



PARENT HANDBOOK
Riverside Site

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Hours of Operation

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

Closed on (observed) Statutory holidays.

Last updated: October 2025

Licensed by the Ministry of Education

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Welcome to Ganaraska Child Care Centre – Riverside Site

Dear Parents and Guardians,

Welcome to Ganaraska Child Care Centre! We are delighted that you and your family have chosen to be a part of our community.

This handbook is provided as a helpful reference to guide you through our policies and procedures. It is updated regularly to reflect the evolving needs of the centre. Any changes to policies are carefully reviewed and approved by our Parent Board of Directors.

At Ganaraska Child Care Centre, we proudly offer inclusive child care spaces for children aged **18 months to under 6 years**, welcoming families from within the Port Hope community and beyond. Our centre is licensed by the Ministry of Education and operates under a purchase of service agreement with the County of Northumberland, which allows families who qualify to access subsidy support.

We are also honored to be a training site for Early Childhood Education students from local community colleges. Our dedicated staff and students work collaboratively to create a warm, caring, and stimulating environment that fosters your child's growth and happiness.

We believe that for your child to feel secure and thrive, it is equally important for parents to feel confident and satisfied with the care provided. We encourage you to ask questions and share any concerns you may have. Your feedback is invaluable to us, and we conduct an annual survey to help identify opportunities for improvement.

Once again, welcome to our Centre. We look forward to a positive and rewarding partnership with you and your family.

Warm regards,
The Ganaraska Child Care Centre Team

History of the Ganaraska Child Care Centre

On **January 2nd, 2025**, Ganaraska Child Care Centre proudly opened its **second location** in Port Hope, in the newly renovated former Ruth Clarke Senior Activity Centre at **81 Mill Street**.

The building was thoughtfully adapted to include **two toddler programs** and **two preschool programs**, expanding our capacity to serve the community.

In partnership with the Town of Port Hope and the County of Northumberland, we are pleased to offer **70 additional licensed child care spots** for families. This new site provides full-day care for **30 toddlers** and **40 preschool-aged children**, helping to meet the growing demand for quality early childhood education in the area.

Licensed Capacity and Staff-to-Child Ratios

Ganaraska Child Care Centre Riverside Location is **licensed to care for up to 70 children**.

Our program rooms are divided by age groups as defined by the Act, ensuring developmentally appropriate care and programming for each stage. We maintain staff-to-child ratios that meet or exceed provincial standards, providing a safe, supportive, and enriching environment for all children in our care.

Each age group is supervised by qualified Early Childhood Educators who are committed to nurturing children's growth, learning, and well-being

Group	Staff	Ratio	License Capacity
Junior Toddler 18-30 months	1 Registered Early Childhood Educator 2 Assistant	1:5	15
Senior 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	16
Senior Preschool 30 months - 6 years	2 Registered Early Childhood Educator 1 Assistant	1:8	24
Kitchen	1 Dietary Aid		
Office	Administrative Manager Supervisor		

Licensing

The centre is licensed under the **Child Care and Early Years Act, 2014**, with the licence renewed on an **annual basis**.

A Ministry of Education advisor visits the centre each year to review our operating procedures with the Management Team and staff. Upon successful completion of the review, and provided there are no outstanding non-compliance issues, the licence is renewed.

Our Team

Board of Directors

The Board of Directors is made up of parents whose children currently attend the centre, as well as community members and former parents who wish to remain actively involved. The Board meets **bi-monthly** to set fees, review policies, and discuss important centre matters including hiring and staffing. Participation on the Board is entirely **volunteer based**.

Management Team

Our management team includes an **Executive Director** an **Administrative Manager**, **Supervisors** and **Office Assistant** who collaboratively oversee the operations of both centre locations. They work closely with the Parent Board of Directors and are available to answer any questions or inquiries you may have.

Educators and Support Staff

Our team of **Registered Early Childhood Educators (RECEs)**, assistants, and enhanced staff work hand-in-hand to create a warm, inviting, and stimulating environment for your child. We carefully select educators who embody the philosophy and values of the centre, ensuring each child receives a well-balanced and enriching experience.

Our educators range from enthusiastic recent graduates to experienced RECEs, all committed to providing quality child care in our community.

Qualifications and Requirements

To ensure the highest standard of care, all Early Childhood Educators employed at our centre:

- Must be members of the **College of Early Childhood Educators** and renew their membership annually.
- Provide a valid **Criminal Reference Check** before beginning work.
- Submit up-to-date **immunization records**.
- Hold current **First Aid and CPR certification**.
- Present proof of graduation from a recognized Early Childhood Education program at a recognized college.

Dietary Staff

We are fortunate to have dedicated dietary staff on site who prepare **healthy, nutritious snacks and lunches** daily. All meals are prepared fresh in our kitchen to support your child's well-being.

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.

The educators 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 childcare program must balance with the child and his/her family situation
- meet the individual development needs of the whole child (social skills as well as fine and gross motor skills and cognitive development. Independence, self-esteem, and respect for themselves as well as others)

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.

Our program statement is defined by our Program Implementation Policy which includes our goals and approaches to achieving our goals.

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.

As Early Childhood Educators, We Will...

- **Read and understand the Program Statement** and remain committed to upholding its expectations.
- Maintain a **positive and open line of communication** with all parents and guardians, fostering strong partnerships.
- **Encourage children** to develop positive communication skills and build meaningful interactions with their peers.
- Provide the necessary **support and guidance** so children feel a strong sense of **belonging** within the centre.
- Encourage children to **explore their abilities** and develop their own sense of self through reflection.
- Adhere to the **standards of our profession** as outlined by the **College of Early Childhood Educators Code of Ethics and Standards of Practice**.
- Collaborate as a **team**, building on each other's strengths and fostering open communication to enhance the quality of the program.
- Be open to **suggestions and feedback** that support our ongoing professional growth.

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 the centre 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.
2. To explore new and exciting foods. We provide a clean, organized, and safe play environment.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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
9. 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.
10. 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.
11. 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.
12. 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 childcare 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.

Communication

We are committed to maintaining open, respectful, and consistent communication with all families.

- Please inform educators of any changes to your child's personal information, such as a **new address, allergies, medical needs, or dietary requirements**.
- Spend a few minutes each day at drop-off or pick-up to stay informed about your child's day and any important updates.
- Regular updates, announcements, and reminders will be sent through **ClassDojo** (limited to two family members per child—parents/guardians only). Ask your child's educator for your class code.

If you have any concerns or questions, please reach out to the appropriate contact:

- **Riverside Supervisor:** stpriverside@outlook.com
- **Executive Director:** srihagccc1@outlook.com
- **Administrative Manager:** cchalmersgccc@outlook.com

We look forward to building a strong, supportive relationship with you and your family—grounded in mutual respect, communication, and understanding.

