

Celebrating **10 Years of serving the Stouffville
community**

PARENT HANDBOOK



TINY BUBBLES CHILDCARE

Ages 6 months - 7 years

Welcome to Tiny Bubbles Childcare

Welcome to Tiny Bubbles Child Care. Many families trust us each year to be a place where their children are safe and supported while they grow and develop into their full potential. Our Mission, Vision, and Core Values are the driving principles that guide us to create welcoming, respectful environments that provide positive experiences for children and their families.

Tiny Bubbles Childcare is a for-profit organization that has been providing high-quality, licensed childcare and education for children

6 months - 7 years of age since 2015

. The Parent Handbook outlines important information that will provide you with what you need to know while your child is in our care. We look forward to getting to know you and your child and to embarking on a partnership that supports you to be informed, consulted, and involved in your child's journey at Tiny Bubbles Childcare

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Program Statement

Tiny Bubbles Childcare follows “How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014)” as the guiding document under the Child Care and Early Years Act, 2014.

Goals and expectations integrate the six guiding principles of ELECT (Early Learning for Every Child Today).

Some other Ministry documents Eden refers to and implements in its programming are the Ontario Early Years Framework and Think Feel Act: Lessons from Research about Young Children.

Tiny Bubbles uses a play-based learning approach to create the best environment for children to learn and grow. Our environment consists of age-appropriate materials, toys, and equipment. We follow the children's lead, provide activities that support their overall development, and use observations to guide our planning. Play-based learning allows children to learn in a way that is most appropriate for them. Each child may pursue activities of their interest, allowing them to be creative and innovative as they learn.

“Children Learn as they Play.

Most importantly, in Play, children Learn how to Learn.”

~ O. Fred Donaldson

We provide an environment that allows children to explore their surroundings and fosters curiosity. Our outdoor play space is an extension of our rooms and can be used as an alternate play space if the ratio allows, in addition to our regular outdoor play times. In addition to an environment conducive to play-based learning, Tiny Bubbles provides a safe, caring and healthy environment for our children. We strive to ensure that children feel like they belong, make friends and interact with their teachers. We provide activities that foster ideas of belonging. These activities are based on diversity and encourage cultural.

exploration. We do this through storytelling, music, hands-on planned activities and special field trips or visitors.

We understand that each child's development differs and that factors such as family, community and life experiences influence it. In each case, we aim to integrate all areas of the child's development into our program in an all-inclusive way.

GOAL: Positive Interactions

(CCEYA, O.REG 137 46 (3)(b)(c))

We believe every child should have a sense of belonging, feel connected to others, and contribute to their world.

Support positive and responsive interaction among the children, parents, childcare providers and staff.

Approaches:

Engage in positive, welcoming, and respectful conversations with children, parents, and staff that balance sharing with listening. Promote and facilitate inquiry and open-ended communications among children, parents, and staff.

Encourage the children to interact and communicate positively and support their self-regulating ability.

Approaches:

Have spaces accessible to children that can accommodate quiet activities, small and large groups and individual inquiry while promoting choices. Have spaces that allow for indoor and outdoor activities.

Implementation:

Educators will communicate daily with parents and understand the needs of each child as an individual.

Educators will interact with children, respectful of their individuality by using their names and introducing new children to others.

Educators will discuss similarities and differences and identify the gifts and contributions of another child.

Educators will acknowledge feelings. Educators use books and resources that represent diversity and model empathy for others. They facilitate the environment and experiences that help children express themselves, problem-solve, be creative, reflect and engage in positive expressions.

Goal: Well, Being

(CCEYA, O.REG 137 46 (3)(a)(g))

Our programs will provide a space and opportunity for children to develop a sense of self, health and well-being. Each child's individual needs are valued and accommodated when possible.

- a) Promote the health, safety, nutrition and well-being of the children.
- b) Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into thready, and consider the individual needs of the children receiving child care;

Approaches

Nutrition:

Provide healthy and nutritious food and promoting positive eating environments

Safety:

Allergy protocols to ensure healthy and safe environments for all children. Ensure child's safety by

ensuring appropriate supervision always.

Ensuring a safe environment by conducting all necessary environmental safety checks

Health:

Monitor and asses each child's health regularly through observations and communications with

parents, the child, staff and any other community agencies.

Well-being:

Respond to children's overall emotional well-being. Encourage positive interactions and support self-regulation. Incorporate indoor and outdoor play, active play, rest, and quiet time into the day and consider the individual needs of the children receiving care.

Implementation:

Educators will familiarize themselves with all information for each child concerning any

medical conditions, exceptionalities, allergies, healthy meals and snacks, food restrictions,

medication requirements and parent preference with respect to diet, exercise and rest time.

Forms and journals will be used to document the health, safety, and well-being of the children. TBC will ensure that it meets all regulations set out by Municipal, Provincial, and Federal Acts pertaining to all building, health, and safety aspects that could affect licensed childcare. Educators will ensure that the environments are welcoming and comfortable and meet the needs of the children in their care.

Goal: Fostering Exploration, Play and Inquiry

(CCEYA, O.REG 137 46 (3)(d)(e)(f))

We believe that every child is an active and engaged learner who explores the world with body, mind and senses, foster the children's exploration, play and inquiry.

Approaches:

Create environments and experiences that support learning and foster exploration through play and inquiry.

