



Parent Handbook

For Parents/Guardians

www.miniretreatchildcare.ca

This handbook is meant to be a basic guide for the service ***Mini Retreat Childcare Inc. (MRC)*** provides. We encourage Parents/Guardians to ask questions to the Employees, Supervisor and/or Director at any time, for more information.

It is our goal to provide the Families, Children, Employees, Students, volunteers and Community members of ***Mini Retreat Childcare Inc.*** with the best Service available.



Mini Retreat Childcare Inc.

BEAMSVILLE MAIN CENTRE

5041 King St. West P.O. Box 89
Beamsville, ON L0R 1B0

(UNIT 4 & 5) TEL #: 905-563-0555

GRIMSBY MAIN CENTRE

264 Main Street East
Grimsby, ON L3M 1P8

TEL #: 289-235-9900

(Toddler and Preschool)

Ages 18 months – 4 years

admin@miniretreatchildcare.ca
programs@miniretreatchildcare.ca



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LOCATIONS

BEAMSVILLE LOCATION:

5041 King St. West P.O. Box 89

Beamsville, ON

LOR 1B0

Beamsville (Unit 4 & 5): 905-563-0555

Beamsville Unit 13 (End Unit of Plaza): 905-563-1792

GRIMSBY LOCATION:

264 Main Street East

Grimsby, ON

L3M 1P8

Grimsby: 289-235-9900

Administrative Director/Owner (Valérie Ferrante): admin@miniretreatchildcare.ca

Senior Executive Supervisor/RECE Supervisor – Grimsby Jessica Poirier: programs@miniretreatchildcare.ca

RECE Supervisor – Unit 4&5 (Jessica Benjamin): lincoln@miniretreatchildcare.ca

RECE Supervisor – Unit 13 (Mackenzie Hope): beamsville@miniretreatchildcare.ca

Website: www.miniretreatchildcare.ca

Facebook: www.facebook.com/miniretreatchildcare

LICENSING

BEAMSVILLE: Units 4 & 5 are licensed for 38 children with the Ministry of Education under the Childcare and Early Years Act, 2014 (CCEYA). We offer Full-time/Part-time Toddler (18 months to 30 months) and Preschool (2.5 years until 4 Years Age) care.

Unit 13 is licensed for 24 children with the Ministry of Education under the Childcare and Early Years Act, 2014 (CCEYA). We offer care to School Age children (4 years to 12 years) before and after school care as well as full day care for March Break, Summer Break, Christmas break and school Professional Development days (P.D. Days) – Excluding Centre P.D. Days.

GRIMSBY: is licensed for 49 children with the Ministry of Education under the Childcare and Early Years Act, 2014 (CCEYA). We offer Full-time/Part-time Toddler (18 months to 30 months) and Preschool (2.5 years until 4 Years Age) care.

***NOTE:** *We can offer care for children under 18 months within our Toddler Classroom, with an assessment based on child's capabilities in the classroom (however, spaces are very limited.)*

ADMINISTRATIVE DIRECTOR/OWNER

MRC is owned by Valérie Ferrante, Administrative Director. She overlooks the operations of the business, administration, working with Ministries and other government bodies, personnel management, financial management, maintaining relationships with families, employees, and community members.

SENIOR EXECUTIVE SUPERVISOR/RECE SUPERVISOR

Jessica Poirier RECE is Senior Executive Supervisor and RECE Program Supervisor overseeing the operations of the Grimsby location. She will also perform the duties of a RECE Supervisor at a higher level, where she will be working closely (overlooking and supporting) the Upper Management team and working alongside Valérie Ferrante, (Administrative Director/Owner).

SUPERVISORS

Jessica Benjamin is the RECE Program Supervisor. She oversees the daily operations of the Main Centre with employees, families, children, students, volunteers, and classroom programs at the Main Centre (Unit 4 & 5). Which includes, Quality Childcare Niagara (For more information see www.eccdc.org/quality-child-care-niagara) administrative duties, enrollment (for both Main Centre and Unit 13), Parent/Guardian interactions.

Mackenzie Hope is the RECE Supervisor at Unit 13. She oversees the daily operations of Unit 13, employees, families, children, students, volunteers, and classroom program. Which also includes Quality Childcare Niagara, administrative duties, policies and procedures, Parent/Guardian interactions.

REGISTERED EARLY CHILDHOOD EDUCATORS (RECEs)

RECEs provide a safe, warm, welcoming, and inviting classroom for children, and Parents/Guardians. RECEs plan and implement an emergent curriculum based on the documentation, observations, and interests, as well as their developmental needs and goals through their play. RECEs also conduct developmental screenings to see the children's language, cognition, motor skills, social-emotional skills, and behaviour. RECEs also apply principles and practices, and the four foundations: belonging, well-being, engagement, and expression of How Does Learning Happen? Ontario's Pedagogy for the Early Year.

ASSITANT EDCUATORS

ASSISTANT EDUCATORS work closely with the RECEs in conducting daily duties such as preparing and serving meals, toileting, engaging in play, supervising and monitoring all children to ensure their safety. Support early childhood educators in carrying out activities based on the children's interests that promote physical, cognitive, emotional, and social development.

KITCHEN MANAGER

The KITCHEN MANAGER plans and prepares a variety of delicious nutritional meals and snacks according to the Canadian Food Guide all while considering any children's special dietary restrictions and food allergies. They also assist and interact with the children and families in the program.

RESOURCE CONSULTANTS

Resource Consultants attend the Centre on a regular basis. They are professionals who will provide support to young children with diverse needs and their families, using the primary principle of best practices and Early Intervention. This is in line with Quality Childcare Niagara (Q.C.C.N.) to better support Centres. For further information on Q.C.C.N. see table of contents for page number.

DAYS AND HOURS OF OPERATIONS

MRC is OPEN for the following:

Main Centre (Unit 4 & 5) and Grimsby: Monday to Friday 7:30am - 5:30pm

School Age (Unit 13): **Monday to Friday 7am - 5:30pm/7:30am - 5:30pm on full care days (such as PD Days, March Break, Summer Break etc..)**

MRC is CLOSED for the following: Please see charts below indicating closures when fees apply and do not apply.

Fees apply:

New Year's Day
Family Day
Good Friday
Victoria Day
Canada Day
Civic Holiday
Labour Day
Thanksgiving Day
MRC Professional Development Day Monday after Good Friday Friday Prior to Thanksgiving

Fees do NOT apply:

Mental Health Week Closure last week of August prior to Labour Day
Centre Christmas Break (including Christmas Day and Boxing Day)
Early Learning Professional Development Day in June

MRC's hours of operation change on the following day in which hours of operations are posted in advance for each holiday: **Christmas Eve Day**

There is no fee reduction for **vacations** or **sick days**. To keep fees as low as possible and our budget unpadding, you are required to continue to pay regular fees to maintain your space when your child is absent.

CENTRE PROFESSIONAL DEVELOPMENT DAYS (P.D. Days)

MRC incorporates two (2) Centre Professional Development Days in the Calendar year.

The Centre will be CLOSED on Easter Monday and the Friday prior to Thanksgiving (Fees will apply)

Teaching is a dynamic learning profession that is constantly changing as Early Childhood Educators strive to engage and motivate children and meet their diverse learning needs. This allows the employees to partake in Professional Development to further expand their knowledge and expertise in the childcare field.

SNOW AND EMERGENCY CLOSURES

A Centre closure may take place due to inclement weather or for emergency reasons. MRC will advise families at their earliest ability. Mother Nature can be unpredictable and at times, therefore sudden closures notices may occur.

Please remember that employees and Parents/Guardians must travel from many different locations. MRC wants to ensure everyone's safety when making decisions on closures. This decision is not taken lightly.

Emergency Closures also include but no limited to:

- Centre outbreak
- An unforeseen circumstance such as (but not limited to):
 - A water main break
 - A power outage
 - A fire
 - A flood
 - Gas leak
 - Detection of Carbon Monoxide
 - Pandemic

If the Centre closes, we will inform Parents/Guardians of the closure via Lillio (formerly HiMama). A Lillio (formerly HiMama) message will be sent out with all the proper information. If the Centre must close during operating hours, all Parents/Guardians will be notified to pick up their child as soon as possible. If Parents/Guardians are not available, emergency contacts will then be notified.

*****Most fees will be refunded on the next monthly invoice.***

*****It is the Parent/Guardian's responsibility to find alternate care during these events of sudden closures and/or when children are ill.***

MRC will NOT be open prior to 7:30am (exception to the School Age program in which is NOT open prior to 7am/7:30am on full care days) and children are required to be picked up and have left the Centre no later than 5:30pm.

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

Purpose

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

This policy will provide employees, students, Volunteers and Parents/Guardians 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 childcare Center 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.

General

- Mini Retreat Childcare Inc. will ensure that any child receiving childcare at the childcare Centre is only released to the child's Parent/Guardian or an individual that the Parent/Guardian has provided written authorization the childcare Centre may release the child to.
- Mini Retreat Childcare Inc. will **only** dismiss children into the care of their Parent/Guardian or another authorized individual. The Centre will **not** release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, employees must follow the safe arrival and dismissal procedures set out below.
- ***SEARCHING FEE – Once a search has begun, a searching fee of \$25 will apply. A “Search” is considered a child arriving and departing beyond times indicated in throughout this policy.***

****NOTE: Late pick-up fee will apply as per Late Pick-up Policy.***

Arrival and Departure Expectations

Arrivals (7:30am – 9:30am Main Centre, 7am-8am on school days/7:30am-9am on full care days School Age Centre)

- All main entry doors are locked, and an employee will need to provide the individual access to enter Centre.
- Find your child's labelled cubby.
- Assist child in taking off their outdoor clothing and putting on their inside shoes.
- Provide the employees child's labelled water bottle.
- Leave all belongings (including spare clothing) in cubby area.
- Where there is a cubby area with a gate access to the classroom, employees will open gate to invite child into classroom, do not leave your child in the cubby area unattended.

Note: See "Tips for a Smooth Childcare Drop-off: Short & Sweet" within the Parent Handbook.

Departures (4pm – 5:30pm Main Centre, 3pm-5:30pm School Age Centre)

- All main entry doors are locked, and an employee will need to provide the individual access to enter Centre.
- Always bring ID and provide to employees when requested.
- Employees will collect the child for the individual picking up.
- Collect child's labelled water bottle.
- If there is a gate to the classroom, allow an employee to give access. Do not leave your child in the cubby area unattended.