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. Both Ganaraska Child Care Centre (Port Hope high school and Riverside) sites will share a waitlist.

Parents are required to fill out waitlist form on website www.ganaraskachildcare.com . The form will be sent to Management via email.

1. Parent Name and Phone Number
2. Email address
3. Child's Full Name (last name if different).
4. Child's Date of Birth
5. Desired Start Date
6. Has your child attended child care before?
7. Does your child have any allergies?
8. Does your child require extra support?
9. Does your child require outside resources?
10. Any other details needed
11. School age family needs
12. Does your child require extra support?
13. Does your child require outside resources?

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 either by email or by phone call when a spot comes available.
3. If a family refuses an offered spot or fails to contact the management team about the current available spot three times, family will be taken off the waitlist. The family will be given 24 hours to contact management and confirm spot.
4. No fees will be charged to have your child's name on our waitlist.
5. Contact the office assistant at ganaraskaccc@outlook.com or phone 905-885-2637 to confirm individual placement on waitlist. Our waitlist contains personal and confidential information.
6. 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.
7. Registration package must be returned within 72 hours (3 days) from the time package was picked up or you may lose your spot in the program room. 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.
8. If there is no space available in requested program room, parents can ask to also be placed on the list in the next (older) program room.
9. Confidentiality and privacy of family information will be kept with the upmost respect to the privacy of the family.

Waitlist Priorities

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

For all waitlist inquiries or questions please contact the office assistant at ganraskaccc@outlook.com

Enrollment

To ensure the **safety and well-being** of all children, it is essential that we have complete and accurate information on file before your child begins care.

After receiving the registration package, families are required to submit the following documents to the child care office **within 72 hours (3 days)**:

1. **Completed registration forms.**
2. A copy of the child's **up-to-date immunization record** (this will be photocopied and kept in the child's file).
3. Copies of any **custody documents** relating to the child(ren), if applicable.
4. A **Completed Medical Needs Plan** and **Individualized Support Plan**, if applicable.
5. An **Individual Anaphylaxis Emergency Plan** for any child who is at risk of anaphylaxis (life-threatening allergic reactions).

Timely submission of these documents is necessary to ensure that we are prepared to meet your child's needs from their very first day.

Registration

Once a child care space has been **confirmed in writing**, families are required to complete and return the registration forms within **72 hours (3 days)**.

If a family chooses **not to proceed with enrollment after confirming a space**, a **two-week withdrawal notice** is required. In these cases, families will be **invoiced for the two-week period**, as per our withdrawal policy.

Immunization

All children attending the centre must have **up-to-date immunization records** on file. Incomplete or missing information may result in your child being **excluded from care** until the records are updated.

A **record of immunization must be provided** before your child's start date.

If educators observe any **discomfort or symptoms** in your child that may be related to a recent immunization, you may be asked to **pick up your child** from the centre.

To ensure your child's well-being, it is **highly recommended** that your child **stay home on the day of their immunization** so they can be monitored by a parent or guardian.

Attendance

Requirements – Full Day Programs - 5 days only

Junior Toddler

Senior Toddler

Junior Preschool

Senior Preschool

Irregularly Scheduled Families

Families who require **different days each week** will be **invoiced for 5 days per week**. This policy ensures your child's space remains reserved and available on your scheduled days.

To assist with planning, a **2–4-week schedule** must be provided in advance. Schedules can be submitted:

- Directly to your child's program room
- By **paper copy** or via **ClassDojo**

Regularly Scheduled Families

Families with a set schedule may be asked to complete a **2–4-week calendar** for upcoming attendance. This helps us plan for staffing, meals, and programming more effectively.

Schedule Commitment

Once your child is registered with a set number of days, that number must be maintained.

No reduction in scheduled days will be accepted.

Seasonal Planning

Each **Spring**, all families will be asked to complete a scheduling form to help the management team prepare for the upcoming **Summer** and **school year**. This allows us to plan effectively and meet the needs of our families.

Absent Children

If your child will be absent, please notify the educators via **ClassDojo by 8:30 AM**.

Please note that **absent days are still invoiced**, as staffing and programming are planned based on enrollment, not daily attendance.

Vacation Days and Entitlement

Children enrolled at Ganaraska Child Care Centre are entitled to a set number of **vacation days** each year, based on their schedule and length of enrollment.

Vacation Entitlement Chart

Weekly Schedule Entitlement (1–3 Years Enrolled) Entitlement (3+ Years Enrolled)

5 days/week	5 vacation days	10 vacation days
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Note: Vacation entitlement begins **one year after** your child's **start date**.

Requesting Vacation Days

To ensure proper planning and accurate billing, vacation day requests must follow the procedure below:

- All vacation requests must be submitted **directly to the office for approval**.
 - You may do this by **emailing**: gccriverside@outlook.com
 - Or by sending a message via **ClassDojo** to your child's program room.
- Requests must be submitted **at least 5 business days in advance** of the desired vacation date.
- Upon approval, your **invoice will be adjusted**, or a **credit will be applied** to your account accordingly.
- For **December vacation**, requests must be submitted **no later than the last Friday in November** to support year-end billing and planning.

Vacation days will be **tracked by management**, and any unused days will **not carry over** to the following year.

Vacation days **cannot** be used in place of proper notice for withdrawal. Please refer to the **Withdrawal Policy** for more details.

Invoicing and Fee Payment Information

Invoicing

- **Invoices are issued once per month.**
- The **number of billed days may vary** slightly to stay within each calendar month.
- Invoices will be **emailed to families on the 1st of each month.**

Payment Terms

- Invoices reflect **fees for the full month.**
- **Due dates** may vary monthly and will be provided in the **monthly newsletter.**
- **Two payment deadlines** will be provided:
- **50%** of the total invoice is due by the first due date
- The remaining **50%** is due by the second due date
- Full 50% amount is due by each of provided due dates
- Please ensure that you only pay the amount owing as indicated on your invoice.
- Auto Withdrawal (unless specified, 50% first due date, 50% second due date)

Late or Unpaid Accounts(non-base)

- If no payment has been sent by the provided due date at **12:00am(midnight)** a late fee will be applied by the Monday. Late fee of \$25.00 (non- base fee) will be applied. If no payment has been sent after the first late charge, each day following a \$10.00 non-base fee will be applied and sent out.
- If **invoices remain unpaid by the second due date** your **child care spot will be terminated**, and your account will be **sent to collections immediately.**
- **NSF Charges:** These will vary based on your banking institution. If left unpaid directly to your bank, the **same amount will be added to your invoice by the centre.**
- **Billing Reminders**
- **Absent days are still invoiced**, regardless of whether your child attends on that day.

