

# St. Alphonsus Child Care Center

## Parent Handbook



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## **OVERVIEW AND HISTORY**

St. Alphonsus Child Care Centre is a non-profit organization licensed by the Ministry of Education. The centre was founded in March of 1967 by the Carmelite Missionary Sisters. Qualified staff operates the centre under the management and supervision of the same Sisters.

## **PHILOSOPHY**

St. Alphonsus Child Care Centre aspires to guide each child to express their uniqueness by learning new things each day while having fun. Childhood memories are the sweetest of all and should be filled with fun, warmth, security, exploration and discovery.

Our staff strives to nurture and encourage the creative and receptive qualities in the children who attend our centre. We believe that each child should have the freedom in expressing themselves and should be encouraged to do so.

We promote teacher-child interactions, yet also see the benefits of social contact among the children themselves. We believe that each child is a protagonist and must take lead on their learning while we, as educators, are there to help guide them on their journey.

## **PROGRAM STATEMENT**

St. Alphonsus Child Care Centre promotes and implements a program that is in accordance to the Ministry of Education's policies and pedagogical approach. Our centre recognizes all children as curious, competent, capable and rich in potential that

through play, children can have fun in engaging, learning and exploring freely when provided with age and developmentally appropriate tools and materials. The children in our care will be supported by educators that are responsive and positive in viewing children's learning and by using age and developmentally appropriate practices.

St. Alphonsus Child Care Center's objectives are to design and implement a program that enhances the child's belonging, expression, engagement and well-being to practice self-regulation. We strongly believe that through the ability of children to self-regulate, they will be able to interact and engage safely and properly with others, they can express their thoughts and ideas freely, and they can feel confident about themselves belonging in our environment thus developing their self-worth.

St. Alphonsus Child Care Centre will use our program statement as a guideline in the use of positive procedures that support belonging, well-being, engagement and expression which will support the developmental growth and safety of all children. Our program is of high quality and aims to support the life skills of each child through social, emotional, physical, creative, and cognitive development.

Each staff member, volunteer, and student will be given a copy of this program statement policy to sign and be placed in their file. A copy of the policy will be kept for staff to refer to in the Policy and Procedures binder in the office of our Centre.

## St. Alphonsus Child Care Centre Goals in Reference to the Ministry's Pedagogy:

### ➤ **Promotes Health & Safety, Nutrition and Wellbeing**

To establish a safe, healthy and nurturing environment for the children:

- St. Alphonsus Child Care Center complies with the recent Early Years' Act with regards to the immunization records of all children in the center by requiring all parents to submit a completed and up to date immunization form before admission to the centre
- Lists of children's names with their allergies will be posted together with an up to date anaphylactic plan for each child in every classroom and in the kitchen.
- Daily physical fitness is essential to our program. Each class will have two hours of outdoor/gross motor play. We will divide the two hours to one hour in the morning and one hour in the afternoon. For scheduling reasons we may need to combine the two hours if needed to accommodate each class' schedule
- Hand washing is an important sanitary practice implemented as a daily routine in each class. Educators will teach and help each child implement the proper hand washing routine by demonstrating it to them through hands on experience and expanding on it by singing a song or reciting nursery rhymes about proper hand washing skills throughout the day.
- The safety of all the children is our number one priority. We will ensure the environment at the centre is clutter free indoors by using cubbies (one for every child), cabinets and labelled containers (for toys, books, papers, art utensils...etc.), centres inside of the classroom (e.g. dramatic centre, art centre, block centre...etc.) We will keep our outside environment tidy by inspecting it every day to ensure it is free from any garbage or clutter. We will store all of our outdoor equipment (e.g. bikes, chalk, balls...etc.) in the sheds and clean them out seasonally

while also ensuring that they are in good condition (free from rust and sharp or pointy edges). We will ensure that the fence is sturdy and in working condition and free from any harmful objects before letting the children play and explore.

- Each class will ensure that the toys in the classroom are always clean by washing them weekly and disinfecting them properly. (If a toy has been mouthed by a child, the staff in the room will put that toy in a “mouthed toy bin” and those toys will be disinfected at the end of the day.
- We promote healthy eating to every child at St. Alphonsus Child Care Centre. We believe that in order for a child to have a healthy mind and body, proper food intake should be taught to them at an early age. The Canada’s Food Guide is our basis when preparing lunch and snack in the centre for the children. We also talk to the children about healthy foods in the classroom to ensure that they are familiarizing themselves with Canada’s Food Guide and the different types of nutritious foods.
- Our programming staff at the centre will motivate and encourage every child to choose healthy foods by doing activities in the class like “Salad Day” or “Favourite Fruit Day” where children are engaged by bringing in their favourite foods or being able to try different foods in the classroom with their peers. Through these activities, the children will become familiarized with the different types of fruits and vegetables that are not common to them and will become encouraged to try them. This will encourage lifelong healthy habits within each child!
- We will respect and listen to every child’s needs and inquiries by supporting and providing them with the information they are seeking in regards to friendship building and self-esteem. We will provide opportunities to the children to work in groups and develop teamwork and social skills; these are essential school age skills that should be developed early on to ensure that the children are prepared and are capable of overcoming their fears and shyness when elementary school comes around. We want to

build onto their self-esteem and ensure that they feel confident with who they are as an individual at St. Alphonsus Child Care Centre.

- We will ensure that every child is treated equally and fairly at St. Alphonsus Child Care Centre. For children with difficulty in adjusting to our environment or may need extra help, we will reach out to our resources to help us plan out activities and work with that child one-on-one if needed. We will prioritize their needs and ensure that they are getting the help they may need.

➤ **Positive and Responsive Interactions among Children, Parents and Child Care Providers**

St. Alphonsus Child Care Centre will maintain respect and equal treatment when handling cultural diversity among children, parents and childcare providers. It is important to ensure respect, equality, fairness and compassion is being demonstrated and we will ensure this by;

- Listening attentively to parents and maintaining eye contact while conversing to a child, staff or parent(s).
- Showing compassion and understanding to parents when talking about and listening to their questions, concerns, or struggles regarding their child.
- Giving constructive feedback to parents for the effort they extended in collaborating with their child's teacher with regards to the progress of their child's developmental skills.
- Using a warm low tone of voice when talking to a child by asking about their feelings towards a circumstance.
- Maintaining sense of professionalism in solving conflicts by talking calmly and "behind a closed door".

