



# TOP OF THE RIDGE DAYCARE

## Parent Handbook

**UPDATED: March 2025**

**EFFECTIVE: March 2025**

## TABLE OF CONTENTS

PROGRAM STATEMENT -----	PAGES 1-5
AGES OF CHILDREN -----	PAGE 5
DAYS & HOURS OF OPERATION -----	PAGE 5
HOLIDAYS -----	PAGE 5
ADMISSION & DISCHARGE POLICY -----	PAGE 5
ATTENDANCE -----	PAGE 5
CONTRACT FOR CARE -----	PAGE 6
FEES & SCHEDULES -----	PAGE 7
EXTENDED DAYS -----	PAGE 8
LATE FEES -----	PAGE 8
TERMINATION -----	PAGE 8
ARRIVAL & PICK UP -----	PAGE 8
SAFE ARRIVAL & DEPARTURE POLICY & PROCEDURES -----	PAGES 8-12
PARENT RESPONSIBILITIES -----	PAGE 12
CLOTHING & POSSESSIONS -----	PAGE 13
TOILET TRAINING -----	PAGE 13
FIELD TRIPS -----	PAGE 13
VIDEO SECURITY SURVEILLANCE -----	PAGE 13
PARKING -----	PAGE 13
HEALTH -----	PAGE 13
COMMON ILLNESSES & EXCLUSION PERIODS -----	PAGES 14-15
COMMUNICABLE DISEASES -----	PAGE 15
MEALS & SNACKS -----	PAGE 16
ANAPHYLAXIS -----	PAGES 16-17
ADMINISTRATION OF MEDICATION -----	PAGE 17
EMERGENCIES -----	PAGES 17-18
STUDENTS -----	PAGE 18
WAITLIST -----	PAGE 18
PARENT CONCERNS -----	PAGES 19-20

## **PROGRAM STATEMENT**

Top of the Ridge Day Care is a licensed non-profit child care center, that provides a positive, safe, stimulating learning environment for your child that enhances his or her level of development, regardless of individual needs and abilities. Through play experiences and the guidance of specially trained educators, your child will be exposed to situations that will encourage the following:

<b>Goal</b>	<b>Approach</b>
A) promote the health, safety, nutrition and well-being of the children	<ul style="list-style-type: none"><li>• Snack and lunch are planned according to Canada's food guide requirements</li><li>• Access to drinking water at all times</li><li>• All staff have read and understand any child's individual needs regarding food allergies/restrictions/intolerances, environmental allergies and specific parental requests</li><li>• Have an understanding of transitions and common stressors on children, as well as any environmental hazards</li><li>• Providing daily communication regarding the health and well-being of the children</li><li>• Following daily cleaning and disinfecting protocols (recommended by Public Health)</li><li>• Encouraging independence through proper handwashing</li></ul>
B) support positive and responsive interactions among the children, parents, child care providers and staff	<ul style="list-style-type: none"><li>• Plan for individual needs of each child</li><li>• Interacting at the child's level</li><li>• Supervisor and Assistant Supervisor are available daily from center open to close (in-person, phone or email)</li><li>• Welcome any communication shared from the parents and families at arrival and departure</li><li>• Greeting the children and families, warmly and professionally</li><li>• Understanding of the family background</li><li>• Staff are mutually respectful, positive and encouraging in their daily interactions</li><li>• Having Resource Consultant supports</li><li>• Providing parent surveys annually</li></ul>
C) encourage the children to interact and communicate in a positive way and support their ability to self-regulate	<ul style="list-style-type: none"><li>• Scheduling is relaxed and flexible</li><li>• Encouraging positive communication between the children</li><li>• Staff model appropriate behaviors and strategies to regulate their emotions</li><li>• Staff label emotions the child may be experiencing</li><li>• Speech and Language checklists are completed (with parental consent)</li></ul>