Special Scheduled Arrangements

Parents/Guardians who have a drop-off/pick-up schedule on a regular daily basis outside of the Arrival and Departure times, must provide the Centre with "Special Scheduled

Arrangements" in writing. This is to prevent the Centre from searching for your child based on the procedures below.

Example: Child arrives at the Main Centre no later than 9:30am and is picked up no later than 3:30pm.

If later than the times indicated above, will result in having to **search** for the individual's arrival.

Sickness Protocols Directed by Centre: If a Parent/Guardian is given sickness protocols by the Centre preventing a child from attending childcare Parent/Guardian is not required to report during the timeframe provided by the Centre (eg. 24 hours/48 hours).

If symptoms are considered questionable for a healthcare professional visit, the Parent/Guardian is to advise the Centre of the outcome from this visit in order to assess protocols for return to childcare (such as pinkeye, etc...).

Example: Gastroenteritis (Vomiting/Fever)- If the Centre requests that a child is to not return for 48 hours (based on MRC's Health Policy) no reporting is required.

However, if child does not return **after** the 48-hour recovery timeframe, will result in having to **search** for child's whereabouts.

If Parent/Guardian fails to follow-up with the Centre with the outcome of a healthcare professional visit, will result in having to **search** for child's attendance.

Reporting to the Centre would be required by the Parent/Guardian of their child's continued absence when the child was to be expected back at the Centre (see the Arrival and Departure Protocols within this policy below).

Parents/Guardians and authorized individuals are responsible for their child(ren) during arrivals and departures when they are no longer in the Educator(s) care. (such as outside of the classroom or playground).

When possible, we encourage child to be picked up before (11:45am) or after (2pm), to prevent disrupting the children during rest period.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program employees in the room must:
 - Greet the Individual and child when they arrive.
 - Where the Parent/Guardian has indicated that someone other than the child's Parent/Guardian will be picking up, the employees must confirm that the person is listed on the Emergency Contact form or where the individual is not listed, ask

the Parent/Guardian to communicate this information in writing providing authorization for pick-up via Lillio (formerly HiMama) App.

- Document the change in pick-up procedure in the classroom daily written record/log.
- Sign the child in on the classroom attendance record and Lillio (formerly HiMama) App.

Where a child has not arrived in care as expected

1. A Parent/Guardian must communicate with the Centre a specific arrival time (after 9:30am) OR with **a timeframe of no more than a 15 minute window.**
2. Where a child does not arrive at the childcare Centre and the Parent/Guardian has not communicated a change in drop-off (e.g., call the Centre or sent a message on Lillio (formerly HiMama) App), the employees in the classroom must:
 - Inform the Supervisor or designated employee and program employees once the arrival times has lapsed (see above arrival times). The Supervisor or designated employee must commence contacting the child's Parent/Guardian as indicated in the charts below until they have confirmed location of child.

School Age Centre Morning (AM)

- 1) By 8am (on school days) - Call first contact on registration form - Parent/Guardian (Leave Voicemail),
- 2) If no response within a few minutes – proceed to call second contact on registration form – Parent/Guardian (if applicable),
- 3) Upon return from School/Bus drop-off – Send Lillio (formerly HiMama) App message to Parent/Guardian,
- 4) 9:15am-9:30am – Call School to confirm attendance, if unknown by school, attempt to contact parent/guardian again (Leave Voicemail).

*** NON-BASE SEARCHING FEE – Once a search has begun, a searching fee of \$25 will apply.**

School Age Centre Afternoon (School / Bus) Pick-up (PM)

*Based on scheduled school/bus times (varies each year) – start process once returned at Centre premise.

- 1) Call first contact on registration form - Parent/Guardian (Leave Voicemail),
- 2) If no response within a few minutes – proceed to call second contact on registration form – Parent/Guardian (if applicable),
- 3) 15 minutes has lapsed, call School,
- 4) Immediately send Lillio (formerly HiMama) App message to Parent/Guardian to confirm information received from school OR if unknown by school,
- 5) 30 minutes has lapsed, call emergency contacts in child’s file.

*** NON-BASE RATE SEARCHING FEE – Once a search has begun, a searching fee of \$25 will apply.**

***School age Full-Day Care (PD Day, March Break, Christmas Breaks, Summer Break), follow steps of Main Centre Chart below:**

Main Centre and School Age on full care day

- 1) 9:30am – Send Lillio (formerly HiMama) App message to Parent/Guardian,
- 2) 10am – Call first contact on registration form - Parent/Guardian (Leave Voicemail)
- 3) If no response within a few minutes – proceed to call second contact on registration form – Parent/Guardian (if applicable).
- 4) 10:30am – Call emergency contacts in child’s file.

***NON-BASE RATE SEARCHING FEE – Once a search has begun, a searching fee of \$25 will apply.**

3. Once the child’s absence has been confirmed, program employees shall document the child’s absence on the attendance record and any additional information about the child’s absence in the classroom daily written record/log.

Releasing a child from care

1. The employee 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 childcare may release the child to. Where the

employees do not know the individual picking up the child (i.e., Parent/Guardian or authorized individual),

- Confirm with another employee 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.

Anyone other than the Parent/Guardian picking up the child and is also not an adult (under the age of 18), it is the responsibility of the Parent/Guardian to provide full contact name and written consent that they consider this individual's maturity to care for their child.

Exception: School Age children attending at the Before and After School Care with Mini Retreat Childcare Inc. can only be released to the child's designated school bus or to the School the child attends, as per scheduled bus/school times.

Where a child has not been picked up as expected (before Centre closes, during the day)

1. Where a Parent/Guardian has communicated with the Centre a specific pick-up time OR **a timeframe of no more than a 15 minute window** and/or an authorized individual who will be picking up their child from care, see "Release" chart below:

Release
<ol style="list-style-type: none">1) 15 minutes has lapsed from the mentioned pick-up time or timeframe, advise Supervisor or designated employee that Parent/Guardian/Authorized Individual has not arrived yet. The Supervisor or designated employee is to call Parent/Guardian (Leave a Voicemail),2) If no response within a few minutes – proceed to call second contact on registration form – Parent/Guardian (if applicable). <p>* NON-BASE RATE SEARCHING FEE – Once a search has begun, a searching fee of \$25 will apply.</p>

2. If Parent/Guardian keep extending the timeframe beyond the original expected pick-up time for more that 2 times (in the same day) causing disruption to the overall daily operations, will result in:

- A written warning along with the review of the Safe Arrival and Dismissal Policy and Procedures.
 - On a second occasion (on a different day), will result in a 1 day of childcare suspension.
 - On a third occasion (on a different day), may lead to further suspensions and/or termination of care.
3. Where the employees have not heard back from the Parent/Guardian or authorized individual who was to pick up the child, the employees shall follow instructions on the “Centre is Closed” Chart in next section below once Centre is Closed:

Where a child has not been picked up and the Centre is closed (5:30pm)

1. Where a Parent/Guardian or authorized individual who was supposed to pick-up a child from care and has not arrived by **5:30pm**, follow “Centre is Closed” Chart below:

Centre is Closed
<ol style="list-style-type: none"> 1) Inform Centre Supervisor or designated employee. 2) Employees shall ensure that the child is given a snack (dry, pantry type of snack) and activity, while they await their pick-up. 3) One employee shall stay with the child, while a second employee proceeds with calling the Parent/Guardian to advise that the child is still in care and inquire their pick-up time. <ul style="list-style-type: none"> ● Contact the Parent/Guardian or authorized individual that was assigned to pick-up child. ● 5 minutes has lapsed, call emergency contacts in child’s file. 4) 6:30pm, no response, the employees shall proceed with contacting the local Children’s Aid Society (CAS) and employees shall follow the CAS’s direction with respect to next steps. As well as contacting the Local Police non-emergency line. 5) Update Supervisor or designated employee with final results. <p>* NON-BASE RATE SEARCHING FEE – Once a search has begun, a searching fee of \$25 will apply.</p>

*****Frequent lack of communication with the Centre could lead to suspension of care and/or withdrawn indefinitely.*****

Dismissing a child from care without supervision procedures

Employees will only release children from care to the Parent/Guardian or other authorized individual. Under no circumstances will children be released from care to walk home alone.

We remind Parents/Guardians of the extreme importance in notifying the childcare Centre of any changes with information pertaining to their child as it occurs.

Please be aware, **EVERYONE** picking up a child **MUST HAVE IDENTIFICATION**. Not all employees may recognize the person picking up (this includes Parents/Guardians). Without proper identification, your child **WILL NOT BE RELEASED** until employees can properly identify the person picking up.

Tips for a Smooth Childcare Drop-Off: Short & Sweet

Childcare drop-off can be a teary-eyed ordeal for parents/guardians and children. The tears, tantrums, clinging and/or screaming can be painful to watch. The guilt is heart-wrenching, however there are ways to make it easier for everyone. Several childcare providers have put together their top tips for a smoother drop-off. The consensus is to ***keep it short and sweet***. Here are five tips to keep the drop-off as smooth as possible.

Prepare the night before.

Don't rush! Do as much as you can the night before. Rushing children can cause them to be overstimulated and increases stress hormones, which can lead to tantrums. Be prepared the night before, so you are not rushing your children and creating a stressful morning for everyone.

Stick to a routine.

Children do better when they know what to expect. Keeping a routine means knowing what steps are coming and feeling less anxious. So, from the morning breakfast, to getting dressed, getting in the car, etc... Keep the sequence the same so they are able to understand what is coming next.

Keep it quick.

Don't linger! Even if your child cries, shrieks, and reaches out for you with that desperate look in their eyes. Just keep walking. It feels painful, however it is better for them in the long run. Your Early Childhood Educators will often say they were fine within minutes of leaving. If you linger, you give them hope that maybe they don't need to stay, but of course, they do. You are sending mixed messages which will make the goodbye more difficult.

Find a special ritual.

Have a drop-off ritual (hang jacket and bag, change shoes, hug, pass off to Childcare worker, a quick kiss, and off you go).

Don't skip out.

Always make sure you say goodbye. It can be tempting (especially when you think you may cry!) to slip out without them noticing. Once they realize you have left, they'll be sad and wonder where you are, without any reassurance that you'll be back. Always say goodbye and that you'll be back later.

