September 2017

MMj03365060000[1]**POLICIES AND PROCEDURES – PARENT HANDBOOK**

The Board of Directors, Supervisor and Staff welcome your child and family to our Centre. We look forward to having a positive, professional relationship with you. We have prepared this handbook so that you will know what you can expect from us and what we expect of you. We have included many of our policies and procedures, so that our operations are transparent and informative. Our practices are guided by the Child Care Early Years Act, 2014, the College of Early Childhood Educators’ Code of Ethics and Standards of Practice, How Does Learning Happen? and our own Policies and Procedures. If you have any questions or concerns, please contact us and we will be happy to help you.

**This document must be reviewed by parents prior to child’s attendance.**

1. **CHILD CARE TEAM**

All full time Early Childhood Educators are registered with the College of Early Childhood Educators

Only Ballantrae Child Care Centre employees will have direct unsupervised access to children. Every child who is in attendance in Ballantrae Child Care Centre will be supervised by an employee. All volunteers and students must have a vulnerable sector screening completed by York Region Police. (Students may show proof of screening from their educational institution). Volunteers and students must be over the age of 18 and will not have unsupervised access to children.

Ballantrae Child Care Centre is an equal opportunity employer. No person will, on the basis of race, colour, religion or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to, discrimination under any program

1. Ballantrae Child Care has facilities to accommodate the following children:

21 Toddler / Preschool children ages 18 months to 3 years

20 Kindergarten children ages 4 to 5 years

1. School aged ages 6 to 12 years
2. **ATTENDANCE / WITHDRAWAL**

Both full and part time care is provided 51 weeks each year. Care is provided from 7:00 am to 6:00 pm. The following holidays are observed:

December 25 to January 1, inclusive Thanksgiving Day

Good Friday Easter Monday Civic Holidays

Victoria Day Labour Day Canada Day

Family Day

December 24 to January 1 is a mandatory shut down; no absent days will be used during this time. There is no charge for the week between Christmas and New Years for our mandatory shut down.

If York Region District School Board closes our school due to bad weather, the program will not open. If only buses are cancelled the program will remain open. If the school closes during the day due to inclement weather, the after school program will NOT open and you will be required to pick your child up from school

Each child is entitled to 5 absent days for which they do not need to pay. These are available for Civic & Stat. Holidays, family vacations, or sick days.

Parents are asked to give us at least 1 weeks’ notice if their child will not be attending on a P.A. day. If no notice is given full day fees will be charged, regardless if your child is in attendance

1. **ILLNESS / MEDICATION**

Prior to admission, each child must be immunized as recommended by the local officer of health and a copy of their immunization cards must be provided. Updates must also be provided.

Drug Identification Numbers (DIN) – an eight digit number assigned by Health Canada to a drug product prior to being marketed in Canada.

* All products containing a DIN require a schedule of administration and applicable record keeping
* This applies to many items, including vitamins, medicated ointments, prescription medication and over-the-counter medication

Due to frequency and their longer term daily usage, sunscreen, diaper creams, lip balms and hand sanitizers can have blanket authorization from a parent and can be administered without a medication form as long as they are non-prescription and/or they are not for an acute (symptomatic) treatment, whether or not they have a DIN.

The operator may permit a child to carry their asthma medication or emergency allergy medication. A record (Medication Form) of self-administration of these drugs is required. Written permission from the child’s parent/guardian for the child to self-administer is on file.

The supervisor may refuse to administer medication/drugs. If the supervisor agrees to administer medication/drugs, the following must apply in all cases:

* Written authorization on a form that we provide that includes the dosage and times any medication is to be given.
* The supervisor OR lead R.E.C.E will administer medication
* **Prescription drugs** must have written authorization by the parent including the dosage and time the drug is to be given. Medication will be in original container clearly labeled with child’s name, name of drug, dosage, date of purchase and instructions for storage and administration.
* **Non-prescription drugs** must have written authorization by the parent including dosage, time the drug is to be given, storage and administration of the drug, date of purchase will be attached along with a doctor's note stating what type of medication, reason for it and how long the child should be on it. Vitamins are considered drugs, and therefore require the same care when administered

Children who become ill may not remain at the Centre. Temporary care will be provided until a parent can be contacted and arrangements can be made for your child to be taken home. Children will be admitted back into the centre once symptom free for 24 hours**.** Children absent from the Centre with a contagious illness may not return without a signed statement from a physician indicating that the child is no longer contagious.