D) foster the children's exploration, play and inquiry	<ul style="list-style-type: none"> <li>• Incorporating the values and expectations of Quality Child Care Niagara (QCCN)</li> <li>• Following the children's interests to engage, explore and extend learning</li> <li>• Understand children learn at their own pace, providing activities and experiences specific to the needs of all children</li> <li>• Providing learning experiences that allow for spontaneous learning and "teachable moments" to provoke questioning</li> <li>• Follow HDLH foundations (Belonging, Well-Being, Engagement and Expression)</li> <li>• Children are actively included in choices and planning daily activities</li> <li>• Ongoing monthly observations regarding children's learning and development</li> <li>• Access to a variety of open-ended, play-based materials and toys throughout the day</li> </ul>
E) provide child-initiated and adult-supported experiences	<ul style="list-style-type: none"> <li>• Plan according to the children's interest</li> <li>• Flexible scheduling</li> <li>• Support the child's sense of belonging</li> <li>• Providing a diverse, creative environment</li> <li>• Allowing for "teachable moments"</li> <li>• Viewing the educator as a co-learner</li> <li>• Using QCCN as a valuable resource for planning</li> </ul>
F) plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans	<ul style="list-style-type: none"> <li>• Observing and documenting children's learning and development</li> <li>• Completing DISC Preschool Screening (with consent), as well as Speech &amp; Language checklists (with consent)</li> <li>• Planning using developmentally appropriate practices using Brigance</li> <li>• Completing C.A.R.E. checklist (if needed)</li> <li>• Creating an all-inclusive environment</li> <li>• Accessing support from Resource Consultant</li> <li>• Referring children based on observations to appropriate services</li> <li>• Documenting development in appropriate ISP's and sharing communication between Resource Consultant and parents</li> </ul>

<p>G) 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</p>	<ul style="list-style-type: none"> <li>• Each child will experience indoor, and outdoor play (weather permitting) daily, as well as time to rest and sleep if needed, quiet and active times, always being mindful of each child's needs and parental direction</li> <li>• Providing a safe, calming environment</li> <li>• Staff will perform routine visual checks during the rest period, communicating and unusual behaviors with the Supervisor and parents/families</li> <li>• Exploring outdoors during community walks and spending a minimum of 2 hours per day outside (following parental requests)</li> <li>• Access to a wide variety of developmentally appropriate materials based on the interests and needs of the children</li> <li>• Flexibility in the daily routine, adaptability for changes</li> <li>• Limiting the amount of transitions</li> <li>• Understanding the benefits of open-ended materials</li> <li>• Incorporating natural elements into the classrooms for the children to engage and explore</li> </ul>
<p>H) foster the engagement of and ongoing communication with parents about the program and their children</p>	<ul style="list-style-type: none"> <li>• Creating an open environment that allows families to be an equal partner in the care of their children</li> <li>• Providing ongoing communication with parents and families</li> <li>• Parent surveys, reviewed annually</li> <li>• Supervisor and Assistant Supervisor are available daily (in-person, phone or email)</li> <li>• Parent handbooks are available for current and prospective families to view</li> <li>• Using photo displays in the classroom of the families for a "home-like" setting</li> <li>• Giving children the opportunity to showcase new skills and milestones with their families</li> </ul>
<p>I) involve local community partners and allow those partners to support the children, their families and staff</p>	<ul style="list-style-type: none"> <li>• Planning activities that involve our local community helpers</li> <li>• Promoting local community events</li> <li>• Accessing subsidies for the children and families of the center</li> <li>• Using the ECCDC as a valuable resource (curriculum kits, workshops and webinars)</li> <li>• Following QCCN guidance on planning</li> <li>• Understanding and using the referral process for Resources to promote healthy</li> </ul>

	child development (speech pathologists, Pathstones mental health, Resource and Behaviour Consultant)
J) support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning	<ul style="list-style-type: none"> <li>• Support staff completing the Continuous Professional Learning (CPL), daily and weekly prep times</li> <li>• Staff are required to complete at least 2 child-related workshops annually – contracted and signed</li> <li>• Staff complete CPR and First Aid training as required (reimbursed to the staff)</li> <li>• Staff follow HDLH practices and QCCN</li> <li>• RECE's maintain good standing with the College of Early Childhood Educators (on an annual basis)</li> <li>• Top of the Ridge Day Care provides supports and resources to the staff regarding CPL, workshops of interest, webinars and community events</li> </ul>
K) document and review the impact of the strategies set out in clauses (A) to (J) on the children and their families	<ul style="list-style-type: none"> <li>• Parent surveys will be completed annually</li> <li>• Staff surveys will be completed annually</li> <li>• Ongoing policy monitoring and compliance done on a monthly basis</li> <li>• Hold staff meetings as needed to share information with all staff</li> <li>• Regular Board of Director meetings held monthly</li> </ul>

Top of the Ridge Day Care believes that children are competent, capable, curious and rich in potential. Based on this theory, children are able to explore and manipulate their environment through meaningful experimentations with active involvement.

Top of the Ridge Day Care provides stimulating, developmentally appropriate activities that evolve through observation and collaboration with the children, based on the children's individual interests and needs.

