**Limoges Early Learning Centre Family Handbook**

Welcome to Limoges Early Learning Centre (LELC). Our program is located at 525A Limoges Road. We are licensed to offer early learning and care for Toddlers (18 months – 2.5 years of age), Preschool children (2.5 – 5 years of age) and School Age children (4 – 7 years of age). 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.

**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 POLICY**   
Any family wishing to secure a space with the Limoges Early Learning Centre may contact the centre directly or visit 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 eligible 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 not collect a fee or a deposit for the placement of a 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 request directly to the Director, who will provide the parent/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. A space will not be confirmed until the program has met with the family and child. This meeting may be done virtually in certain situations where it is deemed difficult to visit prior to attending.

* 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 administration fee is due at the time of registration.
* A $250.00 deposit 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.

**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 actions 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**   
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. Children will not be released to anyone who is not on the authorized person's list to pick up. When a new person is added to the list, they will need to provide photo identification to confirm their identity. Children will not be released without supervision unless a release form has been signed and mutually agreed upon by the parent(s) and the director or designate. 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 their immediate supervisor 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 without written permission given to the Centre in advance. 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 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**   
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% 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 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. Additionally, the centre will 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.   
  
We will provide a minimum of one month of notice regarding any fee increases.

Daily rates 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. There is a $75.00 charge for all returned cheques. 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. Please feel free to provide input into our menu planning at any time.

**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 Public 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.

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 38 degrees Celsius or higher (100.3 Fahrenheit)
* Deep, persistent cough or pain
* 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 (at least 2 episodes)

**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 any of the gastrointestinal symptoms listed above, we ask that you keep your child at home until they have gone a full 48 hours symptom free after the last occurrence.

On occasion the centre may be in an Outbreak; this is when more than 15% of children and/or employees are ill with the same symptoms. When this happens, we consult the Eastern Ontario Public 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.

**IMMUNIZATION**   
It is recommended by the Local Medical Officer of Health, that all children be immunized. Parents of children who object to immunization due to religious/conscience or medical reasons must complete a standardized ministry approved form. Ministry approved forms for religious/conscience objections must be completed by a “commissioner for taking affidavits” (i.e. notarized). Any medical exemptions forms must be completed by a doctor or nurse practitioner. These forms are available upon request.

All immunization records and/or records of parental objections will be kept as part of the children’s files.

**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 programs Safe Sleep Policy at the time of enrolment. Each child will be assigned their own cot and it will be labelled with their name. All cots are disinfected weekly. 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.

**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.

**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.

**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**   
All issues and concerns brought forward are taken seriously by LELC and every effort will be made to resolve issues and concerns to the satisfaction of all parties. Every issue and concern will be treated with confidentiality and every effort will be made to protect the privacy of parents/guardians, children, employees, students and volunteers except when information must be disclosed for legal reasons (e.g. Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Valoris).

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.

Procedures to follow Nature of Issue or Concern Steps for Parent /Guardian Clients and Stakeholders to Report Issue/Concern:

Steps for employee and/or manager/designate in responding to issue/concern:

Program Related - General Program Delivery

Raise the issue or concern to - the employee directly or - the manager or designate. When an issue/concern is brought forward to an employee, it is their responsibility to assess whether or not it is within their scope of responsibility and if they have the applicable information to be able to manage/resolve the situation.

Inform the appropriate manager or designate of the situation within 24 hours. Every effort will be made to provide an initial response or resolution to the concern or issue within 2 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
* 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 collection of information of the issue/concern is initiated by the appropriate party.

Centre Related - General LELC Operations

Raise the issue or concern to - the Director or Designate.

Employees, students or volunteers

Raise the issue or concern to - the individual directly or - the director or designate.

**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.

**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.

**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 VOLUNTEERS AND STUDENTS**   
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.

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