When your child is ill and will not be attending the program, please inform the Centre as soon as possible. This can be done via e-mail or phone call. A child with diarrhea, a fever of 100.4 degrees or more, or with unknown marks or rashes will not be admitted to the program. A teacher has the right to refuse a child due to illness at their discretion. Children with pink eye (conjunctivitis) will also be sent home but can return once they have received eye drops for 24 hours.

1. **PICK UP /DROP OFF**

Staff are expected to greet parents/guardians at pick up and drop off, and discuss the child’s day

When bringing a child to the Centre, parents/guardians are expected to bring their child into the building and see that the child is under supervision of a Ballantrae Child Care Centre teacher before leaving the premises. Parents/guardians are expected to come into the building when returning to pick up their child.

If a child accidentally goes on a bus, the school office will be informed immediately, so that they are able to call the bus, so it can turn around and bring the child back.

Ballantrae Child Care closes at 6:00 pm. If a child is picked up late it is a $1.00 charge per minute, paid to the staff that is on duty. If late three times in a one month period, the charge is increased to $5.00 per minute.

In case of emergency our designated place of shelter is the Ballantrae Community Centre.

Parents are responsible for calling if their child will be absent for day.

Please make sure that if you cannot pick up your child, you inform your child’s teacher who will be picking them up by phone or in person. Please do not e-mail. Please make sure:

* The person is familiar to your child
* Is on the authorized list to pick up your child
* Has and is willing to show a picture I.D.
* Is over the age of 16.
* An intoxicated person (yourself included) will be denied access to pick up any child for safety reasons.
* Please make sure that the person designated to pick up your child has an appropriate car seat for your child

1. **SELF REGULATION / CHILD GUIDENCE**

Children will be guided in a positive manner at a level that is appropriate to their actions and ages in order to promote self-discipline, ensure health and safety, respect the rights of others, and maintain equipment. Methods of discipline such as positive reminders, positive redirection and positive reinforcement are discussed at staff meetings, and consistent disciplinary measures are agreed upon. The following are not permitted:

* Corporal punishment of the child, including but not limited to :
  + Striking (directly, or with a physical object), shaking, pushing, spanking or other forms of aggressive contact.
  + Requiring that a child maintain an uncomfortable position.
  + Forcing the repetition of physical movements.

- Forcing the consumption of food.

* Physical restraint of the child, unless the physical restraint is for the purpose of preventing a child from hurting themselves or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
* Deliberate use of harsh or degrading measures on the child that would humiliate, shame or frighten the child or undermine his/her self-respect, dignity or self-worth (verbally, physically or emotionally)
* Depriving the child of basic needs including food, shelter, clothing or bedding;
* Locking the exits of the child care centre for the purpose of confining children; or using a locked or lockable room or structure to confine the children
* Inflicting any bodily harm on children including making children eat or drink against their will.
* Abuse of any kind

All Early Childhood Educators have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of practice. All Early Childhood Educators hold themselves accountable, and will use the Code of Ethics, the Standards of practice and the CCEYA to guide their decisions and practice.  
In the event that the Supervisor observes or is made aware of any practice that is not supported, they will address the issue with the staff member.

1. **PAYMENTS**

Ballantrae Child Care Centre is operated on a non-profit basis and fees are our main source of income. Therefore it is important that fees are paid on time, in advance each Friday for the following week’s care. This fee is due regardless of absenteeism due to illness or inclement weather, as well as statutory holidays. If payment is not received, your service may be suspended.