We understand the importance of taking children's stages of development into consideration. For each child, their stage of development is an individualized and complex interplay between developmental factors and their unique family, community, and life experiences. In each case, we strive to encompass all areas of the child's development into our program.

A key feature of the Child Care and Early Years Act (CCEYA), is the focus on strengthening child care programs and ensuring high quality experiences for children. The CCEYA authorizes the Ministry of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year's programs.

"How Does Learning Happen? Ontario's pedagogy for the Early Years" (HDLH), is the document used by Top of the Ridge Day Care Inc. The document has a strong pedagogical

focus, indicating that the pedagogy is not a prescriptive formula that lays out a specific curriculum or activities but instead challenges the status quo and explores how learning happens for children. "How Does Learning Happen?" is organized around four foundational conditions that are considered essential to optimal learning and healthy development for children.

**Belonging:** Every child has a sense of belonging when he or she is connected to others and contributes to their world. Top of the Ridge Day Care provides 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. Top of the Ridge Day Care nurtures children's healthy development and supports their growing sense of self.

**Engagement:** Every child is an active and engaged learner who explores the world with body, mind and senses. Top of the Ridge Day Care provides environments and experiences to engage children in active, creative and meaningful exploration, play and inquiry.

**Expression:** Every child is a capable communicator who expresses themselves in many ways. Top of the Ridge Day Care fosters communication and expression in all forms.

Staff and Students shall not permit:

- (a) corporal punishment of the child; which may include but is not limited to: hitting, spanking, slapping, pinching
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- (c) locking the exits of the child care center 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
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

### **AGES OF CHILDREN**

Top of the Ridge Day Care has the facilities to accommodate the following children.

Presently we have a licensed capacity of 90 children.

TODDLERS (18 months – 2.6 years) \*Approved for 3 children 12-17 months

PRESCHOOLERS (2.7 years – 6 years)

KINDERGARTEN (3.8 years – 6.7 years)

SCHOOL AGERS (6.8 years – 12 years)

### **DAYS AND HOURS OF OPERATION**

Both full and part-time care, are provided 51 weeks of each year.

1. The center is closed between Christmas and New Years
2. Care is offered between 7:00 a.m. and 6:00 p.m. – five days a week
3. Part time is offered: (days will be discussed with the Supervisor/Designate)
  - a. 4 days a week or less for 5 or more hours
  - b. 4 days a week for less than 5 hours
  - c. Before and/or After School is offered for Kindergarten and School Aged children

### **HOLIDAYS**

Top of the Ridge Day Care observes the following holidays:

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Civic Holiday, Labor Day, Thanksgiving Day, Christmas Day and Boxing Day.

### **ADMISSION AND DISCHARGE POLICY**

An interview will be required prior to your child's admission to familiarize you and your child with the surroundings, answer questions, and complete admission forms prior to enrollment.

Prior to admission, documentation of all immunization must be presented.

A non-refundable registration fee of \$22.00 is also required and must be paid at this time.

You will also be required to complete a detailed emergency consent form for your child. This record is routinely updated and it is essential that your record contain current information at all times. Should you change your job or place of residence, we need to know the correct telephone numbers to contact you in an emergency.

Written notice of permanent withdrawal must be given two weeks in advance. If notice is not received, full program fees will be charged. A space cannot be guaranteed if you temporarily withdraw your child. Therefore, your child will be placed on a waiting list.

Top of the Ridge Day Care may terminate services if staff feel threatened by a parent, policies are not followed or fees are not paid.

### **ATTENDANCE**

Once a child is admitted to the program, he or she is expected to attend regularly. When a child is absent from the center, the Supervisor/Designate should be advised of the reason and the expected duration of the absence. Full fees will be charged for cancellations if two weeks' notice is not given.



### **CONTRACT FOR CARE**

Due to the number of families requiring care (many for part time hours) a contract for care must be completed. The contract ensures that care is provided for every family that can be accommodated in the center following Ministry of Education regulations.

It is important to remember that the following priorities will be adhered to in the case that all families cannot be accommodated:

FULL DAYS: 5 DAYS PER WEEK (8 – 9.5 HOURS)  
FULL DAYS: 3 – 4 DAYS PER WEEK  
PART DAYS: 5 DAYS PER WEEK (OVER 5 HOURS)  
PART DAYS: 3 – 4 DAYS PER WEEK (OVER 5 HOURS)  
FULL DAYS: 1 – 2 DAYS PER WEEK  
PART DAYS: 1 – 2 DAYS PER WEEK (OVER 5 HOURS)  
PART DAYS: UNDER 5 HOURS

Contract for care forms must be handed in on the 25<sup>th</sup> of each month, with payments on the 1<sup>st</sup> and the 15<sup>th</sup>. (Unless otherwise specified).