Inquiries from the children are facilitated and supported by the teacher.

Provide and facilitate learning activities and spaces that meet age-appropriate needs.

Provide child-initiated and adult-supported experiences.

Implementation

Educators will provide learning environments based on the children's interests and choices. They will facilitate learning through enjoyable, spontaneous, and active play environments that respond to the children's curiosity. By being knowledgeable about child development, the Educators continue to foster and explore creative ways in which children can learn what is meaningful and relevant in their lives. Educators will observe and document learning to reflect and facilitate learning opportunities. Educators will ensure indoor and outdoor opportunities are regularly available and rest or quiet times are also available.

Special Needs Programming

Tiny Bubbles will accommodate each child with special needs with a current and updated individualized support plan, which will be developed by staff, parents, and outside support.

The plan will include instructions for the child's use of support or aids or, if necessary, the child's use of or interaction with the adapted or modified environment. It includes all children and describes supports, aids or adaptations, or other modifications to the physical, social, and learning environment.

The plan describes how the center will support the child in functioning and participating meaningfully and purposefully.

The plan will be reviewed and signed by all program staff annually. The plan will be kept in the child's file and if in the classroom in a manner that maintains confidentiality.

Goal: Connections with Family and Community

(CCEYA, O.REG 137 46 (3)(h)(i))

We believe families are competent, capable, curious and rich in experience. foster the engagement of and the ongoing communication with parents about the program and the children

Approaches:

Regular communications with families may include verbal updates (face-to-face, email, phone calls), access to documentation, daily charts when appropriate and regular meetings as required to provide parents engagement opportunities and feedback.

Our Parent Handbook and all other communications will be clear, reader friendly, accessible and meet all necessary regulations.

involve local community partners and allow those partners to support the children, their families and staff.

Network with community resources that will help support children, their families and staff.

Implementation:

Educators will ensure a strong and positive relationship with parents to ensure clear understanding of the family in which a child grows and flourishes. Communication with parents is regular and can be verbal, written or electronic.

Educators will deliver stimulating learning experiences in an interactive environment that enhances children's social, intellectual, physical and emotional development with peers, staff, parents and community partners. Through listening and expression, a collaborative culture of trust and appropriate risk taking is created.

Educators will ensure inclusive opportunities for all and by networking with parents and other community parents, resources are accessed to ensure the best opportunities for all.

Goal: Pedagogical Documentation

(CCEYA, O.REG 137 46 (3)(j)(k))

Pedagogical Documentation is a means to learn how children think and learn.... "It offers a process to explore our question about children... to make learning visible to others, to allow for interpretation, encourages educators to be co-learners alongside both children and families." (HDLH, p.21)

Support staff who interact with children in relation to continuous learning

Approaches:

Provide, support, and encourage all staff to engage in continuous professional learning.

Document and review the impact of the strategies in clauses (a)-(j) on the children and their families.

Documentation supports communication with parents as active participants, planning and creating environments and experiences, allowing time for regular review, reflection, and evaluation about the learning, reviewing the impact of strategies, and supporting and monitoring the ongoing process through things such as regular communication, annual parent surveys, regular parent engagement meetings, and ongoing educator collaboration.

Implementation:

Educators will use documentation as a tool for reflection, goal creation, and scaffolding the children's learning. Both written and pictorial documentation is used. Individual notes, reflections and observations as each child's learning are kept on file so that it becomes a basis for more in- depth discussion with parents.

MONITORING

The implementation of the Program Statement will be monitored by Program Statements. A written record of the review will be completed by the Program Supervisor and signed by each staff member and will be kept for 3 years. When a staff member changes rooms or leaves the room on a permanent basis for any reason the Program Supervisor will make a note in the file.

The program Statement is reviewed by students and volunteers as they start their placement.

The owner and supervisor review the TBC Program Statement annually to ensure it aligns with the Minister's policy statement.

Our Staff

Tiny Bubbles Early Childhood Educators come from various educational backgrounds and experiences. Our staff must go through a rigorous screening process that includes demonstrating their values and skills, providing a police reference check that is renewed every 3 years, and holding a valid Standard First Aid and Infant and Child CPR certification. Once selected, new TBC staff participate in orientation and training on TBC policies and procedures, Ministry of Education regulations, and TBC curriculum.

Our Early Childhood Educators are trained to:

- Communicate regularly to families about their child's progress
- Plan classroom activities based on their knowledge of early childhood development
- Observe and document the progress of each child

At Tiny Bubbles, we recognize the importance of continued professional learning and have developed an extensive series of learning modules that support TBC Early Childhood Educators in gaining a deeper understanding of child development, play, play partnership, program planning, extension of play and scaffolding of learning, effective communication, and providing positive learning environments.

College of Early Childhood Educators

The [College of Early Childhood Educators](#) is the professional self-regulatory body for registered early childhood educators (RECE) in Ontario. The College's role is to protect the public interest by setting requirements for registration to practice as a RECE, setting ethical and professional standards and holding RECEs accountable for their practice. RECEs are trained in child development and the planning and delivery of play-based learning in childcare programs. Tiny Bubbles staff with an early childhood education diploma or equivalent qualifications degree must be current members of the college and in good standing. RECEs must renew their membership with the College on an annual basis.