➤ **Interacting and Communicating in a Positive Way and Supporting their Ability to Self-Regulate**

In order to provide an inclusive environment to support the social and emotional development of children we will:

- Engage children with developmentally and age appropriate activities that are planned based on their cues and interests.
- Model the use of “I” statements to encourage positive interaction among children and to help promote self-expression.
- Provide guidance and words of encouragement when needed. Staff will use positivity to encourage self-regulation and confidence within each child.

We encourage children to interact positively with each other by:

- Teaching them to be understanding and aware of another person’s feelings, and that it is important to respect them no matter what the situation may be.
- Providing materials such as books, group activities and songs to teach the children about the importance of community and friendship.
- Helping the children to recognize and understand that everyone is different and unique in their own special way.

➤ **Emergent Curriculum**

St. Alphonsus Child Care Centre promotes child initiated and adult-supported experiences in every class by giving freedom to the children to initiate what they are going to learn about. We will ask them thought-provoking questions directed towards their interests and cues and from there, we will help guide and provide resources to the children towards the answer. We will implement this by:

- Doing daily observations of the children's play and documenting what their interests and cues are. The staff will then program plan based on their findings.
- We will provide the children with open ended materials and resources to help them discover and learn about their topic.
- We will document with words and pictures the children's findings and how the process came to be. This will come in useful for future reference, children's reflections and parents to see what their child has discovered.

### ➤ **Environment as the Third Teacher**

St. Alphonsus Child Care Centre believes that the environment plays a huge role in the children's learning. Planning the environment and how the room is laid out will help with guidance strategies, organization, and ensuring the safety of the children. The environment enriches the children's experiences and is a valuable part of their learning. We will promote environment as the third teacher by:

- Ensuring that the classroom is organized and planned well to ensure that guidance strategies, organization and safety precautions are made
- All toys are age and developmentally appropriate and kept sanitized and useable
- All bins are labelled with words and pictures
- Different centres are clearly labelled with words and pictures
- Cultural diversity and inclusion is demonstrated throughout the class with pictures, books, puppets...etc.
- Art work is displayed on the walls



- Bringing the outside in. Filling the classroom with natural light, real plants and animals will allow a peaceful learning environment. This may even turn into a learning opportunity for the children. (E.g. How do plants grow? What do our pet fish eat? Etc.)
- Documentation of children's learning is posted for the children to reflect upon and parents to see

### ➤ **Rest and Quiet Time**

St. Alphonsus Child Care Centre believes that it is important to keep children busy and active throughout the day to encourage their learning and discovery. But at this age and stage in the children's lives, it is important that they get sufficient rest to recover from a busy morning, which is why we have a rest and quiet time for two hours each day for children to take a nap or have some down time to themselves. We will ensure that:

- Each child has their own bed that will be labelled and it is not to be shared with any other child
- Beds and sheets will be sanitized weekly or whenever necessary
- If a child cannot sleep or if parents wish for them not to sleep, a quiet activity (Such as a puzzle or book) will be provided to them
- Sleep logs will be done to document how the child slept, if any unusual behaviour or discomfort arises, parents will be notified

### ➤ **On-going Communication with Parents**

St. Alphonsus Child Care Centre values the significance of family partnership. We value parents being the primary caregivers and teachers of their children. We support and collaborate with parents for the benefits of the children's brighter future by:

- Informing them about the activities and events occurring at the centre or in the classroom through monthly newsletters and encouraging parents to get involved with the program by sharing ideas, materials and practices regarding cultural heritage, skills...etc.
- Offering community resources, programs and organizations by providing addresses, websites and phone numbers when asked
- Encouraging parents to get involved in their child's activities and experiences. (I.e. helping their child complete their homework, volunteering for class trips...etc.)
- Maintain open communication through verbal conversations, scheduled meetings, phone calls, e-mails...etc.)
- Creating a portfolio for each child. The portfolio will include observations, checklists and pieces of artwork made by that child.
- Daily conversations in the morning during drop-off and in the afternoon during pick-up about the child and their well-being, achievements or experiences

#### ➤ **Partners in the Community**

St. Alphonsus Child Care Centre relies on the community to help build and strengthen the centre and provide learning opportunities for the children. The help we receive from families and the community are partnerships that we value and do not take for granted. We will continue to build and strengthen our relationship with the community and the children by:

- Inviting community members (e.g. firemen, librarians, cooks, police...etc.) to the classroom to conduct a presentation to the children about their field and what their role in the community is
- Taking the children out for a neighbourhood walk to allow them to become familiar with the area

- Taking a weekly trip to the library for some stories, songs and rhymes

### ➤ **Staff Training and Qualifications**

St. Alphonsus Child Care Centre wants to ensure that all staff are continually reviewing and expanding their knowledge of early childhood education. Our field is constantly growing and we need to ensure that our employees are equipped with the knowledge and information that is necessary in order to properly implement and work with the children. We will ensure our staff are continually learning by:

- Reviewing policies and procedures yearly
- Maintaining good condition with the College of Early Childhood Education
- Reviewing these documents as often as needed:
  - Ontario's Pedagogy for the Early Years of How Does Learning Happen?
  - The Early Years Portal
  - The Licensing Manual
  - Continuous Professional Learning (CPL)

### ➤ **Documentation of Children's Learning**

St. Alphonsus Child Care Centre understands that documentation is an important part of children's learning. It is a way for children to make their learning visible and reflect upon it when needed. Documentation allows parents, guardians, caregivers and the community to look at what the children are capable of doing and how the children are progressing. Our teachers make daily observations in the program and use this information to inform future planning. The purpose of the documentation is also:

- An opportunity to make children’s learning and understanding of the world visible to themselves, to other children, to their parents, other families, and to the program staff
- A way to reflect on the development growth over a period of time
- A process for program staff to co-plan with children about planning
- To have learning portfolios for each child

### **PROHIBITED PRACTICES**

St. Alphonsus Child Care Centre **Does Not Permit:**

1. Corporal punishment (physical punishment such as hitting, spanking, kicking, heavy pushing, shoving, grabbing, squeezing arms, ears, etc.);
2. 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.
3. Deliberate harsh or degrading treatment that would humiliate a child or undermine his or her self-respect;
4. Depriving the child of basic needs (i.e. food, shelter, drink, sleep, toilet use, clothing, and bedding);
5. Inflicting any bodily harm on children including making children eat or drink against their will;
6. Locking the exits of the 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.