### **FEES AND SCHEDULES**

Top of the Ridge Day Care has been successfully accepted into the Canada Wide Early Learning Child Care Program (CWELCC). Please refer to the Base Fee Table for current fee information:

Age Group	Program	Base Rate Pre-CWELCC (March 27, 2022)	Base Rate less 25% (effective April 1, 2022)	Base Rate less 50% (effective January 1, 2023)
Toddler	Full Day	\$30.50	\$22.88	\$14.41
	Half Day	\$20.50	\$15.38	\$12.00
Preschool	Full Day	\$29.50	\$22.13	\$13.94
	Half Day	\$19.50	\$14.63	\$12.00
JK/SK	Before School	\$8.00	\$8.00	\$12.00
	After School	\$13.00	\$12.00	\$12.00
	Before and After	\$21.00	\$15.75	\$12.00
	Full Day	\$29.50	\$22.13	\$13.94
	Half Day	\$19.50	\$14.63	\$12.00

Please refer to the contract for care.

Payments are due the 1<sup>st</sup> and 15<sup>th</sup> of each month.

Payments are preferred by e-transfer, but cheques are also accepted.

E –Transfer information:

Email: [ridgetop@becon.org](mailto:ridgetop@becon.org)

Password: tottr (if numbers are needed, password is tottr13) Please indicate if numbers are used.

Receipts will be given for income tax purposes. Subsidized services may be available to eligible families. Further information may be obtained from the Supervisor/Designate.

### **EXTENDED DAY**

Should your child attend the center longer than indicated on the contract for care, you will be charged additional fees. (\$5.00 per day – over 9.5 hours)

### **LATE FEES (NON-BASE FEE)**

Should staff overtime result from the late pick up of your child, you will be charged the actual cost incurred. These rates are high and therefore should be avoided if at all possible. Habitual lateness may result in withdrawal of service.

### **TERMINATION**

Notice of withdrawal from the child center is to be submitted in writing to the center's Supervisor/Designate at least two weeks in advance. This notice should also be given to the Supervisor/Designate for temporary withdrawal of children for holiday purposes. Top of The Ridge Day Care may terminate services if staff feel threatened by a parent, policies are not followed, or fees are not paid.

### **ARRIVAL AND PICKUP**

Young children depend on regular routines for their own sense of security. We recommend that you establish fixed hours to pick up and drop off your child. When your child arrives, notify a member of the staff as to your child's presence. Similarly, when picking up your child, enter the building and make sure the staff is aware that you are leaving. Please supervise your child(ren) at all times, children should not be left alone at any time in the center or in the parking lot.

**UNDER NO CIRCUMSTANCES WILL THE STAFF RELEASE YOUR CHILD TO A PERSON NOT LISTED ON THE RELEASE FORM. THE PERSON WILL BE ASKED FOR IDENTIFICATION ON ARRIVAL AT THE CENTRE.**

### **SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES**

**Authority:** Ministry of Education: Ontario Regulation 137/15

**Created/Updated** December 2023 Revised: July, 2024 (effective September 1, 2024)

#### **Purpose**

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

This policy will provide staff, and students 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

- **Top of the Ridge Day Care** 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 that the child care centre may release the child to.
- **Top of the Ridge Day Care** 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.
- When a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## Procedures

### Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - 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 the child's emergency contact sheet or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email, phone call to the Supervisor/Designate).
  - 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),
  - Before School Care: at 8:30 a.m. (after bus pick up)
  - After School Care: at 3:30 p.m. (after bus drop off)
  - Toddler, Preschool, and full-day Kindergarten and School Age Care: 3 hours after centre opens (10:00 a.m.)
    - Program staff inform the Supervisor/Designate and they must commence contacting the child's parent/guardian no later than 10:00 a.m. The Supervisor/Designate shall call the parent/guardian listed on the contact sheet. If the call is not answered, a voicemail must be left indicating the date and time, with notice of the child's absence from the centre.