Please mark the dates you are paying for, clearly on the front of your cheque or the envelope. Cheque or money order or etransfer is preferred but cash will be accepted. Please put the correct amount in an envelope and clearly mark your name and the amount on the front of the envelope. A receipt will be issued by the supervisor when cash is received. If any cheque is returned NSF, I agree to pay a $15.00 fee. Ballantrae Child Care Centre then has the option to refuse future cheques.

An official income tax receipt will be issued to you in January. If there are any outstanding payments at years end, no year-end receipt will be issued until payment is received in full.

Each child will receive 5 absent days with no charge per year. These days can be used at your discretion, for absence, illness, statutory holidays or vacations.

A non-refundable registration fee of $50.00/child is due at the time of enrollment. This fee is also applicable if your child is absent from the centre for a period exceeding two months.

A late fee of $1.00 per minute will be paid directly to the staff member on duty if your child is at the Centre after the 6:00 pm closing time. If late three times in one month’s period, the fourth time the late the charge will be $5.00 per minute.

If you wish to withdraw your child from the B.C.C.C. program, you agree to give the Centre ONE WEEK’S NOTICE. If this notice is not given, you agree to pay for one week’s tuition fee.

Should the management of Ballantrae Child Care determine that your child cannot adjust to the Centre’s program, the child will be withdrawn with one week’s notice and this agreement will be terminated

1. **MEALS**

Snacks are provided morning and afternoon, plus a hot lunch at 11:30. Food exceptions may be made for individual children if, such requirements are agreed upon at time of registration. Weekly menus by Yummy catering are posted in advance in the Centre for you to consult.

Ballantrae Child Care Centre is a peanut and nut free facility and we ask that you do not bring these products into Ballantrae Public School.

Parents may bring in special treats to the centre for birthdays or special occasions, as long as they are purchased at an inspected source which is government inspected, and a list of ingredients are provided.

1. **PROGRAM INFORMATION AND RESPONSIBILITIES**

The supervisor or designate is responsible to carry out day-to-day program management and oversight of children and staff.

Full time children will play outside for at least one hour twice daily. After school children will be outside for at least thirty minutes. Except during inclement weather, unless otherwise approved by the supervisor or a physician or a parent of the child advises in writing.

All toys and furniture available to children are cleaned weekly by our staff, if there is a high illness rate in the centre toys are cleaned daily. Cleaning is done using a three sink method and Zochlor is the disinfectant that is used. If an outbreak (declared by Public Health) or reportable communicable disease occurs a note will be posted on our main doors, explaining what the outbreak / communicable disease is and what we are doing for infection control.

Although we request co-operation in not disturbing our program, parents are permitted access to all parts of the Centre at any time their child is present.

In the Toddler/Preschool room the ration between adults and children is 1:8, in the Kindergarten room the ration between adults and children is 1:13 and in the School aged room it is 1:15.

Anytime a serious occurrence occurs at the centre, parents will be informed by a Serious Occurrence Notification Form which will be posted on the child care’s door.

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

Ballantrae Child Care Centre has a full inclusion policy for all children with special needs.

Each child in the Toddler / Preschool room must have a change of clothing that is left each week at the Centre to be used for emergencies. All clothing must be labeled. The Centre is not responsible for lost clothing.

Children should wear washable, comfortable clothing. Separate indoor/outdoor shoes are required for all age groups.

Parents are asked to see that children **DO NOT** bring toys to the Centre. The Centre cannot be responsible for any article brought from home.

1. **PARENT ISSUES AND CONCERNS**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Ballantrae Child Care Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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 two business days. 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.

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

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

**Confidentiality**

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

**How to address concerns:**

1. Related to a program room

If a parent/guardian has an issue or concern about their child’s room, the issue or concern should be brought directly to the program staff.

1. Regarding a staff member

If a parent/guardian has an issue or concern about a staff member, the issue or concern should be brought to the attention of the supervisor.