Remember that children need time to process. They want to know what's happening and what comes next. Routines and rituals reassure them that you'll return like you did the day before. Keeping to a childcare morning routine with a confident and quick goodbye will allow everyone to ease into the transition quicker.

Many Early Childhood Educators also noted that the first week will be rough however it does get better. The second week- can be worse, and that is common. Once children realize this is their new normal schedule, they may be sad about it again. However, it will pass, and soon you'll be dropping them off, and they won't even look back.

Lastly, on the first day of drop-off, give yourself a few hours in the morning if you can. It can likely feel emotional. So, if you can have a few hours before heading to work- take some time to yourself to feel proud. You got this!

LILLIO (FORMERLY HIMAMA) APP

MRC is pleased to inform you of an App for Smart phones and Computers called "Lillio (formerly HiMama)." It is our main source of communication for your child individually as well as a Centre. Daily reports are sent early in the evenings. This is privatized to our Centre. Anyone outside of **MRC** does not have access to the App. If you have any further questions

regarding Lillio (formerly HiMama), please do not hesitate to ask, or visit www.lillio.com for further information.

REST PERIODS/SLEEP SUPERVISION POLICY

Children are provided with a rest period, 2 hours each day. Each child has his/her personal sheets/blankets provided by the childcare Centre that are laundered once a week, and a cot which is sterilized once a week. We are unable to provide any other objects on their cots, including but not limited to; sleep sacks, plush items, pillows, soother straps, etc..

Quiet activities are provided while children are awake.

MRC has a Sleep Supervision Policy where employees are to periodically perform direct visual checks of sleeping children by being physically present and checking for indicators of distress or unusual behaviours.

Please keep in mind our rest times for picking up your child. You may pick up your child at any time, however, if possible, please try to pick up before (11:45am) or after (2pm) to prevent disrupting the children resting.

****PLEASE DO NOT RING THE BUZZER (if available) BETWEEN 11:45am - 2pm
WHEN CURTAINS ARE CLOSED**
(Please call the Centre)**

Parents/Guardians' Requests on Reduced Nap times:

At any time, Parents/Guardians may request their child to sleep a reduced amount of time/or that their child does not nap, the CCEYA Ministry regulation (Subsection 6.7 – Program Requirements re: REST recommendations) explains *“that programs should take into consideration instructions given from Parents/Guardians regarding their children’s sleep and rest period. These instructions should be followed as closely as possible; however, the licensee also needs to take into consideration the needs of the individual child.”*

Foundations for Children's Naps:

- ❖ Is a vital component of a child's healthy mental, physical, and social growth.
- ❖ Boost energy, focus and the ability to learn.
- ❖ Improve brain development.
- ❖ Improve the bedtime routine.
- ❖ Increase attention span.
- ❖ Ensure proper growth and development.

** Information provided from "The No-cry Nap Solutions" book by Elizabeth Pantley

Our Centre is based on "Group Care", therefore, please take into consideration the other children in the group who benefit from sleeping during our rest period.

FOOD

MRC follows the guidelines of the Canadian Food Guide to provide nutritious breakfast, lunch, and afternoon snacks.

The menu for each week will be posted on the Parent/Guardian information board by the entrance of each classroom.

Parents/Guardians must inform employees of any **food restrictions** and/or **allergies** that their child may have. Please be sure to indicate these on the registration form and alternate foods will be served as a substitute.

Parents/Guardians may be required to provide alternate foods if food restrictions cannot be accommodated.

***The entire Centre is tree nut/peanut free.
This includes all by-products of these items.***

ANAPHYLAXIS POLICY

MRC is committed to providing a safe environment.

The Centre has created an anaphylaxis policy that is intended to help support the needs of children with severe allergies. It also provides information and awareness on anaphylaxis to Parents/Guardians, employees, students, volunteers, and visitors at the Centre.

Parents/Guardians will, prior to the child's enrollment, review the Centre's Anaphylaxis Policy with the Centre Supervisor/Director.

Determination of Enrollment for Anaphylaxis Children

Mini Retreat Childcare Inc. is a nut and peanut free facility. We take anaphylactic allergies seriously, safety is of utmost priority, and therefore due to the high risk of cross contamination, we will be assessing each anaphylaxis carefully to determine if care can be accommodated.

Transparency

The registration/enrollment form must be fully completed. We ask for transparency, especially with respect to any allergies/food restrictions/intolerances. If anything doesn't apply, please indicate with "N/A". If such important information has not been disclosed, this could affect continuing with your child's enrollment with Mini Retreat Childcare Inc.

MRC will develop an **Anaphylaxis Emergency Plan** with Parent/Guardian and child's physician with an anaphylaxis allergy.

A "Life Threatening Allergies" (Anaphylactic) form must be completed and signed PRIOR to any child attending the Centre (provided with registration package).

Any foods or drinks brought into the Centre by a Parent/Guardian must be:

- a) Discussed with Supervisor/Director if food/drink is approved to be brought in by Parent/Guardian.
- b) Special Dietary and Feeding Arrangements forms will be filled out with specific instructions from the Parent/Guardian with respect to feeding arrangements.
- c) Food/drinks **MUST** be purchased from a store, unopened (sealed) at the time of purchase and brought to the Centre in an original container labelled with the designated child's first and last name clearly labelled.
- d) Packaged food must contain clearly labelled ingredients that are acceptable under this Policy.
- e) Food/drinks must not be expired.
- f) Employees will update and inform Parents/Guardians when more food/drink items are in need of purchase.

****No outdoor food/gum/drinks or medication are allowed into the Centre without consent due to allergies. This includes food stored in all bags/backpacks coming into the Centre. Please be sure to double check your child's bag prior to entering the Centre.***

School Age Children are permitted to bring food from home to bring to/from school and lunches during full day care.

A complete copy of our Anaphylaxis Policy is available for review upon request.



Parents/Guardians are to supply water bottles to and from the Center on a daily basis. Please provide water ONLY in water bottles.

PICKY EATERS

For children who may be picky eaters, it is advised to not forcefully encourage a child to eat which can interfere with their ability to know when they are hungry or full. To trust children to know whether they are hungry or not. That we are to respect their refusal decision and that it can take 8 to 10 times of being exposed to new foods.

The food that is offered at the Centre may be very different to what is being offered at home. And at times children are still trying to adjust to their new environment. Or a child may be feeling unwell and experiencing sickness where symptoms have yet to arise or have yet to be noticeable.

It is advised not to make or provide something else for a child who does not like what is served. And that they are to wait until the next meal or snack to eat.

Adults are responsible for what food is offered, where it is served and when meals and snacks are scheduled. And the children are responsible for deciding if they will eat and how much they will eat.

The Lillio (formerly HiMama) meal indicators are “none, some, most, all” when this is inputted on Lillio (formerly HiMama), and if indicated “some” on your child’s report, this means they may have tried a little bit of each food offered to them or only one item on their plate.

Unfortunately, employees will not be able to specify exactly each thing they ate as they overlook a full classroom of children. Employees will make every attempt to help to encourage and assist your child to eat to the best of their ability.

CLOTHING/WEATHER CONDITIONS

Parents/Guardians are required to provide extra **sets** of clothing for their child at the childcare Centre. This includes underwear, socks, shirt, and pants/shorts. Employees will inform Parents/Guardians when they need to be refilled. Please remember to alternate for seasonal periods. (Example: Shorts in summer/pants in winter)

FOOTWEAR

Children will require indoor and outdoor footwear. **The children require Velcro or Crocs.** This is to help promote independence, motor skills and foot safety. (Crocs must be worn with the back against the heel)

- ⊗ no laces
- ⊗ no flip flops
- ⊗ no slippers
- ⊗ no heels
- ⊗ no dress-up shoes

Please label ALL items/belongings with the child's name

Please refrain from your children wearing any jewelry, (except for small hoops or studded earrings) as this can be a hazard. This also includes teething necklaces as well. Any jewelry brought in will be removed and placed in the child's cubby.

Children should wear appropriate outdoor gear for all types of weather! We are outside for a **minimum of 2 hours each day (weather permitting).**

For Colder Weather this includes:

- * Insulated coat
- * Snow Pants
- * Insulated boots
- * Warm Hats
- * 2 pairs of Long Water-Resistant Mittens (to keep fingers warm and dry)

For Warmer or Muddy Weather this includes:

- ☀ Hats to Keep Cool
- ☀ Proper footwear – Crocs are a great option (No flip flops/high heels)
- ☀ Splash pants to help protect pants from the mud or Mud Buddy

What is a Mud Buddy?

See link provided: <https://www.amazon.ca/muddy-buddy/s?k=muddy+buddy>

Mud Buddies are a great solution to being able to get outside during wet/cold weather and keep the children's outdoor clothing clean and dry.

Sunscreen (Non-Base rate)

Parents/Guardians will be asked if they will want to purchase the Centre sunscreen or provide their own.

*The cost of sunscreen may vary depending on pricing each year.

Employees will ensure to apply sunscreen (from April – October) 20 minutes prior to going outside.

WEATHER CONDITIONS AFFECTING OUTDOOR PLAY

In the summer when the outdoor temperature is at **30°C** or higher, children's outdoor play will be restricted. If the humidex is at **35°C**, or higher, outdoor play will be cancelled. In the winter when outdoor temperatures are at **-15°C** and below.

Participation in indoor gross motor activities will be provided in the event the children are unable to go outside.

CHILDS BELONGINGS

You child's belonging from the "What to Bring" list are the only items be provided. Any other items not on the list will not be allowed into the classrooms. Any items will be placed in your child's bag and/or cubby.

Please ensure that **ALL** items entering the Centre are labelled. This would include having your child's first and last legal names or initials on the items (NO nicknames). This would include (but not be limited to) each shoe, hat, each mitten, coat, snow/splash pants, soother, bag/backpack, sleeve of diapers/pull-ups, water bottles, sunscreen/diaper creams, etc).

By labelling each item it will decrease the chances of items getting lost or sent home with the wrong child as some children have the same items or items get mixed up throughout the day. Some ideas on how to label items would be to use a permanent marker, name stamps, tape with the name written on it or pre-made labels.



MRC is a member of **Mabel's Labels**, which is a great place to order pre-made labels in many different styles, so that you can just stick them on to any personal belongings. They also have name stamps that are also great for the inside of clothing including socks. Selecting our Centre will help raise funds to put towards materials that will help contribute to the children's learning environment.

GO TO Website: https://mabelslabels.ca/en_CA/fundraising/support/

ADD Organization: Input "Mini Retreat Childcare Inc." and the center will pop up.