- If the parent/guardian is unable to be reached, calls will continue every 30 minutes and will continue down the list of emergency contacts, in priority sequence.
    - The Supervisor/Designate will commence an incident report and document all interactions (including, but not limited to initial phone calls, voicemails, emails left with parent/guardian; if additional calls and voicemails are made to emergency contacts – as they occur)
    - The incident will be considered “resolved” if at any point the child’s absence is properly communicated.
  - If the parent/guardian is not reached by 12:00 p.m. next steps can include contacting one or more external agencies for guidance (e.g. FACS and/or local police department)
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 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 6:00 p.m., staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Staff will notify the Supervisor/Designate of the child not being picked up.
  - The staff will commence an incident report and document all interactions (including, but not limited to initial phone calls, voicemails, emails left with parent/guardian; if additional calls and voicemails are made to emergency contacts – as they occur)
  - The incident will be considered “resolved” if at any point the child’s dismissal is properly communicated.
3. 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 about their pick-up

time. In the case where the person picking up the child is an authorized individual, the staff shall call the parent/guardian notifying them the child has been picked up and list the name of the individual who has picked the child up.

4. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall continue calling emergency contacts in priority sequence until contact is made.
5. 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 7:00 p.m., the staff shall proceed with contacting the local Children's Aid Society (CAS) Family and Children's Services (FACS) 905-937-7731. Staff shall follow the CAS's direction with respect to next steps.
6. Depending on the circumstances of the child not being picked up by the time of the centre closure, the centre has a right to call a meeting with the parent to discuss the circumstances and to set further requirements as deemed necessary for the child to be picked up by the time of the centre closure. Should not picking the child up by the required time, the centre has the right to charge additional fees to cover the overtime costs and administrative time required to deal with the situation.

### **Incident Reporting**

The safety of the children attending Top of the Ridge Day Care is one of our top priorities. We must work in partnership with families to upkeep the strong communication for the best interest of the children. As always, we ask that if children are going to be absent, parents are to call the centre and leave a voice-mail. If we do not receive any notification on the children's absence, we will follow our Safe Arrival and Dismissal Policy. Every time Safe Arrival and Dismissal Policy steps are taken into action, regardless of level or resolution, an incident report will be documented. These reports may require parent/guardian signature, as well as the Supervisor/Designate. At the centre's discretion, several noted incidences may result in further written warnings, and/or termination of child care services.

Failure to comply with the Safe Arrival and Dismissal Policy may result in the following:

- First Occurrence: written notice from the Supervisor/Designate confirming the hours of care
- Second Occurrence: written notice from the Board of Directors and \$50.00 fine (non-base fee)
- Third Occurrence: \$100.00 fine (non-base fee)
- Fourth occurrence: Termination of care

### **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 without supervision.

### **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.

#### **PARENT'S RESPONSIBILITIES**

- Deliver your child to their teacher every morning.
- Pick up your child at the proper time every day, as indicated on your Contract for Care Form
- Ensure that your child has had a good breakfast.
- Ensure that your child has adequate clothing and any supplies needed for the day.
- Ensure that your child's clothing is clearly labeled, we are not responsible for missing items.
- Ensure that your emergency consent record is always up to date.
- Always inform the Supervisor/Designate if your child will be absent or late, or if alternate pick-ups are being used.

### **CLOTHING AND POSSESSIONS**

Your child should be dressed in clothing that is appropriate for physical activity, the weather and the season. A second set of clothing should be kept at the day care in case of accidents. Also, all clothing should be labeled with your child's name.

When your child attends the Toddler program, you are required to speak to the Supervisor/Designate regarding the needs for diapers and training pants for your child while at the center. When clothing is loaned to enable your child to return home in dry clothing, you are expected to wash and return it. We cannot assume responsibility for lost clothing.

We ask parents to not allow their children to bring articles from home. This may include but not be limited to the following: toys, bottles, soothers, blankets, sippy cups and stuffed animals. The day care and staff are not responsible for lost or stolen articles.

### **TOILET TRAINING**

Toilet training is a wonderful milestone that children accomplish at their own pace. Once your child is showing signs of interest in toilet training, staff can introduce them to sitting on the toilets (typically in the Red Toddler Room – washroom is attached to the classroom with toilets). We have put together a list of tips and tricks for having the best possible outcome for toilet training.

Signs of readiness can include:

- The child communicates that they have a wet/soiled diaper.
- The child communicates they feel the sensation to use the toilet.
- The child stays dry for 2 hours/wakes up dry from a nap.
- The child can pull pants/underwear down (with minimal assistance).