### **CHILD CARE STANDARD**

Our centre is non-sectarian. Families of all religious affiliations are invited to enroll their children in our program. Children are admitted regardless of race, creed, colour, sex, natural origin or religion. Children who are hearing and visually impaired along with children who are developmentally delayed and may have a speech impediment will be accepted. If the child requires extra attention, this can be accommodated with the supervisor.

### **OUR GOALS**

#### ➤ For the Child:

1. To provide learning opportunities for the children in a setting conducive to the development of wholesome social relationships and independence
2. To help develop the children's skills and abilities to create a stable foundation for learning and discovery

#### ➤ For the Parent(s):

1. To provide care for the child while the parents pursue their own field of work or other interests
2. To reinforce the role of the parent(s) in an integral part of the education for the child, and to document their learning as progress reports

#### ➤ For the Community:

1. To help meet the needs of the community for an early childhood education facility
2. To provide a setting where people of various religious and ethnic backgrounds can work together to help provide a stable and caring environment for children

### **NEW CHILDREN AND FAMILIES**

Welcome to St. Alphonsus Child Care Center! We want to ensure that you and your child are ready for their first day at our center and are prepared for all the learning and excitement that will take place. The following is a list of articles your child will need:

1. Change of proper seasonal clothing  
(Shirts, pants, shoes...etc.)
2. Diapers and wipes (if needed)
3. Water bottle
4. Sunscreen
5. Family Photo (4x6)

**\*\*\*Please label ALL of your child's clothing and articles clearly with your child's full name\*\*\***

- It is recommended that the parents' time be as flexible as possible during the child's first few days of attendance at the centre so that the transition from home to the centre will be as easy as possible
- Transitioning can be hard for children, you may bring in a particular toy or blanket from home to help the child self-regulate
- Feel free to ask the supervisor and programming staff if you have any questions, comments or concerns

- We advise parents to follow the **TRANSITION WEEK** for the Toddlers as it is an easy way for your young one to gradually get used to the environment and daily schedule. Please arrive no earlier/later than 9:00am each morning and follow the pick-up times on the schedule.

### Toddler Transition Week

Monday	9am – 11am
Tuesday	9am – 11am
Wednesday	9am – 12pm
Thursday	9am – 2:30pm
Friday	9am – 5pm

### DAYS AND HOURS OF OPERATION

St. Alphonsus Child Care Centre is open from **Monday to Friday** between the hours of **7:00am to 5:30pm** throughout the year except for the following holidays:

New Years Eve	New Years Day	Family Day
Good Friday	Easter Monday	Victoria Day
Canada Day	Civic Holiday	Labour Day
Thanksgiving Day	Christmas Eve	Christmas Day
Boxing Day	<b>*Please note that we are half day on Holy Thursday. Daycare closes at 12pm*</b>	

### YEARLY DAYCARE CLOSURE

St. Alphonsus Child Care Center closes every year in July during the second and third week due to the Carmelite Sisters having a

retreat. Payment for these two weeks is waived for parents/guardians. Parents/Guardians will be notified in advance regarding the specific dates of this closure.

### **PAYMENT AND COLLECTION OF FEES**

Parents are responsible for payment of the fees in order to maintain the child's space in the program. Fees are due for each day of the year, except Saturdays and Sundays, **regardless of a child's absence from child care, whether due to illness, vacation or any other reason.**

**Child care fees are due at the beginning of each month. (Must be in by the first Wednesday of each month or it is considered late.)** Continuous late payments may result in withdrawal of your child.

Please communicate with the office if you have any questions or concerns regarding payment.

We accept payments in either cash or cheque. Payment by cheque can be provided through post dated cheque. Cheques should be payable to **St. Alphonsus Day Nursery**. \*Returned cheques will be charged a bank fee of \$5.00\*

Cash payments will receive an invoice once payment is received at the end of each month.

### **REFUNDS AND CREDITS**

St. Alphonsus Child Care Center does not issue refunds or credits due to child's sickness, vacation or for any other reason for absence.



If a parent/guardian over pays the center, we will forward the extra payment towards the next due date. If the overpayment is more than the child's withdrawal notice, the child must stay in care until the payment is completed or payment is forfeited to the daycare.

St. Alphonsus Child Care Center has been approved for CWELCC. If parents/guardians have prepaid more than the base fee, the center will ensure that a credit or refund is issued of the difference between the amount that was prepaid and the amount of the base fee determined. Refunds and credits will only be issued for this reason. The refund will be issued by cheque.

### **Canada-Wide Early Learning and Child Care**

St. Alphonsus Child Care Center is operating under the Canada-Wide Early Learning and Child Care (CWELCC) program. Child care fees for children <6 years of age will be reduced using a phased approach until fees reach an average of \$10 per day.

*"Eligible Children" means any child under six years old; and up until June 30 in a calendar year, any child who (a) turns six years old between January 1 and June 30 in that calendar year, and (b) is enrolled in a licensed infant, toddler, preschool or kindergarten group, a licensed family age group, or home child care, as defined in the Child Care and Early Years Act, 2014.*

For more details, visit:

<https://www.toronto.ca/community-people/employment-social-support/child-family-support/child-care-support/canada-wide-early-learning-child-care-information-for-parents/>

## Full-day Child Care Program Fees

There are two types of fees:

- Base Fees
- Non-Base Fees

<b>Fees</b>	<b>Toddler</b>	<b>Preschool</b>	<b>Kindergarten</b>
<b>Base Fee</b>	\$62 per day	\$59 per day	\$42 per day
<b>Current Fees with CWELCC</b>	\$22 per day	\$22 per day	\$22 per day

### Non-Base Fees

Non-Base Fees include those which are discretionary for optional programming or fees that only apply in certain circumstances.

