



PARENT HANDBOOK

130 Highland Drive
Port Hope Ontario
L1A 2A3

Phone: 905-885-2637

Fax: 905-885-0170

Email: ganaraskaccc@outlook.com

Website: www.ganaraskachildcare.com

Hours of Operation

Monday to Friday 6:30 am to 5:30 pm

Closed on (observed) Statutory holidays

Last updated: October 2022

Licensed by the Ministry of Education



Table of Contents

Introduction

Welcome Families.....	7
History Of the Centre.....	8
License Capacity.....	8
Staff and Child Ratio.....	8
Our Team.....	9

Statements

Program Statement Implementation Policy.....	10
Mission Statement.....	10
Philosophy Statement.....	10

Goals

As Early Childhood Educators/Our Approaches.....	11
Pedagogical Leader/ Pedagogy.....	12
Program Guide/Approaches.....	13/14

Waitlist Information

Policy	15
Management.....	15
Priorities.....	15

Enrollment

Registration.....	16
Immunizations.....	16

Attendance

Requirements..... 17

Absent children..... 18

Vacation and entitlement..... 18

Professional Activity Days.....18

March break.....18

Statutory Holidays

Observed Statutory days.....19

Christmas closure.....19

Fees

Rates..... 20

Late pick up..... 20

Notice of Withdrawal/Discharge..... 20

Invoicing Information

Invoices..... 21

Late payments.....21

Outstanding fees..... 21

Income Taxes.....21

Fee assistance..... 21

Summer

Summer care..... 22

Sunscreen..... 22

Clothing.....22

Arrivals/Departures

Parking 23

Smoking/Vaping/Marijuana..... 23

School Services

Things you need to know.....	24
Toys from home.....	24
Newsletter/Program room updates.....	24

Emergency Management

Policies and Procedures.....	25
Serious Occurrence Notification.....	25
Hold and Secure.....	25
Lockdown.....	25

Emergency Procedures

Emergency Planning.....	26
Follow up.....	27
Fire drills and Procedures.....	27
Communication.....	27

Parent Involvement

Parent Board of Directors.....	28
Fundraisers.....	28
Field trips/off site excursions.....	28

Food and Nutrition

Menu.....	29
Allergies/dietary concerns.....	29

Policies

Ganaraska Child Care Policies.....	30
Anaphylaxis Food Policy.....	31
Outside Food Policy.....	32
Bagged Lunch Policy.....	33
Health and Wellness Policy.....	34
Symptoms and Action Illness Chart.....	35

Drug and Medication Administration

Policy and Procedures.....	36
Parental Authorization to Administer Medication.....	37

Drug and Medication

Requirements.....	38
Handling/Storing.....	39
Administration.....	40
Record Keeping.....	40
Confidentially.....	41
Additional Policy Statement	41

Supervision of Students and Volunteers

Purpose/Policy.....	42
Roles and Responsibilities.....	43
Additional Policy Statement	44

Behavior Guidelines

Behavior Guidance Policy.....	45
Child Guidance	45
Prohibited Practices/Positive Practice Policy.....	46/47
Parental Conduct.....	48
Bullying, Harassment & Violence.....	48
Polices and Procedures	48

Weather

Extreme Weather Policy	49
Inclement Weather/Bus Cancellation and School Closure.....	49

Parent Issues and Concerns Policy Procedures

Shelter in place.....	50
Personal Privacy Policy.....	50
Concerns/Complaints and Compliments	50
Parent issues and Concerns.....	50
Confidentiality.....	51
Conduct.....	51
Concerns about the suspected Abuse or neglect of a child.....	51-53
Contacts.....	54
Parent Handbook Acknowledgement Agreement.....	55



Introduction

Welcome to the Ganaraska Child Care centre.

Parents and Guardians please use this handbook as a reference. This handbook will be updated on an ongoing basis as the needs of the centre continue to change. Any changes made to this handbook are approved by Parent Board of Directors.

Dear Families,

Welcome to our Centre! We are happy that you and your family will be a part of our child care facility.

The Centre offers child care spaces to children whose parents live and work in the community and those that reside outside the catchment area of Port Hope. All children are welcome at our centre. We pride ourselves in providing an inclusive environment.

We are licensed by the Ministry of Education and have a purchase of service agreement with the County of Northumberland. This agreement enables us to provide childcare to families who qualify for subsidy.

The Centre is operated by a volunteer Board of Directors and provides care for children ranging in age from 6 weeks to 12 years. Community colleges have chosen us as a training site for their Early Childhood Education students to do field placements.

Staff and students, work together to provide a warm, caring and stimulating environment for the children in our care. For a child to feel secure and happy in child care, it is also important that parents are satisfied with the care their children receive. Parents should not hesitate to ask questions and discuss any concerns they may have. An annual survey of our services helps us determine any areas needing improvement.

Once again, welcome to our Centre.

Yours truly,

Sherri Riha RECE
Director of Operations

Carissa Chalmers RECE
Administrative Director

Sarah Pethick RECE
Program Leader

History of the Centre

On January 6th, 1986, the doors of the Centre opened to receive 6 children of varying ages in two renovated classrooms. We had 3 staff and a capacity of 24 children. Our Infant room opened in the fall of 2009 offering space for up to 10 Infants. Since then, our staff has grown to over 27 Educators and a licensed capacity of 134 children ages 6 weeks to 12 years. We now have 7 classrooms and over 90 families using our facility. We offer a full range of programs; full day Infant, Toddler, Junior Preschool and Preschool, 3 Before/after School programs as well as Professional activity days, March break and Summer Care.

License Capacity and Staff to Child Ratio

Ganaraska Child Care Centre is Licensed for up to 134 children. The Program rooms are divided by ages set out in the Child Care and Early Years Act, 2014.

Group	Staff	Ratio	License Capacity
Infant Under 18 months	1 Registered Early Childhood Educator 2 Assistant	1:3	10
Toddler 18-30 months	1 Registered Early Childhood Educator 2 Assistant	1:5	15
Junior Preschool 30 months - 6 years	1 Registered Early Childhood Educator 1 Assistant	1:8	15
Primary Preschool 30 months - 6 years	2 Registered Early Childhood Educator 1 Assistant	1:8	24
JK/SK 44 months - 7 years	1 Registered Early Childhood Educator 1 Assistant	1:13	26
School Age 1 68 months – 13 years	1 Registered Early Childhood Educator 1 Assistant	1:15	22
School Age 2 68 months – 13 years	1 Registered Early Childhood Educator 1 Assistant	1:15	22
Kitchen	2 Dietary Aid		
Office	Director of operations Administrative Director Program Leader		

Licensing

The centre is licensed under the Child Care and Early Years Act and the licence is renewed annually. An advisor from the Ministry of Education visits the centre annually and reviews the operating procedures with the Management Team and staff. When the review is complete, the licence is renewed provided there are no outstanding non-compliances.

Our Team

The **Board of Directors** is comprised of parents whose children attend the Centre as well as interested members of the community and parents whose children may have left the Centre but still want to play an active role. The Board meets bi-monthly to set fees, review policies and discusses Centre issues with regards to hiring, staffing, etc. The participation of these members is strictly on a volunteer basis.

Our management team consists of a **Director of Operations, Administrative Director** and **Program Leader** who work as a team to operate the centre with advice from the Parent board of directors. We are here to answer all your questions and inquiries.

Our **Registered Early Childhood Educators, Assistants** and **Enhanced Staff** work hand in hand with each other to create a warm and inviting program for our children. The educators at the centre are chosen with care and reflects the philosophy of the child care centre. All educators ensure that your child has a well balanced and complete experience while in our care. From our most recent graduates to our most experienced Registered Early Childhood Educators, we offer enthusiasm continuity and commitment. We believe and stand for quality child care in our community.

The centre strives to employ the most qualified Early Childhood Educators to provide the best quality programs for all children. All Early Childhood Educators must be members of the **COLLEGE OF EARLY CHILDHOOD EDUCATORS** and renew their membership annually in order to be employed in our child care centre. All educators must submit Criminal Reference Checks, up to date immunization, and current First Aid/CPR documentation before beginning at our centre. Educators must also present proof of graduation from a recognized Early Childhood Education program with a recognized college and membership to the College of Early Childhood Educators.

We are very fortunate to have two dietary staff who work together to create healthy, nutritious snacks and lunch for your children to enjoy. Everything is prepared on site in our kitchen.