Tips for toilet training at day care:

- We advise that once children have met all signs of readiness, parents communicate any changes to the child's toilet habits with the office so we can communicate to staff members accordingly.
- We suggest the child transition straight to underwear (using pull-ups can be confusing for children and are much less absorbent than a diaper).
- Send many extra pairs of underwear, pants, socks and a pair of crocs (for easy cleaning).
- Accidents will happen! Patience is key to having success with toilet training.
- Praise and encouragement will build the confidence of your child.
- Consistency is important – sending your child to day care in underwear for the day is recommended, as opposed to sending them in a diaper to have the staff change the child into underwear. We must maintain consistency for the best possible outcomes!

### **FIELD TRIPS**

Throughout the year, trips are made to special places of interest. A notice will be sent home in advance of the excursion informing you of the destination, time and date. It will also include a permission slip to be signed and returned.

### **VIDEO SECURITY SURVEILLANCE**

To ensure the safety and security of all children, staff, parents, and visitors, as well as the security of our daycare facility, Top of the Ridge Day Care is equipped with a 24-hour video surveillance system.

Security cameras have been installed in our classrooms, hallways, outdoor play area, indoor play area and parking lot.

We may conduct video surveillance of any portion of our premises at any time, the only exception being private areas of restrooms, showers, and dressing rooms.

Our video/security cameras have been positioned in appropriate places within and around our facility and are used in order to help promote the safety and security of persons and property.

The following are just some of the many benefits of having security cameras installed in child care centers:

- Security cameras keep children and child care staff safe. They are a very effective deterrent of any crime.
- People tend to behave/perform better when there are security cameras around.
- Supervisor/Designate can better monitor the entire facility and supervise/observe staff's interactions with children and with other staff members effectively.
- Our cameras help provide peace of mind to our parents and our staff members. Because we respect the privacy of all children, parents, and staff in our daycare center, our 24-hour video security surveillance system are for internal purposes only. ONLY the Supervisor/Designate and Board of Directors are allowed to view our security cameras/video footage center's office at the site.

### **PARKING**

Parking is provided in the appropriate spaces on the south side of the daycare. Handicapped parking is provided for permit holders only, (those without permits may receive a fine). Also, there are designated spaces for staff. Please refrain from parking in these spaces. You will also notice the "no parking" zone at the front main doors, this area is not for dropping off your child, but for emergency vehicles, and deliveries only. Please use caution and reduce speed when entering and exiting the parking lot.

### **HEALTH**

The Child Care and Early Years Act stipulates that prior to admission, each child must be immunized as recommended by the local Medical Officer of Health.

It is our policy that children too ill to play outside, remain at home. If a child becomes ill at the center, you will be notified immediately. It is your responsibility to make alternative arrangements for your child immediately after you have been notified.

### **COMMON ILLNESSES**

As child care providers, and parents we share the common goal and responsibility of keeping children healthy. With this in mind, Top of the Ridge Day Care has put together a brief outline of common illnesses found in childcare with the exclusion periods. They are as follows:

- **NAUSEA/VOMITING:** A child who has been vomiting throughout the night or in the morning should not attend childcare. The child may return 48 hours after their last episode of vomiting/nausea provided; they are able to fully participate in the program



including outdoor play.

- **DIARRHEA:** The causes of diarrhea can be infectious or non-infectious. Only a doctor can determine the cause of infectious cases through an examination and/or tests. If your child has more than one case of diarrhea while at the center, we will call you to pick your child up immediately. A child with unexplained diarrhea should not be attending the center until 48 hours after symptoms stop, or medical explanation has been obtained.

**NOTE: INFANTS AND TODDLERS CAN BECOME CRITICALLY ILL WITH SEVERE DIARRHEA BECAUSE FLUID LOSS LEADS TO DEHYDRATION**

- **FEVER:** A fever is usually a sign of infection. Children with a fever of 100.4°F or higher need to be kept at home. If your child has a fever that reaches 100.4°F while at the center the Supervisor/Designate will call you to arrange for immediate pick up. Your child can return to the center 24 hours after the fever breaks provided, they can participate fully in all activities including outdoor play without the use of fever-reducing medications.
- **SORE THROAT:** A sore throat is usually a sign of infection, which can be spread. Children should not be in the childcare center with a sore throat. A doctor should be consulted concerning evaluation and treatment of a child with a sore throat. Your child can return to the center 24 hours after they have started treatment, or the sore throat has improved over 24 hours.
- **STREP THROAT:** Strep throat is an infection caused by a bacteria called Group A Streptococcus. It is more common in children than adults. A child should not return to the center until the antibiotic prescribed by a health care provider has been taken for at least one full day (24 hours), and the child is well enough to take part in all program activities.
- **HAND/FOOT and MOUTH:** This infection is caused by the Coxsackie virus. Though it mostly affects young children, it can occur at any age. Outbreaks are most common in the Summer and Fall. A child may return to the center when feeling well enough to participate in all activities and the sores have scabbed over. However, keeping young children at home who drool and have blisters in the mouth or children with a weeping rash on the hands, can help to reduce the spread of infection to others.
- **RASHES:** There are many kinds of rashes in children and most are not caused by infection. When you are registering your child, please inform the Supervisor/Designate of chronic recurrent rashes so that we will not worry unnecessarily when assessing your child for illness. When a rash occurs in conjunction with fever, infection is the likely cause. Only a doctor can diagnose a rash. Children with rashes will be excluded from the center until the rash is gone or there is a doctor's note indicating the rash is not contagious.
- **EARACHE:** A child with an earache or drainage from the ear should not attend childcare until after they have seen a doctor. This usually a sign of infection and only a doctor can