Accepted Methods of Payment

- **E-Transfer** to: ganaraskachildcare@gmail.com
- **Auto-Withdrawal:** Submit a **void cheque** or **direct deposit form** 5 business days prior to the provided due date. Form can be emailed to ganaraskachildcare@gmail.com

Credits, Refunds & Late Fees (non-base)

Credits and Refunds

- Any **credits or refunds** resulting from **overpayments or underpayments** (e.g., due to schedule changes (approved vacation) will be **adjusted within the respective billing period.**
- In the event of a **CWELCC base fee reduction**, families will be **refunded for any overpayments** made.
 - An **overpayment** is defined as the **difference between the old base fee and the new reduced base fee.**
- **Program Room visits are not subject to any changes in your fees.**

General Office Fees & Charges

Fees must be paid **in advance** of receiving requested documentation.

Description	Unit	Fee
Document Preparation	Per document	\$25.00 (non-base fee)
Photocopies or Reprints	Per document	\$5.00 (non-base fee)
Miscellaneous Requests	Per hour required	\$15.00 (non-base fee)

Note: These fees are considered non-base and are not eligible for CWELCC reductions.

Income Tax Receipts

- **Annual child care payment receipts** for income tax purposes will be issued **on or before February 28th** each year.
- Receipts will be available **for pickup at the centre**.
- Parents/Guardians will be required to **sign off** upon receipt of the document.

CWELCC (Canada-Wide Early Learning and Child Care Program)

Ganaraska Child Care Centre is enrolled in the **Canada-Wide Early Learning and Child Care (CWELCC)** program, a partnership between the **Province of Ontario** and the **Government of Canada**.

- The **reduced child care fees** listed in this handbook reflect CWELCC funding.
- These reduced fees apply to children **under the age of 6**.
- If your child turns 6, the reduced fee will continue **until the first day of the month following their birthday**.

Base and Non-Base Fees

As a **not-for-profit organization**, Ganaraska Child Care Centre relies on the **prompt payment of base fees** to support the day-to-day operations and delivery of high-quality care.

- **Base and non-base fees** are subject to change **annually**, pending approval from the **Board of Directors** and the **County of Northumberland**.
- **Enrolled families will be notified** in advance of any changes to the fee structure.

Your cooperation in ensuring timely payments is greatly appreciated and essential to the continued success of our programs.

TODDLER (18 to 30 months)	\$19.99 (Base Fee) - Reduction
PRESCHOOLER (30 months to 6 years)	\$18.61 (Base Fee) - Reduction

Late Pick-Up Charges

The centre is open from **6:30 AM to 5:30 PM**. It is important that children are **picked up by 5:30 PM**, as per the **centre clock**.

Late Fee Policy:

- If you **arrive after 5:30 PM**, a **late fee will be charged per child**.
- If you **arrive before 5:30 PM but remain past 5:30 PM**, **late fees will still apply**.
- Late fees will be **included on your next invoice**.

Our educators are scheduled only during operating hours, and we ask that families respect their need to leave on time for personal and family commitments.

Please refer to the **Late Fee Chart below** for applicable charges:

Time of Pick-Up Late Fee (Per Child)

5:31 – 5:41 PM	\$25.00
5:41 – 5:51 PM	\$35.00
5:51 – 6:01 PM	\$45.00

Note: Repeated late pick-ups may result in further action, including a meeting with management or a review of your child's placement.

If all efforts to contact a **parent/guardian** and **emergency contacts** have been made and there is **no communication** by **5:30 PM**, the centre is required to notify **local authorities**, including **Police** and **Children's Aid Society (CAS)**, as part of our duty of care.

Additionally, if there are **three (3) late pick-ups within a one-month period**, the **Ganaraska Child Care Centre Management Team**, in consultation with the **Parent Board of Directors**, reserves the right to **terminate your child care space immediately**.

Timely payments help support the smooth operation of our not-for-profit centre. We appreciate your cooperation in meeting payment deadlines

Fee Assistance – County of Northumberland (Subsidy)

Families who require assistance with childcare fees may apply for a **fee subsidy** through the **County of Northumberland**. **Contact:**

 905-372-6846

Important Reminders for Subsidized Families:

- You are allowed **36 absent/sick days per calendar year**, unless otherwise authorized by the subsidy office.
- **Subsidy will only cover days that align with your approved schedule** (i.e., while you are at work, school, or in a program as approved).
- You must keep your **personal and contact information up to date** with the subsidy office.
- If you receive a **termination notice from the subsidy office**, your **financial assistance may be revoked**, and **full childcare fees will apply** immediately.

Statutory (Observed) Holidays

The centre will be **closed** on the following **observed statutory holidays**:

New Year's Day

Family Day

Good Friday

Easter Monday (*Exception: not billed*)

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day

This closure policy applies to **full-time, part-time, and scheduled families**.

All observed holidays will be **billed at your regular daily rate**, except **Easter Monday**, which will **not be billed**.

If a statutory holiday falls on a weekend, the centre will observe the closure on the **preceding Friday or following Monday**—or in some cases, **both**.

Note: Vacation days may **not** be used in lieu of statutory holidays.

Christmas Closure

In alignment with the **KPRDSB school calendar** and the **Port Hope High School site**, the centre will be **closed for the week between Christmas and New Year's Day**.

- The number of closure days will vary each year.
- **Families will not be billed** for these days, **except** for the **two statutory holidays (Christmas Day and Boxing Day)**, which **will be invoiced**.

Year-End Payments (December)

To ensure smooth year-end processing, **all fees must be paid on time** according to the **due date provided in early December**.

Summer Care Policy (July & August)

Withdrawing for the Summer

- If you choose to **withdraw your child for the summer months (July and August)**:
 - You will **not be guaranteed a spot** upon your return.
 - You will **lose any accumulated vacation entitlement**.
 - If you decide to return, you must **submit a new waitlist application**.
 - **Re-enrollment is not guaranteed**, as spaces are limited and based on availability.

Holding a Spot for Summer

- If you wish to **hold your child's spot** during the summer:
 - You will be **invoiced for full base fees** based on your currently enrolled days.
 - **No reduction in days** will be accepted (e.g., changing from 5 to 3 days/week is not permitted).

Summer Care Only (New Enrollment)

- For July and August, **summer-only care** may be offered, based on availability.
- Please contact the office for summer-only enrollment inquiries.

Sunscreen Policy

To ensure the health and safety of all children during outdoor play, the following sunscreen guidelines are in place:

- **Parents/Guardians are required to provide sunscreen** for their child with the following specifications:
 - **SPF 15 or higher**
 - **Water-resistant**
 - **Clearly labeled with the child's name**
- **Parents must apply sunscreen** to their child **prior to arrival** each morning and **notify staff** that this has been done.
- **Reapplication of sunscreen** may be necessary depending on:
 - The child's **arrival time**
 - The program's **outdoor schedule**
 - Sunscreen is most effective when applied **20 minutes prior** to sun exposure.
- With **parental consent**, staff will reapply sunscreen to children:
 - In the **morning (if needed)** and
 - In the **afternoon prior to outdoor play**
- If a parent/guardian **chooses not to provide sunscreen**, they must **sign a Non-Medication Consent Form**, found in the registration package.