The staff at the centre is chosen with care and reflects the philosophy of the child care centre. All our staff ensures that your child has a well balanced and complete experience while in our care.

Ganaraska Child Care Centre Inc.

Program Statement Implementation Policy

Ganaraska Child Care Centre Inc. is committed to providing the best child care within Northumberland County. We are motivated to provide and maintain a safe, warm, and nurturing environment for children to assist in their development.

We at the Centre, strive to provide and maintain a warm, nurturing environment that ensures the child's experience away from home is a secure and happy one. The Centre does believe that the childcare program must balance with the child and his/her family situation. The caring, qualified educators encourage the development of social skills as well as fine and gross motor skills and cognitive development. Independence, self-esteem, and respect for themselves as well as others are also fostered.

Ganaraska Child Care Centre offers an emergent curriculum for all children's individual learning styles and interests based on the foundational guidelines and policy framework of "How Does Learning Happen" (Early Years Act 2014, subsection 53 (3))

The curriculum (content of learning) and the pedagogy (How Does Learning Happen?) are shaped by what we as educators believe in: that children are capable, competent, curious, and rich in learning.

Mission Statement

Ganaraska Child Care Centre Inc. is committed to providing the best child care within Northumberland County. We are motivated to provide and maintain a safe, warm, and nurturing environment for children to assist in their development

Philosophy Statement

The Centre strives to provide and maintain a warm, nurturing environment that ensures your child's experience away from home is a secure and happy one. The Centre believes that the childcare program must balance with the child and his/her family situation. The caring, qualified staff encourages the development of social skills as well as fine and gross motor skills and cognitive development. Independence, self-esteem, and respect for themselves as well as others are also fostered.

Goals

As Early Childhood Educators we will....

- Be required to read and understand the Program Statement and be committed to following the expectations
- Be positive with all parents/guardians about the program and allow for open communication and interaction with all families.
- Encourage the children to have positive communication skills and interaction with their peers
- Allow ourselves to be the support and guidance children need to feel that they have a sense of Belonging
- Encourage the children to explore their own capabilities and their own sense of self reflecting
- Abide by the standards of our profession set out by the College of Early Childhood Education Code of Ethics and Standards of Practice.
- Be part of the child care team that will work together to build on each others strengths and allow for open communication that will benefit the whole program.
- Allow for open suggestions that will benefit us professionally

FOUNDATIONS	GOALS FOR CHILDREN	EXPECTATIONS FOR PROGRAMS
Belonging	Every child has a sense of belonging when he or she is connected to others and contributes to their world.	Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.
Well-Being	Every child is developing a sense of self, health, and well-being.	Early childhood programs nurture children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with body, mind, and senses.	Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.
Expression	Every child is a capable communicator who expresses himself or herself in many ways.	Early childhood programs foster communication and expression in all forms.

Pedagogy

Pedagogical Leader

The pedagogical leader provides ongoing opportunities for educators to engage in critical discussion and reflection about pedagogy and practice to support continuous professional learning and growth. They use the four foundations from "How Does Learning Happen". Belonging, Engagement, Well Being and Expression to work along side program educators in setting goals and bringing together emergent curriculum planning and the classroom environment. The pedagogical leader guides, organizes, and plans team meetings which will assist the educators in evaluating the curriculum, pedagogical documentation, the environment, and experiences. The leader supports educators to meet their goals which reflects the needs of the children and enhances their development and learning.

Curriculum planning is guided by both the educator and the child. Through daily observations, reflective practice, and research, educators plan activities and experiences to support all domains of development. The curriculum focuses on the process and allows for change and grows to follow the needs of the children.

Our emerging curriculum encompasses a reflective pedagogical approach. Educators plan experiences that motivate opportunities for learning and are based on the children; considering their skills, needs, and interests. Educators create our atmosphere of discovery, exploration and appropriate risk-taking. Using the foundational guidelines in "How does Learning Happen" they provide a sense of belonging, well-being, engagement, and expression in their classrooms for all children. Educators reflect on what is happening, what could happen next, and collaborate their ideas with others which are vital for optimum curriculum development.

Positive, caring, and trusting relationships are at the centre of every person's health, well-being, and social-emotional development. Every child's family brings value when sharing, caring, and participating in their child's activities and experiences each day. We understand that families know their child best and encourage them to have a voice about what is important to them and the lives of their children.



Our Goals that guide the program

1. Promote the health, safety, nutrition and well being of the children.
2. Support positive and responsive interactions among the children, parents, child care providers and staff
3. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate
4. Foster the children's exploration play and inquiry
5. Provide child-initiated and adult – supported experiences
6. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported.
7. Incorporate indoor and outdoor play as well as active play, rest, and quiet time into the day, and give consideration to the individual needs of the children receiving child care
8. Foster the engagement of and ongoing communication with parents about the program and their children.
9. Involve local community partners and allow those partners to support the children, their families, and staff.
10. Support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning.
11. Document and review the impact of the strategies set out in the above goals on the children and their families.

Our Approaches that will be implemented to achieving our goals above:

1. We do a daily visual health check of the children upon arrival. Our posted menus consist of nutritious meals and snacks that follow Canada Food Guide as well as we work with the local dietician from the local health unit. We will encourage our children To explore new and exciting foods. We provide a clean, organized, and safe play environment.
2. We have one on one interaction, discovery of unique characteristics of each child by talking with his or her family, supporting inclusion, observing, and documenting.
3. As educators we have a responsibility to build each child's foundation of inner strength (self-regulation), inner confidence(initiative) and how to develop meaningful relationships (attachment). We guide children to understand the importance of sharing, caring, respect and empathy.
4. Planned and unplanned activities and experiences allow children to explore and can ask questions, solve problems, and offer social opportunities. Making learning and development visible through different types of pedagogical documentation.
5. Our classrooms must be stimulating and always evolving. Having variety of centres within the classrooms allows the children to experience small and large group play and to be able to choose what interests them. Keeping neat, tidy, and well-organized space models respect for the environment and allows for children to explore and be imaginative.

6. Curriculum should be in constant revision to reflect the children's developmental abilities, individual similarities and differences and the opportunity for children's interests and expressions.
7. Patterns of good eating, physical activity, and sleep that are established in the early years of childhood continue for the child into later life. Connecting with each child and valuing his or her unique spirit, individuality, and presence
8. The relationship we build with our families must be ongoing and information must be shared to ensure consistency between home and child care. It is beneficial when parents are involved in their child's development, interests, goals, and achievements. The best way to communicate is via class dojo
9. Allowing excursions to the community which allow the children to explore the world around them and have the community partners come to the centre to share their experiences with the children.
10. As educators we need to continue our professional learning through attending workshops, abiding by the standards of our profession set out by the College of Early Childhood Education Code of Ethics and Standard Practice. Allow for open suggestions that will benefit us professionally.
11. We encourage our families to participate in their child's play and work and to also have a voice about what is important to them and the lives of their children

Program Approach (Specialized Services)

The Ganaraska Child Care Centre Inc. believes that ALL children, regardless of ability, are entitled to the same opportunities for participation, acceptance and belonging in child care.

- All children and families are welcome, regardless of their individual special need(s)
- All children and families are offered equal access to services and programs
- All children and families participate fully in group activities, programs, and routines

To ensure full inclusion, the Ganaraska Child Care Centre Inc., to the best of their ability will:

- Modify the child care environment and provide extra support to accommodate individual children's needs
- Actively encourage parent involvement by removing barriers to participation
- Train and support staff in their efforts
- Work collaboratively with other service providers
- Support children's involvement in community activities, advocating for inclusive practices

Waitlist Information - Policy

It is the policy of Ganaraska Child Care Centre Inc. that our waitlist policy will be maintained as such that all parents/guardians will be treated with integrity, compassion, and fairness.

A numbered system for each age group will be followed as to ensure accuracy. Date and time of call will be documented.