diagnose. If medication is prescribed your child can return to the center 24 hours after the first dose provided, they are able to fully participate in the daily program including outdoor play.

- **PINK EYE (CONJUNCTIVITIS):** Pink eye is highly contagious. 24 hours after treatment has started your child may return to the center. Only a doctor can diagnose pink eye so please take your child to a doctor if:
  - The whites of the eyes are reddened with a discharge
  - Sometimes the lids are swollen and stuck together.

### **COMMUNICABLE DISEASE**

The Medical Officer of Health emphasizes that Day Nursery operations may not have a child in their care who has a communicable disease that could be transmitted, in the child care environment.

Children returning to the center upon recovering from a communicable disease must be clearly free from illness.

You will be required to present a doctor's certificate should there be any doubt that your child is free from a communicable disease.

### **MEALS & SNACKS**

A nutritious midday meal is provided for all children and also a morning and afternoon snack. Water is available and accessible to children at all times.

Our weekly menu (in 5-week block) is posted outside all classrooms for the parent's information. Our menu rotates between Fall/Winter & Spring/Summer. If you would like a copy of the menu, please let the Supervisor/Designate know.

Where parents provide their own meals/snack for their child whether it is due to a food allergy or a food restriction, they will be made aware of any known allergies in their child's classroom. Any food that contains any allergens will not be served. All food must be labeled with the child's full name and the food in the container.

If the meal/snack is forgotten at home the Supervisor/Designate will contact the parent to arrange for an alternative meal/snack to be dropped off.

Top of the Ridge Day Care will provide a refrigerator to keep your child's food in and a microwave oven to reheat appropriate foods. We ask that you please put the food in proper containers if it needs to be reheated with a copy of written instructions for heating the food.

### **ANAPHYLAXIS**

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. Our 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, and visitors at Top of the Ridge Day Care.

Prior to children starting, the Supervisor/Designate will communicate with the parents to discuss information about any medical condition, including whether the child is at risk of having or has anaphylaxis.

If a child has an anaphylactic allergy, prior to starting at Top of the Ridge Day Care, an Individualized Plan and Emergency Procedures will be developed in collaboration with the child's parent/guardian, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation.

Where Parents provide their own meals/snack for their child whether it is due to a food allergy or a food restriction, they will be made aware of any known allergies in their child's classroom. Any food that contains any allergens will not be served. Staff will ensure that parents label all food brought into the center with the child's full name and the food in the container. Staff will ensure that appropriate supervision of children is maintained to ensure that food is not exchanged or shared. We encourage parents when serving foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care premises (e.g., by thoroughly washing hands, brushing teeth, etc.).

In cases where a child has food allergies/restrictions and the meals and snacks provided by the Day Care cannot meet the child's needs, the parent may be asked to supply snacks/meals for their child. If the child forgets their lunch the Supervisor/Designate will contact the parent to arrange for an alternative meal/snack to be drop off. Top of the Ridge Day Care will provide a refrigerator to keep the child's food in and a microwave oven to reheat appropriate foods. If the food needs to be reheated it must be in the proper containers with a copy of instructions from the parent for heating the food. Meals/snacks that are provided from the parent will be labelled and will only be served to that child. Staff will follow any written instructions given by the parent, if applicable.

#### **ADMINISTRATION OF MEDICATION**

Top of the Ridge Day Care will administer medication prescribed by a qualified medical practitioner, in accordance with provincial legislation. This requires that parents provide:

- Written authorization, including the dosage and times any medication is given
- Medication is in the original container, clearly labeled with the child's name, name of the medication, the dosage, the date of purchase, and instructions for storage and administration of the medication.