Clothing Policy

To ensure your child is safe, comfortable, and able to fully participate in all activities, we ask that families follow the clothing guidelines below:

General Clothing Guidelines

- Dress your child in **comfortable, weather-appropriate play clothes** that can get messy (e.g., paint, sand, water, etc.).
- All clothing should allow for **freedom of movement** and be suitable for **active play**.

Outdoor Play Requirements

- As per Ministry of Education regulations, children are required to spend **at least one hour outdoors in the morning and one hour in the afternoon**.
- Please ensure your child has the following:
 - **Seasonally appropriate outerwear** (e.g., snow gear, rain gear, sun hats, etc.)
 - **Hats and mittens** in cooler months
 - **Closed-toed shoes with backings** that are **secure and properly fitted** for outdoor play
 - **No flip flops, Crocs, or slip-on sandals** permitted for outdoor play, as they pose a safety risk

Items to Keep at the Centre

- A pair of **indoor shoes** (labeled with your child's name)
- A full set of **extra clothing** (including socks and underwear), also labeled

Labeling all items helps educators keep track of your child's belongings and reduces the chance of lost items.

Arrivals and Departures

The safety of our children is our top priority. Children must be accompanied by a parent or guardian for both drop-off and pick-up at the centre. Please do **not** allow your child to enter or leave the building unaccompanied.

It is essential to communicate directly with your child's educator when dropping off or picking up to share or receive any important information about your child. Please make eye contact with your child's educator daily.

Attendance Notification:

Parents must notify the centre by 8:30 am daily directly to ClassDojo (Childs Program room) if their child will not be attending any of our programs, including before and after care. Failure to provide timely communication may lead to termination of care at the discretion of the Ganaraska Childcare Centre Management Team and Parent Board of Directors.

Program Timing and Meal Information:

- Final attendance numbers for each program must be submitted to the Kitchen and Office by 9:30 am.
- Lunch is served between 11:00 am and 11:30 am and **will not be held** for late arrivals.
- No drop-offs are permitted after 9:30 am **without prior notice**.
- If a late drop-off (after 9:30 am) is required, a 24-hour notice must be provided, and approval is at the discretion of the management team.
- Programs start promptly at 9:30 am, and it is the responsibility of parents/guardians to locate their child's program room if arriving late (children may be on a walk or field trip).

Centre-Provided Meals

The centre provides:

- A **nutritious hot lunch** daily
 - **Morning and afternoon snacks**
- All meals are freshly prepared in our on-site kitchen by our qualified cooks, following nutrition guidelines to support healthy child development.

Menus

Our menus are thoughtfully planned by our kitchen staff in collaboration with the Executive **Director** and **Dietary Aids**, following the **Canada Food Guide** and incorporating feedback from the local health unit dietitian.

- Menus rotate on a **four-week seasonal cycle** (Fall, Winter, Spring, and Summer) to offer children a wide variety of healthy and age-appropriate foods.
- The current menu is **posted on the parent information board located in the entrance area**, so you can view what your child is eating each day.
- Any changes to the posted menu will be clearly noted.

We welcome your feedback and are always open to new food ideas! Please feel free to email your suggestions to the centre at: gcccriverside@outlook.com

Allergies & Dietary Concerns

If your child has any **allergies, food sensitivities, or dietary restrictions**, please schedule a meeting with one of the **Supervisor**. This allows us to:

- Complete all necessary documentation
- Ensure your child's needs are clearly communicated to the kitchen and classroom staff
- Create a plan that supports your child's health and safety

We ask that you **book an appointment** in advance so we can dedicate proper time to discuss your child's individual needs.

While we make every effort to accommodate food restrictions, in some cases, **parents may be required to supply specific substitute items**, such as gluten-free bread or pasta.

Please be advised of the following important food policies at **Ganaraska Child Care Centre**:

- **Nut-Free Centre:** We are a **nut-free facility**. Do **not** bring any food items that contain or may have come into contact with **nuts or nut oils**.
- **No Outside Food:** Outside food is **not permitted** in the centre at any time. This is to ensure the health and safety of all children, especially those with severe allergies.

Pick-up and Drop-off Restrictions:

Please avoid picking up or dropping off during nap times as this disrupts the program:

- Toddler, Junior Preschool, and Preschool nap time is from 12:00 pm to 2:00 pm.
- Exceptions are made only in case of illness or emergency when a child must be picked up immediately.

Authorized Pick-ups:

Only individuals listed on your child's file are authorized to pick up your child. If someone else will be picking up your child, you must notify the centre in advance. Photo ID will be required to verify identity.

Parking

Child care parking is located across the road. A few parking spots are available at the front of the building—please limit your parking time in these spots.

For the safety of all children, please do **not** allow your children to play or run around in the parking lots.

Smoking, Vaping, and Marijuana Use

Smoking, vaping, and marijuana use are strictly prohibited anywhere on the property.

Things You Need to Know

Toys from Home

We kindly ask that children do not bring toys from home, except for a special blanket used during sleep time. If a blanket is brought, it should remain at the centre and will be laundered weekly.

Please note that if children bring any items of value or sentimental importance, it is their responsibility to keep track of them. Staff are not responsible for any lost or damaged items.

Newsletter and Program Room Updates

Updates about the centre and program rooms will be communicated via ClassDojo as needed. Educators and the management team will share information about upcoming events, schedule changes, and any other important news related to each program room.

Emergency Procedures

Emergency Planning

To ensure the safety of all children and staff, the following emergency planning procedures are in place:

- All staff are trained and aware of the specific procedures their group must follow during both drills and real emergencies.
- Information regarding lockdown procedures will be shared with families via the Parent Handbook and/or newsletters.
- Educators will engage in age-appropriate discussions with children to help them understand the importance of cooperation during drills or emergencies.
- Lockdown roles and responsibilities will be reviewed during staff meetings to ensure clarity and preparedness.

Lockdown Follow-Up

In the event of a lockdown, parents will be notified as soon as it is safe and possible to do so.

Procedures related to Serious Occurrence Reporting will be followed, including notifying the Parent Board Chair and the Ministry of Education.

A written record of all lockdowns and drills will be maintained on-site at the centre.

Fire Drills and Procedures

In accordance with Ministry licensing requirements, monthly fire drills are conducted by the Administrative Manager and/or Supervisor.

Each program will exit the building and proceed to a designated safe meeting area outside.

Parent Involvement

At **Ganaraska Child Care Centre**, we highly value and encourage parent and guardian involvement in your child's early learning experience. We welcome families to participate in the daily program through regular communication with staff, scheduled meetings, and involvement in workshops or events.