Our Volunteers and Students on Educational Placements

The involvement of volunteers and placement enhances Tiny Bubbles childcare.

students. Volunteers and placement students are always under the supervision of a TBC staff member and are never left alone with children. All volunteers and placement students must provide a police reference check before interacting with children and adhere to all childcare policies and procedures and Ministry of Education regulations.

Positive Behaviour

Tiny Bubbles Childcare believes that the adult's role in a child's life is to support them in learning how to interact successfully with the world around them, including other children, adults, and the environment.

Our Early Childhood Educators set the stage for positive behaviour by implementing the following approaches:

- Building dependable, positive and nurturing relationships with children and their families
- Fostering healthy social connections with other children
- Responding to each child's individual developmental needs through observation and reaction to cues
- Providing small group experiences which allow for more individualized adult attention
- Role modelling inclusive, respectful and collaborative interactions with children and other adults
- Ensuring the learning environment is flexible and materials are always plentiful and available to children
- Providing children with the freedom to make choices
- Engaging as a play partner with children, to demonstrate pro-social skills including promoting discussion, problem solving when conflict arises and understanding how our actions affect others
- Attending trainings that address developing self-regulation and resilience in children

Prohibited Practices

A prohibited practice is any behaviour by a staff, volunteer or placement student that puts children at risk or that can inhibit a child's growth, self-esteem or healthy development. All Tiny

Bubbles staff, volunteers and placement students know that the following practices are unacceptable at our center.

- Corporal punishment
- Physical restraint of a child, such as confining the child to a highchair, car seat, stroller or other device for discipline instead of supervision, unless the physical restraint prevents a child from hurting themselves or others. Is used only as a last resort until the risk of injury is no longer imminent.
- Any form of abuse (physical, emotional, sexual or neglect)
- Depriving a child of basic needs, including food, drink, shelter, sleep, toilet use, clothing or bedding.
- Inflicting any bodily harm on children, including making children eat or drink against their will.
- Leaving children unsupervised.
- Deliberately using harsh or degrading measures or threats, 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.
- Locking the exits of the childcare center to confine a child or confine a 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.
- Using a locked or lockable room or structure to confine a child when separating them from other children.
- Interacting or relating to children or vulnerable people outside of a Tiny Bubbles program activity (E.g., Weekend home visits, babysitting, online chatting, etc.)

Families our Partners

At Tiny Bubbles, we understand that the most important people in a child's life are their family. TBC's Early Childhood Educators play a supporting role while parents go to work or school

Diversity, Equity, Social Inclusion and Belonging

Tiny Bubbles is committed to creating and sustaining an environment that celebrates diversity and appreciates the dignity and worth of all community members. Tiny Bubbles programs are designed to develop children in spirit, mind, and body. We believe every child is unique and adds value to our programs. Tiny Bubbles educators strive to ensure the environment and programs are adapted to meet the needs of all children and, when required, apply to our community partners who can enhance our ability to support children.

Resolving Concerns and Issues

Tiny Bubbles understands that a child's family are the most important people in their life. Tiny Bubbles educators and supervisors play a supporting role while families are at work or school. Tiny Bubbles staff are committed to connecting, partnering and engaging parents to provide the best possible care for each child. Daily conversations benefit the child, family, and the staff. They help provide consistency for the child, support staff to understand the child, plan for their success, and allow families to be part of their child's day. The following procedure guides families, staff, supervisors and Tiny Bubbles Management when issues and concerns occur. When issues and concerns arise, Tiny Bubbles staff educators and supervisors, together with the family and Tiny Bubbles Management, will work as a team to resolve in a timely, confidential, fair and consistent manner. Tiny Bubbles is guided by values that influence our actions and the decisions we make. When conflict arises, it is expected that the conflict will be resolved in a respectful manner.

Type of issues/ concerns	Family shall:	Tiny Bubbles staff receiving issue/concern shall:
Daily program issues/concerns (E.g. health care including medical needs/ medication or allergies, unique instructions for feeding, sleeping, or activities, toilet training, child's adjustment to program, other children including bullying, etc.)	Families are encouraged to speak directly with their child's educator about any questions, issues or concerns in person, by phone or by email.	Staff will listen and seek to understand the family member's issue/concern and may attempt to resolve it immediately. If follow-up is required or if the staff is involved in supervising children, the staff will record the contact information, including name, phone number, and email address (if any) and inform the family member of the best time for a follow-up discussion (e.g. set up a phone call or meeting). If the staff member receiving the issue/concern thinks they are not the appropriate person to address it, they will refer the family member to the correct person, typically the supervisor, and provide contact information. Staff will record all issues/concerns and their resolutions in the Daily Written Record/Logbook. If the issue/concern is unresolved: Families are encouraged to speak directly with the supervisor if the educator cannot resolve their issue/concern.