LOST/MISSING ITEMS

MRC is not responsible for the replacement of lost items. Parents/Guardians will be contacted in the event of any missing items that affect the child's classroom program of any daily scheduled activities.

Continued failure to provide proper items that affect the daily routine can result in suspension and/or termination of care.

Personal items from home are discouraged from being brought to the Centre, such as toys/small objects as they can go missing. A special "Show and Share" day will be made available for the children in the Preschool classroom, to provide them an opportunity for your child to share their special things. Employees will inform Parents/Guardians when their child's day is available (this is only available to Preschool children, as Toddlers won't understand "Show and Share").

CLOTHING AND "MESSY PLAY"

It is understandable wanting to keep children's clothing clean, however being in childcare this will be difficult to always maintain.

When children play, their clothing can get dirty. We provide many different activities and areas of development. We try our best to ensure they are keeping the activity within their area, using bibs/smocks when necessary and washing their hands afterwards.

We recommend providing clothing to wear each day that can get dirty, this also includes spare clothing. MRC is not responsible if clothing gets stained or dirty at the Centre.

Benefits of "Messy Play"

- ✚ Using their hands and fingers helps develop fine motor control.
- ✚ Developing crucial pre-writing skills with their pouring and grasping, as well as developing their hand-eye coordination.
- ✚ Focusing on the process, instead of the end product, helps to develop their creativity.
- ✚ Developing their creativity and expressiveness as they mix substances, colours, and textures.
- ✚ Provides a language opportunity to develop as you ask them questions about what they're experiencing and what it feels like.

- ✚ Provides opportunities to build pretend worlds around their messy play, which is important for storytelling and problem-solving skills.
- ✚ They learn new body control skills and develop their balance.
- ✚ Learning math skills about timing, sorting, and counting.
- ✚ Internalizing ideas about shapes and size.
- ✚ Learning scientific understanding, about gravity, problem-solving, and cause and effect.
- ✚ Helps confidence to explore their natural curiosity and develop a positive attitude to new experiences.
- ✚ Making their own choices and developing independence.
- ✚ Taking risks and experimenting in a safe environment, which helps to develop a huge range of skills.
- ✚ Learning how to share, cooperate, and play together with other children.

WALKING EXCURSIONS

MRC will from time to time go on walking excursions. “Leave the Premise Forms” will be provided in advance for your permission for your child to attend. Employees will provide supervision and every precaution will be taken for the safety of the children.

Parents/Guardians are responsible for their children during arrivals and departures when outside of the classrooms in the cubby, and front areas.

Each child’s file contains a list of authorized adults who may pick them up, as well as a list of emergency contacts in case Parents/Guardians cannot be reached. Parents/Guardians will be asked to fill out an information update form annually. Anyone other than the Parent/Guardian picking up the child and is also not an adult (under the age of 18), it is the responsibility of the Parent/Guardian to provide full contact name and written consent that they consider this individual’s maturity to care for their child.

Any arrangements for the child to be picked up by someone other than the regular person(s) should be clearly noted via written consent via email/Lillio (formerly HiMama) messaging.

ABSENTEEISM (VACATION/SICK DAYS) Including LATENESS

It is imperative that a Parent/Guardian phone or via Lillio (formerly HiMama) message, the Centre when a child is absent as well as a detailed reason (illness with symptoms listed, etc.). Please be sure to **notify the Centre by 8:00am – School Age Centre and 9:30am – Main Centre and School Age on Full Care Days**, if your child will be late or absent from the Centre. If no

message has been received, we will be calling Parents/Guardians and emergency contact to clarify the whereabouts of a child.

Please notify the Centre in writing vacation plans. This is particularly important during the summer months/Christmas holidays, so that employee arrangements can be made.

Should a parent fail to properly communicate or cooperate by not following the necessary protocols, childcare may be suspended or withdrawn indefinitely!

LATE PICK-UP FEE

There is a fine of \$30 (non-base rate) per child for every late pick-up between 5:30 pm and 5:45 pm and for every 15-minute increment going forward.

This applies for a required pickup when a child is sick, and a Parent/Guardian and/or emergency contact has been notified. As well, this includes late pickups after subsidy approved hours.

Continued failure to pick up your child/children during regular operation hours could result in loss of space.

DOCUMENTATION REQUEST FEE (non-base rate)

When requesting for additional documentation/childcare records, a fee of \$25 will apply. (example, attendance records/history, a specific letter, etc...)

SCHEDULE CHANGES/WITHDRAWAL

**A two-week written notice of any change to your child's schedule or withdrawal is required.
Fees will still apply for those two weeks.**

There is no fee reduction for vacations or sick days. To keep fees as low as possible and our budget unpadding, you are required to continue to pay regular fees to maintain your space when your child is absent.

No Switching Days for Part-Time Attendees free of cost: When requiring a different day than your child's regular scheduled day, it is at an extra day's cost (only if space is available). There will be no swapping, flipping, switching days. If your child is not attending on their regular scheduled day, fees still apply.

The last day for children who are attending school in September will be the Friday prior to the Centre's August Mental Health Week Closure (which the closure takes place the last week prior to Labour Day long weekend).

TEMPORARY LEAVE

If a child takes a temporary leave from the Centre longer than 20 consecutive operational days, such as visiting family outside of the country etc.. (apart from Centre closures between Christmas and New Years and the last week of August), will be withdrawn from the Centre and must reapply to the waitlist. This may only happen one (1) time annually. Fees will still apply. **MRC** does not want to take space away from a family who requires care.

Apart from the School Age program during the summer months it is optional to attend and communicate childcare intentions for September. See School Age instructions in the manual below – “**Summer Break (Last day of school - July/August)**”.

ADMISSION AND DISCHARGE

WAITLIST POLICY

Beamsville Units 4 & 5 has a total of 38 spaces available: 15 Toddler spaces (18 months – 30 months) and 23 Preschool Spaces (30 months – 4 years old).

Beamsville Unit 13 has a total of 24 spaces: School Age (4 to 12 years old).

Grimsby has a total of 49 spaces: 25 Toddler spaces (18 months – 30 months) and 24 Preschool Spaces (30 months – 4 years old).

These numbers are regulated by the Ontario Ministry of Education.

Children will be accepted into the program on a ***first come first serve basis*** when spaces become available in the required age group. Priority is established by the date of the application, however siblings of children currently enrolled in our program will be given priority status.

MRC has a waitlist through the Niagara Region which is based online with the website: www.nigararegion.ca/childcare

Parents/Guardians may request status of their child on the waitlist at any time.

Once registered with **MRC**, the child must attend from the agreed upon date provided by the **MRC**. A delay of no more than 2 weeks can be extended from the original agreed upon start

date. If child does not start thereafter the rescheduled date, then the child will be removed from being registered and will have to reapply to the waitlist. Registration fee will not be refunded.

While we understand the urgency for care, we will not tolerate harassment or abuse (verbal or otherwise) towards any of our employees, and any such behaviour will result in your child's name being removed from our waitlist with no opportunity for future enrollment.

****Full copy of MRC Waitlist Policy is available upon request****

REGISTRATION

- Upon registration, we require a **\$50 registration fee (non-base rate)**. This is paid via **e-transfer** to the Administrative Director.
- All payments are made **in advance** prior to the service being rendered.
- All Payments are made via **pre-authorized payments** through the Lillio (formerly HiMama) App.
- Banking information is to be uploaded on the Lillio (formerly HiMama) system by the Parent/Guardian.
- Fees are to be paid on a **monthly** Lillio (formerly HiMama) billing plan (which will be set up by the Centre).
- Invoices will be provided to you via Lillio (formerly HiMama) within 5 days of the payment day (1st of each month).
- Payments and fees received later than a grace period of 5 days will be invoiced for a late payment fee of \$25 (non-base rate).
- NSF (Non-Sufficient Funds) fees of \$25.00 (non-base rate) will be invoiced.
- Tax Receipts will be issued on a yearly basis by February 28th.
- Lost, misplaced, or duplicate tax receipts will be charged \$25(non-base rate) to be replaced.
- Please note, rates are subject to change.

If payment is not received in 2 weeks' time, and alternate arrangements with the Director of Operations have not been made, childcare service will be suspended until payment is made in full or possible termination depending on the circumstances. If such a suspension occurs and payment or arrangements are not made, your childcare space will be reassigned. Childcare late fees, NSF, and repayment fees apply to all children.

REFUNDS/CREDITS POLICY

1. Purpose

This policy outlines the conditions under which refunds or credits may be applied to parent/guardian accounts or via e-transfer at Mini Retreat Childcare Inc. Our goal is to maintain fairness and transparency while ensuring compliance with applicable childcare regulations.

2. Non-Refundable Fees

The following fees are non-refundable under all circumstances:

- Registration fees
- Tuition Fees
- Administrative fees (such as searching fee, late fee, documentation request, sunscreen fee)
- Non-attendance without prior notice

3. Refund and Credit Eligibility

3.1 Overpayments & Billing Errors

If a parent overpays or is charged incorrectly due to an administrative error, a refund or credit will be applied to the next billing cycle or via e-transfer.

3.2 Withdrawal & Notice Period

- Parents withdrawing their child must provide a two (2) weeks' written notice as per the contract.
- Refunds for pre-paid fees will only be granted if proper notice is given.
- If withdrawal occurs without notice, fees for the notice period remain payable.

3.3 Government Funding

- If subsidies (e.g., CWELCC) result in overpayment, a credit will be applied to future fees or refunded via e-transfer.
- If a family becomes ineligible for a subsidy, the full tuition rate will apply, and no retroactive refunds will be issued.
- Refunds will be provided to parents/guardians from funding received, ensuring they are reimbursed for any eligible expenses.

3.4 Closure Days & Service Interruptions

- Planned closures (statutory holidays, professional development days) are included in the tuition fee schedule, and no refunds/credits will be issued.
- If the center closes unexpectedly (e.g., weather, power outages), a credit may be issued at management's discretion.

3.5 Absence Credits

- Extended absences due to medical reasons may qualify for a partial credit, subject to a doctor's note.

4. Processing of Refunds & Credits

- Credits will be applied to the next billing cycle or via e-transfer.

DOUBLE CARE ENROLLMENT

A child may not be enrolled at another Centre on the same day as Mini Retreat Childcare Inc. for full day programs.

For the School Age program, a child may not be enrolled at another Centre during the same times as before and/or after care.