Parents and guardians are encouraged to visit program rooms when possible and to stay engaged in their child's day-to-day experience.

Ways to Get Involved:

- Become a member of the **Ganaraska Child Care Centre Board of Directors**
- Participate in **Parent Surveys**
- Attend the **Annual General Meeting** held in the fall
- Participate in **fundraising initiatives**
- **Volunteer** for on-site or off-site activities (*a valid Police Check is required for all volunteers*)

Parent Board of Directors

Our **Board of Directors** is made up of parents/guardians of children enrolled at the Centre, community members, and sometimes former parents who wish to remain involved. The Board meets monthly and is responsible for:

- Reviewing and setting program fees
- Updating and approving centre policies
- Discussing matters related to staffing, operations, and overall governance

Participation on the Board is strictly voluntary. Interested parents will be asked to complete a short questionnaire before joining.

Fundraising

As a **non-profit organization**, Ganaraska Child Care Centre relies on the generosity and participation of families in fundraising efforts.

All funds raised go directly back into the program rooms to support:

- New toys and learning materials
- Special programming and activities
- Creative arts and sensory supplies

We are always open to new fundraising ideas and invite parents to share suggestions or volunteer their time. If you're interested in helping, please contact the management team.

Field Trips & Off-Site Excursions

Throughout the year, the Centre organizes field trips and off-site excursions to enhance children's learning and exploration. We ensure that the **required staff-to-child ratios** are always maintained for safety.

Parents/guardians will be notified in advance about each outing. Participation will require a **signed permission form** indicating the destination, date, and time of the trip. Children will not be permitted to attend without written consent.

Exceptions – Bagged Lunches

On rare occasions, such as **excursion or field trip days**, parents may be asked to provide a **bagged lunch** for their child. These instances will be clearly communicated in advance. Please refer to our **Bagged Lunch Policy (pg. 32)** for full guidelines and requirements.

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.



Child Care Centre Anaphylactic Policy and Procedures

Name of Child Care Centre: Ganaraska Child Care Centre -Riverside Site

Date Policy and Procedures Established:

Date Policy and Procedures Updated: 2024

Purpose

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with [Sabrina's Law, 2005](#).

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

Policy

Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending the child care centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.
- Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation ([the form in Appendix A may be used for this purpose](#)).
- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the child care centre and will be kept on the board where the allergy list is located and in the attendance binder

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- All individualized plans and emergency procedures will be reviewed with a parent of the child every three months or when parent informs child care of change in the individual plan and emergency procedures plan to ensure the information is current and up to date.
- Every child's epinephrine auto-injector must be carried everywhere the child goes.
- If child experiences any exposure to a possible allergen and is experiencing any symptoms staff must alert another staff. First staff stays with child until further medical helps arrive. Staff calls parent immediately and or call 911 (being careful to give accurate directions to the child care centre (81 Mill Stret Port Hope Ontario))

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.

- Refer to the allergy list and ensure that it is up to date and implemented.

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- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.
- Following the Anaphylaxis Food Policy which is part of this Policy

Rules for Parents Who Send Food with their Child

- Ensure that parents label food brought to the child care centre with the child's full name and if applicable, the date the food arrived at the child care centre.
- Parents must advise the child care centre of all ingredients in food supplied by the parent or any ingredients to which children may be allergic.
- Anaphylaxis Food Policy will be included in Parent Handbook for parent to read
- Outside Food Policy will be included in the Parent Handbook for parent to read
- Bagged Lunch Policy will be included in the Parent Handbook for parents to read

Communication Plan

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.
- Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through the parent handbook, class dojo or by email.
- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present. Each attendance binder will have allergy list as well.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.

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- The caterer, cook, individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.
- The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.
- It is up to the parent to keep the child care informed of any changes that occur with their child as well as the child care staff to report any changes they see to the parent.
- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.
- Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

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.
 - Instructions for administration.

Training

- Management team will ensure all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.
- Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.
- Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.
- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked, and follow-up is completed where an individual has missed or not received training. The form in Appendix B may be used for this purpose.

Confidentiality

- Information about a child's allergies and 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).

Children who do not have their proper medication (epinephrine) on site will not be allowed to stay at the child care until medication is on site. If noticed after child arrives parent will be called immediately to inform them about medication not on site and that child will need to be picked up till medication is brought to the centre.

If child comes from school without having the proper medication on site, parent will be called to inform and pick up will be required until medication is on site.

Any child that has been withdrawn from the centre and medication has not been returned parent will be notified to come and pick up and any forms signed off on.

Circumstance	Roles and Responsibilities
A) A child exhibits an anaphylactic reaction to an allergen	1. The person who becomes aware of the child's anaphylactic reaction must immediately: i. implement the child's individualized plan and emergency procedures. ii. contact emergency services and a parent/guardian of the child, or have another person do so where possible; and iii. ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy). 2. Once the child's condition has stabilized or the child has been taken to hospital, staff must: i. follow the child care centre's serious occurrence policies and procedures. ii. document the incident in the daily written record; and iii. document the child's symptoms of ill health in the child's records.
B) A child is authorized to carry his/her own emergency allergy medication.	1. Staff must: i. ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication; ii. ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child's cubby or backpack); iii. ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication; and iv. Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the centre supervisor/designate and the child's parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.



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).
- 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 a 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 Administrative Director and Supervisor to discuss arrangements.

Here at the centre to celebrate a child's birthday we can:

- 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

Other ideas (not food related) can be suggested to the educators.



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.

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:

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)**

Lunches must be peanut and nut free

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.

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.

High sugary foods and drinks (candy, chips, chocolate, pop,) are to be avoided due to low nutrient value and high sugar content.

Lunches, drinks and food containers must be clearly labelled with child's name.

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.

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.

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 Policy & Daily Health Checks

Children are observed **daily for signs of illness**. If any of the following symptoms are present, parents will need to make **alternate child care arrangements** and seek medical attention as appropriate. This helps us maintain a healthy environment for all children and staff.

<u>Symptoms</u>	Required Action Before Returning
Fever of 38 c or 100.4 F or greater	Child must be fever-free for 24 hours , without the use of fever-reducing medication.
Diarrhea 1 – 2 bouts	Child must be symptom-free for 48 hours .
Vomiting	Child must be vomit-free for 48 hours .
Undiagnosed skin rash (chicken pox, impetigo, fifth disease, hand foot and mouth, roseola etc.)	Doctor's note required indicating whether the condition is contagious.
Acute colds, runny nose, and eyes.	Must remain home until symptoms have improved for at least 24 hours.
Red, itchy painful eyes, discharge/goop from eyes.	Refer to Common Childhood Illnesses Reference Sheet ; medical clearance may be required.
Headache – Stiff neck	At the discretion of management. Evaluation based on the child's ability to participate in the program
Unusual tiredness/lethargic	Child must stay home if unable to actively participate in the program.