Daily program issues/concerns (E.g. cleanliness, hours of operation, fees/payment, menu variety, other parents, busing to school/transition, etc.)	Families are encouraged to speak directly with their child's educator about any questions, issues or concerns either in person, by phone or by email.	<p>The supervisor will listen and seek to understand the family member's issue/concern and may attempt to resolve it immediately. If follow-up is required or if the supervisor is involved in supervising children, the supervisor will record the contact information, including name, phone number, and email address (if any), and inform the family member of the best time for a follow-up discussion (e.g., set up a phone call or meeting).</p> <p>Supervisors will record all issues/concerns and the resolution in the Daily Written Record/Logbook.</p> <p>If issue/concern is unresolved: In most cases, talking with the supervisor will resolve all issues/concerns. If for some reason a resolution cannot be reached, the supervisor will provide contact information for Tiny Bubbles director.</p>
Conduct of staff/student/volunteer or supervisor	<p>Family members are encouraged to speak directly with the supervisor about any questions, issues or concerns either in person, by phone or by email.</p> <p>If the family member is concerned about the conduct of the supervisor, they are encouraged to speak directly to Tiny Bubbles director.</p>	<p>If there is an allegation/suspicion of child abuse, the supervisor will inform the family member of his/her duty to report suspected child abuse to a child protection agency and will provide the contact information.</p> <p>Supervisors will:</p> <ul style="list-style-type: none"> • Make a report to the same child protection agency. • Record all suspicions of abuse. • File a Serious Occurrence Report to the Ministry of Education within 24 hours of receiving the report from the family member. <p>Supervisors will share the outcome (founded/unfounded) of any investigation by a child protection agency when completed with the family member.</p> <p>Disciplinary information will not be shared.</p>

If the parents deem it necessary, they may contact the Ministry of Education, or where appropriate, their local health department or other local authorities. Links to The Ministry of Education and other various local authorities are available on our website, www.tinybubbleschildcare.ca

For more details, please see Tiny Bubbles [Parent Issues and Concerns](#)

Program overview

Hours of Operation

At Tiny Bubbles Childcare, we use standard operating hours Monday – Friday, 7:00 am to 6:00 pm

Communication with Families

At Tiny Bubbles, we know how important it is to you as a parent to have all the details of your child's day. Our Early Childhood Educators and assistants keep a daily record using the Lillio (formerly HiMama) app, and all parents can see their child's learning progress.



What will your child need in the Tiny Bubbles program?

By packing a few essential items for your child and providing specific details about your child's health, rest, feeding, and activity, you help TBC staff provide individualized care for your child.

Infants (6 – 18 months)

Ratio of Adults to children 1:3

What to bring for your infant:

(Please ensure all of your child's belongings are clearly labelled with their name)

- Diapers, wipes and any creams or lotions labelled with your infant's name and written instructions for application
- Bottles/sip cups
- Formula (labelled with your infant's full name, the date prepared) or expressed milk labelled with your infant's full name, the mother's full name, date milk expressed) and written instructions for feeding (Tiny Bubbles Childcare will provide baby foods and whole milk)
- Changes of clothing
- Seasonal outdoor clothing
-

Toddler (18 – 30 months)

Ratio of Adults to children - 1:5

What to bring for your toddler: (Please ensure all your child's belongings are clearly labelled with their name)

- Diapers, wipes and any creams or lotions labelled with your toddler's name and written instructions for application

- Bottles/sip cups

- Formula (labelled with your toddler's full name, the date prepared) or expressed milk labelled with your toddler's full name, the mother's full name, and the date milk expressed) and written instructions for feeding whole milk or 2% milk will be provided by Tiny Bubbles Childcare
- Changes of clothing
- Seasonal outdoor clothing
- Blanket and/or sleep toy for rest time

Jr. and Sr. Preschool (2 1/2 years to 5 years)

Ratio of Adults to children 1:8

What to bring for your preschooler: (Please ensure all your child's belongings are clearly labelled with their name)

- Pull ups or training pants (for toilet training)
- Change of clothing
- Seasonal outdoor clothing
- Blanket and/or sleep toy for rest time

Program Procedures

Sleep Supervision and Position Requirements

Tiny Bubbles Childcare staff are required to follow the guidelines set out in the [Joint Statement on Safe Sleep](#) from the Public Health Agency of Canada which states that infants under 12 months of age are to be placed on their backs to sleep until such time that they can independently flip over onto their stomachs. Your physician may recommend otherwise in writing. The Joint Statement also states infants under 12 months should not have blankets or toys in the crib. Families will be consulted respecting their child's sleeping arrangements when the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's/guardian's request. TBC staff routinely perform direct visual checks of sleeping children, as documented on the Lillio app previously HiMama. Direct visual checks of infants are conducted every 15 minutes and every 30 minutes for toddlers and Preschoolers.

Any time staff observes a significant change in a child's sleeping patterns or health during sleep, it will be communicated to parents/guardians.

Hand and Respiratory Hygiene

Regular hand hygiene (i.e. washing hands with soap and water or using hand sanitizer) and respiratory hygiene (i.e. coughing into your arm, washing hands after discarding a used tissue) are among the most essential proactive strategies to reduce illness.

TBC educators include fun learning activities that teach children about hand and respiratory hygiene and plan for regular hand washing routines throughout the day (e.g., arrival at the program, after using the washroom, before and after eating, before and after playing outdoors, after using a tissue).

When running water is not available, staff supervise children over the age of 2 in using hand sanitizer. If necessary, wipes are provided for children under 2.

Nutrition

Tiny Bubbles Childcare's full-day programs for children six months to seven years of age offer a variety of nutritious morning snacks, lunches, and afternoon snacks prepared by the on-site cook. The current and following week's menus are attached.

Infants are fed according to their individual needs. Families of infants are to provide written instructions feeding instructions regarding feeding.

To ensure your child receives a well-balanced meal, our menus follow the Government of [Canada Nutrition for Healthy Term Infants: Recommendations for Six to 24 Months](#) and/or [Canada's Food Guide: Healthy Eating Recommendations](#).

