been developed based on the guidelines from the Eastern Ontario Health Unit and the Child Care and Early Years Act. We strictly adhere to these policies and guidelines to ensure a safe and healthy environment for all.

Educators perform a daily well-being visual check to ensure children are well enough to participate in the program. If signs of illness are observed at drop off time, your child will not be able to attend the centre that day. Should your child become ill during the day, you will be notified to come and pick up your child as soon as possible. Should your child show signs of an unknown rash, eye infection or other communicable diseases while present at the centre, we may ask you to consult with a health practitioner to prevent the transmission of communicable diseases to others.

Educators will note symptoms as well as any unusual behaviour such as lack of appetite, restlessness, extreme fatigue, irritability in the Daily Lo Book as well as on the child’s “Symptoms of Ill Health” form.

To prevent outbreaks, the Eastern Ontario Public Health Unit requests that children with certain communicable diseases be excluded until specific criteria are met. Therefore, your child may not attend the program if they exhibit the following symptoms:

* A fever of 37.9 degrees Celsius or higher (100.2 Fahrenheit) using the ear method
* Deep, persistent cough or pain
* Difficulty breathing
* Runny nose
* Any unexplained rash or skin irritation
* Headache or sore throat
* Eyes/ears that are oozing any form of discharge (may require the child to be on antibiotics for 24 hours prior to readmission if a bacterial infection)
* Strep Throat (must be on antibiotics for 24 hours prior to readmission)
* Vomiting
* Watery Diarrhea

**Exclusion and Re-Entry**   
If your child develops any of the general symptoms listed above, we ask that you keep your child at home until they are fever-free and symptoms improving for 24 hours without any fever reducing medication.

If your child develops one of the gastrointestinal symptoms listed above, and has only one episode, they may return after 24 hours, symptom free. If two or more episodes occur or a combination of two or more within 24 hours, your child will be excluded for 48 hours symptom free after the last occurrence.

On occasion the centre may be in an Outbreak;

* Respiratory = 15% of children and/or employees are ill with the same symptoms
* Enteric = 2 cases within 48 hours

When this happens, we consult the Eastern Ontario Health Unit for guidance, including for exclusion and re-entry in the program.

The program must be notified immediately if your child is hospitalized for more than 24 hours at any time.

**OUTDOOR PLAY**   
The CCEYA requires that children attending care in a licensed centre must participate in at least two hours of outdoor play, weather permitting. LELC recognizes the value the learning experiences, developmental opportunities, and health benefits that participating in outdoor play year-round provides. Outdoor play time is used as an opportunity to expand on children’s learning and encourage physical activity to support optimal success in the future. Both spontaneous and planned learning experiences are implemented during this time. It is important that children be dressed for the various types of weather to ensure they can actively participate in the outdoor program. Please ensure that adequate and suitable clothing and footwear is provided for your child year-round. Occasionally, due to weather, children’s outdoor time may be extended or shortened to ensure that children are active, engaged, and comfortable. Staff monitor the children’s comfort and activity level in the varying weather conditions to determine the length of time children will remain outside. We strive to provide outdoor environments that provide children with various levels of activity to suit the time of year and weather. Extra drinking water, water activities, and additional quiet experiences in the shade are implemented during the summer and more physically active, high-energy experiences are implemented during the colder winter months. LELC implements sun safety practices and encourages parents to provide child safe sunscreen and protective clothing such as a wide-brimmed hat for outdoor times. The staff will assist children to apply sunscreen to the exposed skin areas prior to going outside. Parents will be required to complete a sign-off form allowing staff to apply sunscreen

**ACCIDENTS AND INJURY WHILE IN CARE**   
While at the centre, the children are supervised at all times. Despite close supervision, some accidents may occur as your child explores and develops new skills and abilities. If your child is injured at the centre, staff will provide immediate first aid, as needed. If the situation requires attention beyond basic first aid, we will contact you or the emergency contact person(s) on file. Emergency Services (9-1-1) will be called if required. Staff will provide an accident report documenting the accident or injury. A parent or guardian’s signature is required at the bottom of the form to verify that you were informed of the accident/injury. A copy of the signed report will be provided to you.   
  
If your child has an accident or injury at home, please inform the staff when you drop off your child the following day, so we are aware of the incident.

**ACCIDENT / INJURY / INCIDENT REPORTS**   
If your child suffers a significant injury requiring more than basic comfort (soap, water, band-aid, ice, TLC) or that is more than would be expected in the normal course of play, staff will administer first aid. Staff will also complete an accident report before the child is signed out (when possible) or by the next day that care is provided. A copy will be provided to the parents/guardians. If the injury is severe enough to warrant medical assistance, parents/guardians will be notified immediately to come and pick up their child to seek medical attention. If emergency treatment at a hospital is required, parents will be contacted to either accompany or meet staff at the hospital. If parents cannot be contacted the designated staff will follow emergency procedures and call either ambulance services or 911, depending on the severity of the injury.

**ALLERGIES AND ANAPHYLAXIS**   
In order to provide a safe environment and protect your child we must be aware of any allergies or potential allergies that your child may have. All allergies must be documented on the appropriate registration and medical forms. For children who may have an Anaphylactic allergy, there is a detailed Ministry Policy which must be adhered to and parents must fill out all appropriate papers which includes authorization from a doctor. If your child requires an Epinephrine auto injector (EpiPen), the staff must be made aware of this and be given the auto injector when you drop your child off. Should you and your child arrive at the Centre without the auto injector you will not be able to drop them off until their auto injector is onsite.

We strive to be a nut safe environment and will do everything that we can to protect your child while at the Centre but we cannot guarantee that your child will never come in to contact with an allergic substance. This policy and all forms required will be reviewed with you at the time of your tour and prior to your child’s first day at the Centre.

Some children in our programs have life-threatening food allergies (Anaphylaxis) and, for this reason, it is imperative that you *DO NOT* bring any food into the centre, unless otherwise arranged with the Director. Anaphylaxis is a medical condition that causes severe reaction to specific agents and can result in death in seconds. All employees are trained in the use of an Epinephrine auto injector.

Any (approved) food coming into the Centre must not contain any nuts or nut products and must be labeled with the child’s name. Please note that should there be any other anaphylactic allergies (other than nut or nuts products), a communication will be shared with information and any directives to follow. Children attending our toddler and preschool programs (school age during school closures) are provided with 2 snacks and a lunch each day. We attempt to accommodate a variety of dietary restrictions and allergies. Food from home for those age groups is not necessary unless agreed to in advance with the program coordinator. Should food from home be necessary, each container / item must be clearly labeled with the child’s full name and any parental written instructions (if applicable).

Children in our kindergarten and school age programs are provided with two snacks daily during the regular school year.

**ADMINISTRATION OF MEDICATION**   
If your child requires medication while in the program, you are required to complete and sign a Medication Authorization Form which provides details about the medication, including the time and amount of the dosage. Should your child be prescribed antibiotics, they must have been taking the antibiotics for 24 hours prior to returning to the Centre. Please be advised that by Child Care and Early Years Act standards, we can only accept medication which is in its original container and the container or package must be clearly labelled with the following:

* Childs name
* Name of drug/medication
* Dosage of the medication
* Date of purchase
* Expiration date
* Instructions for storage and administration
* Possible side effects

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

All medication no longer needed is to be taken home. We request that all medication be hand-delivered to us to be stored in the appropriate manner. The Centre must store all medication in a locked container in the fridge or cupboard except for emergency medication. A designated staff member will be responsible for all medications.

**SAFE SLEEP**Each family is advised of the program’s Safe Sleep Policy at the time of enrolment. Each child will be assigned their own cot and it will be labelled with their name. The centre will provide each child with their own cot and sheet. We ask families to provide us with a blanket for their child’s rest time. All bedding is changed and laundered weekly, at a minimum. Children are welcome to bring a personal soft toy or blanket from home to use at rest time

Staff performs visual checks on all children 4 times throughout rest time and these are documented in the daily log book. Any changes in the child’s sleeping patterns or behaviours will be communicated with parents. Staff will consult with parents/guardians with respect to a child’s sleeping arrangements. Staff will communicate, to parents/guardians, any significant changes in a child’s sleeping patterns or behaviours. Any sleep preferences that are identified at intake or communicated by parents will be documented in daily log book.

The child’s age and Individual needs are considered when Implementing a rest routine. All beddings are changed and laundered weekly, at a minimum. Children are welcome to bring a personal soft toy or blanket from home to use at rest time. Children’s sleep/rest time is monitored by staff through a regular visual check on each child and documented to help ensure their health and safety. After one hour of resting, children who are not asleep are provided with quiet learning experiences, as identified on the Program Plan while their peers may still be sleeping.

**RATIOS**  
The ratios for children in licensed child care facilities is as follows:  
Infant 1:3 – or 3:10 (Not applicable at LELC)  
Toddler 1:5 with a maximum of 3:15 in one room  
Preschool 1:8 with a maximum of 3:24 in one room.

Infant ratios may never be reduced. Ratios when outdoors may never be reduced. Ratios may be reduced to 2/3 during nap, the hour after the centre opens and the hour before the centre closes. This means Toddler ratio becomes 1:8 and Preschool becomes 1:12 during those times.

**BEHAVIOUR GUIDANCE**   
The emotional and physical well-being of children in our care is a priority of Limoges Early Learning Centre. Positive forms of Behaviour Guidance with emphasis on discussion, encouragement and positive reinforcement comply with our philosophy to promote the healthy development of the children. Please see our Program Statement for further information on Behaviour Guidance Practices.

**Prohibited Practices** as defined by the Child Care and Early Years Act:

* Corporal punishment of the child (which may include but is not limited to, hitting, spanking, slapping, pinching)
* Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
* Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures.
* 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.
* Inflicting any bodily harm on children including making children eat or drink against their will.

**SERIOUS OCCURRENCES**   
As a licensed program we are responsible for delivering high quality services that promote the health, safety and well-being of all children. A part of our accountability requirements, under licensing, is to report incidents to the Ministry of Education Child Care Quality Assurance and Licensing Offices.

The type of incidents that we must report include:

* Any life-threatening injury or illness
* Any time there is a disruption of service for example; a power outage which means the program is closed.

We are very proud at Limoges Early Learning Centre to offer a high-quality licensed program and take our accountability to parents and the public very seriously. We follow the requirements under the Child Care and Early Years Act, to report incidents to the Ministry. The Ministry believes that parents will benefit from information about the incidents that occur including the actions that we have taken to prevent and minimize a reoccurrence by posting non-identifying information when an incident has occurred.

Beside our license, you will find a serious occurrence notification form posted anytime an incident has been reported to the Ministry. The form identifies the date, the type of incident, a description and any action taken. There will be no identifying information included on the form. The notification form will remain posted for 10 business days; if the posting is related to an incident that involved your family, you will be personally informed.

**DEALING WITH PARENT/GUARDIAN CONCERNS OR ISSUES**   
Parents/guardians are encouraged to take an active role in the Centre and regularly discuss what their child(ren) are experiencing with our staff. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by LELC and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within two (2) to three (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.

**Confidentiality**   
Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, child care 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).

To respect the privacy of all parties, it is important that issues and concerns be dealt with in a professional and respectful manner amongst those involved, and not discussed on Social Media.

**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, and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Director or designate.

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.