The following information will be asked of the parent/guardian at the time of inquiry:

1. Parent Name and Phone Number
2. Child's Full Name (last name if different)
3. Child's Date of Birth
4. Desired Start Date
5. Number of days needed
6. Email address

Waitlist Management

1. Spaces may come available when a child transitions into another program room and or leaves the centre.
2. There is no specific amount of time that a family is required to be on the waitlist. The Management team will reach out to family when a spot comes available.
3. If a family refuses a space when offered or fails to contact the management team about the current available spot, family will be taken off waitlist. Family will be given 48 hours to contact management and confirm spot.
4. When a space in the program room has been accepted by a family, a \$30.00 registration fee (non refundable) will be requested via email. This is to be paid by e-transfer before coming to pick up registration package.
5. Pick up for registration package will be arranged after payment has been accepted.
6. No fees will be charged to have your child's name on our waitlist.
7. Contact the management/office team via phone to confirm individual placement on waitlist. Our waitlist contains personal and confidential information.
8. It is the responsibility of the family to contact management about any changes to current waitlist information. Ex – desired start date, or not needing the care.
9. After registration package has been returned to the centre (this is confirming your start date) If your start date should change, you will be invoiced from your original start date. At this point in the registration process staffing has already been arranged.
11. In a situation if there is no space available in requested program room, parent can ask to also be place on list in the next (older) program room.
12. Confidentiality and privacy of family information will be kept with the upmost respect to the privacy of the family.

Waitlist Priorities

1. Children currently enrolled moving into next program room
2. Siblings of currently enrolled children
3. Five (5) days is preferred and will take priority
4. Four (4) Three (3) days may be available at the discretion of the management team

Enrollment

For the safety of your children, we must be aware of all pertinent information regarding your children.

Before your child may start at our centre, the following information must be given to the child care office 1 week prior to the start date

1. Registration fees – this is invoiced via email
2. Completed registration forms – completed and back into the centre **1 week** before start date.
3. Child's up to date immunization card – will be photocopied and put in child's folder
4. A copy of all documents relating to the custody of the child/ren being registered, if applicable.
5. Completed Medical Need Plan and Individualized Support Plan-if applicable.
6. Individual Anaphylaxis Emergency Form for every child who may be a risk of anaphylaxis (life threatening allergic reactions).

Registration Fee

If you are offered and accept the spot for your child, you will be required to pay a non-refundable registration fee of \$30.00 per child before receiving your registration package. Email address will be required to send registration invoice. Once payment has been accepted, you may request a tour of the centre. This must be arranged with the office. In the meantime, please feel free to check out our videos on the website.

Immunization

All immunization records must be kept up to date. Incomplete information can mean exclusion for your child. Record of immunization must be provided before your child may start at the centre. If the educators in your child's program room notices any discomfort or symptoms possibly related to recent immunizations, you may be required to pick up your child. However, it is highly recommended that the day of your child's immunization they are to stay home for observation by Parent/Guardian.

Attendance

Requirements – Full Day Programs - 5 days only

Infant

Toddler

Junior

Preschool

Requirements – School Age Programs

JK/SK

School Age 1

School Age 2

5 days is preferred and will take priority

5 days before

5 days after

5 days before or after

3-4 days permanent set days may be offered **if spaces are available** and at the discretion of the management team.

Irregularly scheduled families that require different days per week, will be invoiced for 5 days per week. This is **required** to keep your spot open and available for your scheduled days. We ask that a 2–4-week schedule is provided. Submit any schedules directly to your child’s program room, either by paper or over class dojo.

Scheduled families may be asked to fill out a calendar for your upcoming child’s schedule. 2-4 weeks will be required.

You are **required** to keep the same number of days that you signed up for. No reduction of days will be accepted.

Each Spring you will be **required** to fill out a form. This form will help the management team, determine the upcoming Summer, and school year needs of each of our families.

Absent Children

If your children will be away, you must notify the educators via class dojo before 8:30 am. If your children will be away for one of the afterschool programs, you must notify the educators via class dojo by 2:30 pm. Absent days are still invoiced for.

Vacation Days and Entitlement

Schedule	5 days	4 days	3 days
1 to 3 years	5	4	3
3 years and above	10	8	6

Vacation entitlement takes place 1 year after child's start date.

Families wanting to take vacation through out the year will need to request their entitled days via their child's program room's class dojo. Requests must be submitted **1 week** prior to desired vacation day.

Children's vacations days will be tracked by Management.

Vacation time may not be used in lieu of a withdrawal from the centre. Please refer to notice of Withdrawal.

Professional Activity Days/March break

Vacation day or absent only.

It is the responsibility of each family to contact their child's program room (via class dojo) and communicate which option they would like to use. The two options available are using a vacation day or an absent day. No schedule changes will be allowed at this time. We ask for written notice for documentation purposes.

If you have not accumulated any vacation days or do not have any left your following options are

1. Give two weeks notice of the upcoming absence – you will be invoiced at your normal daily rate
2. Do not give notice – You will be invoiced at the full PA Day amount.

Professional activity days and March break care may be offered to outside families or children who don't come regularly(siblings) Families will be required to pay a \$30.00 registration fee prior to receiving their registration package.

Statutory(observed)Holidays

New Year's Day	Canada Day	Boxing Day
Family Day	Civic Day	
Good Friday	Labour Day	
Easter Monday	Thanksgiving Day	
Victoria Day	Christmas Day	

The centre will be closed on the above Statutory observed holidays:
This applies to Full time, Part time and Scheduled families

**All observed holidays are billed at your normal daily rate.
EXCEPTION: You will not be billed for Easter Monday**

In a case where a holiday falls on a weekend, we will observe either the Monday/Friday or in some cases both as an observed day.

Vacation days can not be used in lieu of an observed holiday.

Christmas Closure

In accordance with the KPRDSB school calendar the centre will be closed during the week between Christmas and New Years Day. The number of "closed" days varies year to year and you will not be invoiced for those days. EXCEPTIONS – Two stat days, please see above.

CWELLCC

Ganaraska Child Care Centre has enrolled in the Canada Wide Early Learning and Child Care Program between the Province of Ontario and the Government of Canada.

Fees 2022

As a not-for-profit organization, Ganaraska Child Care Centre relies on prompt payment of fees so that the day-to-day expenses can be met. Fees may increase yearly with approval from the board of directors and our county. Enrolled families will be notified of any fee changes.

INFANT (up to 18 months)	\$34.50
TODDLER (18 to 30 months)	\$30.75
PRESCHOOLER (30 months to 6 years)	\$28.50
BEFORE SCHOOL ONLY	\$13.50
AFTER SCHOOL ONLY	\$14.25
BEFORE AND AFTER SCHOOL	\$22.50(6 years and under) \$30.00(6 years +)
PROFESSIONAL ACTIVITY DAY	\$37.00
SCHOOL AGE FULL DAY (Summer, march break, Christmas)	\$37.00
EXCURSION RATES *Parents/Guardian will be notified in advance	\$40.00

Late Pick Up Charges

Late pick up fees will be attached to the current invoice. Please see above chart. The centre is open until 5:30pm. **If you arrive after 5:30pm according to the centre clock**, you will be charged a late fee of \$10.00 per **10 minutes per child**. If you arrive before 5:30pm and remain past 5:30 pm then late fees will be applied. Parents will receive this late fee charge on next invoice.

Time Frame	Late Fee
5:31- 5:41pm	\$10.00
5:41- 5:51pm	\$20.00
5:51- 6:01pm	\$30.00

If all resources have been made to contact parent/guardian along with emergency contacts by 6 pm with no communication made, local authorities (Police and CAS) will be contacted.

Notice of Withdrawal/Discharge

If you need to withdraw your child from one of our programs you must provide two weeks written notice if no notice is given, you will be billed the additional two weeks at your normal daily rate.

If your final payment has not been received within (5) five business days of invoice date, you will only receive (1) one email reminder before having your account sent to collection agency.

Invoicing Information

1. Parents/Guardians will receive an invoice bi-weekly. Number of days per invoice will vary to be kept within each month. Payments due within five (5) days of the invoice. Invoices will go via email.

2. Please send e-transfers to (ganaraskachildcare@gmail.com). **Auto-Withdrawal is now available. Please reach out to office for information.**

3. After two unpaid invoices your child care spot will be terminated. Your account will be sent to collection immediately.

4. NSF charges – This will vary depending on your bank institution. If left unpaid directly to the bank, you will receive the same charge from the centre on your invoice.

5. Absent days are still invoiced-regardless of if your child is here or not.

Late Payment Fee

Late fee of \$25.00 will be applied to any unpaid invoices. Invoices are sent out bi-weekly. If invoices are not paid on time a late fee of \$25.00 will be applied every week if remains unpaid.

Outstanding Fees

Any outstanding fees upon withdrawal will be put through a collection agency if a parent has not made any attempt to clear up any past due amount. Court cost will be added to the outstanding balance.