Food Sent from Home

Due to children with allergies and food restrictions, Tiny Bubbles Childcare discourages sending food from home. However, families of children with food restrictions and/or complex allergies may be granted an exception by the supervisor to bring food from home. When food is sent from home, it is an expectation that the Guidelines for Bagged Lunch/Snack are followed:

Parent Responsibilities:

- Lunch/snack contents meet the [Canada's Food Guide guidelines](#).
- Lunch/snack is provided in a lunch bag labelled with the child's name with an ice pack.
- Foods that may have encountered nuts are not provided in the child's lunch.

Staff Responsibilities:

- All surfaces will be cleaned and disinfected before and after the children have finished their lunch or snack.
- Staff will wash their hands before assisting children with their lunch/snack.
- Staff will ensure the children wash their hands before eating lunch/snack.
- Staff will monitor the lunches/snacks to ensure that no food containing nuts or other known allergens arrives at the center.
- When a child forgets their lunch/snack or needs to be supplemented due to known allergens, the staff will call the parent or guardian to provide a lunch/snack. If the parent cannot offer a lunch/snack. The staff will provide lunch/snacks that meet the Canada Food Guidelines. The food served will be recorded in the logbook.

- Staff will ensure that children do not share lunches/snacks.
- Staff will closely supervise any child with a life-threatening allergy by sitting next to or across from them during lunchtime.
- Staff will ensure the children have water or milk to drink at lunch/snack time.
- Staff will monitor each child's lunch/snack. If a child's lunch consistently does not adhere to Canada's Food Guide, the Centre Supervisor will work with the parent to provide sample menu ideas.

Canada's Food Guide

Food Group	Range of servings size for children six years and older
Grain Products	Either: 1 slice 125 ml to 175ml $\frac{1}{2}$ cups to $\frac{3}{4}$ cup
Vegetables and Fruit	Either: 1 whole vegetable or fruit 175ml $\frac{3}{4}$ cup to 1 cup
Milk Products	Either: 175ml to 250ml $\frac{3}{4}$ cup to 1 cup
Meat and Alternatives	Either: 60g to 90g 2 to 3 oz.

Life-Threatening Allergies (Anaphylaxis)

Tiny Bubbles strives to protect the children in our care who have life-threatening allergies by reducing as much as possible exposure to their known allergens. A list of allergens to be avoided in the program is included in your registration package and a notice is posted for all families near the entrance to the program. Families are advised to check frequently as the notice is updated monthly.

Any parent or guardian of a child with a life-threatening injury is responsible for providing Tiny Bubbles Childcare with detailed information about their child's known allergens, signs and symptoms of an allergic response, and the steps to take in an emergency before their child starting care. It is also very important that parents or guardians inform TBC staff anytime there is a change to a child's allergies.

Illness

The Ministry of Health has set out isolation requirements for various communicable illnesses. Suppose your child feels sick or has any new or worsening disease symptoms, including those not listed below. In that case, they should stay home until their symptoms improve for at least 24 hours (or 48 hours for nausea, vomiting, and/or diarrhea) and they do not have a fever and seek assessment from their health care provider if needed. The presence of symptoms, particularly respiratory symptoms, increases the risk of transmitting to others.

If your child has ONE of the following symptoms, they must stay home and follow the isolation guidance in the [Ontario school and child care screening tool](#):

- Fever and/or chills (temperature of 37.8°C/100.0°F or greater)
- Cough or barking cough (croup)
- Shortness of breath
- Decrease or loss of taste or smell

If your child has TWO OR MORE of the following symptoms, they must stay home and follow the isolation guidance in the [Ontario school and child care screening tool](#)

- Sore throat or difficulty swallowing
- Runny or stuffy nose/congested nose
- Headache
- Extreme tiredness
- Muscle aches or joint pain
- Nausea, vomiting or diarrhea

If your child has ONE of the following symptoms they must stay home and follow the guidance in the [Ontario school and child care screening tool*](#):

- Sore throat or difficulty swallowing
- Runny or stuffy nose/congested nose
- Headache
- Extreme tiredness

- Muscle aches or joint pain

- Nausea, vomiting or diarrhea

If your child has ANY of these symptoms, they must stay home until symptoms have been improving for at least 24 hours:

- Abdominal Pain
- Pink eye
- Decreased or no appetite (young children only)

If your child (ren) has been told that they should currently be quarantining, isolating, staying at home, not attending school or childcare.

- Stay home and follow the guidance in the [Ontario School and Child Care screening tool](#)

Suppose your child (ren) has tested positive for COVID-19 in the last ten days. In that case, this includes a positive COVID-19 test result on a laboratory-based PCR test, rapid molecular test, rapid antigen test or other home-based self-testing kit.

- Follow the guidance in the Ontario school and Child Care screening tool:

[School and Child Care Screening Tool](#)

*If the individual being screened is immunocompromised the correct screening tool can be found at the [School and Child Care Screening Tool](#)

Other Symptoms of Illness

Anyone who is feeling sick or has any new or worsening symptoms of illness, including those not listed in this screening tool, should stay home until their symptoms are improving for at least 24 hours (**or 48 hours for nausea, vomiting, and/or diarrhea**) and seek assessment from their health care provider if needed.