**Procedures**

|  |  |  |
| --- | --- | --- |
| **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-Related**  E.g.: schedule, toilet training, indoor/outdoor program activities, menus, etc.  **General, Agency- or Operations-Related** E.g.: fees, placement, etc.  **Staff-and/or Licensee-Related**  E.g.: conduct of the Administration or staff etc.  **Related to Other Persons at the Centre**  E.g.: Support staff  **Student- / Volunteer Related** | Raise the issue or concern to the Supervisor or Designate.  Raise the issue or concern to the Supervisor or Designate.  Raise the issue or concern to the Supervisor or Designate.  All issues or concerns about conduct of the staff that puts a child’s health, safety and well-being at risk should be reported to the Director as soon as parents/guardians become aware of the situation.  Raise the issue or concern to the Director or Designate.  All issues or concerns about the conduct of other persons in the Centre that puts a child’s health, safety and well-being at risk should be reported to the Executive Director and or Board of Directors as soon as parents/guardians become aware of the situation.  Raise the issue or concern to the Director or Designate.  Note: All issues or concerns about the conduct of students/volunteers that puts a child’s health, safety and well-being at risk should be reported to the Director as soon as parents/guardians become aware of the situation. | - Address the issue/concern at the time it is raised; or – arrange for a meeting with the parent/guardian within two (2) to three (3) business days. Document the issues/concerns in detail. Documentation should include: - 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. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within two (2) to three (3) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. |

**Escalation of Issues or Concerns:**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may address 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 must be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

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

Contacts: Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Valoris: 1-800-675-6168

Eastern Ontario Public Health Unit: 613-764-2841

College of Early Childhood Educators: 416-961-8558

**ACTIVITIES OFF THE PREMISES**   
Field trips support a sense of community and are designed and organized to support the children’s ongoing inquiries. Parent/guardian volunteers are always welcome to come along for the fun. The new Child Care and Early Years Act (CEYA) requires that all parents who volunteer in our programs (including on field trips) provide a vulnerable sector check (VSC), dated within the last 6 months. There is now an online process <https://www.opp.ca/index.php?id=147&lng=en> and no cost for volunteers. The OPP requires a letter stating the reason for the check and the scope of work with the children. We are happy to provide this upon request. The VSC is valid for 5 years as long as the volunteer has volunteered at least once every 6 months.

Should circumstances (e.g. health) prevent a child’s participation in a field trip, it is the parents’ responsibility to arrange alternate care.

**EMERGENCY MANAGEMENT**  
To protect the health and safety of children and employees, Limoges Early Learning Centre has an emergency management policy and procedures that sets out the roles and responsibility of all employees. All programs conduct monthly fire drills and follow evacuation procedures. This ensures that all children become familiar with emergency procedures. In the event of a real emergency and that the children cannot return to the Centre they will be moved to our designated emergency shelter and parents will be contacted to pick up their children immediately. Our Emergency Shelter is located at Boboul’s Restaurant, 525 Limoges Road.

As indicated in the LELC Emergency Management policy, the director of the program or designate will notify parents/guardians of the emergency, evacuation and the location to pick up their children. Notification will be done by email or phone depending on the situation. Where possible, we will update the website and the director or designate will update the centre voicemail box as soon as possible to inform parents/guardians that the program has been evacuated, and include the details of the evacuation site location and contact information in the message.

**CRIMINAL REFERENCE CHECK – VULNERABLE SECTOR CHECKS**   
All of our Early Childhood Educators (ECE) are registered with the College of ECE and our ECE Assistants support the Early Childhood Educators (ECE) in providing a nurturing, developmentally appropriate, healthy and safe environment to meet the needs of all children. All employees have Standard Level C First Aid & Infant / Child CPR qualifications and must provide a Criminal Reference Check with the Vulnerable Sector prior to their employment and every 5 years after. Employees also sign a Declaration of Offense on an annual basis.

Our program supports students from various Colleges as they complete their ECE placements. Volunteers are also often part of our programs.

**SUPERVISION OF STUDENTS AND VOLUNTEERS**  
As per the Ministry of Education policy; students and/or volunteers are never left alone with the children, left unsupervised or included in ratios. All students and volunteers receive a detailed orientation prior to beginning their placement at the Centre and must abide by and sign off on our Program Statement and all policies and procedures as well as provide us with a criminal reference check with the vulnerable sector.

Students and Volunteers play an important role in supporting staff in the daily operation of the programs at LELC. As per the Ministry of Education policy; The supervising employee is responsible to supervise, monitor and ensure that the volunteer/students are never left unsupervised with children or used to meet ratios and that all policies and procedures are followed.

**DUTY TO REPORT**   
Under the Child Care and Early Years Act all staff are required to report child abuse under section 72 of the Child and Family Services Act, 1990 (CFSA) to a Children’s Aid Society (Valoris). Persons failing to do so are subject to legal action and a fine if convicted. (Child and Family Services Act, 1984, section 68 (2) (3) (4) and section 81 (1) (b)) Child Abuse is a serious occurrence as defined by the Child Care and Early Years Act. Section 72 of the CFSA imposes a duty to report for everyone, including RECEs, where there are reasonable grounds to suspect one or more of the following with respect to a child:

* Emotional Harm: The child has suffered emotional harm, or there is a risk that the child is likely to suffer emotional harm demonstrated by serious: anxiety, depression, withdrawal, self-destructive or aggressive behaviour, or delayed development.
* There are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child’s parent or the person having charge of the child.
* Physical and / or sexual harm, abandonment, acts of criminal nature and exposure to family violence, which can take the form of physical, sexual, emotional or financial harm as well as neglect.

**A RESPECTFUL ENVIRONMENT**   
We believe that all children and adults have the right to feel safe and to be treated with dignity and respect. Harassment and discrimination will not be tolerated from any party. LELC expects that all employees, parents, and persons who are doing business with the centre conduct themselves in a respectful manner. This is an expectation of all persons entering into our centre. If at any point a parent/guardian or employee feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Director-Licensee. Failure to adhere to this expectation may result in denied access to the centre.

**ACCESS AND EQUITY**   
Limoges Early Learning Centre provides children and families with equitable access to racially sensitive and culturally appropriate services. We acknowledge that inequities and barriers exist for groups that are represented by our families and children. We are committed to providing resources, learning, and programming that represent the children and families attending our centre with an additional focus on Truth and Reconciliation, Confronting Anti-Black Racism, and supporting 2SLGBTQ+ families and children. LELC is committed to developing a child care environment and program that is inclusive where every child and family feels welcomed, valued, and represented.

**SMOKE FREE**   
The Smoke Free Ontario Act prohibits persons from smoking in enclosed and public places to protect workers and the public from the hazards of second-hand smoke. Smoking, handling of a cigarette, use of an e-cigarette or cannabis is prohibited in the centre and playground, near entrances, and playground areas whether children are present or not.

Infractions to this policy will be reported to the Eastern Ontario Health Unit for investigation.

**ADDITIONAL INFORMATION**   
Children should wear comfortable clothing, and which you do not mind getting dirty. Shoes must be worn in the program at all times. Proper foot wear is required i.e. running shoes, no slippers/flip flop. There are usually two outdoor play periods a day (weather permitting) and we ask that the children be dressed accordingly: very warm, water-resistant clothing for winter; cool clothing with sun hats and sun screen for summer.

It is extremely important that a complete change of clothing (mitts, hat, pants, shirt, socks, underclothes, and shoes) is provided to be kept at the Centre. Please label all your child’s belongings including clothing. We cannot be held responsible for lost/ missing items.

Parents are responsible for bringing in diapers and wipes for their child. A helpful reminder note will be posted on your child’s cubby, when diapers/wipes are running low.

**Appendix A**

**Limoges Early Learning Centre Program Statement**

The philosophy of the Limoges Early Learning Centre is to provide a relaxed, educational program in child-centered environments where children safely learn through play. Our Educators see children as competent, capable of complex thinking, curious and rich in potential. Our centre promotes safety, connection and problem solving among staff and children.

Educators support the development of relationships, emergent program planning, reflective practice and principle of paying it forward. Additionally, utilizing everyday events we empower adults working with children to consciously respond to daily conflict, transforming it into an opportunity to teach critical life skills to children.

Our program goals include but are not limited to;

● promoting the health, safety, nutrition and well-being of the children

● supporting positive and responsive interactions among the children, parents and staff

● encouraging the children to interact and communicate in a positive way and support their ability to self-regulate

● fostering the children’s exploration, play and inquiry

● providing child-initiated and adult-supported experiences

● planning for and creating positive learning environments and experiences in which each child’s learning and development is supported and which is inclusive of all children, including children with individualized plans

● incorporating indoor and outdoor play, as well as active play, rest and quiet time

● fostering the engagement of and ongoing communication with parents

● involving local community partners

● supporting staff

● documenting and reviewing the impact of our program on the children and their families

Our philosophy and program goals are guided and supported by the Ministry of Education’s framework for Ontario early childhood settings entitled How Does Learning Happen? (HDLH)

The program provides safety, both physically and emotionally, for all children. Routines are established that reflect the orderly expectations of the program; such as turn taking, respectful listening, and following directions. The Safe Place is a learning centre available in each program to assist children in learning the skill of composure (managing emotions) and self-regulation.

Children may choose to go to this cozy corner or quiet area for comfort and/or to practice calming techniques when they feel any sort of distress.

Our programs promote health and nutrition by providing a light nutritious snack in the morning and afternoon as well as a mid-day lunch. Emphasis is placed on healthy choices, appropriate serving sizes, trying new foods, incorporating the children’s menu suggestions, and treating snack and meal times as unique social experiences.

Educators plan and organize the environment and activities based on the developmental needs of the children. Observations of and conversations with the children assist Educators in planning appropriately for each child, and each group of children. Spontaneous facilitation of new activities and expansion of current activities is provided in order to take advantage of children’s natural curiosity and help maintain engagement. Using HDLH as a guide, Educators plan and promote activities based on broad categories of development for each child. The goal of engaging families is met through clear and consistent verbal and visual communication / documentation. Thoughtful curriculum planning for indoor as well as outdoor play, active as well as rest/quiet time capitalizes on the interests of the children and helps to encourage engagement.

Wherever possible parents are given the opportunity to offer input into ideas for activities, equipment and field trips. Families are kept abreast of their child’s day through the posting of Program Plans outlining the daily activities, conversations with Educators, and communication through our online app.   
  
Documentation in the form of pictures and work samples are posted for families, and linkages with what the children are engaging in are made with reference to the HDLH, and ELECT documents. These examples help to inform parents about the skills their children are acquiring as well as a means for Educators to review and assess the program.

Our Educators form relationships with each child, which aids in providing individual support and guidance. Encouraging language is used in order to acknowledge how a child has contributed to the group or made a positive choice.   
  
Environments are created that aid in healthy connections and relationships among and with children, in order to facilitate meaningful problem solving. Each child has a job in the program, allowing them to see themselves as helpful to others, and to create a value of service. The idea of connectedness to one another and to the group as a whole is explored daily through activities and conversations that highlights our similarities, values our differences and supports unity.

Recognizing the importance of connection to community, we regularly engage local partners through visits to our local fire department, pizza parlour and retirement residence. In addition, we invite visitors such as the librarian and police officers into our centre to further enrich our programs.

Educators are encouraged and supported to engage in ongoing professional learning. Workshops, courses, literature and speaker information is shared regularly to for all staff to make note of. And funds are available to facilitate this process where appropriate and available.