At the current time, the following non-base fees may apply:

- NSF/Bank Services Charge, \$5 per returned payment

### **Our Current Fees**

Toddler - 18 Months to 30 Months (2 ½ years old)	\$22/day (\$110.00 per week)
Preschool - 31 Months to 48 Months (4 years old)	\$22/day (\$110.00 per week)
School Age – Up to 6 years old	\$22/day (\$110.00 per week and includes PA Days, March Break and Summer)
School Age – 7 to 12 years old Part Time (Before or After Care ONLY)	\$85 per week (Does not include PA Days)
School Age – 7 – 12 years old Full time	\$160 per week (Includes PA Days)
PA Day	\$45 per day
Summer and March Break Program (7-12 years old)	\$210 per week

### **BEFORE AND AFTER SCHOOL/SUMMER CAMP**

Before and after school clients are required to pay full fees for all summer weeks if they wish to return in September. St. Alphonsus Child Care Center reserves the right to fill the spot if payment is not received.

### **INCOME TAX RECEIPTS**

Income tax receipts will be provided for the previous year by the end of February the following year. The total amount will include those fees paid during the period of January 1<sup>st</sup> to December 31<sup>st</sup>. If your fees are received after December 31<sup>st</sup>, even if they are fees

owing for the previous year, they will be included on your income tax receipt for the year in which they were received.

**\*\*\*Income tax receipts will not be issued until all outstanding fees and penalties are paid. \*\*\***

### **VACATION/ABSENCES**

Parents are required to pay the full weekly fee for all days of absences including vacation days used by the child during the year. This is to ensure that your child's spot is secure within the centre. St. Alphonsus Child Care Centre reserves the right to fill the spot of any child if they are absent without giving notice and full payment of tuition fees.

### **WAITING LIST**

A waiting list will be maintained by the Supervisor for those families who have expressed an interest in having their child/ren attend the Centre. Once the child has reached the top of the list, the Supervisor will contact the parent/guardian to offer them the available space. Should the parent/guardian decline the space, the child's name will either be removed from the list from the parent/guardian's request or retained until another space becomes available. A sibling of a child already enrolled in one of our programs will be given priority when a space in the Centre in his/her age group becomes available.

### **NOTICE OF WITHDRAWAL**

**A ONE MONTH WRITTEN NOTICE** is required of your intent to withdraw your child from the centre. The child must be in attendance during this period or full fees need to be paid in lieu of

notice. If you are able to provide us with more than one month notice it would be much appreciated.

### **INVOLUNTARY WITHDRAWAL**

St. Alphonsus Child Care Centre is committed to providing a safe, caring, and enriching environment for all the children who attend our child care programs. It is the practice of our child care centre, to communicate with parents on a regular basis and to keep them informed of their child's behaviour and development, including any difficulties that their child may be experiencing.

St. Alphonsus Child Care Centre promotes professional development of the staff to assist them in developing their skills in working with children who have challenging behaviours. In situations where the regular child care program is having difficulty in meeting the needs of a particular child:

- Staff will log incidents and keep them in a designated folder
- Staff will consult with the parents to keep them informed
- With the parent's permission, the child will be referred to an outside agency or for assessment/support/strategies
- If the behaviour results in an injury, an "Accident/Injury" form will be completed as per our regular procedures and a copy will be attached to the assigned folder
- Staff will verbally review the incident with the parent on the day of the incident. The childcare Supervisor will be notified.
- If three or more serious incident reports or documented cases of problematic behaviour occur

within a two month period, a meeting will be held with the child's parents/guardians, child care staff and the Supervisor/Director. Notes will be taken of the meeting with a copy given to the parent and another copy attached to the assigned notebook.

In the event that the child care centre is unable to meet the needs of the child, the Supervisor in consultation with the Child Care Director and staff, have the right to decide whether a child will be withdrawn from the centre. A decision to do so will be made considering the best interests of the child and the safety of all children and staff. The Supervisor/Director will meet with the parent(s) to suggest alternative care and to refer to other services. A written notice of minimally 30 days will be given to the parents to seek alternative care for their child.

**A non-exhaustive list of problematic behaviour includes:**

1. Physical harm to any member of the centre.
2. Verbally abusive behaviour.
3. Damage to the child care property.
4. Non-compliance with the rules of the child care centre.
5. Unwillingness of the parent to seek assistance for their child and or follow through on the recommendations.
6. Behaviours which require the staff to spend unreasonable amounts of time with the child to deal with the problematic behaviour thus taking away time and attention needed to ensure a safe program.

### **SAFE ARRIVAL AND PICK UP**

#### **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.

## **Policy**

### **General**

St. Alphonsus Child Care Center 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.

St. Alphonsus Child Care Center will only dismiss children into the care of their parent/guardian or another authorized individual. The center will not release any children from care without supervision.

Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## **Procedures**

### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - 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 Emergency Contact List or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
  - 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 Supervisor and they must commence contacting the child's parent/guardian no later than 10am.
  - Staff shall call the parents/guardians and confirm the absence. If the parents/guardians do not pick up, a voicemail will be left



- 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, after five minutes the program staff shall contact the parent/guardian by phone 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, staff must call the parents/guardian again and leave a voicemail message. 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 contact the emergency contact on file and refer to the procedures "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 5:31pm, staff shall ensure that the child is given an 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 then proceed to contact the authorized individual responsible for pick up.
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 any other emergency contacts in 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 6:00pm the staff shall proceed with contacting the local Children's Aid Society (CAS) at 416 924 4646. Staff shall follow the CAS's direction with respect to next steps.

**\*\*\*PLEASE NOTE\*\*\***

Parents picking up after 5:30pm are subject to paying the staff \$1.00 per minute to cover the cost of their overtime. This payment must be made in cash. Example: Parent picks up at 5:45pm, payment of \$15.00 must be made to the staff.

**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 circumstance will children be released from care to walk home alone.