If your child (ren) has been told that they should currently be quarantining, isolating, staying at home, not attending school or childcare.

- Stay home and follow the guidance in the Ontario school and Child Care screening tool:

[School and Child Care Screening Tool](#)

If your child (ren) has tested positive for COVID-19 in the last 10 days, this includes a positive COVID-19 test result on a laboratory-based PCR test, rapid molecular test, rapid antigen test or other home-based self-testing kit.

- Follow the guidance in the Ontario school and Child Care screening tool: [School and Child Care Screening Tool](#)

*If the individual being screened is immunocompromised the correct screening tool can be found at [School and Child Care Screening Tool](#)

Reporting Absence

You must contact the program to report that your child will be absent and why they are absent. This information is required to determine who else must be isolated and tested or whether the program must close. Please report your child's absence by 9:30 a.m.

If Child Becomes Ill at Program

If a child becomes ill while at the program, a staff member will separate the child from the others, and the parent/guardian will be contacted to immediately pick up the child from the program (parents have a 1-hour gap). If Tiny Bubbles Childcare cannot reach the parent(s)/guardian to arrange pick-up, all other contacts, including emergency contacts and authorized pick-ups, will be contacted. A staff member will supervise the ill child while waiting to be picked up. If the child is over 2 years of age and can tolerate a mask, they will be asked to wear it.

Health and safety tips

The removal of provincial requirements does not mean that the risk of COVID-19 has disappeared. We still need to do our part to protect ourselves and others from COVID-19. This includes practicing good hand hygiene and wearing a mask where recommended or required.

Medication

Whenever possible, parents/guardians should administer drugs and medication to their children at home if this can be done without affecting the treatment schedule. When a child is ill, it is in their best interest to remain at home where they are comfortable and able to rest and get better.

Tiny Bubbles Childcare is required to administer only drugs and medications either prescribed by a doctor, nurse practitioner or other licensed health provider, with a prescription label on the original container on the medication or accompanied by a doctor's note that outlines the following:

- Date note was written.
- Time to be administered or detailed reason for administering, including signs and symptoms (e.g. fever above 38°C, wheezing or coughing, itchy and watery eyes, sneezing, etc.).
- Expiry date of the note (i.e. is it for a specific period? or ongoing until further notice?)
- Child's legal first and last name.
- Name of drug or medication.
- Dosage to be administered.

Anytime you bring prescription drugs or medications to be administered to your child at the childcare center, TBC staff will provide you with a Medication Administration Authorization form to complete those details the dosage, times of administration and permission for TBC to give your child the drug or medication.

Advil, Tylenol, Motrin

(Pain Relievers, Fever Reducers, and Anti-inflammatory Medications)

It is not TBC's practice to administer medications such as Advil, Tylenol, or Motrin to control cold or flu symptoms. It is in the best interest of the child experiencing these symptoms to remain home, to rest, and get better. If the child has a chronic illness (e.g. headache, migraine, seizures) or is teething TBC may administer medications like Advil or Tylenol with a doctor's note. The doctor's note must be updated annually or as the child's age, weight, or medical condition changes.

Incident/Accident Reporting

Children are active and curious. It is not uncommon for young children to experience cuts, scrapes, and bruises while running, jumping, and playing. All TBC staff hold valid Standard First Aid and Infant and Child CPR certifications and have been trained in emergency procedures.

Anytime your child has an accident, Tiny Bubbles staff will record the details on TBC's Incident Notification for Parent form and provide you with a copy.

If a more serious incident involving your child occurs, TBC staff have been trained to respond based on the severity of the injury. TBC staff will call emergency support services (911), parent/guardian or your designated emergency contacts to take your child for medical evaluation.

Serious Occurrence

incidents are reportable by Tiny Bubbles Childcare to the Ministry of Education Child Care Quality, Assurance and Licensing Unit within 24 hours of the supervisor becoming aware of the incident. Details regarding the serious occurrence will be posted near the program entrance for 10 days. A serious occurrence incident is defined as a public health order a closure,

Tiny Bubbles Childcare closes the program after a life-threatening injury or illness of a child, an allegation of abuse by a staff, student, or placement volunteer, a missing or unsupervised child, a disaster on-premises, or the death of a child.

Emergency Response

Tiny Bubbles staff follow specific protocols and procedures for different emergencies. If the children need to be evacuated from the daycare due to an emergency, an alternate site has been designated, with the location posted in the program. Please speak with program staff

And familiarize yourself with this alternate site. TBC staff follow specific procedures for their locations if an emergency requires the program to go into a hold and secure, lockdown, or shelter-in-place mode. For more information, please see Tiny Bubbles' emergency preparedness policy under parent resources.

Smoking Policy

Tiny Bubbles, including the childcare center, maintains a strict no-smoking policy on the grounds. If any staff member smokes, they must follow the designated smoking area.

Outdoor Play

All children in full-day childcare centers must play outdoors for at least two hours each day, weather permitting. Alternate active play must be provided indoors during inclement weather. Weather can change quickly. A rainy, cool morning can rapidly become a humid, sunny afternoon. We ask that you always prepare your child for any weather so that your child can participate comfortably outdoors.