Please see the Common Childhood Illness Reference Sheet on the next page

Common Childhood Illness Reference Sheet

Disease	Symptoms	Transmission	Contagious period	Treatment	Prevention	Exclusion Requirements
Chicken Pox (Varicella)	Viral infection. Fever and mild cold-like symptoms, followed by a rash. Rash starts with red spots, turn into fluid-filled blisters that dry up and form scabs.	Through the air or Direct contact with the fluid from blisters. Pregnant women can pass it to their baby.	1-2 days before the rash appears and until all the spots have crusted over (usually 5 days).	Can be treated with antiviral medication, however not usually prescribed. High-risk people should contact their doctor for treatment	Vaccination can prevent chicken pox. Don't touch the fluid in a chicken pox blister. Cover your mouth and nose with a tissue when you cough or sneeze, put in the waste basket or use your upper sleeve or elbow, not your hands.	No Regardless of rash, can attend if children feel well enough to participate in activities.
Fifth Disease (Parvovirus B19, Erythema Infectiosum, or "slapped cheek syndrome")	Viral infection. Asymptomatic or only mild symptoms. Fever, headache, mild cold like symptoms, and upset stomach. A red rash will appear on the cheeks ("slapped cheek" rash). A red lace-like rash then appears on the trunk and arms, followed by the remainder of the body. Rash may come and go for over a week.	Direct contact with an infected person's saliva or nasal discharge, coughing or sneezing. or Indirect contact with surfaces contaminated with the virus.	Most contagious a few days before the rash appears.	There is no medication to treat it. Provide support to keep children comfortable. Pregnant staff that has been in contact with the child should contact their doctor.	There is no vaccine to prevent the infection. Frequent hand-hygiene. Clean and disinfect contaminated surfaces and toys. Carefully wash or dispose of articles soiled with nose and throat discharges.	No Regardless of rash, can attend if children feel well enough to participate in activities
Hand, Foot, and Mouth Disease (Enterovirus, coxsackie virus)	Viral infection. Fever, headache, sore throat, loss of appetite, lack of energy. Small painful ulcers in mouth, and a rash most often seen on the hands and feet. The rash appears as red spots, often with a blister.	Direct contact with an infected person's saliva and/or stool. or Indirect contact with surfaces contaminated with the virus.	Most contagious during the first week of illness and when symptoms present. Virus can still be found in stool for several weeks.	There is no medication to treat it. Provide support to keep children comfortable. Ease pain, aches, or a fever (medication, rest, hydration). Infection usually goes away in 7-10 days	There is no vaccine to prevent the infection. Frequent hand hygiene. Clean contaminated surfaces and toys. Carefully wash or dispose of articles soiled with nose and throat discharges.	Yes, Children should stay home if they have symptoms
Head Lice (Pediculosis)	Tiny wingless, crawling insects that live on the scalp. It does not spread disease. Itchy scalp, but possible to have head lice without any symptoms. Scratch marks or small red lesions like a rash. Lice and nits are usually found very close to the scalp, at the bottom of the neck and behind the ears.	Direct contact through hair-to-hair contact. or Indirect contact by sharing hats, combs, hairbrushes, helmets, and headphones.	As long as live lice and live nits are present.	Treatment (shampoos and rinses) are available at pharmacies without a prescription	Avoid hair-to-hair contact. Do not share combs, brushes, towels, headphones, and clothing that comes into contact with the head. Get rid of lice or nits from items that touch the head such as hats, pillowcases, combs and brushes. Wash in hot water and dry them using the hot setting of the dryer for at least 15 minutes. Clothing and items that are not washable can be stored and sealed in an airtight bag for 2 weeks	Yes Children should be treated and then attend as usual. 'No-nit' policies that keep children with head lice or nits after treatment away from school are not necessary.

Disease	Symptoms	Transmission	Contagious period	Treatment	Prevention	Exclusion Requirements
Impetigo (Staphylococcus or Streptococcus)	Bacterial skin infection. Cluster of red bumps or blisters ooze or cause a yellow crust.	Direct contact: touching an impetigo rash or Indirect contact: with bed sheets, towels or clothing that have been in contact with someone's skin. Then another person can pick up the germs from touching those objects	Until blisters have dried up. For Streptococcus - until 24 hours of antibiotic treatment.	Antibiotics taken by mouth or spread on the skin as a cream - prescribed by a doctor	Frequent hand hygiene. Clean and disinfect contaminated surfaces and toys. Carefully wash or dispose of contaminated articles soiled with nose and throat discharges, or fluid from the sores.	Yes Until 24 hours after starting antibiotic treatment.
Norovirus	Viral infection. Nausea, vomiting, diarrhea, abdominal cramps, mild fever, headache, muscle aches and fatigue.	Direct contact with an infected person's stool or vomit. or Indirect contact with contaminated surface such as sink, taps, counter, toys, etc. Breathing in air contaminated with Norovirus when an infected person has vomited.	From time when person feels ill until at least 48 hours after symptoms have stopped	There is no medication to treat it. Fluid replacement to help prevent dehydration.	Frequent hand hygiene. Clean and disinfect contaminated surfaces and toys. Carefully wash or dispose of articles soiled with vomit or stool. Follow best practice for diaper changing	Yes Until 48 hours after symptoms have resolved.
Pink Eye (Conjunctivitis)	Viral or bacterial infection. Red, itchy, painful eyes Discharge from eyes cause crusting, often during sleep	Direct contact with secretions from a person's eye or nose and from coughing and sneezing. or Indirect contact with surfaces contaminated with the virus or bacteria.	Bacterial – at the time when symptoms begin to 24 hours after antibiotic treatment is started. Viral – as long as symptoms are present	Eye drops or ointment may be required if bacterial infection.	Frequent hand hygiene. Do not share towels/washcloths, pillowcases, and bedding. Clean contaminated surfaces and toys. Carefully wash or dispose of articles soiled with tears or eye discharge, or from coughing or sneezing.	No – if cause is viral. Yes – if cause is bacterial; Until 24 hours after starting antibiotic treatment. Can attend as long as children feel well enough to participate
Pinworm (Enterobiasis)	Tiny, white thread-like roundworm that live in the rectum. Pinworms can be uncomfortable, but they do not cause disease. Anal itching, disturbed sleep, irritability. Some children have no symptoms.	Direct Contact when an infected child scratches the itchy area and transfers eggs to another child's mouth. or Indirect contact with contaminated hands or objects such as toys, toilet seats, baths, or bedding. Eggs can live up to 2 weeks outside the body on objects	As long as pinworms are present and have not been destroyed by treatment of the child and their environment.	Oral medication can be prescribed which takes up to 2 weeks to eliminate pinworms, may require a second dose 2 weeks later. Other family members may need to be treated at the same time to avoid re-infestation	Frequent hand-hygiene. Change and clean bed linens and underclothes of infected children often without shaking (which will scatter eggs). Open blinds and curtains in the bedrooms during the day – eggs are sensitive to sunlight. If laundry is being sent home - keep in sealed plastic bags. Bathing children in the morning using a shower or stand-up tub bath. Advise children and staff to keep fingernails short and avoid nail-biting.	Yes, Children can return the day after treatment is given.
Rotavirus	Viral infection. Vomiting, fever, watery diarrhea, dehydration.	Direct contact with stool or vomit or touching hands of an infected person. or Indirect contact with surfaces contaminated with the virus.	Upon onset of symptoms until approximately 8 days after onset.	There is no medication to treat it. Fluid replacement to help prevent dehydration	Vaccination can prevent Rotavirus. Follow best practice for diaper changing. Clean and disinfect contaminated surfaces, toys, clothing, and linen.	Yes Until 48 hours after symptoms have resolved