Income Tax Receipts

A receipt for payments made for child care fees for the year will be issued on or before February 28th every year. Parents will be required to sign off that they have received their Income tax receipts. They will be available for pick up at the centre. A \$5.00 service charge will be charged to reprint your tax receipt.

Fee Assistance - County of Northumberland – Subsidy

If you require assistance with childcare fees, Contact the county of Northumberland 905-372-6846.

Reminders for families that have subsidized child care:

- Allowed 36 absent/sick days per year. unless authorized by subsidy office
- subsidy will only cover days that you are at work
- must keep subsidy updated on personal information
- If given a termination notice by subsidy your current financial assistance may be terminated and that full child care fees will be applied.

Summer Care

If you choose to withdraw your child for the summer. You will lose any accumulated vacation entitlement. If you decide to re-register your child for September a registration fee of \$30.00 will applied. There would be no guarantee of a spot. If you require your spot to be held for the summer (July and August) you will be invoiced for full fees of your currently enrolled days. We will not accept a reduction in days. Example: Going from 5 days a week to 3 days a week.

For the months of July and August, summer care only may be offered. Families will be required to pay a \$30.00 registration fee prior to receiving their registration package.

Sunscreen

Parents will be required to provide sunscreen with a SPF of 15 or higher and be water resistant for their child. Parents must apply sunscreen to their child prior to arriving in the morning and inform staff that they have done so, however depending on when your child arrives in the morning and when the program room goes outside, sunscreen may need to be applied again as sunscreen should be applied 20 minutes prior to going outside.

Sunscreen will be applied with parental consent to their child in the morning (if needed) and afternoon prior to outdoor time.

If parents/guardians choose not provide sunscreen you will be required to sign a form (which can be found in the registration package under the non medication form)

Clothing

Please dress your child in comfortable play clothes so that they may enjoy all aspects of our daily program-painting, sand, water etc.

As a ministry requirement we spend one hour in the morning and one hour in the afternoon outside, so please make sure your child has all the appropriate outdoor clothing suitable for weather conditions/seasonal changes. Hats/Mitts must be worn. Indoor shoes and extra clothes must be left at the centre (labelled with child's name).

Only closed toed shoes with backings (fitted properly) will be allowed for outside play - No Flip flops

Arrivals and Departures

Safety of the children is our top priority. Children must be accompanied by a parent for drop off and pick up at the centre. Do not allow your child to walk in or out of the school by themselves. It is important to speak with the educator when dropping your child off or picking your child up to relay or receive any pertinent information about your child. Please make eye contact daily with your child's educator in the room.

Parents must notify the centre by 8:30 am daily by either phone or class dojo if your children will not be attending.

The Kitchen and Office require final numbers for each program room by 8:30 am

Lunch is served between 11:00-11:30 am – Lunch will not be held

No drop offs after 10:00 am – NO EXCEPTIONS – without notice

24-hour notice to be given if you require drop off time after 10:00 am (can be approved at the discretion of the management team)

However, please keep in mind that Programs start at 9:00 am and it will be the responsibility of Parents/Guardians to locate your children's program room (etc. Could be on a walk, trip)

Please note the following times; Please avoid pick up and drop off during these times as they cause interruptions in the program rooms. (unless illness occurs and child needs to leave immediately)

Infant room nap is between 1:00 – 3:00

Toddler, Junior Preschool and Preschool nap is 12:00 – 2:00

Only persons listed in your child's file will be permitted to pick up your child. If anyone else is picking your child up other than on pick up list, you need to call the centre to inform us. Photo I.D. is required to be shown.

Parking

Child care parking is located on the west side of school in parking lot.

Please do not allow your children to play or run around in the parking lots.

NO parking in the laneway or at the yellow gate at any time.

Smoking/Vaping/Marijuana

There is no smoking/vaping or Marijuana use allowed anywhere on school board property-this includes sitting in your vehicle.

School Services

We offer supervised walks to the local schools (St Anthony's and Ganaraska Trail).

Please ensure that your child is appropriately dressed for the walk to and from school. Check the weather before heading out the door.

The educators at the Ganaraska Child Care Centre **are not responsible** for bringing extra items to and from the schools for drop off or pick up. This includes items such as: Bikes, Scooters or anything that would prevent all the children to walk back to the childcare centre on time.

Things you need to know – School

It is the responsibility of the parent to notify the centre of the following (2 weeks prior to school starting)

1. Name of school
2. Name of your child's teacher (if possible)
3. Your child's starting date
4. Your child care schedule needs
5. Informing your child's school of your child care needs
6. Notify your child's program room of your P.A. Day needs.
7. Planning for any school tours and or orientations. **(We are not responsible for this)**

Toys from Home

We ask that children not bring toys from home unless it is a special blanket for sleep time. If bringing a blanket, we ask that it stays at the centre and it will get laundered weekly. If items of value or of sentimental value are brought to the centre, it is the responsibility of the child to keep track of his/her treasures. The staff are not responsible for any items that go missing or are broken.

Newsletter/Program Room Updates

Updates for the centre and or program rooms will be sent via class dojo on a as needed basis. Educators and the management team will provide any updates regarding upcoming events, changes, and special information about each program room.

Emergency Management

Policies and Procedures

Ganaraska Child Care Centre has Emergency Management Policies and Procedures in place in the event of an emergency we will contact parents/guardians by phone or by the class dojo.

Serious Occurrence Notification

If a serious occurrence occurs at the centre, a serious occurrence notification form will be completed and posted for 10 days from the date of final update in a conspicuous highly visible place for parents. All personal and private information regarding the child and staff will not be identified.

Hold and Secure

Hold and Secure is a problem outside the school area and not related to the school. It may be close by but not on school property.

All outside doors to the school building will be locked as well as the child care centre doors, but continue a normal routine inside the child care centre.

Lockdown Procedures

Types of Lockdowns (specific reasons) as per the Port Hope high school lockdown procedures

A “lockdown” is only used when there is a major incident or threat of school violence within the school or in relation to the school.

Violent situation is defined as a situation involving an individual or situation posing immediate harm to life (i.e., has a gun, knife, explosives etc...)

If a lockdown is initiated all public address (PA) systems inside and outside the school will announce:

LOCKDOWN, LOCKDOWN, LOCKDOWN

A lockdown may be initiated by Port Hope High School Administration or Dr. MS Hawkins School if the need arises and the safety of the school/child care is at risk.

Emergencies

Procedures

The following actions will be taken in the event of a threat to the safety of the children/staff at the Ganaraska Child Care Centre Inc.

- ✓ Directors or the designate maintains an open line of communication with the authorities/Port Hope High School/Dr MS Hawkins when 911 is put into place
- ✓ Communication system is activated between the centre and PHHS/Dr MS Hawkins

The staff in each group is responsible to secure the area being occupied by:

- ✓ Ensuring that door is locked
- ✓ Turning off all lights
- ✓ Closing all blinds
- ✓ Moving the children to a designated safe place within each room away from doors and out of sight
- ✓ Remain calm and attempt to keep the children calm and quiet
- ✓ Take attendance
- ✓ Await further instructions

When the “ALL CLEAR” is given by the authorities or a recognized PHHS/DR. MS Hawkins administrator, the staff in charge will assist the children back into their programs. Should a Lockdown Occur?

while the GCCC are the sole occupants of the building, the “ALL CLEAR” and password will be given by the Directors or designate before resuming any program. The password is a recognized word/phrase that only staff of the centre is privy to so that safety may be maintained.

Should a Lockdown occur while a group is outside, the staff will:

- ✓ Gather the children and proceed to the top of the hill and into the boiler room meeting space
- ✓ Sit quietly with the children
- ✓ Take attendance
- ✓ Remain calm and reassure the children
- ✓ Wait for the ALL CLEAR from the Executive Director/Supervisor/Program Leader

Emergency Planning

- ✓ Ensure that all staff are trained and aware of procedures followed by their group in the event of a drill or real situation
- ✓ Provide information regarding the lockdown – in the parent handbook or newsletters
- ✓ Encourage staff to incorporate age-appropriate discussions with the children in circle and remind them of the importance of cooperation at that time
- ✓ Provide opportunities during staff meetings to discuss roles/responsibilities of everyone during a Lockdown procedure
- ✓ Participate in any drills conducted by Port Hope High School and Dr. MS Hawkins.