**CUSTODY OF CHILDREN/LEGAL GUARDIAN**

With the challenges of separation/divorce, there comes with it many communication issues and stress for both the family and the Centre. Please understand that we will only follow instructions that are outlined on legal Court Documents. Parents are responsible for ensuring the Centre has all updated information.

**UPDATING FILES**

- Please inform the supervisor or a staff member if your work, home or cell phone number changes. This information is vital in case of an emergency and we need to contact you.

- Please ensure that your child's immunization record is updated. The centre will need a photocopy every time your child gets immunized. If your child's immunization has not been updated, this could result in a temporary suspension until the child gets the appropriate immunizations needed.

## **NUTRITION**

St. Alphonsus Child Care Centre will provide a morning snack, a hot lunch and an afternoon snack. Our menus are posted and are on a five week rotation.

Children are encouraged by staff to try out new foods. They are not forced to eat, but decide on the amount by themselves. (Food, including dessert, is not used as a reward or punishment).

Parents may bring in a treat for special occasions or their own child's birthday. We ask that the treat is nut free and is provided with an ingredient list.

## **IMMUNIZATION**

Children who attend St. Alphonsus Child Care Centre must have their immunization up to date except in the cases of parents who, for religious, medical or philosophical reasons choose not to. Those who choose not to have their child immunized must complete a sworn affidavit form from the City of Toronto Public Health office.

*Please be aware that in the case of an outbreak the child will need to be kept out of the centre until all danger of illness has passed.*

Please be sure to provide the centre with each update of your child's immunization. Should a child's Immunization record not be

up-to-date, the child may be suspended from the centre until the proper immunizations are completed.

### **HEALTH POLICY**

In the best interest of your child and the other children and staff at St. Alphonsus Child Care Centre, we ask that any child with the following symptoms do not come for the day or until the symptoms are cleared:

1. A temperature of 38 degrees C or over
2. Indication of infectious children's illness (e.g. Chicken pox)
3. Vomiting and/or diarrhea
4. Extreme cold - excessive yellow/green discharge from nose, continuous heavy coughing
5. Unexplained rash
6. Pink-eye
7. Head-lice

If your child develops any of these symptoms while at our centre, the staff will call the parent(s) or the emergency contact person to pick up the child. We ask you to be as prompt as possible in picking up your child. We will do our best to help keep your child comfortable until your arrival. **A doctor's note is required for the child to return to the centre if requested by the center.**

### **HEAD LICE PROTOCOL**

1. Parents of children identified with head lice are required to pick up their child from child care immediately.
2. The parent is required to keep the child at home until the problem is cleared and the child is nit-free.
3. Parent will be provided with the Toronto Public Health "Head Lice Fact Sheet" which contains information about

remedy options and instructions for treating lice as recommended by Toronto Public Health.

- a. Upon returning to the child care children must be free of lice and nits.
- b. Parents will remain with their child until a staff checks the child's head.
- c. If a child is not free of lice and nits they will not be readmitted to child care.
- d. Staff must use a new pair of disposable gloves or sticks to go through a child's hair.
- e. A sign will be posted informing parents of a lice outbreak

### **ALLERGIES/ANAPHYLAXIS**

If your child has any allergies, it is important to let the Supervisor and staff at St. Alphonsus Child Care Centre, know.

**\*\*\*Our centre is a PEANUT FREE facility\*\*\***

#### **Important to note:**

- A reaction can develop within minutes of exposure to the allergen
- Young children may not be able to express the symptoms of anaphylaxis

#### **CHILDREN WITH ANAPHYLAXIS:**

**Parents along with the child's doctor must complete the Individual Anaphylaxis Emergency Plan.**

## **Rules for Parents Who Send Food with their Child**

- Ensure that parents label food brought to the child care center with the child's full name and if applicable, the date the food arrived at the child care center.
- Parents must advise the child care center of all ingredients in food supplied by the parent or any ingredients to which children may be allergic.

### ➤ **Individual Anaphylaxis Emergency Plan**

Each child with an **anaphylactic allergy** needs to have an individual plan including the emergency procedures to be followed in the event the child has an anaphylactic reaction. These individual plans will be posted in all areas where children eat.

The parent/guardian and doctor of an enrolled child with an anaphylactic allergy will be required to complete the child's individual plan, including the emergency procedure that includes:

- Photo of the child
- Description of the child's allergy
- Monitoring and avoidance strategies
- Symptoms of an anaphylactic allergy
- Action to be taken by the Child Care staff in the event the child has an anaphylactic reaction
- Parent/guardian consent that allows the Child Care staff to administer the allergy medication in the event their child has an anaphylactic reaction.

### **Strategies to Reduce the Risk of Exposure**

- The Allergy List and Anaphylaxis Plan will be revised as necessary
- Children with extreme allergies that the centre cannot accommodate will be asked to bring in their own food

- Foods with “may contain” nut warnings will not be served
- All labels will be read by a staff member prior to serving
- Staff purchasing food on behalf of the centre must read food ingredient labels every time a product is purchased
- Any persons supplying food to the child care will be notified of all life-threatening allergies in the centre. A list of all allergies will be revised as necessary
- Birthday cakes will be permitted only if the cake comes with an ingredient list and is nut-free
- If the child is still eating something when s/he comes to the Child Care centre (i.e. in the morning) the parent will be asked to stay with the child, outside of the room, until the food is finished
- Parents are required to advise the Child Care centre if their child develops an allergy that requires medication, or of any change to the child’s individual plan or treatment or if their child has outgrown an allergy and no longer requires medication.

### **ADMINISTRATION OF MEDICATION**

We are permitted to administer only prescription medication or over the counter drugs with a doctor’s note stating the name of the medication and the dosage and time it is to be given.

#### **Parents are required to:**

1. Complete a Medication Administration form available in the office (Ask the supervisor), outlining storage, dosages and times medication is to be given. Medicine must be given to a staff person who will ensure it is locked and kept safe, away from the children.