This will cause conflict with respect to the Canada-Wide Early Learning and Child Care (CWELCC) program and will be obligated to be withdrawn from care. If choosing to remain at Mini Retreat Childcare Inc. placement inquiries will be made with Niagara Children's Services to confirm proper placement at one Centre.

PRIORITY FOR ADMISSION

Due to high enrolment within the Centre, it is necessary to register for a minimum of 3 full days to guarantee your spot. Therefore, 1 or 2 days per week is an option, but will be susceptible to the Priority for Admission, meaning that your child's spot is not guaranteed if there is a 3-, 4-, or 5-day child requiring care. Priority will be given to the enrolled child so that should this situation arise, the Enrollment Specialist will offer the option of increasing the enrolled child's number of days.

SUBSIDY

MRC offers subsidized Childcare through the Niagara Region.

The intent of care while on subsidy is to accommodate work/education and travel to/from for caregivers. It is in the child's best interest to ensure the right balance between childcare and quality time at home.

What is Subsidy?

Childcare Subsidy is financial assistance that covers all or part of the costs of childcare. The amount of the subsidy is based on income level and confirmation of the reason for care.

For more information go to www.niagararegion.ca/childcare or call 905-984-3750 or 1-800-263-7215 ext. 3897

PAYMENTS AND FEES

AGE GROUP	CWELCC 2023 (Daily Rate – Base Rate)
Toddler (18 Months to 30 Months)	\$21.26
Preschool (2.5 Years to 4 Years)	\$19.85

**School Age Fees specified further in the School Age section of this Parent Handbook.*

CANADA-WIDE EARLY LEARNING AND CHILD CARE (CWELCC)

We have opted in the Universal Childcare Program in which childcare fees will be reduced by over the next several years leading to \$10/day. Please see the link for below:

<https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>

SUSPENSION AND/OR TERMINATION OF CHILDCARE

MRC may suspend and/or terminate childcare services if policies are **NOT** followed, if fees are not paid or if the program is unsuitable for your child/family. A suspension of childcare will be in upwards of two (2) childcare service days. Fees will still apply.

Termination may lead to immediate loss of your childcare space, or a timeframe may be provided to find alternate childcare. This will be based on the severity of the circumstance to determine the process for the termination. Fees will still apply up until the last day childcare is provided.

PROACTIVE COMMUNICATION, COOPERATION AND COLLABORATION

Parents/Guardians are to ensure proactive communication, cooperation, and collaboration with Mini Retreat Childcare Inc.

Effective communication between families and childcare Centers are crucial for fostering a collaborative environment that supports the child's development. It allows for the sharing of vital information regarding the child's needs, behaviors, and experiences, ensuring that both families and caregivers are aligned in their approaches to the child's care. Failure to do so could impact your child's care. ***This includes when your child will be absent from the Centre for any given reason.***

We cannot stress enough the importance of such communication to be given **no later than 8:00am – School Age Centre (9:30am on Full Care Days) and 9:30am – Main Centre (Toddler/Preschool)** as per our Safe Arrival and Dismissal Policy.

This is to not leave the Centre wondering where your child might be. By not communicating in a timely manner, causes disruption to the daily program, meal/snack planning, employee scheduling complications. And at times, we may not have an employee available to greet you and your child in the Centre.

Should a Parent/Guardian fail to properly communicate or cooperate by not following the necessary protocols, childcare may be suspended and/or withdrawn indefinitely! Please view section **SUSPENSION AND/OR TERMINATION OF CARE** for further information.

NO TOLERANCE POLICY

MRC has a zero-tolerance policy. Your cooperation and collaboration on this matter will only ensure a better, reliable relationship with your childcare provider. Which in turn reassures what is of the utmost importance: the health and safety of your child. Regarding our zero-tolerance policy at MRC, please be advised this will be enforced, no exceptions. We will not tolerate any threatening, aggressive, abusive, racist, derogatory language, misbehaviors in any way and/or creating an uncomfortable atmosphere. Any violations to this important policy will result in IMMEDIATE dismissal from MRC. Our Centre is a safe space, and we will not allow any disruptions to the employees, management, or families. Please be respectful as we are all doing our best for our families.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Parents/guardians are encouraged to take an active role in our childcare 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, childcare providers and employees, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our employees 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 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 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, employees, 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 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 employee feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*. For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

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 Administrative Director/Owner or RECE Supervisor.

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

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

PARENT COMPLAINT PROCEDURES

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Employees and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom employee directly or - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p>
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, employeering, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern;
<p>Employees-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. <p>All issues or concerns about the conduct of employees, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the</p>

Student- / Volunteer-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the employees responsible for supervising the volunteer or student or - the supervisor and/or licensee. - <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
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PARENT ISSUES AND CONCERNS FORM

Parent/Guardian's Name: _____ **Date:** _____

Concern/Issue:

Nature of Concern/Issue:

- Program Room Related
 General Centre, Operations Related
 Employee, Supervisor, License Related
 Student, Volunteer Resource Consultant Related

Employee Involved	Steps Taken to Resolve	Employee's Initials	Date

CONTACTS

Name/Title	Phone Number	Email Address
Valérie Ferrante, Administrative Director/Owner	905-563-0555	admin@miniretreatchildcare.ca
Jessica Poirier, RECE Senior Executive Supervisor	289-235-9900	programs@miniretreatchildcare.ca
Ministry of Education, Licensed Child Care Help Desk	1-877-510-5333	childcare_ontario@ontario.ca
Niagara Region Children's Services	905-984-6900 OR 1-800-263-7215 X3895	
Niagara Region Public Health	905-688-3762 OR 1-800-263-7248	
Ministry of Environment	1-855-515-1331	
Ministry of Labour	416-326-7160 OR 1-800-531-5551	
Lincoln Fire Department	905 684-4311	
Grimsby Fire Department	905-945-2113	
Lincoln/Grimsby Non-Emergency Police Department	905-945-2211	

SEPERATED FAMILIES

Mini Retreat Childcare Inc. maintains strict neutrality between Parent(s)/Guardian(s) who are separated or divorced. We want to promote the best interest of each child by working in partnership with both Parent(s)/Guardians(s), unless directed otherwise by a Court Order of separation agreement. It is important to know the Centre can only comply with a Court Order or separation agreement if it is properly notified and has received a copy, and only to the extent that it relates to the Centre.

In the event the Centre is not informed of the existence of a Court Order or separation agreement, both Parent(s)/Guardians(s) will have rights to have access to their child.

MRC cannot remove a Parent/Guardian for Lillio (formerly HiMama) contacts from their child's profile. If both Parents/Guardians have access to their child, do not remove the other Parent/Guardian unless it is a part of an existence Court Order or separation agreement.

MRC will not create two Lillio (formerly HiMama) accounts for one child due to disputes.

When messages are sent and received on the Lillio (formerly HiMama) message system, please stick to the topic at hand and try to leave any personal comments amongst each other outside of the Lillio (formerly HiMama) message system.

EXCESSIVE DAMAGE TO BUSINESS PROPERTY

Any excessive damages that have been caused by a child, the Parents/Guardians will be expected to pay for the damage caused by their child to the provider's property in excess of \$100 (non-base rate) (Outside of the normal wear and tear).

VULNERABLE SECTOR CHECK POLICY

All persons on program that provide care, supervision, maintenance, volunteer, and support to children at **Mini Retreat Childcare Inc.**, shall be required to provide a current Vulnerable Sector Check (within 6 months). Employees are responsible for providing an updated vulnerable sector check every 5 years.

MRC may terminate a person's employment or volunteer position after receiving the vulnerable sector check if the vulnerable sector check identifies past convictions that cause the licensee to believe the individual is unfit to work with children, including convictions for any offence set out in Section 9 of the *Child Care and Early Years Act, 2014*

SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS

This policy for the supervision of volunteers and placement students is in place to help support the safety and well-being of children attending the Centre.

AT NO TIME, STUDENTS OR VOLUNTEERS ARE LEFT ALONE WITH THE CHILDREN AT ANY GIVEN TIME AND WILL BE SUPERVISED BY AN EMPLOYEE AT ALL TIMES

Requirements under The Child Care and Early Years Act, 2014 (CCEYA).

O. Reg. 262 under the *Child Care and Early Years Act, 2014 (CCEYA)* provides that every operator shall ensure that every child who is in attendance in a childcare Centre is always supervised by an adult.

- No child will be supervised by a person under 18 years of age.
- Placement students and Volunteers are not counted in the employee ratios of the Centre.

CONFIDENTIALITY POLICY

Confidentiality: All employees have signed confidentiality agreements upon hiring. Employees are aware that they will receive and have access to confidential information about children and families and they agree to keep this information in strict confidence.

Child's record is considered privileged and confidential.

- The right to every child and family to privacy is recognized and protected to the greatest extent possible.
- Parents/Guardians have access to their child's records at any time.
- Written consent of a parent/guardian is required prior to the release of personally identifiable information to third parties.

PROHIBITED PRACTICES

MRC has a policy in place of prohibited practices and procedures of ongoing monitoring of employees to protect the emotional and physical well-being of children. These practices are never permitted in a childcare Centre.

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour.

The following practices will not be observed in the program:

- ❖ Corporal punishment of the child.
- ❖ Physical restraint of the child, such as confining the child to a highchair, 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.
- ❖ Locking the exits of the childcare Centre or home childcare premises 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.
- ❖ Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity or self-worth.
- ❖ Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- ❖ Inflicting any bodily harm on children including making children eat or drink against their will.

Inappropriate Verbal Practices:

- Humiliation
- Threatening
- Swearing
- Harassment
- Yelling
- Sarcasm
- Discussion of a child within any child's hearing

Lack of Supervision Including:

- Diverted attention for frequent or extended periods.
- Leaving children unsupervised, child unaccounted for.

HEALTH POLICY

Immunization

To enroll in the childcare Centre, each child is required by the Child Care and Early Years Act, 2014 (CCEYA) to provide a doctor's report showing evidence of immunization. Please remember to update the center when any changes occur to your child's immunization record.

Exemption of Immunization

- ✓ Statement of Conscience or Religious Belief forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e., must be notarized).
- ✓ Statement of Medical Exemption form for medical exemption to immunization must be completed by a doctor or nurse practitioner.

Sending a sick child to childcare Centre jeopardizes not only that child's health, but also others in the Centre. It is therefore imperative that Parents/Guardians plan for alternative care for their sick child.