Disease	Symptoms	Transmission	Contagious period	Treatment	Prevention	Exclusion Requirements
Roseola Infantum (Sixth Disease)	Viral infection. A fever appears suddenly and lasts 3-5 days. When the fever ends, a rosy-pink raised rash usually develops on the face and body. The spots (rash) will turn white if you press on them and they may have a lighter colour ring around them.	Direct contact with saliva, nose and throat secretions or Indirect contact from coughing or sneezing by droplets through the air.	Most contagious during the fever stage, before the rash develops	There is no medication to treat it. Provide support to keep children comfortable. Ease pain, aches, or a fever (medication, rest, hydration).	Frequent hand hygiene. Cover your mouth and nose with a tissue when you cough or sneeze, put in the waste basket or use your upper sleeve or elbow, not your hands. Do not share eating or drinking utensils. Clean and disinfect contaminated surfaces and toys	No Regardless of rash, can attend as long as children feel well enough to participate in activities
Scabies	Skin condition caused by tiny insects called mites. They burrow under the skin and lay eggs. Scabies can be uncomfortable, but they do not directly cause disease. Itchy red rash, usually between fingers and toes, wrists, or groin with thread-like lines, tiny red bumps, and scratch marks.	Direct contact (prolonged) with infested skin or Indirect contact with clothing or personal items of an infested person. The mites can live off the skin up to 3 days.	As long as person is infested and until mites and eggs are destroyed by treatment	Cream or lotion that is prescribed by a doctor. Everyone who lives in the home and anyone who has had close skin-to-skin contact should be treated at the same time. Treatment may need to be repeated.	Cream or lotion that is prescribed by a doctor. Everyone who lives in the home and anyone who has had close skin-to-skin contact should be treated at the same time. Treatment may need to be	Wash all bed linens, towels and clothes in hot water and dry in a dryer at the hottest setting. Items that are not washable can be sealed in an airtight plastic bag for 1 week to kill the mites.
Strep Throat	Bacterial Infection (group A strep bacteria). Sore, red throat; fever, tiredness, headache, sores around mouth, swollen glands in the neck.	Direct contact from saliva or nasal discharge or Indirect contact through coughing or sneezing as droplets through the air.	From onset of illness until 24 hours of antibiotic treatment received.	Antibiotics may be prescribed by a doctor. Provide support to keep children comfortable. Ease pain, aches, or a fever (medication, rest, hydration).	Frequent hand hygiene. Cover your mouth and nose with a tissue when you cough or sneeze, put in the waste basket or use your upper sleeve or elbow, not your hands. Do not share eating or drinking utensils. Clean and disinfect contaminated surfaces and toys	Yes Until 24 hours after starting antibiotic treatment and if children feel well enough to participate in activities.
Scarlet Fever	Bacterial Infection (group A strep bacteria). Similar to strep throat but includes a pink-red skin rash that feels like sandpaper and "strawberry" tongue (white coating on tongue with bright red patch)	Direct contact from saliva or nasal discharge or Indirect contact through coughing or sneezing as droplets through the air.	From onset of illness until 24 hours of antibiotic treatment received.	Antibiotics may be ordered by health care provider. Provide support to keep children comfortable. Ease pain, aches, or a fever (medication, rest, hydration).	Frequent hand hygiene. Cover your mouth and nose with a tissue when you cough or sneeze, put in the waste basket or use your upper sleeve or elbow, not your hands. Do not share eating or drinking utensils. Clean and disinfect contaminated surfaces and toys.	Yes Until 24 hours after starting antibiotic treatment And if children feel well enough to participate in activities.

Disease	Symptoms	Transmission	Contagious period	Treatment	Prevention	Exclusion Requirements
Gastrointestinal Illness: Vomiting and/ or diarrhea	Viral or bacterial infection. Often cause is unknown.	Direct contact with stool or vomit or touching the hands of an infected person. or Indirect contact with surfaces contaminated with the virus and through coughing or sneezing as droplets through the air.	Variable – usually upon onset of symptoms to 48 hours after symptoms have resolved.	No specific treatment. Fluid replacement to help prevent dehydration.	Frequent hand hygiene especially after changing diapers and toileting. Clean contaminated surfaces, toys, clothing, and linen.	Yes Until 48 hours after symptoms have resolved
Respiratory Illness – Cold and flu-like symptoms	Usually, a viral illness. Often unknown cause	Direct contact from saliva or nasal discharge. or Indirect contact with surfaces contaminated with the virus	Variable	There is no medication for treatment. Provide support to keep children comfortable. Ease pain, aches, or a fever (medication, rest, hydration)	Frequent hand hygiene. Cover mouth and nose when you cough or sneeze. Do not share cutlery, glasses etc. Clean contaminated surfaces and toys.	Yes Remain home until fever and symptoms have improved at least 24hours. Wear a mask for 10 days after symptoms started unless COVID19 test is negative.

Direct Contact: a person carrying germs in the nose, mouth, eyes, stool, or skin lesions usually contaminates their hands, then spreads these germs by touching or being touched by others.

Indirect Contact: an infected person transfers germs by touching or mouthing an object (i.e., toy, doorknob, used tissue) that is then touched by another person which can cause infection when that person touches their eyes, nose, or mouth.

Please note - all the information on the common childhood illness chart is directly from the KPR health unit.

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.

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, kitchen area and bathrooms. 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.
- Continued on next page

- 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 38 degrees Celsius or 100.4 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.
- Continued on next page

- 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.
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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.

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 Supervisor and Executive Director 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 Directors. 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 Centre

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Ganaraska Child Care Centre

Date Policy and Procedures Established: December 2023

Date Policy and Procedures Updated:

Purpose

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

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

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

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

Policy

General

- Ganaraska Child Care Centre will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Ganaraska Child Care Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Additional Policy Statements

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.