Finally, through regular documentation of activities and learning, progress reports, communication with families and ongoing staff improvements to programs and processes, the impact of the programs on children and their families is regularly assessed.

Details regarding the goals and / or operational components of the programs are outlined in the Family Handbook. Together with the Program Statement, these documents serve as a means to provide information about the program’s overall philosophy and communicate policies and procedures.

**Appendix B**

**Program Statement Implementation Policy**

The purpose of the Limoges Early Learning Centre’s Program Statement is to set expectations and program goals for children’s programming and service to families. RECEs, ECAs, staff, students and volunteers are expected to have a thorough understanding of the Program Statement and use its message as a compass in their daily interactions with children, families, co-workers and the community.

Additionally, educators will consider the Program Statement as a guide in their daily, regular programming of activities. The four foundations of How Does Learning Happen? are rooted in our Program Statement and our daily interactions with children, families and community.

Every person who interacts with children, families and community are expected to follow the Program Statement. These interactions will be monitored by the Director and their designate to ensure compliance at all times. Contraventions of the Program Statement will be documented and addressed and will be considered performance issues.

Any person who interacts with children in the care of Limoges Early Learning Centre who engages in prohibited practices will face immediate discipline up to and including dismissal and legal discourse. All instances of child abuse will be immediately reported to all appropriate agencies, including, but not limited to; local police services, Valoris, the College of Early Childhood Educators, etc.

Prohibited practices include:

- Corporal punishment of a child (which may include but is not limited to; hitting, spanking, slapping, pinching)  
- Physical restraint of a child, such as confining a child to a highchair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.  
- Locking the exits of the centre for the purpose of confining a chid, or confining child in an area of the 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 a child or undermine his or her self-respect, dignity or self-worth.  
- Depriving a chid of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.  
- Inflicting any bodily harm on a child including making children eat of drink against their will.  
- Using “time-outs” of any sort.

All interactions with the children will be positive and responsive in nature. Respectful, reciprocal interactions are expected at all times. Responding to children’s emotional reactions with a calm demeanour will in turn teach children to calm themselves and learn to regulate their emotions.

Program Statement implementation methods will be discussed and reviewed regularly at staff meetings to ensure compliance as well as to provide an opportunity to evaluate better practices and methods. Regular professional development opportunities will be shared and peer mentoring will be on-going.

**Appendix C**

**Limoges Early Learning Centre Waiting List Policy and Procedures**

**Policy**

**General**

* Limoges Early Learning Centre will stive to accommodate all requests for the registration of a child at the centre.
* Where the maximum capacity 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.

|  |
| --- |
| It will be the sole responsibility of the Director (or her designate in her absence) to manage the wait list. Staff members may take notes and contact information to share with the director if an enquiry is made to them however, they do not have the authority to make changes whatsoever to the wait list. |

**Procedures**

**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 email, telephone or in-person. Parents will be provided with a waitlist form to complete which includes initial information regarding the child, the needs of the family (start date, program) and contact information.

**Placing a child on the Waiting List**

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.

Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child’s position on the list.

**Determining Placement Priority when a Space Becomes Available**

1. When space becomes available priority will be given to current children who need to graduate to the next program, children of staff members, siblings of children currently enrolled at the centre, children who have reached the appropriate age to be placed.

**Offering an Available Space**

1. Parents of children on the waiting list will be notified via email that a space has become available.
2. 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.
3. 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.

**Responding to Parents who inquire about their Child’s Placement on the Waiting List**

1. The Director will be the contact person for parents who wish to inquire about the status of their child’s place on the waiting list.
2. The Director will respond to parent inquiries and provide the child’s current position on the list and an estimated likelihood of the child being offered a space at the centre.

**Maintaining Privacy and Confidentiality**

1. 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.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

**Additional Procedures**

|  |
| --- |
| In the event that a family responds to the offered space after the 48-hour window and where a family has already accepted that space. The family will be placed next on the wait list. Should they respond before the space has been offered to another family, they may be accepted into the program. In the event that a family does not respond at all, they will be removed from the wait list and will need to re-register. |

**Appendix D**

**Limoges Early Learning Centre Supervision of Students and Volunteers  
Policy**

Students and volunteers are a vital part of the successful operation of early learning environments. Limoges Early Learning Centre (LELC) welcomes students and volunteers openly and values the contributions they make. Students and volunteers are never to be counted in ratios, must never be left alone with children and must always be supervised by program staff.

Volunteers and students will meet the following Child Care and Early Years Act requirements;

* Program Statement policies and 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 individual plan(s) for a child with anaphylaxis and the 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 reviewed with volunteers and students who will be providing care or guidance at the centre before they begin and at least annually afterwards
* The licensee will obtain a VSC from every volunteer or student who is on an educational placement with the licensee, before the person begins interacting with children at the child care centre.

Roles and Responsibilities

1. Director or designate

* Ensure that the policy is reviewed with employees before they begin their employment and at least annually afterwards; and with volunteers or students who will be providing care or guidance at the centre before they begin and at least annually afterwards
* Provide an orientation (see below) to all volunteers and students who will be providing care or guidance to children at the centre as well as ongoing mentoring, support and monitoring
* Designate an RECE for each group of children in the centre who will be responsible to supervise volunteers and students when applicable and ensure this staff person’s responsibilities in regard to volunteers and students is clear

1. Volunteers and Students:

* Review all required policies, procedures and documentation before they begin to provide care or guidance to children at the centre and where applicable, at least annually afterwards
* Participate in an orientation with the supervisor before they provide care or guidance to children at the centre.

1. Operator:

* Ensure that the operator’s insurance covers volunteers and students.
* Review the policy at least annually to ensure that it remains current.
* Ensure that the policy reviewed with employees before they begin their employment and at least annually afterwards; and with volunteers or students who will be providing care or guidance at the centre before they begin and at least annually afterwards.

Orientation Procedures

An orientation will be provided to help volunteers and students understand the operation of the child care program and the expectations for their placement/ volunteer experience. It will include the required policy and procedure reviews set out in the Child Care and Early Years Act. It should also include at least the following:

* A tour and orientation to the centre both indoors as well as the playground area
* A review of the emergency evacuation procedures
* A review of the centres Policies and procedures manual
* A discussion regarding the needs of individual children (e.g. special needs, allergies etc.)
* A review of the centres parent handbook
* An orientation to the location and use of the Ontario Child Care Licensing Manual

The Director shall ensure that this policy and procedures are reviewed as follows at the child care centre:

* With employees, before they begin their employment
* With volunteers or students who will be interacting with children at the child care centre, before they begin to volunteer or before they begin their educational placement
* With each person described in paragraph 1 or 2, at least annually after the first review and at any other time when changes are made to the policy or a procedure.

**Appendix E**

**Limoges Early Learning Centre Police Record Check Policy and Procedure**

**Policy**

**Vulnerable Sector Checks (VSCs)**

* Limoges Early Learning Centre (LELC) will obtain a VSC from the following individuals in accordance with the timelines indicated below.

Individual  
Employees, volunteers and students

Timeline  
- Before beginning employment or otherwise working with children   
- On or before the 5th anniversary after the date of the most recent VSC  
- After any break in the relationship with LELC that has lasted 6 or more months, before the relationship resumes; and  
- After any break in the relationship with LELC that has lasted less than 6 months, only if a VSC would have been required during the break, before the relationship resumes.

* All VSCs will be reviewed by the Director to ensure that they are:  
  - Conducted by a police service from the city or town in which the person lives, where applicable  
  - Prepared no earlier than six months before the day it was obtained by the centre, for employees (see exception below for students and volunteers)  
  - Not altered  
  -Clear and legible  
  Provided in English or French. Otherwise, a certified translated copy into French or English must be provided  
  Complete (no information is missing or cut off)  
  Inclusive of all information required about Criminal Code of Canada convictions as set out in section 9 of the CCEYA.
* The following exceptions will apply to volunteers and students only:  
  - VSCs for volunteers and students that are performed more than six months before the day they are provided to the centre will be accepted as long as the VSC is less than 5 years old from the date it was performed to the centre. In these cases, the volunteer/student will also be required to provide the centre with an offence declaration addressing the period since the day the VSC was performed.  
  - The centre will accept a photocopy of a VSC from a volunteer or student as long as it is less than 5 years old from the day it was performed.
* A criminal record check (CRC) will only be accepted in the place of a VSC where:  
  - Any statute of Ontario or Canada prohibits the disclosure of information contained in a VSC in respect of a person (e.g. information about persons under 18 years of age, pardoned offences, etc.)  
  - A police service will only issue a CRC and not a VSC for an individual  
  -A licensee is a corporation and the director or officer does not interact with children at the centre
* A Criminal Record and Judicial Matters Check will be accepted in place of a CRC but will not be accepted in place of a VSC
* Any person who turns 18 while in a position where they interact with children at the centre will be asked by the Director to provide a statement disclosing every previous finding of guilt under the Youth Criminal Justice Act (YCJA) if they received an adult sentence. Where the individual confirms that there are no such findings, the director will document the request and the individual’s confirmation in their file.
* Any person who turns 19 while in a position where they interact with children at the centre will be asked by the Director to apply for a VSC within one month after their 19th birthday. That person must provide the centre with evidence that they have submitted a VSC application.
* All VSCs provided to the early learning program must be intended for the position that the individual will hold (i.e. employee and volunteer positions). Where the VSC has not been provided for the correct position, it will not be accepted.
* There will be ***no exceptions*** made for individuals to obtain a police record check.

**Offence Declarations (ODs)**

* The Director is responsible for obtaining an OD from the following individuals in accordance with the timelines indicated below.

Individual  
 Employees, volunteers, students (including international students)

Timeline  
- Annually, no later than 15 days after the anniversary of the most recent VSC or OD  
- Where a VSC has been provided by a student or volunteer that is more than 6 months old and less than 5 years old before the individual starts interacting with children.  
- After any break in the relationship with LELC that has lasted less than 6 months, only if an OD would have been required during the break, before the relationship resumes.

Individual  
Other persons who provide child care or other services to children at the centre.

Timeline  
- If an attestation is not otherwise provided, prior to interacting with children  
-Annually, no later than 15 days after the anniversary date of the most recent OD or attestation (if the person continues to provide such child care/other services).

ODs will be obtained from the individuals mentioned above every calendar year except if the individual has obtained a VSC that year.

Any individual from whom the centre is required to obtain a VSC must provide ODs to the Director at the centre as soon as reasonably possible any time they are convicted of any offence under the Criminal Code of Canada.

The OD will be submitted to the Director who will review it and keep it on file at the centre in the individual’s personnel file for not less than 3 years.

**Attestations**

* The Director is responsible for obtaining an attestation from the following individuals in accordance with the timelines indicated below.

Individual  
Other persons who provide child care of other services to children at the centre

Timeline  
- If an offence declaration is not otherwise provided, prior to interacting with children.  
- Annually, no later than 15 days after the anniversary date of the most recent OD or attestation (if the person continues to provide such child care/other services)

All attestations will be from the person’s employer or the person/entity who retained the person’s services (e.g. a child’s parent)

The attestation will be submitted to the Director who will review it and keep it on file at the centre in the individual’s personnel file for not less than 3 years.

Where an individual needs to keep their attestation, the Director will review the attestation and create a true copy to keep on file at the centre.