2. Medication must be in the original container, clearly labelled with the child's name, name of drug, date of the purchase, instruction for storage and administration. A measuring spoon/cup/syringe suitable for dispensing medication labeled with the child's name should also be provided.
- ☐ Whenever possible we encourage parents to give any medication to their child at home if this can be done without affecting the treatment schedule.
  - ☐ All medication must be given to a staff person who will lock them up in the appropriate place.
  - ☐ If your child requires medicine on a regular basis for a chronic health problem, please ensure that a doctor's letter outlining this requirement is provided.
  - ☐ Unused medication left in the medicine box will be discarded after 3 weeks.

### **EMERGENCY MANAGEMENT**

St. Alphonsus Child Care Centre is committed to ensuring the safety of children and staff by following the Emergency Preparedness Plan Policy and Procedure. In case of an emergency, parents/guardians will be notified via phone call. If parents/guardians cannot be reached, the emergency contact person on file will be notified and asked to pick up the child(ren).

### **REST TIMES**

St. Alphonsus Child Care Center provides the Toddlers and Preschoolers with a two hour rest period each day. If you do not

wish for your child to sleep during this time, we require a written notice to keep in their file. If a parent/guardian wishes for their child to stay awake during this time or if a child does not fall asleep within the first hour, we will provide them with a quiet activity. Each child will have their own labelled cot and it is not to be shared with another child. Bed sheets will be washed every week or when soiled.

### **TRIPS**

From time to time, excursions to places of interest are planned as part of the children’s program. Members of staff provide supervision, and every precaution will be taken to ensure the safety of the children. Parents must sign a permission form in order for their child to participate. Children’s parents who do not sign the permission form may be asked to find alternate care for their child for the duration of the trip.

### **CLOTHING**

It is important to remember that your child will be participating in play based learning. With this in mind, please send your child to the centre dressed in suitable play clothing that is easy for them to handle, is comfortable and easy to wash. All children, with the exception perhaps of school age children, should have a change of clothing at the centre. Since the children participate in outdoor play activities all year (weather permitting) they will need:

<p><b>Spring/Summer</b></p>	<ul style="list-style-type: none"> <li>• Sun hat</li> <li>• Extra pair of pants/shorts</li> <li>• Extra shirt/light jacket</li> <li>• Bathing Suit</li> <li>• Towel</li> </ul>
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	<ul style="list-style-type: none"> <li>• Sunscreen</li> <li>• Running shoes (Slippers/sandals are not recommended.)</li> <li>• Socks</li> </ul>
<b>Fall/Winter</b>	<ul style="list-style-type: none"> <li>• Scarf</li> <li>• Hat/Tuque</li> <li>• Gloves/Mittens</li> <li>• Waterproof Boots/Indoor Shoes</li> <li>• Socks</li> <li>• Jackets/Sweaters</li> <li>• Extra pair of pants</li> <li>• Extra shirt</li> </ul>

### **SUN SAFETY DURING OUTDOOR PLAY**

To ensure the safety and comfort of the children and to maximize the benefits and enjoyment of outdoor play, we ask that you dress your children in comfortable, loose fitting, light-coloured (if possible) clothing. Please provide sunscreen lotion with an SPF of at least 30, labeled with the child's name, to be kept at the child care centre. Staff will help the children apply the sunscreen at least 15 minutes before going outdoors. School age children may apply the sunscreen lotion themselves with the supervision of staff.

Please provide your child(ren) with a sun hat, labeled with your child's name. **For hygienic reasons, the Child Care centre will not provide a sun hat if one is not brought from home.**

Staff will monitor the children's level of comfort regularly especially if any of the children suffer from asthma. They will watch for signs such as coughing, wheezing, chest tightness or

difficulty in breathing. Staff will adjust/modify their outdoor program plan to ensure that the children can enjoy cooling activities such as water play, bikes, balls...etc. and make use of the shaded areas as much as possible.

Children feeling/looking unwell will be brought indoors immediately and the Supervisor will be informed.

### **SMOG AND HEAT ALERTS**

Toronto Public Health recommends that during a Smog or Heat Alert, precautions be taken to protect children from exposure to air pollutants and extreme heat. To ensure the safety and well-being of the children and staff the following procedures will be taken:

- The Supervisor will inform the staff of the advisory/alert
- Children's outdoor activity level will be reduced or will be hosted in the gym
- Staff will provide the children with less vigorous activities or will reduce the duration of such activities. The staff will also provide a variety of quieter activities in shaded areas as well as cooling activities such as water play, bubbles...etc.
- Time spent outdoors will also be reduced. Outdoor play between 11:00am and 3:00pm will be discouraged
- Changes to our outdoor activity program will be posted in the weekly program-planning sheet along with the alternate activities provided for the children
- If an outing/trip has been planned, all efforts will be made to have it re-scheduled. Parents will be informed of the change in advance, if possible

## **INCLEMENT WEATHER**

- If the temperature is 30 degrees or more we will either reduce the amount of time spent outside or go to the gym for gross motor.
- If the weather is -15 degrees or less we will either reduce the amount of time spent outside or go to the gym for gross motor.

## **TOYS**

Toys will be washed and disinfected weekly or as often as needed to ensure the safety of the children. We sanitize our toys in the industrial sanitizer and follow the Toronto Public Health Toy Cleaning and Disinfecting method.

## **WASHROOMS**

Washrooms, toilets, and diaper changing areas will be disinfected after each use. They will be sanitized by our cleaning staff routinely to ensure cleanliness.

## **NON-SMOKING ENVIRONMENT**

No person shall smoke in or around any part of St. Alphonsus Child Care Centre. “No Smoking” signs are posted and are clearly visible.

### ➤ **Non-Compliance Protocol for Parents and Visitors**

The first time a parent or visitor is found not complying with the non-smoking policy they will be informed of the policy and the need to comply. They will also be advised that if they fail to comply once again it will result in them being told to leave the property and they will need to arrange a meeting

with the Child Care Director to discuss the situation before they will be permitted to return.

### **FIRE DRILL AND EVACUATION**

**Fire Drills will be done once a month.** They will be recorded immediately following the drill. Fire routes are clearly marked around the Centre. Fire procedures are on display in each classroom. Regular fire inspections are required for the licensing of the Centres.

Our emergency refuge area is:

**99 Vaughan Road  
York, ON  
M6C 4A9**

If we need to evacuate the premises, we will go to our emergency refuge area. Parents will be notified as soon as possible and may be required to pick up their child if it may take some time to resolve the issue.