Parents must notify the centre by 8:30 am daily by either phone or class dojo if your children will not be attending for any of our programs, including before and after. If in a situation that a school aged child leaves during the school day, Parents must inform the centre by 2:45 pm as our educators are gathering their numbers and preparing to leave for the schools

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on child's registration forms/file or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing over their child's room class dojo
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the management team in the child care office and they must commence contacting the child's parent/guardian no later than 9:00 am. through class dojo or a call home and leave message.
 - If all attempts have been made to contact parent/guardian and no communication has been made, child will be marked absent.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by 5:25 pm the program staff, management or designate shall contact the parent/guardian by phone call, or class dojo message sent and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, program staff, management or designate must try [and call again and leave a message for the parent/guardian to call the centre immediately. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait to 5:30 pm and then proceed under "where a child has not been picked up and program is closed"

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall.
 - Contact the parent/guardian first and inform that the authorized person has not come for pick-up of child and discuss next steps and proceed accordingly as per parent direction.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact other authorized individuals on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00 pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) and/or Police Services Staff shall follow the CAS's direction with respect to next steps as well Police Services if needed.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Additional Procedures

Parent/Guardian must send written authorization to the child care office of any changes to their child's drop off or pick up schedule. Examples: late due to doctors' appointment, not coming in for the day, leaving early or someone else dropping off or picking up. For Ministry requirements written authorizations will be printed off and put in child's file.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

- (a) provides that a child may only be released from the child care centre or home child care premises,**
 - (i) to individuals indicated by a child's parent, or**
 - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and**
- (b) sets out the steps that must be taken if,**
 - (i) a child does not arrive as expected at the centre or home child care premises, or**
 - (ii) a child is not picked up as expected from the centre or home child care premises.**

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 Supervisor or Executive Director. The Board of Directors will consult with the Executive Director 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.

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.

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

- Duty to Report Training and yearly review

If any contravention of the prohibited practice policy indicates child abuse the Children's Aid

Society will be called immediately by the management team.

Executive Director will inform and consult with the Board of Directors. Disciplinary action including Administrative Leave and Termination will be determined by the management team with considerations from the Board of Directors. All unacceptable practices will be documented and filed in the staff member's file.

If employees are Registered Early Childhood Educators, management will consult with the College of ECE to determine if a Mandatory Employer Report needs to be filed.

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.
- Not have bodily harm inflicted which includes making children eat or drink against their will

Any 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.

Administrative Leave with Pay Policy will be implemented Pending an Investigation of Prohibited Practices.

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, administrative leaves or termination depending on the severity of the offence.

Management Team will meet with the Educator for discussion and next steps as per the Prohibited Practices on following page
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:

<u>Prohibited Practices</u>	<u>1st Offence</u>	<u>2nd Offence</u>
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	<u>Step 1:</u> Written Reprimand and documentation Administrative Leave possible pending call to CAS and Ministry	<u>Step 1:</u> Administrative Leave <u>Step 2:</u> Termination or Return to Work based on outcome of investigation
Deprivation of Basic Needs including food, drink shelter, sleep, toilet use, clothing, or bedding	<u>Step 1:</u> Administrative Leave and documentation <u>Step 2:</u> Termination or Return to Work based on outcome of investigation	
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	<u>Step 1:</u> Administrative Leave and documentation <u>Step 2:</u> Termination or Return to Work based on outcome of investigation	
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.	<u>Step 1:</u> Administrative Leave and documentation <u>Step 2:</u> Termination or Return to Work based on outcome of investigation	
Corporal Punishment of a child	<u>Step 1:</u> Administrative Leave and documentation <u>Step 2:</u> Termination or Return to Work based on outcome of investigation	
Inflicting any bodily harm on children including making children eat or drink against their will	<u>Step 1:</u> Administrative Leave and documentation <u>Step 2:</u> Termination or Return to Work based on outcome of investigation	

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.

Concerns/Complaints/Compliments

If at any time you have a concern, complaint, or compliments, please feel free to speak with the Supervisor or Executive Director. 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**

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.

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 Management team 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

The child care centre will remain open unless otherwise directed by the 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 Town of Port Hope, 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 Town of Port Hope 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 Town of Port Hope 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.

Shelter in Place

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

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/childremsaid/reportingabuse/index.aspx>

Parent Issue and Concern Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to: ○ The program educators, site Supervisor or Executive Director	○ 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. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 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.
General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc	Raise the issue or concern to: Administrative Manager for child care fees Program Supervisor for staffing Office Assistant for Waitlist Executive Director for general operations	○ Address the issue/concern at the time it is raised. ○ Arrange for a meeting with the parent/guardian within 1-2 business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; 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

General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc	Raise the issue or concern to: Administrative Manager for child care fees Program Supervisor for staffing Office Assistant for Waitlist Executive Director for general operations =	○ Address the issue/concern at the time it is raised. ○ Arrange for a meeting with the parent/guardian within 1-2 business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; 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
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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	Raise the issue or concern to: ○ The staff or supervisor responsible for supervising the volunteer. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Supervisor and or Executive Director as soon as parents/guardians become aware of the situation.	Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. 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. If it is a concern with a placement student, the contact teacher and college/school will be notified as well. 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.

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.

Contact Information

Ganaraska Child Care Centre Inc.

Riverside Site

 Phone: 905-885-4166

 Email: gcccriverside@outlook.com (*General Inquiries – Riverside*)

Port Hope High School Site

 Phone: 905-885-2637

 Email: ganaraskaccc@outlook.com (*General Inquiries – Port Hope High School*)

Management Team

- **Executive Director:** Sherri Riha, RECE- srihagccc1@outlook.com
 - **Administrative Manager:** Carissa Chalmers, RECE- cchalmersgccc@outlook.com
 - **Supervisor (Riverside):** Sarah Pethick, RECE- stpriverside@outlook.com
 - **Supervisor (Port Hope High School):** Corrine Burghall, RECE – cburghallgccc@outlook.com
 - **Office Assistant (Port Hope High School):** Tara Nugent, E.A.-tnugentgcc@outlook.com
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External Contacts

- **Ministry of Education – Licensed Child Care Help Desk**
 1-877-510-5333
 childcare_ontario@ontario.ca
- **Children’s Aid Society**
 905-372-1821
- **College of Early Childhood Educators**
 416-961-8558

Parent Handbook Acknowledgment Form
Ganaraska Child Care Centre Inc.

- The **Parent Handbook** is available on our website:
 www.ganaraskachildcare.com
- Please read the handbook carefully. It contains important information regarding our policies, procedures, and expectations. This acknowledgment **must be signed and returned prior to your child's start date.**

Acknowledgment Statement:

- ☐ I have read and understand the **Parent Handbook** provided by **Ganaraska Child Care Centre**

Child/ren's Name/s: _____

Parent/Guardian Signature: _____

Date: _____

Please return this completed form along with your registration package.

A copy of this form is also included in the full registration package.

Thank you,

Ganaraska Child Care Centre Management Team