**Using Information Revealed in a VSC, OD and/or Attestation and Confidentiality**

* No individual will be hired as an employee, accepted as a volunteer or student or be allowed to otherwise interact with children at Limoges Early Learning Centre if their VSC, OD and/or attestation reveals any of the following findings:  
  \* Any conviction for an offence under the CCEYA  
  \* Any conviction under the following sections of the Criminal Code of Canada  
   Section 151 Sexual Interference  
   Section 163.1 Child Pornography  
   Section 215 Duty of Persons to Provide Necessaries  
   Section 229 Murder  
   Section 233 Infanticide
* In addition, a person with other convictions under the Criminal Code of Canada for offences that pose a high risk to health, safety and well-being of children, families and other representatives of the centre will not be hired or kept as an employee, accepted or kept as a volunteer or student, or be allowed to otherwise interact with children at the centre. These include but are not limited to:  
  - Physical or sexual assault or abuse  
  - Manslaughter  
  - Indictable criminal offences for child abuse  
  - Convictions for any violent offence, whether or not it involved weapons  
  - Offences which indicate a pattern of behaviour which could create risk in terms of the role the individual is expected to fulfill.   
  - Current prohibitions or probation orders following orders forbidding the individual to have contact with children under 16 years of age.
* Any person with a work permit or work visa that indicates that the individual is not permitted to work with children will not be hired or kept as an employee, accepted as a volunteer or student or be allowed to otherwise interact with children at the centre.
* Information about an individual’s criminal record and history will be treated confidentially and every effort will be made to protect the privacy of staff, students, volunteers and any other person mentioned in this policy except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, the College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society/Valoris).
* All CRCs, VSCs, ODs, attestations and statements of findings of guilt under the YCJA will be kept locked, in the individual’s personnel file.

**Additional Measures to Protect Children**

* Where appropriate, an individual who has not provided a VSC may be able to start their employment, volunteer position or student placement if they apply to obtain a VSC as soon as possible and provide evidence of their application to the appropriate police services branch.
* Until a VSC is obtained, LELC will put additional measure in place to protect children who interact with a person who has not yet provided their VSC. Examples of the additional measures include, but are not limited to:

- Verification of the candidate’s credentials (e.g. their standing with regulatory bodies, such as the CECE) and three references.  
- Obtaining an offence declaration from the individual until a VSC is obtained.  
- Ensuring all interactions between the person and children are supervised at all times by an employee who has provided a clear VSC.  
- Monitoring and documenting the individual’s behaviour and interactions with children on a weekly basis, at a minimum, by the Director, designate, or lead RECE in the program room in which the individual works.  
- Ensuring the individual is not left alone with children.  
- Conducting informal interviews with staff who work with the individual at the centre to collect their observations of the individual’s behaviour with children, parents and colleagues.

**Police Record Check Procedures**

**Obtaining a PRC (VSC or CRC as applicable)**

Individuals offered any position with Limoge Early Learning Centre (employment, volunteer, student) must:   
- Apply for a PRC from their local police services branch.  
- Provide evidence to LELC that the application has been made.  
- Provide the original PRC to the Director to review prior to starting the position or otherwise interacting with children or within 4 weeks if the person has been allowed to start their position or interact with children.

Upon receipt of the PRC, the Director must:  
- Confidentially review the PRC to ensure that it meets the requirements outlined in this policy.  
- Where the individual needs to keep their original PRC, create a true copy of the document to keep on file at the centre for three years after the true copy was crested.  
- Place the PRC (original or true copy) in the individual’s personnel file.

6 months before a new VSC is required, the Director must:  
- Notify the individual who needs to provide a new VSC in writing and require them to apply for a new VSC  
- Obtain a new VSC from the individual no later than the 5-year anniversary date of the most recent VSC.

**How to create a true copy of a PRC:**

- Make a complete and legible photocopy of the original PRC  
- Make a true copy statement on the photocopy by:  
 Writing “Original received and reviewed by:” and printing the full name of   
 of the individual who received and reviewed the original PRC  
 Writing “Date received and reviewed” and printing the full date the PRC   
 was received and reviewed  
 Signing the true copy statement. (The signature must be that of the person   
 who received and reviewed the PRC)

**Submitting an Offence Declaration**

The Director must:  
- Make the OD template available at all times at the centre to individuals who are required to complete an OD.  
- When the anniversary date for a previous OD is approaching, provide a reminder to the individual in writing as well as the OD template for them to complete.

The individual who is required to provide an OD must:  
- Complete the template available online or at the centre.  
- Provide the completed OD to the Director no later than 15 days after the anniversary date of the most recent OD.

Upon receipt of the OD, the Director must:  
- Confidentially review the OD to ensure that it meets the requirements outlined in this policy.  
- Place the OD in the individual’s personnel file.

**Obtaining an Attestation**

The Director must inform any “other person” that an attestation is required prior to interacting with children.

Upon receipt of an attestation, the Director must:  
- Confidentially review the attestation to ensure that it meets the requirements outlined in this policy.  
- Place the attestation in the individual’s personnel file.

Where the immediate health and safety of the children are a concern (e.g. a PRC, OD or attestation reveals that an individual has been convicted of child pornography), the licensee or designate will:   
- Follow the Serios Occurrence policies and procedures  
- Notify the local Children’s Aid Society (Valoris) immediately in accordance with the “duty to report” obligations under the Child, Youth and Family Services Act, 2017 or subsequent legislation.  
- Notify other authorities (e.g. the College of Early Childhood Educators, Consolidated Municipal Service Manager/District Social Services Administration Board, local police services, local public health) as applicable.

**Appendix F**

**Limoges Early Learning Centre Serious Occurrence Policy and Procedures**

**Policy**

Service Providers delivering services that are funded or licensed by the Ministry of Education are responsible for delivering services which promote the health, safety and welfare of the children being served. This responsibility in turn requires the Service Provider to be accountable to the Ministry, specific to demonstrating that their service delivery is consistent with relevant legislation, regulations and/or Ministry policy. The Child Care and Early Years Act requires that: 38. Every licensee shall ensure that, (a) there are written policies and procedures with respect to serious occurrences in each child care centre operated by the licensee and each premises where it oversees the provision of home child care, and that those policies and procedures are followed in the centre or premises; (b) a report is provided to a program adviser of any serious occurrence in any child care centre operated by the licensee or any premises where it oversees the provision of home child care within 24 hours of its happening; (c) a summary of the report provided under clause (b) and of any action taken as a result is posted for at least 10 business days in a conspicuous place at the child care centre or home child care premises; and (d) the report and the summary of the report are each kept in accordance with section 82. DEFINITIONS Within the parameters of the following definitions, the service provider is responsible for determining whether an incident is deemed to be a serious occurrence as defined by these procedures and whether, therefore it must be reported to the Ministry.

**The following Serious Occurrences will be reported to the Ministry:**

1. Death of a Child
2. Allegation of Abuse and/or Neglect
3. Life-threatening Injury or Illness
4. Missing or Unsupervised Child(ren)
5. Unplanned Disruption of Normal Operations
   1. Fire
   2. Flood
   3. Gas Leak
   4. Detection of Carbon Monoxide
   5. Outbreak
   6. Lockdown
   7. Other Emergency Relocation or Temporary Closure

**Procedures**

A Serious Occurrence Response – Immediate Actions by Responsible Person or Designate on site.

* Actions to be taken if a serious occurrence has occurred or is suspected include the following:
  + The child will be provided with immediate medical attention when warranted. Appropriate steps will be taken to address any continuing risks to the child’s and/or other children’s health or safety. As soon as possible contact the Director and if unavailable, the designate. If there is reason to suspect that a child has been abused and/or is in need of protection, the Director or designate will ensure immediate contact with the Children’s Aid Society, and/or police. It is the person who has reasonable grounds to suspect that a child is or may be in need of protection, who is legally obligated to make a report to the CAS.
* In all cases involving death, regardless of the location or circumstances, the local Coroner is notified immediately.
* The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the Director or the designate.
* The Director or designate shall immediately begin a serious occurrence inquiry, in accordance with the following steps.
  + The most senior staff on site will be responsible for completing the process.
  + The purpose of the inquiry is to gather information regarding actual or alleged occurrence(s).
  + The inquiry information gathered by the designated person will form the basis of the later Serious Occurrence Initial Notification Report (IN) and the Inquiry Report (IR), and therefore should include as many of the following details as possible at this time:
    - Description of the occurrence
    - Person’s allegation (if applicable)
    - Date, time, place where it occurred
    - Time occurrence was reported
    - Reason for the occurrence (if known)
    - People involved
    - Action taken
    - Current status
    - Parties notified (president, police, CAS, Coroner, Public Health, parents/others as appropriate)
    - Further action recommended - Specific to the immediate situation; and/or - Related to potential underlying factor (e.g. review of particular internal policy/procedure, review of program, staff training need, modification of physical plant etc.)

Normal Serious Occurrence Reporting Process – Within 24 Hours When a serious occurrence is deemed to have taken place, the Director or designate will ensure:

* The parent or guardian of the child is informed immediately, unless the person to be notified is alleged to have abused the child.
* Within 24 hours inform the Ministry’s regional office by completing Serious Occurrence Reporting in the Child Care Licensing System online. This should be done by the Director and if they are unavailable then the designate.
* Post a Serious Occurrence Notification Form in a conspicuous location alongside the license at the centre. The form must include information about the incident that occurred, the immediate actions taken to respond to the incident and any longer-term actions LELC has taken or will take to minimize the reoccurrence of the incident.
* Update the Serious Occurrence Notification Form as additional actions or investigations are completed. This form will be posted for a minimum of 10 business days. If the form is updated with additional information, it will remain posted for 10 days from the date of the last update.
* Serious occurrence notification forms are kept for at least three years).

**Ongoing Monitoring**

As per the Policy CCEYA Compliance and Contravention Policy, Supervisors are expected to monitor performance annually, on an ongoing basis, with respect to the reporting, management, and follow-up of serious occurrences. Serious occurrence reporting is one of many tools that provide an effective means of monitoring the appropriateness and quality of service delivery. Monitoring also includes an ongoing review of practices, procedures, and training needs.

**Training:**

The Director shall ensure that these policies and procedures are reviewed as follows at the child care centre:

* With employees, before they begin their employment.
* With volunteers or students who will be interacting with children at the child care centre, before they begin to volunteer or before they begin their educational placement.
* With each person described in paragraph 1 or 2, at least annually after the first review and at any other time when changes are made to the policy or a procedure.

**Appendix G**

**Limoges Early Learning Centre Anaphylactic Policy and Procedures**

**Policy:**

From time to time, we may have children who are at risk of potentially life-threatening allergies. Anaphylaxis is a severe allergic reaction caused by foods, insect stings, medications, latex or other substances. While anaphylaxis can lead to death if untreated, anaphylaxis reactions and fatalities can be avoided. Education and awareness are key to keeping children with potentially life-threatening allergies safe.

Our centre’s anaphylaxis plan is designed to ensure that children at risk are identified. Strategies are in place to minimize the potential for accidental exposure, and staff respond in an emergency situation. LELC aims to create an “allergy-safe” environment. We recognize however that it is unrealistic to expect an “allergen-free” environment. Together we must do our part to keep our children safe.