Field Trips

Our preschool room may take trips to unique places of interest during the year. Now, parents will be asked to sign a Field Trip Permission Form. If permission is not obtained for the child to participate in the trip, parents are invited to make alternate arrangements for their child for that day. Children will be supervised by staff and parent volunteers and transported by a School Bus Company. All activities, special events, and field trips are contingent on enrollment, availability, and weather and are subject to change with little notice. Tiny Bubbles reserves the right to change schedules and programs as necessary.

On field trips, staff will:

1. Take a cell phone.
2. Take the phone number for the bus company and the bus number located on the outside of the bus if travel plans need to change
3. Make a note to all parents volunteering, letting them know where, when, and cost if applicable
4. Send home a note to parents letting them know the time the bus is leaving and picking up and providing an emergency number if you need to reach them.

5. Verify the bus times before the trip.

Extreme Weather

During extreme weather conditions, advisories, or alerts (heat, smog, or wind chill), Tiny Bubbles follows the guidelines of the local health department. We prioritize keeping children safe from serious adverse health effects such as frostbite and sunburn. TBC Educators will adjust the time spent outdoors or provide an alternative indoor plan.

Program Information

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

The CWELCC is a National Child Care Program intended to reduce childcare fees for parents and provide more funding for better pay for childcare professionals. Families do not apply for any rebates; the new fees will be automatic once a childcare provider is enrolled and approved within the system.

Tiny Bubbles Childcare has been accepted into the CWELCC system.

Families who are eligible for reduced fees under CWELCC will be rebated according to the following schedule:

- A 25% fee reduction off the standard fee as of September 1. Retroactive to April 1, 2022.
- A further reduction of 37% resulted in a total fee reduction of 52.75% off the standard fee as of January 1, 2023.
- In 2024 the fees remain the same.
- The new fee reduction is effective on January 1st, 2025, and is set for \$22.00 per day for children 0-5 years of age.

Families Receiving Child Care Fee Subsidy

Families receiving childcare fee subsidies will have their parent contribution reduced by 50% of the March 2022 parent contribution amount, with no floor of \$12 per day.

Who is eligible?

Families may be eligible for reduced fees if they pay more than \$12 per day for childcare and if their child:

- Is under the age of six, or
- Turns six years old between January and June and is enrolled in a licensed preschool or kindergarten age group before and after school program until June 30, or

Parents of eligible children must sign an acknowledgement, which is part of the Childcare Contract, indicating that they are aware that the government is supporting a portion of their childcare fees through the CWELCC system and that if the funding is no longer available, the parents resume responsibility for the entire childcare fee.

Arrival and Departure

The safety and well-being of all children participating in Tiny Bubbles Childcare is paramount to us. Parents/guardians or their designate must escort their child into the program personally and pick up their child at the end of the day. Please ensure the TBC staff knows you have arrived or are departing with your child. TBC's Educator records arrival and Departure times before parents/guardians leave the center.

Authorized Drop-off/Pick-up and Emergency Contacts

At the time of enrollment, you will be asked to provide the names and contact information, including telephone numbers and addresses of any adults 16 years of age or older that you authorize to drop off/pick up your child or come to the center if you cannot be contacted when your child is ill or has been involved in an emergency. Tiny Bubbles does not permit children 15 years of age or younger to escort younger children home. If you require an alternate person to pick up your child who is not on the list, please provide this information in writing (email) to the TBC staff on the Lillio(formerly HiMama app). Any new TBC visitors who pick up a child will be asked to provide photo identification.

Late Pick- Up

The Centre closes promptly at 6:00 p.m. Parents must notify the Centre as soon as possible if they cannot arrive by closing time. If a child remains in the Centre past 6:00 p.m., a late fee of \$2.00 per minute thereafter will be charged. Time will be calculated using clocks at the Centre. Parents must sign a late sheet as they are leaving the Centre. Cash payment must be made to the office within 24 hours. Violation of the late fee policy may, at the absolute discretion of the Centre, result in termination of childcare services. If a child is left past 6:00 pm without notification from parents, all attempts will be made to contact the parents and emergency contacts for immediate pick-up. If no contact can be made by 6:15 pm, Police Services and/or

Family and Children's Services will be notified.

Program Closers

Tiny Bubbles Childcare Programs are closed on all statutory holidays. Please note that when a statutory holiday falls on a weekend, TBC will recognize this closure date on the following business day. Fee payment is required for all statutory holidays and additional closures.

New Year, Family Day, Good Friday, Victoria Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day

With CWELCC's agreement, the provincial government allows us to close an additional 10 days after the statutory holidays and charge parent fees for the following days in 2025

Easter Monday, April 21st

August 28th and 29th

December 24th (close at 12:00pm) 29th, 30th and 31st

Registration Information

Fees:

Licensed childcare operators must administer fees by the Ministry of Education regulations. Tiny Bubbles Childcare charges fees based on the following categories:

1. Base Fees

- ✓ Base Fees cover all services required by provincial regulations, including:
- ✓ Staff supervision and individualized support plans
- ✓ Play materials, bedding, and food
- ✓ Administration

Mandatory Fees

- These are fees families must pay upfront to access care:

Family Security Deposit

- \$200.00 per family, paid before the start of care
- Held on account for the youngest child
- Applied to any outstanding balance upon withdrawal or refunded if no balance remains
- Not required for families receiving fee assistance

Note: Tiny Bubbles Childcare does not charge a registration fee.