### **VULNERABLE SECTOR SCREENING**

All successful candidates for either full-time, part-time or replacement employee positions who have direct contact with the children under the Centre's care will be required to provide a Vulnerable Sector Screening prior to employment. All volunteers and placement students are also required to provide a Vulnerable Sector Screen. All employees are required to have a Vulnerable Sector Screening every 5 years and sign an Offence Declaration for each year for the years in between.

## **MONITORING BEHAVIOUR PROCEDURES**

Employees at St. Alphonsus Child Care Centre are expected to work in a respectful and professional manner. They are expected to work as a team and cooperate with each other to demonstrate our values and goals effectively to our community.

The regulations of the Child Care Early Years Act set out standards of behaviour management which must be followed by all staff, students and volunteers employed in a licensed child care centre. They are as follows:

- No operator shall permit:
  - Corporal punishment of a child;
  - Deliberate harsh or degrading measures to be used on a child that would humiliate a child or undermine a child's self-respect; and
  - Depriving a child of their basic needs including food, shelter, clothing or bedding
- No operator shall:
  - Lock or permit to be locked for the purpose of confining a child, the exits of a day nursery operated by the operator or location where private-home child care is provided by the operator; or
  - Use a locked or lockable room or structure to confine a child who has been withdrawn from other children

Staff, students, and volunteers are required to review the prohibited and permitted practices prior to having contact with the children. All staff will have knowledge of the consequences of the violation of the policy.

The policy will be signed, witnessed and dated at the time of orientation and annually thereafter; a record will be retained for at least two years.

Staff, students, and volunteers are obligated to report any incident to the supervisor; this will be discussed, documented and kept on file. The supervisor will carry observations to monitor behaviour management practices of staff that provide care and guidance to the children in the child care centre. A Supervision of Children and Behaviour Management Monitoring form will also be completed by the Supervisor.

### **CONTRAVENTION OF THE POLICY**

Failure to comply with the Prohibited Practices Policy may result in one or more of the following:

1. Verbal Warning
2. Written Warning
3. Immediate Dismissal

*Immediate dismissal will occur if the contravention of the policy is considered to be of a severe nature. This will be up to the discretion of the Supervisor and/or Director.*

### **POLICY REVIEWING PROCEDURES**

Every new employee, volunteer, and student shall read and sign our Policies and Procedures before having any interaction with the children. The policies and procedures will be reviewed every



year. Upon completion of the review, each individual will be required to sign the Annual Policy Review Form. The Supervisor will be required to sign this form as well, indicating that they were the person responsible for the review.

### **CHILD ABUSE POLICY**

Abuse has been defined in Section 47(a) of the Child Abuse Act as:  
A condition of:

1. Physical Harm
2. Malnutrition or mental ill health of a degree that, if not immediately remedied, could seriously impair growth and development, or result in permanent injury or death.
3. Sexual Molestation

If a staff member at St. Alphonsus Child Care Centre has reasonable grounds to suspect that a child is suffering – or may have suffered abuse, the staffs is obligated by law to report their suspicion to the local Children’s Aid Society.

If a parent, staff, or other accuses a staff member of abuse, it is the duty of the Centre to report the accusation to the Children’s Aid Society and follow the direction given by the worker spoken to. Children’s Aid will investigate the allegation. St. Alphonsus Child Care Centre will send the staff member home immediately. The employee will be compensated for the days of work missed until Children’s Aid completes their investigation. The Centre may not, under the Labour Law, dismiss an employee on an accusation. If at the end of the investigation it has been proven by Children’s Aid Society that abuse occurred, the employee will be immediately dismissed.

➤ **Procedure for Reporting Abuse:**

Every person in Ontario must call their local Children's Aid Society immediately to report his/her suspicion that a child may have been abused or is at risk of abuse.

➤ **Failure to Report:**

All suspected cases of child abuse must be reported. A person failing to do so can be charged under the Child Welfare Act (1978) and be liable or charged with a \$1,000.00 fine.

➤ **Protection from Liability:**

If a person reports suspected child abuse, he/she cannot be sued if it proven that the report was made in good faith.

### **SERIOUS OCCURRENCE**

**A Serious Occurrence is defined as:**

1. The death of a child who received child care at a home child care premises or child care centre, whether it occurs on or off the premises
2. Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premises or child care centre
3. A life-threatening injury to or a life-threatening illness of a child who receives child care at a home child care premises or child care centre
4. An incident where a child who is receiving child care at a home child care premises or child care centre goes missing or is temporarily unsupervised
5. An unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children

receiving child care at the home child care premises or child care centre

➤ **In the event of a serious occurrence, all staff are expected to:**

1. Provide child/individual with immediate medical assistance (i.e. First Aid and/or call 911 if necessary).
2. Ensure that all persons witnessing the incident remain on the premises until a report has been completed.
3. Notify centre on-site Supervisor immediately.

➤ **In the event of a serious occurrence, the onsite Supervisor or designate is expected to:**

1. Contact the parents/guardians or necessary individuals.
2. Assign an adult to accompany the child to the hospital with the child's emergency information. They are to stay there until a parent arrives.
3. Report the occurrence to the Director.
4. Confirm that the occurrence is reported to the **City of Toronto Children's Services Serious Occurrence line at 416-397-7359** within 24 hours. Use Part 1 of the *Child Care Serious Occurrence Report* form to assist in ensuring that all information required for the initial report is provided. *Do not send this form to the City of Toronto.* All serious occurrences (including enhanced serious occurrences) must be reported to the City of Toronto. Any serious occurrences that happen after office hours on Fridays are to be reported to the City of Toronto after hours number at **416-540-3725**.

5. Confirm that Part 1 and Part 2 of the **Child Care Serious Occurrence Report** is completed and **faxed** to the **Ministry of Education** at **647-724-0942** or **emailed** to your **Ministry of Education Program Adviser** within seven business days of the initial notification. *Do not send this form to the City of Toronto. This form must be completed in full and sent to the Ministry of Education. Note: only the **first and last initials** of the child(ren) involved are to be included in the form. Full first names and/or last names are not to be used.*
6. Report any follow-up regarding the occurrence to the Supervisor and to the Director.
7. Notify the parents about any required follow-up.