**Emergency medication (ex. Oral allergy medication, puffers and epinephrine auto-injectors) will be carried everywhere the child goes.**

**MEDICATION IS NOT TO BE LEFT IN THE CLOAKROOM AREA, KINDLY GIVE IT DIRECTLY TO A STAFF MEMBER**

### **EMERGENCIES**

Should an accident occur, the center staff will seek the necessary medical assistance as well as inform the parent. In the event that your child has to be taken to a hospital or a doctor's office, you will be informed by telephone. You will assume the care of your child at the center, or meet your child and accompanying staff member at the hospital. In the best interest of the child, we will seek emergency medical treatment for your child, if we cannot contact you at the telephone numbers recorded in our files.

The staff will complete an Accident Report describing the nature of the accident and you will be requested to sign this form to acknowledge that you were informed of the incident. If you refuse your copy, this will be noted on the report and stored in the child's file.

In the event of an emergency, which requires the evacuation of the center, the children will be taken to Sanctuary Centre for the Arts (209 Ridge Road North), the phone number there is 289-321-0502. Staff will be required to bring all emergency binders and outdoor bags with them to the alternate location. Once at the location, staff will be required to call parents/guardians to notify them on the situation.

During inclement weather the staff will make every effort to open the center. If a decision is made to close the center before 7:00 a.m., listen to the local radio stations, email, and/or other communications (Remind app, where applicable). Notice of closure will be given to the stations one hour prior to opening. If the decision to open the center is made, and staff and children are at risk due to power outage, or worsened driving conditions the decision to close the center will be decided by the Supervisor/Designate.

Top of the Ridge Day Care does have an emergency management policy, stating our policy and procedures may an emergency occur, if you would like to read the full policy, please let the Supervisor/Designate know.

### **STUDENTS**

Every student completing a placement at Top of the Ridge Day Care is supervised by an employee at all times and is never permitted to be alone with any child.

### **WAIT LIST**

The following criteria were established in an attempt to create fair admission procedures which will be used consistently at Top of the Ridge Day Care, and give priority to the families we are mandated to serve: Toddlers to School Age Children.

Procedure: The centre will give priority to a child seeking enrolment according to the following

- 1) A sibling is already enrolled in the centre.
- 2) The date the child's name was placed on the waiting list.
- 3) The age of the child placed on the waiting list.

Top of the Ridge Day Care recognizes a commitment to serving children with special needs. Any child referred to the centre that has identified therapeutic or special needs, will be considered on an individual basis, and will be enrolled only if the child's identified needs can be met by the existing resources within the center.

The Supervisor/Designate will make the waitlist available to parents at their request by printing off the wait list and blacking out the other children's personal information. By doing this Top of the Ridge is still able to maintain the privacy and confidentiality of the other families.

Top of the Ridge will not charge or collect a fee for placing a child on the waitlist.

The final decision regarding any child's enrolment will be the responsibility of the Supervisor.

\*Any child who is withdrawn from the centre for the summer or for any other period of time will not retain seniority for the time previously attended. Should the parent wish to re-register the child, the child's name will be put on the OneHSN waiting list.

\*In the case of a withdrawal for summer months only, if a parent wished to re-register the child, the child's name will not be placed on the waiting list until the last day of the child's attendance in the centre.

\*A child who changes from full-time to part-time enrolment over the summer months will not be guaranteed of full-time enrolment in the fall.

### **PARENT CONCERNS**

Date Created/Revised

July 2023

Purpose

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

Definitions

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Staff:* Individuals employed by the licensee (e.g., program room staff).

Policy

#### **General**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. 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. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

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

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, and students, 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**

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

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/childrensaid/reportingabuse/index.aspx>

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:
<b>Program Room-Related</b>  e.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly AND - the Supervisor/Designate or licensee.	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> or <ul style="list-style-type: none"> <li>- Arrange for a meeting with the parent/guardian within 5 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<b>General, Centre- or Operations-Related</b>  e.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the Supervisor/Designate or licensee.	<ul style="list-style-type: none"> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> or <ul style="list-style-type: none"> <li>- the Supervisor/Designate or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Supervisor/Designate as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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:
<b>Student-Related</b>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Supervisor/Designate and licensee.</li> </ul> <p>All issues or concerns about the conduct of students that puts a child's health, safety and well-being at risk should be reported to the Supervisor/Designate as soon as parents/guardians become aware of the situation.</p>	

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

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

**Contacts:** Top of the Ridge Day Care – Brittany Meloche (Supervisor) 905-894-5654

F.A.C.S 905-937-7731

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333

Email: [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)