**Procedure:**

Our programs have adopted practices to reduce the risk of exposure to peanut and nut-containing products which have been a leading cause of food-related allergic reactions and fatalities:

* Staff ensures that procedures for proper hand washing and clean up are being followed.
* Our centre appeals to parents to keep peanut butter and other peanut/nut products out of the centre.
* It is the policy of LELC to provide all meals and snacks for the children in attendance at our programs. This is to ensure children with allergies are kept safe from potential food-related allergic reactions. Families are discouraged from brining in foods from home. In the very rare circumstance where a family may wish to bring food from home, it must first be discussed and approved by the Director. A list of all ingredients in the food item must be provide prior to brining the item into the centre to ensure there are no restricted ingredients (peanuts and tree nuts) and that if there are allergens which are not restricted, there is a plan in place to ensure the child with the allergy is kept away from the food item, at a separate table. Staff will ensure heightened sanitization of the area used to consume the food item
  + Should a family be permitted to bring food from home, it must be labelled with the child’s full name, and if applicable, the date it was brought into the centre.
* Ensuring that young children have adult supervision while they are eating.
* Strategies to reduce the risk of other food allergies (e.g. milk, egg, sesame etc.) and stinging insect allergy are developed in consultation with centre staff and parents of the allergic child.
* Possible allergen-foods will be avoided on the menu (where possible) and in materials used for craft and sensory programming.
* Identification of Children at Risk at the time of registration. Parents are asked about medical conditions, including whether children are at risk of anaphylaxis and asthma.
* All staff, students and volunteers must be aware of these children. It is the responsibility of the parent to:
  + Inform the Director of their child’s allergy (and asthma).
  + Before the child attends the centre, complete medical forms and the Anaphylaxis Emergency Plan which includes a photograph, description of the child’s allergy, emergency procedure, contact information, and consent to administer medication. The Anaphylaxis Emergency Plan must be posted in key areas and a copy attached to the child’s emergency card.
  + Ensure that updated medications are provided to the centre before existing medications reach their expiry.
  + Advise the centre in writing if your child has outgrown an allergy or no longer requires an epinephrine auto-injector. (a note from the child’s allergist or physician is also required).
  + Parents should be encouraged to have their child wear medical identification (e.g. Medical Alert Bracelet). The identification could alert others to the child’s allergies and indicate that the child needs or carries an epinephrine auto-injector. Information accessed through a special number of identification jewelry can also assist first responders, such as paramedics, to access important information quickly.
  + Signs are posted and notes are sent home to all parents with children attending the centre to advise that there are children attending the centre who are at risk for potentially life-threatening allergies and the foods and causative agents to be avoided.
  + Availability and Location of Epinephrine and Auto-Injectors
  + Store out of reach of children but make easily accessible to staff, students and volunteers (i.e. not locked). All auto-injectors are located in the top zipper pouch of the red emergency backpack which is always accessible to staff and volunteers.
  + If appropriate, a school-aged child attending a school age program, may carry their own asthma medication or emergency medications.
  + Additional auto-injectors should be brought on field trips. If the location is remote, it is recommended that the organizer of the field trip carry a cell phone and know the location of both the nearest land line phone and closet medical facility.

**Emergency Protocol:**

* An individual Anaphylaxis Emergency Plan must be signed by the child’s parent and physician. A copy of the plan will be placed in designated areas such as the playroom, office and food preparation and serving areas. A copy will also be attached to the child’s emergency card.
* Adults need to listen to the concern of the child at risk, who usually knows when a reaction is occurring, even before signs appear.
* To respond effectively during an emergency, a routine has been established and will be practiced, similar to a fire drill.

**During an emergency:**

* One adult stays with the child at all times
* One adult goes for help or calls for help
* Before administering epinephrine check for:
  + The right medication
  + The right child
  + The right dose
  + The right route of administration
* Administer epinephrine at the first sign of reaction. The use of epinephrine for a potentially life-threatening allergic reaction will not harm a normally healthy child, if epinephrine was not required, note time of administration.
* Call 911. Have child transported to hospital even if symptoms have subsided. Symptoms may reoccur hours after exposure to an allergen. If the child has a back-up epinephrine auto-injector, it should be taken along.
* Contact the child’s parents.
* One calm and familiar adult must stay with the child until a parent or guardian arrives.

**Training:**

The director will review individual plans, including the emergency procedures, with staff, students and volunteers. Where a child has an anaphylactic allergy, staff, students and volunteers will be provided with training on the procedures to be followed in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer medication. A “train the trainer” model will be used to satisfy this requirement. A parent may train the licensee, director or a program staff, and this individual can then train the remaining staff, students and volunteers at the child care centre.

The director will review the anaphylactic policy, the individual plan for a child with anaphylaxis and the emergency procedures in respect of the child and ensure that these policies and procedures are reviewed as follows at the centre with:

* Employees, before they begin their employment.
* Volunteers or students who will be interacting with children at the child care centre, before they begin to volunteer or before they begin their educational placement.
* Each person described in paragraph 1 or 2, at least annually after the first review and at any other time when changes are made to a policy, procedure or individualized plan.

**Appendix H**

**Limoges Early Learning Centre Emergency Management Policy and Procedures**

Policy:

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

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

Staff will ensure that children are kept safe, are accounted for, and are always supervised during an emergency. If it is deemed “unsafe to return to the centre, the evacuation site to proceed to is located at: Boboul’s Restaurant located at 525 Limoges Road

Note:

All directions given by emergency services personnel will be followed under all circumstances. For any emergency situations involving a child with an individualized plan in place, the procedures in the child’s individualized plan will be followed. If any emergency situations happen that are not described in this document, The Director will provide direction to staff for the immediate response and next steps. Staff will follow the direction given. If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed. All emergency situations will be documented in detail by the Director or designate in the daily written record.   
  
**\* 525 Limoges Road is the emergency place of shelter for all mandatory building evacuations \***

Procedures Phase 1:

Immediate Emergency Response

Methods to communicate the Emergency Situation to Staff must be done in the safest and most efficient method(s) taking into consideration the type and location of the threat. Inform each of the program rooms of the emergency. REPEAT THE EMERGENCY CODE 3 TIMES TO ENSURE AWARENESS.

The Director or designate goes to each room and advise of the emergency

|  |  |
| --- | --- |
| Emergency | Roles and Responsibilities |
| Lockdown  When a threat is on, near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat. | 1. The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2. Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location. 3. Staff inside the child care centre must:  * Remain calm * Gather all children and move them away from doors and windows * Take children’s attendance to confirm all children are accounted for * Take shelter in closets and/or under furniture with the children, if appropriate * Keep children calm * Ensure children remain in the sheltered space * Turn off/mute all cellular phones * Wait for further instructions.  1. If possible, staff inside the program room(s)should also  * Close all window coverings and doors * Barricade the room door * Gather emergency medication * Join the rest of the group for shelter  1. The Director or designate will immediately:  * Close and lock all entrance/exit doors, if possible * Take shelter   **Note: only emergency service personnel can enter or exit the child care centre during a lockdown.** |

|  |  |
| --- | --- |
| Hold & Secure |  |
| When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building. | 1. The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible 2. Staff members who are outdoors must ensure everyone returns to their program room(s) immediately 3. Staff in the program room must immediately:  * Remain calm * Take children’s attendance to confirm all children are accounted for * Close all window coverings and windows in the program room * Continue normal operations of the program * Wait for further instructions  1. The Director must immediately:  * Close and lock all entrances/exits of the centre * close all blinds and windows outside of the program rooms * Place a note on the external doors with instructions that no one may enter or exit the child care centre   **Note: only emergency services personnel can enter or exit the centre during a hold and secure** |

|  |  |
| --- | --- |
| Bomb Threat |  |
| A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package. | 1. The staff member who becomes aware of the threat or the Director must:  * Remain calm * Call 911 if emergency services are not yet aware of the situation * Follow the directions of emergency services personnel * Take children’s attendance to confirm all children are accounted for  1. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line if possible while another individual calls 911 and communicates with emergency services personnel. 2. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time. |

|  |  |
| --- | --- |
| Disaster Requiring Evacuation |  |
| A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure. | 1. The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre’s fire evacuation procedures. 2. Staff must immediately:  * Remain Calm * Gather all children, the attendance record, children’s emergency contact information, any emergency medication (Red Emergency Bag) * Exit the building with the children using the nearest safe exit * Escort children to the meeting place * Take children’s attendance to confirm all children are accounted for * Keep children calm * Wait for further instructions  1. If possible, staff should gather ant non-emergency medications 2. Designated staff will:  * Help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan) * In doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation * wait for further instructions.  1. If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel   For a Power Outage: Should the power outage last more than 15 minutes the hydro company must be called and the Executive Director will be contacted for instructions. The Admin office will plug in the emergency phone and remain by the phone to answer parent inquiries regarding pick up. Should the Centre need to close as a result of the power outage lasting longer than 30 minutes, the designate will post on Social Media that children must be picked up by the parent/caregivers and each classroom will call the emergency contacts to advise of the closure. The Child Care Coordinator will remain on site until all children have left the building and ensure lights are off. |

|  |  |
| --- | --- |
| Disaster – External Environmental Threat |  |
| An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency | 1. The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.  * If remaining on-site  1. Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately 2. Staff must immediately:  * Remain Calm * Take children’s attendance to confirm all children are accounted for * Close all program room windows and all doors that lead outside (where applicable) * Seal off external air entryways located in the program rooms (where applicable * Continue with normal operations of the program * Wait for further instructions.  1. The Director of designate must:  * Seal off external air entryways not located in program rooms (where applicable) * Place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice * Turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable).   **If emergency services personnel otherwise direct the centre to evacuate**, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy. |

|  |  |
| --- | --- |
| Natural Disaster |  |
| Tornado/Tornado Warning | 1. The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible 2. Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately 3. Staff must immediately:  * Remain calm * Gather all children * Take shelter in small interior ground floor rooms such as washrooms, closets and hallways * Take children’s attendance to confirm all children are accounted for * Remain and keep children away from windows, doors and exterior walls * Keep children calm * Conduct ongoing visual checks of the children * Wait for further instructions |
| Major Earthquake | 1. Staff in the program room must immediately:  * Remain calm * Instruct children to find shelter under a sturdy desk or table and away from unstable structures * Ensure that everyone is away from windows and outer walls * Help children who require assistance to find shelter * For individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck * Find safe shelter for themselves * Visually assess the safety of all children * Wait for the shaking to stop  1. Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 2. Once the shaking stops, staff must:  * Gather the children, their emergency cards and emergency medication (Red Emergency Bag) * Exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building  1. If possible, prior to exiting the building, staff should also  * Gather non-emergency medications  1. Individuals who have exited the building must gather at the meeting place and wait for further instructions 2. Designated staff will:  * Help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan * In doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation * If individuals cannot be safely assisted to exit the building, the designated staff will assist them to a safe space with no windows and ensure their required medication is accessible * Wait for further instructions  1. The site designate must conduct a walkthrough of the centre to ensure all individuals have evacuated, where possible. |

**Additional Procedures for Immediate Emergency Response**

E.g. assisting other program rooms during an emergency, etc.

|  |
| --- |
| Kitchen Staff. Volunteers and students will assist with the children and/or go to the nearest safe space. |

**Phase 2: Next Steps During the Emergency**

1) Where emergency services personnel are not already aware of the situation, the Director or designate must notify emergency services personnel (911) of the emergency as soon as possible.

2) Where the centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.