Follow up

In the event of a Lockdown, the parents will be notified at the earliest convenience. The procedures relating to Serious Occurrence Reporting will followed including both the Parent Board Chair and the Ministry. A written record of any Lockdown/drills will be kept on file in the centre.

Fire Drills and Procedures

As per ministry licensing requirements we have regular monthly fire drills as well as participate in school fire drills through out the school year.

Each program room exits their classroom to the hallway and proceeds out to the back doors and out to the grassy areas on the west side of Dr Hawkins playground. Once all clear is given by 3 school bells programs are allowed back into the school. Head count and attendance will be taken to ensure the safety of everyone.

Communication

We strive to keep you informed of all events and important information. It is vital that you share any new information with the staff and that we are aware of any changes. i.e., new address new allergies or change in diet. Please pass along new information so files are kept up to date, spend a few minutes with staff at the beginning or end of the day so that you are aware of what has happened during your child's day. We are here for you and your child: we hope to have a long happy relationship with you. This can only be accomplished through mutual respect, communication and understanding. Should you have any concerns please speak to your child's teacher, the Director of Operations, Administrative Director, or Program Leader,

Each program room uses the "Class Dojo" App. This will be limited to 2 members per family. You will be required to fill out a class dojo form. Please ask your child's educator for the class code; it is a great tool for communicating with families.

Parent Involvement

Ganaraska Child Care Centre encourages parents/guardians to be involved in the daily program of their child's room by daily interactions with the staff, verbal and written communication, meetings, and workshops. Parents/guardians are encouraged to visit the program rooms when they can. (Currently due to Covid we ask parents to stay out of the program rooms)

Parents can also get involved by:

- Becoming a member of Ganaraska Child Care Centre Board of Directors
- Participating in Parent Surveys
- Attending Annual General Meeting in the Fall
- Participating in Fundraising
- Volunteering in on/off site activities (Police Check will need to be provided)

Parent Board of Directors

The Board of Directors is comprised of parents whose children attend the Centre as well as interested members of the community and parents whose children may have left the Centre but still want to play an active role. The Board meets monthly to set fees, review policies and discusses Centre issues with regards to hiring, staffing, etc. The participation of these members is strictly on a volunteer basis. Parents that are interested in joining the Board of Directors will be required to fill out a questionnaire.

Fundraisers

As a non-for-profit organization, we encourage families to participate in a variety of different fundraisers. All raised funds go directly back into our program rooms. This helps cover the cost of new toys, special activities, and creative supplies. We are always looking for different fundraising ideas. If you are interested in helping us fundraise, please reach out to the management team.

Field Trips/ Off Site Excursions

Through out the year the child care centre will organize special field trips/excursions off the premises. When we leave the centre, we ensure that our staff to child ratio is always met for safety reasons. We will inform parents/guardians in advance of the upcoming trips/excursions, and we will need parent/guardian to sign a permission form indicating destination, date and time before a child can participate in the activity. We encourage parent involvement.

Food and Nutrition

Please be advised

We are a nut free centre; Please do not bring any products that may contain or may have come in contact with nuts and or nut oils.

No outside food will be permitted in the centre.

On occasion, parents may be asked to provide packed lunches. This would only occur on specific days such as an excursion day. Please see our packed lunch bag policy. (pg. 33)

The centre provides morning and afternoon snacks daily as well as hot nutritious lunches prepared in our own kitchen by our cooks.

Menus

Our menus are planned by the cook in consultation with the Directors and Program Leader and follow the guidelines of the Canada Food Guide along with feedback from the dietician of the local health unit. Our menu rotates on a four-week cycle from the Fall/Winter and Spring/Summer. This allows the children to experience a variety of foods. Our menus are posted on the bulletin board located in the hallway at the entrance of the child care so that you can see what your child is eating each day. Any changes to the menus are noted.

We are always eager to hear new ideas and would appreciate your suggestions. Please send us an email at ganaraskaccc@outlook.com

Allergies/Dietary Concerns

If your child has allergies or dietary restrictions, please speak to either of the Directors or Program Leader so that all necessary forms are filled out to ensure that your child's needs are being met. We ask that you book a time to speak with management, as we need to ensure we can set aside time to meet with you. We will do our best to accommodate children with food restrictions, however in some cases parents may be asked to supply foods in place of restricted items i.e., gluten free bread and pasta.

Ganaraska Child Care Policies

In any type of business there are policies and procedures in place for many reasons and hours of operation are determined. For us as a child care centre we are no different as we are a business and there are policies and procedures that we implement for all of families to follow and abide by.

Childcare policies are an integral part of the day-to-day operation of a childcare centre. They are required under the Child Care and Early Years Act, 2014 (Ministry of Education supports licensees with compliance) and do provide essential information and guidance for both parents and staff. Policies are reviewed on an annual basis and changes made if necessary. Comments or suggestions are welcome and are taken to the Board level for discussion





Anaphylaxis Food Policy

If your child is at risk of anaphylaxis (life threatening allergic reactions) you must complete an Individual Anaphylaxis Emergency Form.

Forms are available in office and must be updated as changes occur

The goal of Ganaraska Child Care Centre is to attempt to eliminate the potential risk to protect anaphylactic children who may attend the centre. Ways of doing this would include:

- eliminating the peanut products/food products/beverages in the program rooms that could cause potential risk.
- establishing safe lunch time and snack routines
- Hand washing after consuming food or beverages
- List of allergies are posted in each room.

Ganaraska Child Care Centre provides all foods and beverages which eliminates outside food coming into the centre.

Exceptions to this policy:

Infant formula/breast milk/ baby food with written parental instructions.

If the centre is not able to accommodate the dietary requirements and under special circumstances, the following rules for food coming from home would be:

1. Lunches should meet the recommendations set out from the Canada Food Guide and lunches should be healthy choices.
 - Example - lean turkey on whole wheat bun carrot sticks, cheese cubes, grapes, water(drink)
2. Lunches must be peanut and nut free.
3. List of allergies are posted in each room. Children may be required to avoid bringing in other foods depending on children's allergies or illnesses. Please confirm with your child's program room as to what food to avoid as per allergies in the room.
4. Parents must include an ice pack with the bagged lunches. If the program is going on a trip the centre will use a cooler to store all lunches in, extra ice packs will be provided.
5. High sugary foods and drinks (candy, chips, chocolate, pop,) are to be avoided due to low nutrient value and high sugar content.
6. Lunches, drinks, and food containers must be clearly labelled with child's name.
7. Written instructions from parent are required for all children younger than 44 months of age.



Outside Food Policy

Ganaraska Child Care Centre encourages a supportive nutrition environment by not allowing outside food or beverages to be brought in by parents/caregivers and offers children the same meals and snacks, at regularly scheduled times.

By not having outside food or beverages within the centre gives the children opportunity to try a variety of safe and nutritious foods to help develop healthy eating habits.

When no outside food is brought into the centre:

- It provides safer and inclusive eating environments for children with food allergies and other restrictions.
- Parents/caregivers are aware of all the foods being offered to their children.
- Food safety can be ensured and monitored through the entire process of food purchasing, preparation and serving.

Exceptions to this policy would include:

- Special dietary concerns (such as food allergies).
- Foods for Infants under 1 year of age that have written instructions from parent/caregiver.
- Alternate arrangements (bagged lunches for trip days- see bagged lunch policy)
- Emergency situations where our kitchen facility is unusable (power outage or departure from the centre)
- We will reach out to the health unit for Direction if outside food has been requested to come in.

If a child needs additional meals or snacks here at the centre, please speak directly to the Director of Operations, Administrative Director, and Program Leader to discuss arrangements.

Here at the centre to celebrate a child's birthday we can: Other ideas (not food related) can be suggested to the educators.

- Make birthday crown child can wear
- Be leader of the day
- Special birthday plate to be used at lunch
- Special background music
- Sing Happy Birthday
- Bubbles



Bagged Lunch Policy

It is the policy of Ganaraska Child Care Centre to ensure that a bagged lunch policy is in place that is consistent with the Ministry guidelines of nutrition and Canada's Food Guide.

On P.A. days and school breaks the child care centre will provide morning and afternoon snacks as well as a lunch. From time to time the centre may ask parents to provide a bagged lunch for their child.