1. Regarding the supervisor

If a parent/guardian has an issue or concern about the supervisor it should be brought to the attention of the assistant supervisor. The parent / guardian will be asked to put the issue or concern in writing and the assistant will bring it to the attention of the President of the child care’s Board of Directors.

1. 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](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (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>

1. **EMERGENCY MANAGEMENT**

Ballantrae Child Care Centre has this policy in place to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Ballantrae Child Care Centre staff will follow the emergency response procedures by following these three phases:

* Immediate Emergency Response;
* Next Steps during an Emergency; and
* Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

If an Emergency situation occurs Ballantrae Child Care Centre will notify parents/guardians of the emergency as soon as it’s safe to do so either by phone or email. If an evacuation of the centre occurs the supervisor or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. Once Ballantrae Child Care is situated, either at the meeting place, evacuation site or back at the child care centre, a debriefing will take place. A location and time will be determined by York Region District School Board and the supervisor of Ballantrae Child Care.

1. **SLEEP ROOM**

Parents will be consulted regarding their child’s sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as transitions into different age groupings or upon parent’s request. An afternoon rest period is available to all children. Any significant changes in a child’s sleeping patterns or behaviour’s during rest time will be communicated to parents.

Children who rest will have a cot labeled with their name. Cots, sheets and blankets will be washed every week or sooner if soiled. Parents may bring their own blankets and sheets but they must be sent home weekly for washing. Sleep areas shall have sufficient light to easily see each child.

Two records must be kept during sleep time, both are located on the Toddler/Preschool clipboard:

* Staff will record what time children fall asleep and what time they wake up. If children are sleeping for a shorter period it will be indicated on this form.
* Staff will periodically perform a direct visual check of each child resting by being physically beside the child. Staff will look for any indicators of distress or unusual behaviour’s. These checks will be done every half hour and a check mark beside each child’s name will indicate that it has been completed. If anything is observed it will be noted in the daily log to communicate to parents.

1. **WAITLIST**

No fee or deposit will be made for a family to be placed on Ballantrae Child Care Centre’s waitlist. It is advisable to put your child’s name on the waitlist as early as possible. Licensing requirements limit the age and number of children we can have in any classroom. Only once a withdrawal is confirmed in writing can we begin to find a family for the space. Parents are only required to give one week’s notice.

The current date will be included the day the family is placed on the waitlist. Parents who are waiting for a particular month are contacted when spaces are available. If there are multiple families for a particular month, the family who contact Ballantrae Child Care Centre first will be called first. Even if the month you specified has already passed. Once a family is called from the waiting list they are given a specified time frame to return the call and express continued interest in the space available. If this call is not returned within the time frame, the child will be removed from the list and the next family will be called. If you do not wish to take the space at the time, your place/seniority on the waiting list remains the same.

We do have some priorities that we consider when inviting new families to join us. In order of priority, we consider:

* Children currently enrolled and needing to graduate to the next age group
* Siblings of children currently enrolled;

If requested; a modified waitlist will be made available. This list will only provide information regarding the specified age group. It will show the dates families were placed on the waitlist and the age of child.

1. These policies and procedures may be changed to comply with government regulations or for any other reasons at any time. Any changes will be copied to or sent to parents via email.

**HISTORY**

Ballantrae Child Care Centre is a non-profit corporation that has been in operation at the Ballantrae Community Centre since it began in 1987. Don and Gwen Dallimore of Uxbridge began the business in response to a local need for childcare, a need that continues to grow as the Stouffville area responds to the new growth demands of the GTA.

Since the passing of founder Gwen Dallimore in June, 2005, the Centre has been under the capable leadership of Wendy Pyke, R.E.C.E. Wendy has been the Supervisor since August 2000, overseeing the daily operations as well as long-term planning for the centre in close consultation with the Board of Directors. Ballantrae Child Care Centre employs 4 full time and 1 part time employee, some of whom are the third generation of employees to work at the daycare.

In September 2007, Ballantrae Child Care moved into Ballantrae Public School, in cooperation with the York District School Board.