3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency and the status once it is possible and safe to do so.

List of Emergency Contact Persons:

|  |
| --- |
| **List of Emergency Contacts:**  Fire – Police – Ambulance 9-1-1  CHEO 613-737-7600  Ontario Poison Centre 1-800-222-1222  Karen Brown 613-868-0202  Director/Owner/Licensee  Lee Goodwin 343-254-7039  Owner |

Where any staff, students and/or volunteers are not on site, The Director or designate must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.

5) The Director or designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.

6) Throughout the emergency, staff will:

* Help keep children calm
* Take attendance to ensure that all children are accounted for
* Conduct ongoing visual checks and head counts of children
* Maintain constant supervision of the children
* Engage children in activities, where possible.

In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

**8a) Procedures to Follow When “All-Clear” Notification is Given**

|  |  |
| --- | --- |
| Procedures | 1. The individual who receives the ‘all-clear’ from an authority must inform all staff that the “all-clear” has been given and that it is safe to return to the child care centre 2. Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the centre 3. Staff must:  * Take attendance to ensure all children are accounted for * Escort children back to their program room(s), where applicable * Take attendance upon returning to the program room(s) to ensure that all children are accounted for, where applicable  1. The Director or designate will determine if operations will resume and communicate this decision to staff |
| Communication with parents/ guardians | 1. As soon as possible, the Director or designate must notify parents/guardian of the emergency and that the all-clear has been given 2. Where disasters have occurred that did not require evacuation of the child centre, the Director must provide a notice of the incident to parents/guardians by email 3. If normal operations do not resume the same day that an emergency situation has taken place, the Director must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined |

**8b) Procedures to Follow When “Unsafe to Return” Notification is Given**

|  |  |
| --- | --- |
| Procedures | 1. The individual who receives the “unsafe to return” notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel 2. Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site 3. Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site 4. The Director or designate will post a note for parents/guardians on the centre entrance with information on the evacuation site, where it is possible and safe to do so 5. Upon arrival at the evacuation site, staff must:  * Remain calm * Take attendance to ensure all children are accounted for * Help keep children calm * Engage children in activities, where possible * Conduct ongoing visual checks and head counts of children * Maintain constant supervision of the children * Remain at the emergency place of shelter (525 Limoges Road) until children are picked up * Keep attendance as children are picked up by their parents, guardians or authorized pick-up persons * Remain at the evacuation site until all children have been picked up |
| Communication with parents/ guardians | 1. Upon arrival at the emergency evacuation site, the Director or designate will notify parents/guardians of the emergency, evacuation, and the location to pick up their children 2. Where possible, the Staff will update their program’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message |

**Phase 3: Recovery (After an Emergency Situation has Ended)**

|  |  |
| --- | --- |
| Procedures for Resuming Normal Operations  E.g. where, applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance | The Executive Director or designate will:   * Reopen the Centre and/or if a relocation is required * Contact the Ministry of Education Program Advisor * Respond to Media and/or community inquiries * Contact the Insurance Company |
| Procedures for Providing Support to Children and Staff who Experience Distress | Children and Staff will be offered support for any stress they have experienced. Staff will also be reminded of the Employee Assistance Program they have available |
| Procedures for Debriefing Staff, Children and Parents/ Guardians | The Director or designate must debrief staff, children, and parents/guardians after the emergency. Updates will be available on our website as well as through email communication. |

The Director shall ensure that this policy and procedures are reviewed as follows at the child care centre:

* With employees, before they begin their employment
* With volunteers or students who will be interacting with children at the child care centre, before they begin to volunteer or before they begin their educational placement
* With each person described in paragraph 1 or 2, at least annually after the first review and at any other time when changes are made to the policy or a procedure.

**Appendix I**

**Limoges Early Learning Centre Sleep Supervision Policy and Procedures**

**Purpose**

Children’s sleep and rest play an integral part in a child’s well-being and development. The purpose if this policy and procedures is to provide staff, students and volunteers with rules and procedures to follow to safeguard children from harm, injury or death while sleeping.

Procedures for monitoring sleeping children reduce the risk of harm or injury so that caregivers can look for and identify signs of distress and implement immediate responses to protect the health and safety of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for sleep polices for child care centres.

**Policy**

General

* All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs.
* Children 18 months and older but younger than 30 months, who are in attendance at the centre for 6 hours or longer will be provided time to sleep for a period of no longer than 2 hours each day, and will be assigned a cot.
* Children 30 months or older but younger than 6 years old who are in attendance for 6 hours or longer will be provided with a cot unless otherwise approved by a director.
* Children 18 months and older will be placed on a cot.

Consultation with Parents

* All parents of children who regularly sleep at the centre will be advised of the centre’s sleep policies and procedures at the time of their child’s enrolment and/or any time the policies and procedure are revised, as applicable. This information will be available to parents in an updated Family Handbook as well as by email.
* The Director or their designate will consult with parents about their child’s sleeping arrangements at the time of enrolment and at any other appropriate time. (e.g. when a child transitions to a new program or room or at the parent’s request)
* Written documentation will be kept in each child’s file to reflect the sleep pattern identified by their parent, and updates to the documentation will be made whenever change are communicated to the centre.
* All sleep arrangements will be communicated to program staff by the Director or their designate after meeting with the parent or the guardian.
* Parents will be advised by the supervising staff of any significant changes in their child’s behaviours during sleep and/or sleeping patterns.
* Staff will document their observations of changes in a child’s sleep behaviours in the daily written record.
* Any change in sleep behaviours will result in adjustments being made to the child’s supervision during sleep time, where appropriate, based on consultation with the child’s parent.

Direct Visual Checks

* Direct visual checks for each sleeping child who is in attendance and who is younger than 24 months will be conducted to look for indicators of distress or unusual behaviour. Daily visual checks will be conducted by staff and recorded on the daily “Sleep Supervision Check List”.
* Direct visual checks are not required for children engaged in quiet activities but these children will be supervised at all times.
* Direct visual checks will be conducted every 30 minutes.
* Staff will ensure that all sleep areas have adequate lighting available to conduct the direct visual checks of the children.

**Procedures for Completing Direct Visual Checks**

Staff must

1. Be physically present beside the child
2. Check each child’s general well-being by looking for signs of distress or discomfort including, at minimum:
3. Laboured breathing
4. Changes in skin temperature
5. Changes in lip and/or skin colour
6. Whimpering or crying
7. Lack of response to touch

Where sign of distress or discomfort are observed, the staff who conducted the direct visual check must attempt to wake the child up. Where no signs of distress or discomfort are observed, ensure child’s comfort and document the sleep check

Where a child wakes up, staff must

1. Attend to the child’s needs
2. Separate the child from other children if the child is il
3. Document the incident on the “Sleep Supervision Check List” and document on the child’s Symptoms of Ill Health form

Where the child does not wake up, staff must immediately:

1. Perform appropriate first aid and CPR, if required.
2. Inform other staff, students and volunteers in the room of the situation.
3. Contact emergency services or, where possible, direct another individual to contact emergency services
4. Separate the child from other children or vice versa if the child appears to be ill.
5. Inform the Director or designate of the situation
6. Contact the child’s parent.

Where the child must be taken home of to the hospital, the Director of their designate must immediately:

1. Contact the parent to inform them of the situation and next steps.

Where the child’s condition has stabilized and/or the child has been taken to home or to the hospital, the staff who conducted the direct visual check and any staff who assisted with responding to the incident must:

1. Follow the Serious Occurrence Policies and Procedures, where applicable.
2. Document the incident in the daily written record
3. Document the child’s symptoms of illness in the child’s records.

Where the child is found to be comfortable and sleeping well, staff must:

1. Adjust blankets as needed.
2. Ensure the child’s head is not covered.
3. Ensure there are no risks of suffocation present.
4. Document the date and time of each direct visual check and initial on the “Sleep Supervision Check List”.
5. Verbally inform other staff in the room that the check has been completed and documented, where applicable.

**Appendix J**

**Limoges Early Learning Centre Process for Monitoring Compliance and Contraventions**

Purpose:

To establish a consistent, constructive policy for compliance and contraventions of LELC policies, procedures and individualized plans that will be monitored on an ongoing basis, recorded and addressed using a progressive disciplinary correction process that aims to support the correction of inappropriate behaviour of employees.

Policy:

LELC supports the theory of progressive correction. This is the gradual process of modifying an employee’s behaviour with respect to unacceptable conduct or work habits. It is not intended to downgrade, embarrass, or negatively affect the dignity of the employee. Monitoring of compliance and contraventions will be administered as fairly, objectively, and consistently as possible. Correction action will demonstrate management concerns and not be vindictive. Compliance with all policies, procedures and Individualized plans must always be adhered to. All Individualized Plans and the following Policies and Procedures will be monitored for compliance annually and for each staff member a minimum of four times a year without notice as well as if an incident or observation occurs in regard to the following policies;

Playground Safety Policy   
Anaphylactic Policy   
Anaphylactic Individual Plans   
Sanitary Practices Policy   
Sleep Supervision Policy   
Serious Occurrence Policy   
Medication Policy   
Supervision of Volunteers and Students Policy   
Program Statement Implementation Policy   
Staff Training and Development Policy   
Criminal Reference Check/Vulnerable Sector Check Policy   
Fire Safety/Evacuation Procedure   
Individualized Support Plans   
Waitlist Policy   
Parent Issues and Concerns Policies and Procedures   
Emergency Management Policies   
Other Policies or Procedures for Contraventions

The Director or her designate is responsible for monitoring compliance and contravention for staff. The Director or her designate will observe interactions between staff, children and families by observing staff as they perform their duties throughout the day, by asking questions, by reviewing documentation (daily log, attendance, daily playground inspections).

Each staff will have their own form in their individual file that documents compliance and contravention. Action will be taken in the form of verbal warnings, written warnings, suspension, or discharge. Staff are responsible for monitoring the compliance/contravention of students and volunteers. All contraventions for volunteers will be directed to the Director/designate, who will then document and meet with the volunteer to ensure a compliance plan is put into place and met. Documentation will be maintained in the volunteer’s file. Staff will be responsible for monitoring and documenting student compliance/contravention, and contraventions will be documented and addressed immediately. Staff will complete a compliance note which will be maintained in the students file upon the completion of placement.

Guidelines:

* The requirements of corrective action are as follows:
* The employee/student/volunteer must be made aware of the standards of performance.
* The employee/student/volunteer must expect corrective action if the standard is not achieved.
* All standards of performance must be consistently enforced.
* The employee/student/volunteer must be made aware that his/her behaviour is unacceptable.
* Before corrective action is administered, the employee must be allowed to make a statement on their actions.
* Corrective action should be taken immediately after the alleged contravention and a compliance plan put in place.
* All compliance and contravention observations must be documented on the Limoges Early Learning Centre Record of Observations and Mentoring form. This documentation is placed in the employee’s personnel file, with a copy given to the employee. Written evidence must include dates, times, and specifics concerning the standard that was or was not achieved.
* Records of compliance or contraventions are to be stored in a secure location for at least three years from the date of creation. At the Director’s discretion, a Compliance Action Plan may be required to be completed with staff member(s) involved.
* All corrective actions must respect the privacy of the individual. It must be determined if deficiencies on the part of management, such as lack of training, contributed to the concern.

In situations that are deemed serious, the employee can be asked to leave the premises (with pay) until a full investigation is completed.