The following guidelines will be in place for bagged lunches:

1. Lunches should meet the recommendations set out from the Canada Food Guide and lunches should be healthy choices.
Example - lean turkey on whole wheat bun, carrot sticks, cheese cubes, grapes, and water(drink)
2. Lunches must be peanut and nut free.
3. List of allergies are posted in each room. Children may be required to avoid bringing in other foods depending on children's allergies or illnesses. Please confirm with your child's program room as to what food to avoid as per allergies in the room.
4. Parents must include an ice pack with the bagged lunches. If the program is going on a trip the centre will use a cooler to store all lunches in, extra ice packs will be provided.
5. High sugary foods and drinks (candy, chips, chocolate, pop,) are to be avoided due to low nutrient value and high sugar content.
6. Lunches, drinks, and food containers must be clearly labelled with child's name.
7. If a child forgets their lunch, the centre will provide a lunch consisting of a sandwich (meat, cheese, or wow butter) vegetable sticks, fruit, and water to drink.
8. If at any time the centre feels that bagged lunches are not following the guidelines, parents will be notified, and healthy suggestions will be made.
9. Written instructions from the parent are required for children younger than 44 months of age.



Health and Wellness Policy

In order to provide quality child care and prevent the spread of illness within the child care setting, our staff observes and promotes proper health and sanitary practices at all times. Any staff, students or visitors showing signs of illness will be excluded from the centre.

Upon arrive children's hands are washed or sanitized.

Staff washes their hands frequently. Children are encouraged to cough in their sleeve, wash their hands after blowing their noses, and after each visit to the washroom.

If your child displays any of these conditions while in the child care programs you will be called to make suitable arrangements for immediate pick up.

Child's temperature is based and taken on the child care centre thermometers (ear and non body touch thermometer). We understand that parents may get home and take temperature on home thermometers and call and say child did not have fever, we have to base our 24-hour policy from the temperature take from the child care and ask that it be respected.

If your child is not well enough to participate in the entire program, please do not bring them to the centre and make alternate arrangements for care.

If your child is too ill to attend school, he or she is too ill to attend the child care centre programs.

Please inform the centre of any types or possible illnesses/rashes or health concerns happening with your child. We worked hand and hand with our local health unit and must keep them informed. The centre is required to post any communicable diseases.

When your child is sent home due to illness/infection/fever and medication is required (antibiotics, eye drops, etc.) your child **MUST** be free of fever (without fever reduced medication) and symptoms for 24 hours (48 hours if you have nausea, vomiting and or diarrhea) before returning to the child care centre.

To minimize the spread of head lice in our programs, we have a nit free policy. Children who are found to have head lice (nits and/or live lice) will be sent home for treatment and will not be allowed to return until they are nit free

The start of the 24-48 hours is at 5:30pm of the day your child goes home.

Illness Chart

The children are checked daily for signs of illness. Parents will need to make alternate child care arrangements and seek medical attention for their child if any of the following conditions are present:

<u>Symptoms</u>	<u>Action</u>
Fever of 37.8 c or 100.0 F or greater	24 hours free and clear (without fever reducing medication)
Diarrhea 1 – 2 bouts	48 hours free and clear
Vomiting	48 hours free and clear
Undiagnosed skin rash (chicken pox, impetigo etc.)	Doctors note (is it contagious?)
Acute colds, runny nose, and eyes.	At the discretion of management. (Can your child participate in program?)
Sore throat/difficulty swallowing	Diagnosis with Doctors note (is it contagious?)
Coughing	At the discretion of management. (Can your child participate in program?)
Pink eye	24 hours of treatment before returning (possible Doctors note)
Headache – Stiff neck	At the discretion of management. (Can your child participate in program?)
Head Lice	Treatment/nit treat before returning
Unusual tiredness/lethargic	Unable to participate in the program

At this time, we are still following the Covid screening tool. If your child is unable to pass, they will not be permitted into the centre.

Drug and Medication Administration Policy and Procedures

Date Policy and Procedures Updated: 2022

Purpose

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

Where the term drugs and/or medications is used in this policy, the term refers to any product with a drug identification number (DIN), with the exception of sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream that is not used for acute, symptomatic treatment. For the purpose of this policy, drugs and medications fall into the following two categories, unless otherwise specified:

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

The policy and procedures support children's health, safety, and well-being by setting out measures to:

- ensure children receive only those drugs or medications deemed necessary and appropriate by their parents.
- reduce the potential for errors.
- ensure medications do not spoil due to improper storage or if expired.
- prevent accidental ingestion.
- administer emergency allergy and asthma drugs or medications quickly when needed; and
- safely administer drugs and medications according to established routines.

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

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

Allergy lists will be posted in all program rooms (exception Infant room – sleep area and play area), kitchen area and big bathroom. One copy in each program attendance binder.

Parental Authorization to Administer Medication

- Whenever possible, parents will be encouraged to administer drugs or 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 child care centre's Authorization for Medication Administration. The Authorization for Medication Administration form must be accompanied by a doctor's note for over-the-counter medications.
- The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts 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 the day for administration), the drug or medication must be accompanied with a doctor's note (for over-the-counter medication only) 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, (for over-the-counter medication only), including observable symptoms. Examples may include:
 - 'when the child has a fever of 37.8 degrees Celsius or 100 degrees Fahrenheit or chills
 - 'when the child has a persistent cough and/or difficulty breathing'; and
 - 'when red hives appear on the skin', etc.
- 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 child care centre's Authorization for Medication Administration.
- Authorization for Medical Administration Forms will be reviewed with parents' month to month to ensure the dosage continues to be accurate (e.g., based on the child's age or weight).
- If sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream are non-prescription and/or are not for acute (symptomatic) treatment, and due to their longer-term daily usage, these products:
 - must have a blanket authorization from a parent on the enrolment form.
 - can be administered without an Authorization for Medication Administration form; and
 - do not require record-keeping

Drug and Medication Requirements

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

- All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.
- All drug or medication containers must be clearly labelled with:
 - The child's full name.
 - The name of the drug or medication.
 - The dosage of the drug or medication.
 - Instructions for storage.
 - Medication amounts in ML's only
 - Instructions for administration.
 - The date of purchase of the medication for prescription medications; and
 - The expiry date of the 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 labelled container, the child care centre will not accept or administer the medication until the label and/or written parental authorization accurately contains 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 labeled 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 (e.g., stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time, except where written parental authorization to administer has been obtained (e.g., hand sanitizer).

Drug and Medication Handling and Storage

- All drugs or medications will always be kept inaccessible to children in a locked container or area (e.g., in a refrigerator, cabinet, cupboard or drawer). There are exceptions for emergency medications as outlined below:
- 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-premises activities.
- 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 (e.g., in cubbies or backpacks that are unattended).
- Backpacks are to be placed out of reach of children when medications are in them.
- In case of an emergency, all staff, students, and volunteers will be always made aware of the location of children's emergency medications.
- Emergency medications will be brought on all field trips, evacuations, and off-site activities.
- Any topical products or drugs/medication in the first aid kit will not be used on children to clean or treat wounds. Children's cuts and wounds will be disinfected in accordance with local public health recommendations.
- 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 parent 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 a parent 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 (e.g., daily written record), and the drug or medication must be returned to a pharmacist for proper disposal.

Drug and Medication Administration

- Drugs or medications will be administered according to the instructions on the label and only with written parental authorization.
- Designated person(s) in charge of medications will deal with all drugs and medications to reduce the potential for errors, whether on or off the premises. Where the person(s) is absent, they will delegate this responsibility to another individual. The name of the individual who has been delegated and the duration of the delegation will be documented in the appropriate staff communication book (e.g., daily written record). (Program message 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 spoon/cup, etc.).
- To support the prompt administration of emergency medication:
- Emergency medications may be administered to a child by any person trained on the child's individualized plan at the child care centre; and
- 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.
- Individual Support Plan with Medical Needs copy will be in each program attendance binder.

Record-Keeping

- Records of medication administration will be completed using the Records of Medication Administration (the form in Appendix B may be used) 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 child is absent on a day medication would have been administered, the child's absence will be documented on the medication administration record to account for all days during the treatment period (excluding weekends, holidays, and planned closures).
- 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 it may impact the treatment schedule or the child's 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., asthma, fever, allergic reaction), the administration and the reason for administering will be documented in the appropriate staff communication book (e.g., daily written record) and in the child's symptoms of illness record. A parent of the child 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 disclosed 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 a Children's Aid Society).