Parents/Guardians are encouraged to keep the childcare Centre informed and up to date about any concerns they may have with respect to their child's health.

When a Child Should be Excluded from our Childcare Centre?

It is normal for children to get sick quite often when they start childcare Centre, contracting 6 to 12 viruses in the first year alone, this will assist in building their immune system. Please assess your child before coming to the childcare Centre. **If your child is ill, he/she cannot attend the Centre.** Children showing signs of illness upon arrival **will not be admitted.** Please call in or message via Lillio (formerly HiMama) in advance to discuss your child's condition if you have any question regarding their ability to attend the Centre.

Parents/Guardians must notify the childcare Centre at drop off ANY medication given to the child within six hours of the drop off. It is very important to provide this information in the event of an emergency.

Parents/Guardians will be notified if their child becomes ill while in our care with the following symptoms present:

- ✚ Fever of 100.0 Degrees Fahrenheit (37.8 degrees Celsius) or greater
- ✚ Vomiting
- ✚ Severe diarrhea
- ✚ An undetermined body rash
- ✚ Extreme changes in usual behaviour

Once a Parent/Guardian receives notice that their child is ill, the child must be picked up within 45 minutes of notification.

Please make all attempts to pick up your ill child ASAP. The Centre is not able to operate properly to care for ill children.

NOTE: Late fees of \$15.00 (non-base rate)/15 minutes apply for late pickup of ill child start 45 minutes after the notification

Open communication is key to helping the Centre meet the necessary requirements.

If your child is assessed by a health care professional for any illness, please update the Centre via Lillio (formerly HiMama) with the outcome of the visit.

Fever

Do not bring your own thermometer to the Centre to dispute a fever. We take each child's temperature multiple times to ensure accuracy, as well as monitoring for other signs or symptoms of the child being unwell before sending them home.

A temperature of 100.0 degrees Fahrenheit (37.8 degrees Celsius) or greater, is excludable from the childcare Centre (within reason). The child is to stay home for **48 hours after the fever has broken** before returning to the Centre. This is so the child is allowed proper recovery time prior to returning.

(If your child's fever returns after they are given medication, their fever has not been broken).

Please note that teething cannot be a reason for your child to attend the Centre for a fever.

*****Please do not give your child Tylenol or Advil to mask the fever so they are able to attend.***

Vomiting or Diarrhea

Children who have vomited or have diarrhea are not allowed to enter the childcare Centre until they are **symptom free for a full 48 hours**. We do not exclude based on the first diarrhea unless it is accompanied by other illness symptoms. If the child has several bouts of diarrhea within a very short period of time, they must be excluded until the child is **symptom free for 48 hours**. If the child returns to the Centre 48 hours later and has one bout of diarrhea, he/she will be excluded again until symptom free.

Ear Infection

Children may attend the Centre with an ear infection if the child is able to participate in our normal activities and does not have any fluid draining out of the ear canal or a fever over 100.0 degrees Fahrenheit (degrees Celsius).

Allergies

If a child comes in with a runny nose, coughing, congestion, and the parent/ guardian feels this is due to “allergies” we must have clarification what kind of allergy, or even a doctor’s diagnosis stating what the child is allergic to.

Runny noses/Congestion

If your child has a runny nose/congestion that is discoloured (greenish), this is a sign of an infection. Your child would have to be absent from the Centre, until significantly improved to the point of almost gone.

Pink Eye and Conjunctivitis

Children are not allowed to attend our Centre with eyes that are red and/or eyes that are weeping with clear or cloudy drainage. Child must be seen by a health care provider and provide the Centre with an update regarding the outcome of the visit. Child must be taking prescription eye medication for 24 hours before returning to Centre (if confirmed as pink eye).

Note: Polysporin will help relieve symptoms, however it will not treat pink eye. A prescription medication for treating pink eye will be required.

Lice

If a child has live head lice present, they are to be excluded from the Centre until treatment has commenced and all live lice and eggs have been removed (the most important part of the treatment is the removal of eggs, treatment alone does not remove the lice and eggs). The procedure should be repeated in 7 days to ensure that any live eggs that weren’t removed in the first course of treatment are killed off before hatching into lice.

Outbreaks

The Centre may close in the event of an outbreak of several cases of the same similar illness. An outbreak is considered 10% of our Centre enrollment (this includes employees). Regular fees would still apply.

TOILETING

Your child may already master toileting, learning toileting or have not started yet. Please refer to the links below, as well as guidelines we follow.

[https://www.Lillio \(formerly HiMama\).com/blog/guide-to-potty-training-in-daycare/](https://www.Lillio (formerly HiMama).com/blog/guide-to-potty-training-in-daycare/)

[https://www.Lillio \(formerly HiMama\).com/blog/potty-training-tips/](https://www.Lillio (formerly HiMama).com/blog/potty-training-tips/)

When toileting at the Centre we need to ensure that your child is:

- ✓ Showing signs of being ready by sitting on the toilet.
- ✓ Not having frequent accidents and being able to withhold from 30 minutes, up to an hour at a time.
- ✓ Can communicate that they need to go to the washroom.

If your child is not ready, then the employees will communicate indicating and we can try again later.

Some toileting recommendations when your child is at the Centre include:

- Providing extra clothing daily or when clothing is sent home due to accidents (including shirts, pants/shorts, underwear, and socks)
- Waterproof shoes (ie: crocs) or be prepared to have a backup pair if they have an accident in their shoes and we must send the shoes home for cleaning.
- Communicate what your child should be wearing during rest time (underwear or pull-ups/diapers)

We will collaborate in having the same goal in mind. Sometimes children do better at the Centre or at home. It is an adjustment in the environment as they are learning.

BITING POLICY

In a childcare Centre setting, we acknowledge that biting is a common behaviour among young children, and it evokes a strong emotion in adults, both in Parents/Guardians and educators. Biting is often very painful and frightening for the child who is bitten. It can also

be very frightening for the child who bites. We recognize that biting will not be unlearned overnight and that we play a big role in teaching children what to do instead of biting. Try to remember that all young children are potential biters.

If an incident of biting does occur, the Parents/Guardians of both children will be informed of the event. For the child that was bitten we will complete an accident report and send the Parent/Guardian a copy. We will complete the accident report in a timely manner and inform the Parents/Guardians either via Lillio (formerly HiMama) or a phone call based on the severity of the bite.

We ask that you make us aware of any incidents of biting that have occurred outside of the childcare Centre as this will enable employees to be more prepared and vigilant.

Reasons Why Children Might Bite

Biting happens for different reasons with different children under different circumstances. The first step in learning to control it is to look at why it may be happening. Not all children bite out of anger or to hurt another child – young toddlers don't understand how much pain they're causing. Teething aside, children may bite for several reasons including:

- Curiosity – Toddlers may bite to see what their friends' arm may taste like or to see the reaction. It's impulsive and they don't mean to hurt. Often, a baby chomps on someone when they're teething. Sometimes toddlers nip when they're over excited.
- Emotions – This can be from excitement, frustration, stress, feelings of lack of power or as a way of showing love. "Toddlers have really intense feelings but don't know how to show them", says Dirk Flower, chartered psychologist. "Biting can be a way of expressing their feelings."
- Defending – Young children learn to bite as a defense, especially if they can't talk and will bite other children whenever they feel anxious or threatened.
- Seeking attention or control – Some children know biting is a way of getting others to do what they want or to gain attention. They don't always do this consciously. It may happen when a group of children are jostling to be leader or gain power. Biting is a good way of getting others to take notice, even if the attention gained is negative.
- Copying – Children who see another child or adult biting may think that this is a good idea.

When a Child Bites

We will remain calm and bring the child aside to speak to them. If the child is upset, we will give them some time to calm down and when they are ready, we can have a respectful conversation with them. The developmental stage of the child will depend on the words used in the conversation about how biting hurts.

We make it clear that it is the biting behaviour that we disapprove of – not the child and to reinforce this, positive behaviour will be encouraged and praised.

If a child persists with biting, the educators will create a plan to monitor and support the child. Through monitoring and recording incidents we may identify particular triggers for the behaviour. Understanding what triggers the biting will help us to avoid any possible future biting situations.

The environment of the setting will also be evaluated. If the biting continues, we will meet with the Parent/Guardian of the biter to discuss underlying reasons and common strategies to ensure consistency between the home and childcare Centre. Where necessary, permission will be sought from the Parent/Guardian of the child to complete either a Speech Assessment, Developmental Assessment or Behavioural Assessment.

If a Child is a Victim of Biting

Employees are trained to deal with this situation; employees will follow first aid procedures to relieve pain and injury. Biting is always taken seriously, and employees do their best to ensure that it is stopped as soon as possible.

We will not disclose to Parents/Guardians the name of the child who has bitten. It is unnecessary to know their identity, however if a Parent/Guardian finds out who has bitten their child, we strongly recommend that they do not complain directly to the other Parents/Guardians or try to discipline the child who has bitten. Instead bring your concerns to Upper Management and they will be dealt with accordingly.

Niagara Region Public Health Advice

If the skin isn't broken, clean the wound with soap and water, apply a cold compress and soothe the child who was bitten.

If the skin is broken:

- Allow the wound to bleed gently, without squeezing.
- Clean the wound carefully with soap and water.

- Complete appropriate documentation as per childcare Centre policy.
- Notify the parent(s)/guardian(s) of both the biter and the bitten child as soon as possible, preferably within two hours of the incident.
- Advise the parent(s)/guardian(s) to visit a health care provider to assess the bite and determine the risk of infection and possible need for medication.
- Observe the wound over the next few days and if redness or swelling develops, advise the child's parent(s)/guardian(s) to consult a health care provider.

ADMINISTRATION OF MEDICATION

Parents/Guardians must fill out a **Permission to Administer Medication** form prior to administering any medication to a child. Only designated employees may administer prescription medication to a child.

DO NOT LEAVE MEDICATION/SUPPLEMENTS IN BAG/BACKPACK

Please be clear on the symptoms your child has when providing medications for "As Needed" basis (Ex. Asthma puffers Etc.) Please ensure to check the expiry dates prior to bringing medication into the Centre. All medication is to be always locked up.

ALL medication will be GIVEN and STORED according to the labeled instructions on the bottle brought to the childcare Centre. All medicine must be in the original package/bottle for it to be administered. If medication is prescribed it MUST be brought in with a prescription label from pharmacy, if unable to provide we will NOT administer.