Process:

Corrective action is normally a four-step process, except in the case of certain kinds of conduct (e.g., abuse of client, theft of organization property, insubordination) which, because of their seriousness, justifies omitting one or more steps.

One or more verbal warnings. The interview should take place in a private place. In the interview the supervisor should discuss the behaviour that has been observed, indicate proper procedures and policies, and ask for and listen to the employee’s reason for the behaviour. The supervisor should then discuss the solution and advise the employee that failure to correct the situation will result in further action.

One or more written reprimands. The written reprimand should be sent to the employee as confirmation of the interview. The memo should cover all the items discussed during the interview. A copy should be placed in the employee’s personnel file.

One or more suspension. The length of the suspension will be dependent on the seriousness of the offense and whether there has been a prior action for the same offense. The suspension should also be followed up by a written letter to the employee, with a copy put in the personnel file. The letter should include a statement on the incident that occurred, the time the behaviour was unacceptable and future action that might have been taken if the behaviour is not corrected. The date for a follow-up meeting should also be specified.

Steps to Follow before Discharging an Employee:

* Suspend the employee and initiate a thorough investigation to obtain all the facts (unless there are absolutely no facts in dispute and the conduct calls for summary dismissal).
* Obtain all the facts, including any remarks the employee in question might care to make.
* Determine whether there is a rule or policy that calls for dismissal based upon the facts involved.
* Determine whether the employee was aware of the rule or policy in question.
* Determine whether there have been any exceptions to the rule or policy. If there have been exceptions, determine if the factual situation at hand fits any of the exceptions. If this is the first discharge case under a particular rule, double check the original purpose and intent of the rule and confirm that it is still a timely and proper one. If the discharge has been brought about because of the corrective action procedure, recheck to make sure that all past steps and procedures have been properly followed.
* Make sure the employee’s file contains the proper documentation and witnesses’ statements to support the discharge case.
* Provide written notice of discharge to the employee.
* The Director shall ensure that this policy and procedures are reviewed as follows at the child care centre:
  + With employees, before they begin their employment.
  + With volunteers or students who will be interacting with children at the child care centre, before they begin to volunteer or before they begin their educational placement.
  + With each person described in paragraph 1 or 2, at least annually after the first review and at any other time when changes are made to the policy or a procedure.

**Appendix K**

**Limoges Early Learning Centre Drug and Medication Administration Policy and  
Procedures**

**Purpose**

The purpose of this policy and procedures outlined is to provide clear direction for staff, students and volunteers to follow for administering drugs or medication to children at the centre and for appropriate record keeping.

Where the term drugs and/or medication is used in this policy, the term refers to any product with a drug identification number (DIN). For the purpose of this policy, drugs and medications fall into the following two categories:

* Prescription, intended for acute, symptomatic treatment.
* Over-the-counter, intended for acute, symptomatic treatment.

This policy and procedures document supports children’s health, safety and well-being by setting out measures to:

* Ensure children receive only those drugs and medications deemed necessary and appropriate by their parents.
* Reduce the potential for errors.
* Ensure medications do not spoil due to improper storage.
* Prevent accidental ingestion
* Administer emergency allergy and asthma drugs or medications quickly when needed.
* Safely administer drugs and medications according to established routines.

This policy is intended to fulfill the obligations set out under Ontario Regulations 137/15 for the administration of drugs and medication in a child care centre.

**Policy**

**Parental Authorization to Administer Medication:**

* Whenever possible, parents will be encouraged to administer medications to their children at home if this can be done without affecting the child’s treatment schedule.
* Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the centre’s Authorization for Medication Administration form. The Authorization for Medication Administration form for over-the-counter medications must be accompanied by a doctor’s note.
* The authorization must include a schedule that sets out the times the drug or medication is to be given and the amount to be administered.
* Where a drug or medication is to be administered to a child on an “as needed” basis (i.e., there is no specific schedule or time of day for administration), the drug or medication must be accompanied by a doctor’s note outlining signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Authorization for Medication Administration form must clearly indicate the situations under which the medication is to be given as outlined in the doctor’s note, including observable symptoms. Examples may include:

1. When the child has a fever of 38 degrees Celsius
2. When the child has a persistent cough and/or difficulty breathing
3. When red hives appear on the skin

* Prescription/over-the-counter skin products with a DIN that need to be administered for acute or symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the centre’s Authorization for Medication Administration.
* Authorization for Medication Authorization forms will be reviewed with parents at the time they are completed and before every “best before” or “expiry” date where applicable (i.e., for epi pens and other emergency/on-going medication).

**Drug and Medication Requirements**

All drugs and medications to be administered must meet the following requirements:

* All drugs and medication must be stored in their original container as supplied by a pharmacist, or their original package. Medications that have been removed from their original package or transferred into a different container will not be accepted nor administered to children.
* All drug or medication containers must be clearly labelled with:

1. The child’s full name.
2. The name of the drug or medication.
3. The dosage of the drug or medication
4. Instructions for storage.
5. Instructions for administration.
6. The date of purchase of the prescription drug or medication.
7. The expiry date of the drug or medication, if applicable.

* The information provided on the written parental authorization must match with all the requirements listed above.
* Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labeled container, the centre will not accept nor administer the medication until the label and/or written parental authorization accurately contain all the required information.
* Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy as long as it is accompanied by a doctor’s note and is clearly labelled with the child’s name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.
* Drugs or medications purchased by staff, students, or volunteers for their own use will be kept inaccessible to children and will not be administered to children at any time.

**Drug and Medication handling and Storage:**

* All drugs or medications will be kept inaccessible to children at all times in a locked container or area. Exceptions for emergency medications are as follows:

1. Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-site activities.
2. Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children

* In case of an emergency, all staff, students and volunteers will be made aware of the location of children’s emergency medications at all times.
* Emergency medications will be brought on all field trips, evacuations and off-site activities.
* Any topical products or drugs/medications in the first aid kit will not be used on children to clean or treat wounds. Children’s cuts and wounds will be cleaned with soap and water and bandages applied.
* All drugs and medications for children will be stored in accordance with the instructions for storage on the label. Medication requiring refrigeration will be stored in the refrigerator in a locked container.
* Where drugs or medications are past their expiry date, they will be returned to the parents of the child, where possible and this will be documented on the Authorization for Medication Administration form.
* Any drugs or medications remaining after the treatment period will be returned to the parents of the child, where possible, and this will be documented on the Authorization for Medication Administration form.
* Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the person in charge of drugs and medications will ensure that the efforts made to return the drug or medication have been documented in the appropriate staff communication book, and the drug or medication is taken to a pharmacist for proper disposal.

**Drug and Medication Administration:**

* Drugs or medication will be administered according to the instructions on the label and only with written parental authorization.
* Designated person(s) in charge of medication will deal with all drugs and medications to reduce the potential for errors, whether on or off premises. Where the person is absent, they will delegate this responsibility to another individual. The name of the individual who has been designated and the duration of the delegation will be documented in the appropriate staff communication book.
* A drug or medication will only be administered from its original container as supplied by a pharmacist or its original package and where the container is clearly labelled as outlined under the Drug and Medication Requirements section of this policy.
* A drug or medication will only be administered using the appropriate dispenser (e.g., syringe, measuring cup/spoon, etc.).
* To support the prompt administration of emergency medication:

1. Emergency medications may be administered to a chid by any person trained on the child’s individualized plan at the centre
2. Children will be allowed to carry their own asthma or emergency medication in accordance with this policy, the drug and medication administration procedures and the child’s individualized plan, where applicable.

* Drugs or medications that are expired (including epinephrine) will not be administered at any time.

**Record-Keeping**

* Records of medication administration will be completed using the Records of Medication Form every time drugs or medications are administered. Completed records will be kept in the child’s file.
* Where a child’s medication administration form includes a schedule setting out specific times to administer the medication and the chid is absent that day, the child’s absence will be recorded on the form.
* If a dose is missed or given late, reasons will be documented on the record of medication administration and a parent will be notified as soon as possible as this may impact the child’s treatment or their health.
* Where a drug or medication is administered “as needed” to treat specific symptoms outlined in a child’s medication administration form or individualized plan and emergency procedures for an anaphylactic allergy (e.g., allergy, fever, allergic reaction), the administration and the reason for administering will be documented in the appropriate staff communication book and in the child’s symptoms of ill health record. A parent of the chid will be notified.

**Confidentiality**

* Information about a child’s medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be shared for the purpose of implementing the procedures in this policy and for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Valoris).

**Appendix L**

**Limoges Early Learning Centre Training and Development For Staff Policy and Procedures**

**Policy:**

It is the policy of LELC to encourage the professional development of employees through resources, attendance and participation in approved meetings, seminars, in-house training programs and outside courses that are directly related to the employee’s job and that will help employees to improve job performance.

The Director and the staff of the organization shall assess the training needs of staff of LELC on an annual basis. The identified training needs shall be prioritized in the following manner:

1. Legislated
2. Compulsory training courses.
3. Specific job-related training needs as required by individual programs.
4. Professional development as requested by individual employees.

LELC will take an active approach to Staff Orientation, Resource Supplies and Qualification Upgrading to support staff with training and development.

**Procedures:**

Legislated Training:

This training will include, but not limited to;

1. College of ECE’s Continuous Professional Learning Program. It is mandatory for RECE’s to participate in the College of Early Childhood Educators, CPL program as prescribed in the Ontario Early Childhood Educator Act, 2007 359/15: Continuous Professional Learning. 1. (1) Every member of the College shall fulfil the requirements of the continuous professional learning program, which are the following:
   1. Successful completion of any educational course, including any jurisprudence course, required by the College.
   2. Completion of self-assessments.
   3. Development of professional learning plans.
   4. Engagement in and completion of the activities set out in professional learning plans.
   5. Ongoing completion of records of professional learning that document the member’s engagement in and completion of the activities set out in professional learning plans.
   6. Compliance with any other requirements relating to continuous professional learning specified by the College.
2. Standard Level C First Aid and CPR – including infant. It is mandatory that every employee working at a child care centre who may be counted for the purposes of meeting the ratios has a valid certification in standard first aid, including infant and child CPR that is issued by a training agency recognized by the Workplace Safety and Insurance Board. Staff who are required to obtain first aid and CPR certification will be permitted a three-month time period to obtain their certification, as long as at least one first aid certified employee is available to respond to an emergency at all times, whether on or off site.

Compulsory Training:

LELC may, at its discretion, send employees to courses, conferences or seminars at the expense of the organization. Employees are required to attend compulsory training and/or professional development.

Specific Job-Related Training per Program Needs:

LELC may, at its discretion, offer employees the opportunity to attend seminars, workshops, training programs, or courses that are directly job related, for the purpose of professional development and improved job performance.

Employee-initiated Professional Development:

An employee desiring to attend such a seminar, workshop, training program, or course shall submit a written request to the Executive Director. The written request should include a description of the specific job-related training, time period needed to attend, and costs. The Director will determine the appropriateness of the training as it directly relates to the employee’s job and extent to which the organization is prepared to contribute financially to the overall cost.

Orientation:

A designate lead RECE will be responsible to be paired up with the employee for a three-month period where this designated educator will mentor, support and monitor the new staff. The Director and Child Care Coordinator will:

* Review Human Resources Policies, Program Policies and Sign Offs required.
* Review of Professional Learning Resource Library.
* Provide a tour and orientation to the centre both indoors and outdoors including the playground area.
* Review the emergency evacuation procedures
* Have a discussion regarding the needs of individual children (e.g. special needs, allergies etc.)
* Review the Centre’s Parent Handbook and Program Statement.
* Provide an orientation to the Ontario Child Care Licensing; Child Care Manual.