Additional Policy Statements

Any child with an Anaphylactic allergy that does not have their epinephrine here at the centre the parent will be notified immediately to bring the medication or ask to pick up the child.

If any unknown Anaphylactic allergies arise during centre hours a parent will be called for the child to be picked up and taken for medical assessment.

If at any time children who are known to have medication through out the day, the staff will ask the parent in the morning if they have the medication and deal accordingly

If medication is to be administered and the child is at school the staff and parent will discuss the best time to be given when they arrive back after school.

All medication boxes are in each program room (one for non -fridge medication and one for the fridge) keys are hanging in the room or are the fridge.

If a child is withdrawn, the centre will get a hold of the parent to inform them that there is medication that was left and needs to be picked up. If no contact is made, then medication will be taken back to a local pharmacy to discard.

All medication will be verified monthly for any expired dates

Never leave medication of any kind in your child's basket or backpack

Always hand deliver to staff.

Ganaraska Child Care Centre Inc

Child Care Centre Supervision of Students and Volunteers Policy

Purpose

Ganaraska Child Care Centre welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

This policy will provide supervising staff, students, and volunteers with a clear understanding of their roles and responsibilities.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for child care centres.

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

Policy

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.
- Students and volunteers will not be counted in staff to child ratios.

If policies and procedures are not being met at any given time students and volunteers may be asked to leave the child care centre if the operator feels that safety of the children, staff or parents are being jeopardized.

Student and Volunteer Supervision Procedures: Roles and Responsibilities

The licensee/designate must:

- Ensure that all applicable policies, procedures, and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.
- Ensure that all students and/or volunteers have been trained on each child's individualized plan.
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
- Ensure that expectations are reviewed with students and/or volunteers including, but not limited to:
 - how to report their absence.
 - How to report concerns about the program
- Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
 - Appoint supervising staff to the students and/or volunteers and inform them of their supervisory responsibilities
 - Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child Aid Society

The supervising staff must:

- Ensure that students/volunteers are never included in staff to child ratios
- Ensure that students/volunteers are supervised at all times and never left alone with children.
- Introduce students and/or volunteers to parents/guardians
- Provide an environment that facilitates and supports students' and/or volunteers' learning and professional development.
- Provide students and/or volunteers with clear expectations of the program in accordance with the established program statement and program statement implementation policy.
- Provide students and/or volunteers with feedback on their performance
- Work collaboratively with the student's practicum supervising teacher
- Monitor and notify the centre supervisor/director of any student and or volunteer misconduct or contraventions with the centre's policies, procedures, prohibited practices or individual plans (where applicable) in accordance with the child care centre's written process for monitoring compliance and contraventions.

Students and/or volunteers must:

Always maintain professionalism and confidentiality, unless otherwise required to implement a policy, procedure, or individualized plan.

Notify the supervisor or designate if they have been left alone with children or have any other concerns about the child care program (e.g. regarding staff conduct, program statement implementation, the safety and well-being of children, etc.).

Submit all required information and documentation to the licensee, supervisor or designate prior to commencing placement or volunteering, such as a valid VSC.

Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.

Review allergy lists and dietary restrictions and ensure they are implemented.

Respond and act on the feedback and recommendations of supervising staff, as appropriate.

Report any allegations/concerns as per the "Duty to Report?" under the Child and Family Services Act

Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre's criminal reference check policy.

Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.

Additional Procedures

All students who come into the child care centre will be there for the purpose of helping out and assisting the child care staff and carrying out any placement activities or duties set out by the school or college which will be discussed with the staff in the room. Proper permission forms (parental consent) and procedures must be followed prior to any involvement with the children here at the centre.

If at any time there are offsite excursions, students and volunteers may accompany the program rooms however:

Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.

Students and volunteers will not be counted in staff to child ratios.

Students and volunteers will help and assist where needed.

Behaviour Guidelines

Upon admission to the centre the Behaviour Guidance Policy is discussed with each parent.

The safety and well being of each child is the primary concern. No child will be permitted to express him/herself in a manner that is inappropriate and dangerous at the centre and may become harmful to others or themselves.

Children and staff alike will be treated with mutual respect. Should inappropriate behaviour continue and becomes a concern, a meeting with the Directors and the parents will be held. The best course of action will be determined at that time. Should a decision not be reached, a further interview with a representative from the Parent Board of Directors will be necessary. All decisions will be made under the advisement of staff observations and support of the Executive Director. A final decision will be made by the Parent Board of Directors.

Behavior Guidance Policy

The primary goal of the Ganaraska Child Care Centre is to provide each child with a safe, warm, and nurturing environment in which to spend his/her day. As a team the staff works together to ensure a secure atmosphere in which the child will learn, grow, and develop.

Inappropriate behaviours can be defined as frequent actions that can harm or injure another person as well as create disorder in a program. Some examples of inappropriate behaviours include kicking, swearing, hitting, throwing of furniture, or inflicting bodily harm to oneself or others.

When these actions escalate to parental complaints or physical harm to a child, withdrawal from the centre will be recommended. Not all children are suited to large group settings and individual needs must be assessed so that a child is receiving the best care he/she is entitled to receive.

Child Guidance

The word discipline describes the teaching/learning process whereby children develop socially acceptable behaviour through the establishment of clear, concise limits. The staff at the centre focuses on the behaviour, not just the child. When unacceptable behaviour occurs, the trained staff reminds the child of the limits, distracts, or diverts when appropriate, offers choices and redirects. The centre complies with all the requirements of the Child Care Early Years Act The use of positive behavioural strategies is promoted with every age group i.e., praise, encourage and other positive reinforcement.

There is no corporal or humiliating discipline used at any time or under any circumstance.

Please see the Prohibited practices and positive practices policy below.

Ganaraska Child Care Inc.

Prohibited Practices and Positive Practices Policy

The primary goal of the Ganaraska Child Care Centre Inc. is to provide each child with a safe environment in which to spend his/her day. The children and staff will strive together to ensure a secure atmosphere in which they can grow and develop. Inappropriate behaviours exhibited in a program hinder potential growth and development of the children and need to be addressed accordingly.

The following prohibited practices by a staff member, student or volunteer toward the children is unacceptable and will not be tolerated at the centre at any time and will be disciplined as follows:

The Director of operations, Administrative Director, and Program Leader will meet with the Educator for discussion and or reprimands. Please see the chart below:

Prohibited Practices	1st Offence	2nd Offence	3rd Offence
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 herself – respect, dignity, or self-worth	Verbal Reprimand/Warning and Documentation	Written Reprimand	Suspension and/or Dismissal
Deprivation of Basic Needs including food, drink, shelter, sleep, toilet use, clothing, or bedding	Written Reprimand and/or Suspension or Dismissal and Documentation	Suspension and/or Dismissal	
Locking the exits of a 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	Written Reprimand and/or Suspension or Dismissal and Documentation	Suspension and/or Dismissal	
Physical restraints of the child such as confining the child to a highchair, car seat, stroller, or other devices 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 only used as a last resort and only until the risk of injury is no longer imminent.	Written Reprimand and/or Suspension or Dismissal and Documentation	Suspension and/or Dismissal	

Corporal Punishment of a child	Written Reprimand and/or Suspension or Dismissal	Suspension and/or Dismissal	
Inflicting any bodily harm on children including making children eat or drink against their will	Written Reprimand and/or Suspension or Dismissal and Documentation	Suspension and/or Dismissal	

Depending on the offence other disciplinary actions could include professional development and/or other requirements to be done within a time frame for improvement.

If a major contravention of the prohibited practice policy indicates child abuse the Children's Aid Society will be called immediately by the Directors/Program Leader. The Board of Directors will consult with the Directors or Program leader and decide on disciplinary action up and including suspension and dismissal. All unacceptable practices will be documented and filed in the staff member's file

Positive Practices that staff could implement:

- Talking with the child
- Praise the positive interaction
- Keep routines/rules simple and easy to understand
- Encourage children to make positive choices
- Teaching the children to problem solve
- Respect the child
- Staff setting good examples

Our educators and families work together and have clear common expectations of children while the children are in the child care setting. Children in the child care setting will:

- Not be yelled at, belittled, ridiculed, or threatened
- Not receive deliberate use of harsh or degrading words/measures that would humiliate the child or undermine their self respect.
- Not be placed in an isolated or non isolated location for the purpose of confining the child
- Not deprive a child of the basic needs which includes food, shelter, clothing, or bedding.
- Not receive corporal punishment.