### **DEALING WITH BITING**

Biting is one of the most difficult behaviours to deal with in young children. Biting is quite common among toddlers and is a very normal reaction for this age group. Children bite for many reasons such as; teething, expression...etc. Most of the time, biting occurs because a child is frustrated and does not know what else to do. The child has not yet learned the appropriate words or actions to express their frustrations, thus resorting to biting.

**When dealing with a biting incident, staff will abide by the following:**

- Separate the children and ensure that the victim that got bit is okay. Wash the bite with soap and water. Apply ice if needed.

- Staff will remain calm and approach the child that bit, make eye contact, and use positive wording when addressing the child. “We use gentle touches. Our teeth are for biting our food, not our friends.”
- The children will have a chance to talk to each other and apologize.
- An accident form will be completed and the parents of each child will be notified as to what happened. Confidentiality will be maintained.

### **How the Situation will be Monitored**

- Popular toys within the class will be doubled to ensure that fighting is lessened.
- Provide a variety of different activities in different centres to decrease traffic in each centre
- Rotate toys often to ensure every child gets a turn with the activity. (Every 10 minutes, children switch.)
- Plan the environment so that the furniture is “open” and the room is able to relieve cramped or crowded areas.
- If biting is a continuous issue within the classroom, supervision and monitoring will be increased.
- If the biting continues, the child will be separated from the other children and will play with a separate activity

### **Teaching Acceptable Alternatives to Biting**

- Encouraging the children to use their words to express their feelings
- Substitute a teething toy if the child is going through teething
- Ask if the child is hungry. If so, a snack will be provided

## **Praise Children for Appropriate Behaviour**

- The child will be complimented when they are playing well with others. This will help the child to realize that we value this kind of behaviour. It will also help to build the child's self-esteem.
- We will tell the Biter's parents, while the child is listening, when their child was in a situation and did not bite, and used words to tell the other child to stop, or waited for their turn to play with the desired toy.
- Staff will tell the other staff, while the child is listening, that this child used words to let the other children know what he/she wanted.

## **PARENT CODE OF CONDUCT**

St. Alphonsus Child Care Centre is a place that promotes an environment that is safe, nurturing, positive and respectful for all children, parents and staff. Mutual respect, trust and understanding between our centre and your home is very important to us.

Parents are required to:

- Be courteous in speech and actions
- Meet with Child Care staff when requested, to discuss the development or behavior of their child(ren)
- Be supportive of the efforts of the Child Care centre to care for their child(ren)
- Never demonstrate threatening or abusive behavior or use foul language

All children, parents, and staff will be:

- Treated with respect regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual

- orientation, age, marital status, family status, ability, language and accent.
- Respectful of people and their differences, ideas and opinions
  - Treated with dignity and respect at all times and especially when there is disagreement. This includes language, attitude, behavior, and mannerisms.

**Parental behaviour which undermines positive relations with Child Care staff and in contravention of our Code of Conduct will necessitate the withdrawal of their child(ren) from our care.**

### **STUDENTS/VOLUNTEERS**

From time-to-time there may be students or volunteers in the centre. Generally students are from a community college doing their ECE placement at the centre. Under the supervision of our staff, the students gain practical experience while bringing new ideas to the centre.

No child will be left unsupervised with anyone who is less than 18 years of age or not an employee of St. Alphonsus Child Care Centre. Students and volunteers will not be counted as part of the staffing ratios for the centre.

All students and volunteers are required to provide a Vulnerable Sector Screening prior to their start date.

St. Alphonsus Child Care Center would like to encourage parents/guardians to take an active role and regularly discuss what their child(ren) are experiencing with our staff at the center. 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 the Director/Supervisor at St. Alphonsus Child Care Center and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 1-2 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, other persons in the child care premises, 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**

Our agency 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 Director/Supervisor in the office.

## **Concerns about 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>

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Director/Supervisor and/or Staff in responding to issue/concern:
<b>Program-Related</b> (E.g. schedule, toilet training, indoor/outdoor program activities, menus, etc.)	<b>Raise the issue or concern to:</b> <ul style="list-style-type: none"> <li>Program Staff in the Classroom (e.g. Child is in the toddler room, speak to toddler staff)</li> </ul> Supervisor/Director	<ul style="list-style-type: none"> <li>Address the issue/concern at the time it is raised; or</li> <li>Arrange for a meeting with the parent/guardian within 1-2 business days.</li> </ul>
<b>General, Agency or Operations Related</b> (E.g. fees, placement, etc.)	<b>Raise the issue or concern to:</b>  Supervisor/Director	Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> <li>the date and time the issue/concern was received;</li> </ul>
<b>Staff and/or Licensee Related</b> (E.g. Staff Related)	<b>Raise the issue or concern to:</b> <ul style="list-style-type: none"> <li>The individual directly</li> <li>Supervisor/Director</li> </ul> <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> <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> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<b>Related to Other Persons at St. Alphonsus Child Care Center</b>	<b>Raise the issue or concern to:</b> <ul style="list-style-type: none"> <li>The individual directly</li> <li>Supervisor/Director</li> </ul> <p>All issues or concerns about the conduct of other persons at St. Alphonsus Child Care Center that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1-2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

<b>Student/Volunteer Related</b>	<p><b>Raise the issue or concern to:</b></p> <ul style="list-style-type: none"> <li>the person responsible for supervising the volunteer or student</li> <li>Supervisor/Director</li> </ul> <p>All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	
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#### **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 Director/Supervisor of St. Alphonsus Child Care Center.

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.



### **\*\*\*Information Reminders\*\*\***

- ❖ If any information in this booklet changes, parents/guardians will be notified immediately
- ❖ If any information at home changes, please inform the Supervisor immediately. (Change of phone number, address, emergency contact information, allergies...etc.)

## Notes

[illegible]

*This booklet has been supplied in an effort to answer any questions you may have about St. Alphonsus Child Care Centre. If you have any questions, comments or concerns, please refer to our Supervisor, Sr. Rosemary Mdota.*