If your child requires any over-the-counter medication, it will be at the discretion of the Supervisor/Director whether the medication can be administered.

If a Parent/Guardian requests to administer medication NOT according to the labelled instructions, we will require a doctor's note with detailed instructions.

MRC employees are not responsible if medication was forgotten to be taken home at the end of your child's day. Please remind employees to get the medication for you.

No child shall be permitted to carry medicine on their person at any time. An exception to this ruling would be if a child has a life-threatening condition and is the responsibility of the RECE to carry lifesaving medication.

****Please note we are unable to collect bodily fluids for any medical reasons.
This is to be collected by a Parent/Guardian****

SANITARY PRACTICES

MRC is consistent and diligent with hand washing as this is an important way to maintain the health of our children and employees. Also, the learning and care environments for children need to be respectful, clean, and well organized.

Sanitary practices take place routinely throughout the Centre. This includes the toys and equipment on a regular basis and encourages children to participate in tidying and organizing their environments.

ACCIDENTS AND INJURIES

All employees are qualified to administer basic First Aid and CPR level C. When an accident or injury occurs, employees are required to fill out an accident report documenting the details of the accident. Parents/Guardians are requested to review and sign the form. A copy is then provided to the Parent/Guardian and a copy is kept in the child's file. A Parent/Guardian may be contacted depending on the situation.

In an emergency situation, employees will follow appropriate emergency procedures. This could include contacting emergency responders. The Parent/Guardian or their emergency contact person will be notified as soon as possible.

EMERGENCY MANAGEMENT POLICY AND PROCEDURES

MRC is committed to providing a safe environment.

MRC has an Emergency Management Policy and Procedures that is intended to provide clear directions for employees and licensees to follow in emergency situations. Parents/Guardians will be notified in the event of an emergency via Lillio (formerly HiMama) (if possible), notice on the front of the doors of the Centre (Parent Emergency Evacuation Form – see Below), and by contacting emergency contacts.

EVACUATION/EMERGENCY SHELTER

In the case of an emergency that leads to an evacuation, where alternative shelter is required, **MRC's** BEAMVILLE evacuation, first option is to go to **Trinity United Church 4287 William St., Beamsville, ON L0R 1B0, 905-563-4943**. Employees will bring all required information/supplies with them.

MRC's GRIMSBY evacuation, first option is to go to **Aspira Lincoln Park Retirement Living 265 Main Street East, Grimsby, ON L3M 1P7, 905-309-0055**

FIRE DRILL PROCEDURES

Fire drills are conducted monthly, as required by the Ministry of Education and the Child Care and Early Years Act, 2014 (CCEYA).

During the fire drill procedures employees will:

1. Escort children to the designated safety waiting area
2. Close all windows and doors
3. Bring attendance records and take attendance
4. Exit with the children
5. Check attendance again
6. Wait for the bell or all clear signal before returning inside

A Fire Plan has been conducted in conjunction with the Fire Department.

****A complete copy of our Emergency Management Policy and Procedures is available for review upon request****

PARENT EMERGENCY EVACUATION INFORMATION FORM BEAMSVILLE

Name of childcare facility:	Mini Retreat Childcare Inc.
Facility Address:	5041 King St. West, Beamsville, ON L0R 1B9
Emergency contact at facility (Authority in Charge):	Valérie Ferrante, Administrative Director/Owner
Phone number of emergency contact:	
Cell phone of emergency contact: (Please do not call cell phone number during non-emergencies; it will not be turned on.)	Valérie Ferrante: (905) 920-5596
<p>In the event the facility must be evacuated because of a confined emergency, the employees and children will leave the building and gather outside the childcare facility: Far WEST parking lot by fencing</p>	
<p>In the event the facility must be evacuated because of an emergency in the immediate area the children and employees will be taken to the off-site evacuation location: <i>Trinity United Church 4287 William St., Beamsville, ON L0R 1B0, 905-563-4943</i></p>	
If necessary, children will be transported to this health care facility:	West Lincoln Memorial Hospital
Address & phone number of the health care facility:	1167 Main St E, Grimsby, ON L3M 1P2 905-945-2253

PARENT EMERGENCY EVACUATION INFORMATION FORM GRIMSBY

Name of childcare facility:	Mini Retreat Childcare Inc.
Facility Address:	264 Main Street East, Grimsby, ON, L3M 1P8
Emergency contact at facility (Authority in Charge):	Valérie Ferrante, Administrative Director/Owner
Phone number of emergency contact:	
Cell phone of emergency contact: (Please do not call cell phone number during non-emergencies; it will not be turned on.)	Valérie Ferrante: (905) 920-5596
<p>In the event the facility must be evacuated because of a confined emergency, the employees and children will leave the building and gather outside the childcare facility: Far WEST parking lot by fencing</p>	
<p>In the event the facility must be evacuated because of an emergency in the immediate area the children and employees will be taken to the off-site evacuation location:</p> <p style="text-align: center;">Aspira Lincoln Park Retirement Living 265 Main Street East, Grimsby, ON L3M 1P7, 905-309-0055</p>	
If necessary, children will be transported to this health care facility:	West Lincoln Memorial Hospital
Address & phone number of the health care facility:	1167 Main St E, Grimsby, ON L3M 1P2 905-945-2253

PLAYGROUND POLICY

MRC will comply with the Ministry of Education to provide a well-designed, well-maintained, creative and safe environment that will provide appropriate supervision.

The Playground Safety Policy will be adhered to as follows:

- Employee ratios will always be maintained on the playground.
- The designated play space, area and equipment will meet the Ministry of Education Standards.
- A Playground Safety Log will be used to provide playground injury reports, daily inspections, monthly inspections, seasonal inspections, and annual inspections. Copies of these reports will be on file at the childcare Centre.

****A complete copy of our Playground Policy is available for review upon request****

HOLIDAYS AND CELEBRATIONS

MRC emphasizes on incorporating an inclusive program. We have implemented an “Around the World” curriculum that introduces many different cultures and traditions throughout the year. Therefore, please refrain from bringing outside items for holidays and celebrations (this includes food or no-food related items).

BIRTHDAY CELEBRATIONS

Children’s birthdays are to be celebrated with family and friends outside of the centre. We ask that Parents/Guardians do not bring any items to the centre for Birthday celebrations. There are a few reasons as to why we do not allow items like “loot bags” or treats for children’s birthdays:

- 1) The children will not understand why a celebration is for someone else’s birthday and not for their own.
- 2) Other families may have a sense of guilt and feel pressured if they are unable to celebrate their child’s birthday, which can be an added expense.
- 3) We are a childcare Centre not a “Party Place”.

GIFTING

There are special moments where Parents/Guardians wish to provide gifts to the Educators. Such as during Christmas, as well as Employee Appreciation Day, Child's last day, Employee's last day, etc...

When gifting, please do not gift for only a specific individual(s)/classroom. We ask that gifting is to be made Centre-wide that can be given to all Employees. As being a smaller Centre, many Employees are involved in your child's care. Such as: the Kitchen Employee with providing the meals and snacks for the children, other Educators who help in the classrooms throughout the day, coverage when Employees are not in attendance, etc...

We encourage Parents/Guardians to inquire about how many Employees are employed at the Centre if the gift requires individual wrappings.

Ideas for gifting the Centre can be:

- ✓ One Gift Card addressed to Mini Retreat Childcare Inc. such as Tim Hortons, Dollarama, Pizza, etc.... (Upper Management will purchase items for all Employees) OR A large box of chocolates (that can be distributed amongst all Employees).
- ✓ Small individual items such as chocolates, hand soap pumps, etc... for each employee employed at MRC.

*No Cash will be accepted.

MRC strives to demonstrate commitment in treating everyone equally. Although gifting is not necessary, we do appreciate the kind gesture.

SAMPLE DAILY ROUTINE

This is a sample of our daily schedule. The classroom schedules are created for the needs of the children and are subject to change based on the children’s needs.

<u>TODDLER</u>	
7:30am – 8:30am	Arrivals/Free Play/Breakfast
8:30am – 10:45am	Outdoor*/Curriculum Activities/Free Play
10:45am – 11:15am	Washroom Routine
11:15am - 12:00pm	Lunch/Washroom Routine
12:00pm – 2:00pm	Rest Period
2:00pm – 2:30pm	Washroom Routine
2:30pm – 3:00pm	Afternoon Snack
3:00pm – 4:00pm	Outdoor* (Including Transition Times)
4:00pm – 4:30pm	Washroom Routine/Departures
4:30pm – 5:30pm	Free Play/Departures

<u>PRESCHOOL</u>	
7:30am – 8:30am	Arrivals/Free Play/Breakfast
8:30am – 11:15am	Outdoor*/Curriculum Activities/Free Play
11:15am – 11:30am	Washroom Routine
11:30am - 12:15pm	Lunch / Washroom Routine
12:15pm – 2:15pm	Rest Period
2:15pm – 2:30pm	Washroom Routine
2:30pm – 3:00pm	Afternoon Snack
3:00pm – 4:00pm	Outdoor* (Including Transition Times)
4:00pm – 4:30pm	Washroom Routine/Departures
4:30pm – 5:30pm	Free Play/Departures

**Children who receive childcare for six (6) hours or more in a day, Will spend time outdoors for at least two (2) hours each day (weather permitting).*

Quality Child Care Niagara (QCCN) is a standardized training approach designed to improve the quality of programs offered to each child enrolled in our early learning and child care program. This approach provides our Educators a framework within which programming decisions can be made. It promotes early identification supporting timely referrals to the appropriate community resources. As part of QCCN each program receives an Annual Support Visit.

As part of QCCN we use the following developmental tools:

DISC (Diagnostic Inventory for Screening Children) Preschool Screen (DPS)

- Early developmental screening tool designed to screen children between the ages of 6 to 60 months within 4 – 6 weeks of starting in a program.
- Completed annually with every child.
- Reliable in identifying children who may be at risk of developmental delay and providing appropriate referral for next steps.

Speech and Language Developmental Checklist

- Checklist that examines key milestones of speech and language development for children birth to five years.
- Completed annually with every child.
- Identifies children who may be at risk for a speech and/or language delay or disorder
- Complements the Developmental Preschool Screen (DPS)
- Provides a user-friendly format for recording observations, obtaining a baseline record of skills and sharing the information with families
- Ministry of Children and Youth Services' goal is to see the average age of referral for speech and language services be 24 months of age

Behaviour Checklist: Children's Actions, Relationships, & Emotions (C.A.R.E.)