The above behaviours by an Educator, student or volunteer towards the children will not be tolerated and have immediate grounds of disciplinary action which may include termination of employment. If at any time an Educator observes a parent treating a child harshly, they have an obligation to report the incident to the Childs Aid Services, all employees of the child care centre have a professional duty and responsibility to protect children from harm.

The prohibited practices policy is reviewed with all staff, students, and volunteers prior to working here at the centre and annually there after or when there is a change to the policy. The staff is monitored on a quarterly basis by management. Any contravention of the policy may lead to reprimands suspension or dismissal depending on the severity of the offence.

Parental Conduct

Code of Conduct for Parents/Guardians and Emergency Contacts

- All staff are to be treated fairly and with the utmost respect
- All families treat each other with respect and dignity
- Always act in the best interest of the children, families, and staff
- Confidentiality is to be upheld
- Any parent/Guardian or Emergency contact who exhibited any type of disruptive behaviour that staff feel is unsafe will be asked to leave the centre immediately (failure to do so will result in local authorities being called)
- Any person picking up a child here at the centre and staff feel are under the influence of any type of alcohol or drugs will not be permitted to take the child and local authorities will be called.

Bullying, Harassment & Violence

Ganaraska Child Care Centre provides a warm working environment where all individuals are treated with respect and dignity. Under no circumstances any form of bullying, harassment or violence will not be tolerated. **This includes Staff, Children and Parents.** Ganaraska Child Care Centre will take all necessary measures to protect staff and prevent incidents.

Children – Children towards other children and their educators

Physical aggression directed by children towards children or educators could result in the children being sent home for the day.

Parents/Guardians – Towards Management/Educators

Verbal or Physical Aggression directed by a Parents/Guardian or adult towards any staff including the management team will result in this person being asked to leave the premises immediately and or dismissal from the child care centre. This could result in immediate termination of your child care spot. Some situations may be taken to the Parent board for discussion. Based on severity of the situation you may be given a time frame for dismissal. You will be invoiced until your termination date. Any outstanding fees will be sent to collections.

Policies and Procedures

Ganaraska Child Care Centre is licensed by the Ministry of Education – Child Care Sector

We follow all guidelines, procedures and direction set from the Ministry of Education, Ministry of Health, and our local Public Health unit.

Parents/Guardians are expected to abide by the Policies and procedures that are set by Ganaraska Child Care centre. If any time the Staff feel like they are being challenged, the situation will be taken to the Parent Board of Directors.

Extreme Weather and Situations

Extreme Weather Policy

The safety of the children and staff is top priority. When weather becomes a safety issue, emergency decisions may be made by the Directors and or Program lead with consultation of the Board Chair/Board Vice Chair.

Decisions to close the centre for part/full day are given careful consideration as we understand the impact it will have on our families.

If we need to close the centre, every measure will be taken to ensure that those involved will be contacted immediately through class dojo. Please make sure you inform the child care office the best way to reach you.

We do monitor the weather through Environment Canada. Weather can affect our outdoor activities time to time -intense heat, extreme cold, rainfall and wind-chill etc... We may reduce our outdoor time due to those weather conditions. Again, our top priority is always the safety of the children and staff.

Please ensure that we have current and up to date information for your child and those on the emergency contact lists

Inclement Weather/Bus Cancellations & School Closures

In the event of bus cancellations, school age children can still be walked to school (Ganaraska Trail and St. Anthony's).

The child care centre will remain open unless otherwise directed by the School Board/ Parent Board of Directors or other circumstances beyond our control.

Reasons of but not limited to

Extreme weather (examples blizzard or tornado)

Power Outages: Upon opening of centre and for extended period of time up to three hours- unable to maintain a 20-degree indoor temperature.

Any serious situation that will jeopardize the health and well being of the entire centre during normal operating hours of 6:30am to 5:30pm.

Closure of centre full day: By either KPRDSB or by the Centre Board of Directors/Management team (no fee charged for the day) Parents will be notified as soon as possible through Class/office dojo message will be sent.

Early Closure: By either KPRDSB or by the Centre Board of Directors/Management team. Parents will be notified as soon as decision has been made parents will be notified through class/office dojo of early closing and time frame for pick up.

Delayed Opening: By either KPRDSB or by the Centre Board of Directors/Management team. Parents will be notified as soon as possible through class/office dojo message will be sent.

Walk to school and from school: Children will be walked to and from school. If extreme weather was occurring, then decisions will be made as soon as possible with consultation from the Chair and/or Vice Chair of board of directors.

Shelter in Place

In an event of an environment or weather-related situation, where it is necessary to keep all children/staff within the school and child care centre to protect them from external situations. School doors will be secured.

Personal Privacy Policy

The Ganaraska Child Care Centre is committed to protecting personal information by following current privacy laws. We collect and use personal data to ensure the safety of the children in our care, to comply with government obligations and for statistical purposes.

Concerns/Complaints/Compliments

If at any time you have a concern, complaint, or compliments, please feel free to speak with the Directors or Program leader. We pride ourselves on providing quality programs that enrich the development of each child within our care. Please see below **“Parents Issue and Concern Policy and Procedures”** in this handbook

Parent Issues and Concerns Policy and Procedures

Purpose

The purpose of this policy is to provide a process for parents/guardians, and the child care centre to use when parents/guardians bring forward issues/concerns.

Policy

Ganaraska Child Care Centre encourages parents/guardians to have a voice when it comes to their children and the role the child care plays as child care providers. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. All issues and concerns raised by parents/guardians are taken seriously by Ganaraska Child Care Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. All issues and concerns can be brought forth verbally or written and will be addressed with the utmost respect, an initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

Confidentiality

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

Conduct

Ganaraska Child Care maintains high standards for positive interaction, communication, and role-modeling for children. Under no circumstances is it appropriate to scream, yell or talk down to any staff or management. In all cases we are adhering to public health rules and centre policies. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, child care provider and/or staff feel uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the child care office. As needed any issues or concerns will be brought to the attention of the Parent Board of Directors to discuss further actions, such as the possibility of suspension or termination of your childcare spot.

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

See procedures on next page

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:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> ○ the classroom staff directly <p>or</p> <p>Director of operations and or Administrative Director</p>	<ul style="list-style-type: none"> ○ Address the issue/concern at the time it is raised ○ Arrange for a meeting with the parent/guardian within 1-2 business days or at the most suitable time available. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>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 1-2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Procedures – continued

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:
<p>General, Centre- or Operations-Related</p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to:</p> <p>Director of operations and or Administrative Director</p>	<ul style="list-style-type: none"> ○ Address the issue/concern at the time it is raised ○ Arrange for a meeting with the parent/guardian within 1-2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or

		referral. Issues or Concerns will go to the Board of Directors for further direction if needed
--	--	---

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 1-2 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

Issues or Concerns will go to the Board of Directors for further direction

Meeting will be conducted with all parties involved and decisions will be made on how to proceed forward.

Name of issue or concern	Steps for parent/Guardian to report issue/concern:	Steps for staff and or licensee in responding to issue/Concern:
Student/Volunteer – related	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> o The staff responsible for supervising the volunteer or student or Director of operations and or Administrative Director <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Director of operations and or Administrative Director as soon as parents/guardians become aware of the situation.</p>	<p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1-2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern</p> <p>If it is a concern with a placement student, the contact teacher and college/school will be notified as well</p> <p>Meeting will be conducted with all parties involved and the appropriate decisions will be made if the student or volunteer can continue to be at the centre.</p>

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

Contacts: Ganaraska Child Care Centre Inc 905-885-2637

Email: ganaraskacccc@outlook.com – General inquiries only

Director of Operations – Sherri Riha RECE

Administrative Director – Carissa Chalmers RECE

Program Leader – Sarah Pethick RECE

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

Children's Aid Society- 905-372-1821

College of Early Childhood Educators – 1-416-961-855



Parent Handbook

The Parent Handbook is found on our website www.ganaraskachildcare.com

Please acknowledge below that you have read and understand the Parent handbook

This **MUST** be signed prior to your child's start date.

- I have read and understand the Parent Handbook provided by Ganaraska Child Care Centre Inc.

Child's Name: _____

Parent's Signature: _____

Date: _____

Please return this page along with registration forms

A copy of this form can be found in the registration package.

Thank you

Ganaraska Child Care Centre