Resources and Learning Opportunities:

The organization offers employees the opportunity to watch and read resources for the purpose of professional development and improved job performance through the Early Years Portal Website and the Ministry of Education’s website. A library of books is available for loan for educators and every effort will be made to provide topics that may be of interest to educators. Frequent professional learning opportunities will be held for educators to engage in individual reflection about pedagogy and daily practice; for discussion and collaborative inquiry among staff teams; and with others in the community.

Qualification Upgrades:

LELC will assist and seek out opportunities for staff to take specialized early childhood education courses and work towards upgrading qualifications through distance education, apprenticeship or placement.

In addition to the above-mentioned training opportunities, LELC will have two all-staff PD Days per year where the centre is closed to families so all staff can participate together in training/PD.

The Director shall ensure that this policy and procedures are reviewed as follows at the child care centre:

* With employees, before they begin their employment.
* With volunteers or students who will be interacting with children at the child care centre, before they begin to volunteer or before they begin their educational placement.
* With each person described in paragraph 1 or 2, at least annually after the first review and at any other time when changes are made to the policy or a procedure.

**Appendix M  
Limoges Early Learning Centre Outdoor and Playground Safety Policy and Procedures**

**Purpose**

Outdoor play is an integral part of the daily schedule and plays an important role in the development of children’s overall well-being. In order for children to thrive in outdoor play, it is crucial that there be sufficient toys and equipment for children to engage in active play and that educators engage as active participants in the play.

The *How Does Learning Happen? Ontario’s Pedagogy for the Early Years* document describes how children thrive in programs where they can engage in vigorous physical play in natural outdoor spaces and playgrounds that present manageable levels of challenge. In addition to providing physical benefits, active play outdoors strengthens functioning in cognitive areas such as perception, attention, creative problem solving, and complex thinking.

While these environments need to be safe, it is also important for them to provide children with interesting opportunities for a reasonable degree of risk-taking.

The purpose of this policy is to set out the responsibilities of the licensee, staff, students and volunteers in ensuring that the outdoor and playground spaces provide a safe and well-supervised environment for children’s play and meet Canadian Standards Association (CSA) standards.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a playground safety policy for child care centres.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

**Policy**

**General**

Limoges Early Learning Centre will ensure that there are enough play materials available that are appropriate for the children’s age and learning and developmental needs during outdoor play.

The maximum capacity of the playground will not be exceeded at any time.

**Playground Inspections/Checks**

Outdoor play space, fixed play structures and surfacing checks will be conducted on a daily, monthly, and annual basis.

All daily playground inspections will be documented by completing a visual check of the playground, following the “Limoges Early Learning Centre Daily Visual Playground Inspection” checklist. Any deficiencies must be noted. All documentation and reports will be filed by the designated staff member in the Playground Policy Binder.

All monthly playground inspections will be documented by completing a visual check of the playground following the “Limoges Early Learning Centre Detailed Monthly Playground Inspection” form. Any deficiencies must be noted on the form as well as added to the “Repair Log” in the Playground Policy Binder.

**Repairs and Maintenance**

All items identified in the checklists as requiring repair will be documented in the repair log and repaired or addressed in a timely manner. Note: the amount of time required will depend on the scope of the work and who is required to conduct the repairs

Documentation on the repair log will also include:

* the date the issue was identified;
* documentation of what steps and efforts have been taken to address any identified items which cannot be repaired immediately due to circumstances out of the child care centre’s control; and
* the date the related repairs were completed.

Where outdoor space or playground repairs cannot be completed immediately, the area or space requiring repairs will be sectioned off to prevent children from using that area in order to protect their safety and reduce the risk of injury. Children will be supervised at all times during outdoor play to ensure that they do not approach or use spaces that are sectioned off pending repairs.

Any repairs requiring alterations or renovations to the playground premises will not begin until site or playground plans are approved by a Ministry of Education Director.

**Compliance with the CSA Standards**

Any outdoor play space, fixed play structure or surfacing under those structures that is constructed or renovated will meet the requirements set out in the Canadian Standards Association (CSA) standard CAN/CSA-Z614-14, “Children’s Play spaces and Equipment”.

Written confirmation of compliance with the CSA standard will be obtained from a Certified Playground Safety Inspector, upon completion of any repairs or renovations which have resulted in a non-compliance with the CSA standard as outlined in a playground inspection report.

**Supervision**

Children will be supervised at all times during outdoor play.

Staff will position themselves throughout the playground and rotate their position where required to ensure children can be visually supervised while engaging in play.

Staff to child ratios will be maintained on the playground at all times.

Reduced ratios will never be used on the playground.

Infant and toddler children will be separated from other children during outdoor activities.

Staff will ensure that there all gates are securely closed at all times.

**Documentation and Report Retention**

All documentation and reports related to the outdoor space or playground will be:

* kept for three years from the date they were created and/or updated (whichever date is most recent); and
* made available for Ministry of Education staff to review at all times.

**Playground Safety Procedures**

|  |  |
| --- | --- |
| Timeline | Steps to Follow |
| Daily: before using the outdoor play space/ playground | 1. The designated staff member must:   1. walk around the entire outdoor play space or playground to look for and identify hazards and defects as indicated in the daily playground inspection checklist 2. remove any garbage, hazards or defects using gloves 3. complete the playground inspection checklist, sign and date it; and 4. file the playground inspection checklist in the Playground Policy Binder   **Where hazards or defects cannot immediately be removed or repaired, the designated staff member must**   1. report the hazards or defects to the director who will log and maintain the information in the repair log and take appropriate action to initiate any repairs. 2. Section off the area with the hazard/defect if it poses a hazard to children   2. In preparation to exit the child care centre to use the outdoor play space or playground, educators must:   1. ensure appropriate steps related to environmental factors have been implemented (e.g.: children are appropriately dressed for the weather, there are no entanglement risks, bug nets are in place, etc.) 2. conduct head counts prior to leaving the indoor play activity area, and while transitioning them to the outdoor play space or playground 3. ensure that the allergy and dietary restriction lists are readily available 4. ensure the attendance record is readily available 5. ensure all emergency contact information is readily available for children 6. ensure all emergency medication accompanies children, where applicable 7. All groups of children will access the playground via the School Age classroom entrance/exit. This space has a closed in area which prevents children from being able to go into the parking lot. Staff will exercise additional precaution by ensuring they do a head count before opening the door and will ensure the gate on the small enclosure is closed before allowing children to go out. Once staff reach their appropriate playground with their group, another headcount will be performed before children begin play/organized activities. |

|  |  |
| --- | --- |
| Timeline | Steps to Follow |
| **Daily: while using the outdoor play space/ playground** | 1. Staff must: 2. position themselves in areas that ensure that all children and areas of the playground can be properly supervised at all times; 3. ensure that there is access to drinking water at all times; 4. complete head counts of children every 5. implement the goals and approaches of the program statement, such as engaging with the children in play; and 6. refrain from using personal cellular phones (except in emergency situations) or using outdoor time to socialize with other staff, students or volunteers during outdoor play.   **Where a child is injured on the playground, staff must:**   1. administer first aid, where appropriate; 2. contact emergency services, where appropriate; 3. notify the parent of the child; 4. complete an accident report and provide a copy to the child’s parent; and 5. follow the serious occurrence policy and procedures, where appropriate. |
| **Daily: When returning from the outdoor play space/ playground** | 1. Staff must: 2. conduct head counts prior to returning indoors from the outdoor play space or playground, while transitioning indoors, and upon returning to the indoor play activity space. 3. ensure that attendance records, emergency medication and children’s emergency contact information is brought indoors with the group. |

|  |  |
| --- | --- |
| **Annually** | 1. **Where the playground has fixed equipment, the Director must:**   a) ensure a certified playground inspector conducts an annual playground inspection   1. discuss the findings of the playground inspection with the certified playground inspector, including items that need to be repaired or replaced; and 2. obtain a copy of the playground inspection report 3. **Where the playground does not have fixed equipment, the director must:** 4. walk around the entire outdoor play space or playground to look for and identify hazards and defects as indicated in the annual playground inspection checklist 5. remove any hazards or defects, where possible 6. complete the annual inspection checklist, sign and date it; and 7. develop a written plan to address any hazards and/or defects, including a timeline to address the issues identified during the inspection. 8. **Where hazards or defects cannot be immediately removed or repaired, the director will** 9. will log and maintain the information in the repair log and take appropriate action to initiate any repairs. 10. section off the area with the hazard/defect if it poses a hazard to children |

**Limoges Early Learning Centre Safe Arrival and Dismissal Policy and Procedures**

Date Policy and Procedures Established: October 9, 2024  
Date Policy and Procedures Updated:

**Purpose:**    
  
This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

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

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

**Policy**

* Limoges Early Learning Centre (LELC) will ensure that any child attending the centre is only released to the child’s parent/guardian or an individual that the parent/guardian has provided written authorization that the centre may release the child to.
* LELC will only dismiss children into the care of their parent/guardian or another authorized individual (16 years of age or older).  The centre will not release any children from care without supervision.
* Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

**Procedures  
Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
   1. Greet the parent/guardian and child.
   2. Ask the parent/guardian how the child’s evening/morning has been and if there are any changes to the child’s pick-up procedure (i.e., someone other than the parent/guardian picking up).  Where the parent/guardian has indicated that someone other than the child’s parent/guardians will be picking up, the staff must confirm that the person is listed on the child’s authorized to pick up list in the emergency binder. If the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
   3. Document the change in pick-up procedure in the daily written record.
   4. Sign the child in on the classroom attendance record.

**When a child has not arrived in care as expected**

1. If a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

* Inform the Director or designate and they must commence contacting the child’s parent/guardian no later than 10:30AM. Staff shall send text message and email to both parents (if applicable). If no response is received, the Director or designate will call both parents. If there is no answer, voicemails will be left.
* If no one is reached, parents will be sent an email reminding them of our Safe Arrival and Dismissal Policy and Procedures and their responsibility to the centre where this policy and procedures is concerned.

2) Once the child’s absence has been confirmed, program staff shall document the child’s absence on the attendance record and any additional information about the child’s absence in the daily written record. If no one is contacted, all attempts made will be recorded in the daily written record.

**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 written authorization to pick up.  Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual)
   1. Confirm with another staff member that the individual picking up is the child’s parent/guardian/authorized individual.
   2. When the above is not possible, 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.

**When a child has not been picked up as expected (before centre closes)**

1. When a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 30 minutes, the program staff will contact the parent/guardian via text or phone call and advise that the child is still in care and has not been picked up.

* If the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian].  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.
* If the staff does not hear back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under “where a child has not been picked up and program is closed”, if necessary.

**When a child has not been picked up and the centre is closed**

* 1. When a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:45PM, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
  2. One staff will stay with the child, while a second 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 contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the 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 will contact authorized individuals listed in the child’s file.
  4. When 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) by 6:30PM the staff will proceed with contacting the local Children’s Aid Society Valoris ([613-673-5148](tel:+6136735148) or [1-800-675-6168](tel:+18006756168)).  Staff shall follow the direction of Valoris with respect to next steps.