Base Fee Charged to Parents as of January 1st, 2025

Infant	\$ 22.00 / Day
Toddler	\$ 22.00 / Day
Preschool Jr. and Sr.	\$ 22.00 / Day

Non-Base Fee Charge:

Late Pick-up: \$2.00/ minute

Late fee: \$15.00

NSF charge: \$45.00

Childcare Payment

Fees are billed monthly. Childcare fees are due before the first day of each month. Payment may be made via electronic fee transfer (EFT), cash, or three months of post-dated cheques.

Families who do not pay on time will be charged late penalty fees of \$15.00. If this occurs frequently, your child may be discharged from our program at the Centre's discretion.

NSF payments returned from the Bank will be subject to a processing fee of \$45.00. Fees must be paid in full immediately upon the return of an NSF cheque. A late penalty fee will also be applied.

Absence for Childcare

Refunds for childcare fees **will not be** processed for the following: missed days, vacation, sick days, or inclement weather closures. Operating costs are based on the number of children enrolled.

Withdrawal Notification

Parents must give the manager/supervisor four weeks' written notice by the 1st of each month before withdrawing a child. For example, if you wish to withdraw your child as of March 15th, written notice no later than February 1st is required. Parents must still pay the full monthly fees for the month their childcare is terminated, plus an additional two weeks, to comply with the four *weeks' notice*.

If notice is not given, the parent will be responsible for payment of the 4 weeks in place of notice. Any outstanding accounts after this day will be subject to further collection efforts, which can include the involvement of an external collection agency.

Waiting List

Tiny Bubbles Childcare aims to facilitate families' access to its programs. This policy is intended to ensure that TBC has a clear registration and waitlist process for its programs, and that this process is in accordance with Tiny Bubbles obligations under the *Child Care and Early Years Act, 2014* and its regulations.

Parents wishing to enroll their child at Tiny Bubbles must register their child using the pre-enrollment form. If the parent requests availability in the program, confirmation will take place. The TBC infant room is automatically waitlisted, pending confirmation by the Program Director.

If there is no space available in the program requested by the parent, the child is automatically placed on the waitlist for that program.

Tiny Bubbles Childcare does not charge fees or request deposits for registration on a waitlist or removal from a waitlist.

Space in Tiny Bubbles is offered to waitlisted parents on a priority basis. Based on the date and time TBC receives the registration, children are placed numerically on the waitlist. Children currently enrolled in a program will have priority and move to the top of the waitlist over a child not presently registered in the TBC program if they wish to add another program or a sibling later. When a space in a program becomes available, parents will be notified via email. The above-noted priority system is subject only to TBC policy to give higher priority to children in extenuating circumstances who require urgent care, such as children in the care of a Children's Aid Society.

Parents may inquire about their waitlist status at any time by contacting the supervisor. TBC will disclose the child's position on the waitlist to parents who have requested information about their status.

Removal from a Waitlist

Every three months from the registration date, parents on the waiting list will receive an email asking them whether they would like to remain or be removed from the waiting list. Parents will be directed to click on a link in the email and select to "remain" or "remove" their registration for each child from the waiting list for each program.

If a parent does not indicate whether their registration on the waitlist should remain or be removed, a second reminder email will be sent after ten days.

Families will automatically be removed from the waitlist if they have not responded to Tiny Bubbles' second email reminder of their intention to remain on the list within 10 days of receiving the second reminder email.

If parents' circumstances change after being removed from a TBC waitlist and wish to return to our program, they must re-register and add the required programs.

Cancelling a Waitlist Registration

Families who wish to cancel their registration on a waitlist must submit a request through their family profile.

Tiny Bubbles waitlist registrations are secured on the TBC registration database and are covered under the TBC privacy policy.

Availability of Waitlist Policy:

This policy forms a part of the Tiny Bubbles Childcare Parent Handbook, which is available to parents and caregivers upon request at no cost.

Government Child Care Fee Subsidy

Tin Bubbles Childcare is a licensed childcare program with a purchase of service agreement with the York Regional Municipal office. Families can apply for childcare fee subsidy by contacting the municipal office or visiting their website by clicking below:



[Region of York](#)

Withdrawal of TBC's Services

Tiny Bubbles Childcare strives to meet the individual needs of all children and families enrolled in our center. However, situations do arise from time to time where it may be necessary for Tiny Bubbles to withdraw childcare services for a child and/or their family. Tiny Bubbles does not take these decisions lightly and takes reasonable care to ensure a thorough assessment of the child's needs, community supports available, and the Tiny Bubbles program's ability to support the child has been undertaken before withdrawing services.

Examples leading to withdrawal of services may include:

- Non-payment of program fees
- Frequent late pick up
- Parents/guardians or children who exhibit violent or harassing behaviour towards staff, volunteers, students on placement, other children or families
- Community resources for children with special needs are unavailable or have been exhausted
- Refusal by parent/guardian to meet with Tiny Bubbles staff and/or consent to using support services for children.

Privacy of Information

Your confidentiality and privacy are our priority. We take all available measures to protect your information according to current legislation. TBC will collect, use, store, disclose, and transfer personal information families provide to us to provide services to families and third parties/agencies responsible for funding, quality assurance, inspection, support, etc. (e.g. Children's Services consultants, school board personnel, teachers, government agencies/bodies etc.)

Parent Resources:

[Safe Arrival and Dismissal Policy](#)

[Parent Issues and Concerns](#)

[Emergency Management Policy](#)