- An intervention screening tool that identifies behaviour patterns in children ages 24 to 72 months.
- Provides a format for recording of observations, sharing information with families and steps for Behaviour Consultant referral.
- Completed on an as needed basis.

Environmental Rating Scales

- A variety of early environmental rating scales, geared to children's age groups designed to enhance the quality of learning environment to support children's development. Programs complete on all rooms on an annual basis.

Caregiver Interaction Scale

- The Caregiver Interaction Scale (CIS) gathers information on the affective tone of adult-child interactions in a child care program by observing the program staff in action.
- CIS gathers information by observing three specific dimensions of adult behavior (sensitivity, harshness and detachment).
- The tone and type of adult-child interaction establishes a program's affective environment, this in turn strongly influences a child's outcome within the program.

Vision: A consistent approach to excellence in early learning for children and families through the commitment of highly knowledgeable and responsive educators.

Statement: A strength-based, reciprocal partnership supporting children and professionals through a continuum of collaboration, training and the use of developmental tools.

As part of QCCN we use the following supporting documents and resources:

Developmental Reference Charts

- The Developmental Reference Guide is a document to support developmental program planning in five different domains: Social, Emotional and Personal self-help skills; Communication, Language, Literacy and Cognitive; Knowledge and Understanding of the World (science and math); Physical Development and Movement (fine motor & gross motor); and Artistic and Creative Development (dramatic play, dance, creative experiences).
- It contains information about children's development and learning.

Developmental Profiles Text

- Designed to help Educators grasp the complexity of child development pre-birth through 12 years. The book highlights major characteristics for each of the developmental domains in a concise, non-technical, point-by-point format.

Brigance Readiness Binder

- A comprehensive instructional resource that provides information, teaching activities, techniques and references for educators to use to strengthen children's readiness skills in five domains (Language Development, Literacy, Mathematics, Social and Emotional Development and Physical Health and Development).
- Identifies children's specific strengths offering supports and assists Educators in developmental goals for their rooms.

'The Building Blocks' of Emergent Literacy

- Presentation provides a consistent message of the 'Building Blocks' of Emergent Literacy to Educators
- Solid foundation for understanding how literacy develops in young children
- Opportunity to share ideas that promote natural and authentic experiences for children to explore emergent literacy in their environment

Resource and Inventory Checklists

- Programs receive a resource list based on the age (Infant/Toddler, Preschool, School Age) to review during an QCCN Annual Support Visit.
- The Resource List offers programs a base list of items from the environmental rating scales to have available in their rooms.
- The Resource List can be used as a reflective tool, document items for purchasing or for a wish list.

Program Profile

- A reflective tool for Educators to use throughout the year to highlight the strengths of their classroom and to help guide curriculum, environment and pedagogy.

Early Years Curriculum Criteria Chart

- A reflective tool highlighting all components of QCCN for Educators to use when planning and documenting their curriculum.

For further information please see QCCN Webpage at <http://eccdc.org/quality-child-care-niagara/>

QCCN Values: Accountability, Engagement, Inclusivity, Intentionality, Responsive, Reflective, Respectful, Inviting Environments, Commitment

IDLING VEHICLES

Please refrain from leaving your vehicles **ALWAYS** idling during arrivals and departures.



SMOKE FREE ZONE

MINI RETREAT CHILDCARE INC. FOLLOWS THE SMOKE-FREE ONTARIO ACT AND CANABIS ACT ON CHILDCARE CENTRE PROPERTY.

Smoking is prohibited in all enclosed workplaces and enclosed public places across Ontario.

All ***Mini Retreat Childcare Inc.***'s Centre employees, parents and visitors will refrain from smoking at any time in all areas of the childcare Centre indoors, outdoors and its surrounding areas.



WHAT TO BRING

LABEL ALL ITEMS WITH YOUR CHILD'S NAME

Spare clothing

(This includes 2 sets of, shirts, pants/shorts, underwear, and socks)

Indoor/Outdoor footwear

(Crocs are a great option - No slippers, flips flops, laces, or high heels)

Water bottle

(Please ensure your child can open and close it – Only fill with water)

Soother, if applicable

2 Packages of Diapers, if applicable

(when providing “pull ups”, please provide with detachable Velcro sides)

Diaper Cream, if applicable

(please check expiry dates)

Sunscreen (May – October)

(please check expiry dates)

A HAT during warm and cold seasons

Proper outdoor gear

(The children are outside minimum 2 hours each day)

During colder months, children need 2 sets of warm mittens, preferably long water-resistant mittens.



Mini Retreat Childcare Inc.

SCHOOL AGE PROGRAM

5041 King St. West P.O. Box 89
Beamsville, ON L0R 1B0

(UNIT 13)

TEL #: 905-563-1792

(Before and After Care)

Ages 4 years – 12 years

beamsville@miniretreatchildcare.ca



There are policies above in the Parent Handbook that still apply and pertain to the School Age program. Please ensure to read the entire Parent Handbook to understand all Mini Retreat Childcare Inc.'s policies.

Please contact the Centre should you have any questions or concerns.

Tel #: 905-563-1792

**Hours of Operation: 7am – 8:30am (Before Care), 2:30pm – 5:30pm (After Care)
7:30am -5:30pm (Full Care)**

Parents/Guardians are to drop off children **NO LATER THAN 8am**. Please **DO NOT** flag down employees during their walk to school. **This does not apply to full care

AFTER 8am, it is the responsibility of the Parent/Guardian to take their child directly to school.

PICK UP AND DROP OFF PROCEDURES TO/FROM SCHOOL

Buses and school bell times may vary from year to year. Special requests may not be accommodated due to several factors. Example: bus times, school times, safety/well-being, etc...

If your child is suspended from the school bus, it is the parents/family's responsibility to get their child to and from school until the end of the suspension. The child will be unable to attend the Centre during this time if they cannot get alternate transportation to and from school. Childcare fees will still apply.

BEFORE AND AFTER SCHOOL AGE COMMUNICATION

Parents/Guardians are to ensure to notify Mini Retreat Childcare Inc. via Lillio (formerly HiMama) (please avoid phone calls when possible) of your child's absenteeism or lateness.

This includes if this occurs during school hours.

We cannot stress enough the importance of such communication to be given **as soon as possible**. This is to ensure that the Centre is not left wondering where your child might be. By not communicating in a timely manner, will cause employees to have to locate your child.

THE SCHOOL WILL NOT NOTIFY THE CENTRE. THIS IS THE PARENT/GUARDIANS RESPONSIBILITY.

Should a Parent/Guardian fail to properly communicate for more than x3 times, childcare may be suspended or withdrawn indefinitely!

CWELCC Base Fees:

- ✓ 4yrs – 6yrs (between January 1st - June 30th)
- ✓ Child turning 6 years old between July 1st – December 31st will apply until end of birth month.

Program	Times	Base Fees
Before Care	7am – School Arrival	\$12
After Care	School Departure – 5:30pm	\$12
Before and After Care	7am – School Arrival School Departure – 5:30pm	\$12
School PD Days March Break Summer Break (5 days/week only) School Christmas Break (1 wk)	7:30am – 5:30pm	\$19

**Breakfast and PM Snack Included. Parent/Guardian to Provide Lunch.*

Regular Base Fees: 6yrs (as of July 1st) to 12yrs

Age Group	Times	Part-time Base Fees	Full-Time Base Fees
6yrs (as of July 1 st) to 12yrs	Before Care 7am – School Arrival	\$ 14	\$ 12
	After Care School Departure – 5:30pm	\$ 14	\$ 12
	Before and After Care 7am – School Arrival School Departure – 5:30pm	\$ 28	\$ 24
School PD Days March Break Summer Break (5 days/week only) School Christmas Break (1 wk)	7:30am – 5:30pm	\$44	\$40

**Breakfast and PM Snack Included. Parent/Guardian to Provide Lunch.*

Please see Chart on page 8 “Days and Hours of Operation” for further information on when fees apply and do not apply.

EXCEPTIONS TO CHILDCARE FEES

School Bus Transportation Cancellation/School Open

- Childcare will NOT be available on days bus transportation is cancelled. Alternate care will need to be provided. Regular fees still apply.
- Walking Students will continue to walk to school.

School Closure Due to Inclement Weather = Centre Closure

- Regular fees still apply.

School Closure due to Strike

- Childcare will NOT be available on days schools are closed due to strikes. Alternate care will need to be provided. Regular fees still apply.

School PD Days

- An attendance application will be sent out the month prior, with the list of dates (in 3-month increments) of the PD days to allow families to select the days their child will be attending.
- Regular fees will still apply regardless of attendance.
- No schedule changes will be accommodated beyond the form submission deadline (TBD).
- No changes are made to the enrollment days assigned throughout the school year for the PD Days.
- Breakfast/Afternoon Snack is provided by the Centre.
- Children are to bring their own lunch from home.

Christmas Break

- Centre will be **CLOSED between Christmas Day and New Year's Day**. Regular fees do not apply.
- An attendance application will be sent out to families November 1st and is to be returned **NO LATER THAN NOVEMBER 15th** of each year to ensure space is available for your childcare needs. This is to allow time to plan accordingly.
- Form submission will be closed as of November 15th.
- No schedule changes will be accommodated beyond November 15th.
- Regular Fees will still apply during the week we are open regardless of attendance.
- No changes are made to the enrollment days assigned throughout the school year during this break.
- Breakfast/Afternoon Snack is provided by the Centre.
- Children are to bring their lunch from home.

March Break

- An attendance application will be sent out to families January 15th and is to be returned **NO LATER THAN February 15th** of each year to ensure space is available for your childcare needs. This is to allow time to plan accordingly.
- Form submission will be closed as of February 15th.
- No schedule changes will be accommodated beyond February 15th.
- Regular Fees will still apply during the week we are open regardless of attendance.
- No changes are made to the enrollment days assigned throughout the school year during this break.
- Breakfast/Afternoon Snack is provided by the Centre.
- Children are to bring their lunch from home.

Summer Break (Last day of school - July/August)

- An attendance application will be sent out to families April 1st for summer care and is to be returned **NO LATER THAN May 1st** of each year to ensure space is available for your childcare needs. This is to allow time to plan accordingly. Care will be available for full week increments. It will be available at a first come first serve in the order forms are returned.
- If enrollment submission is received beyond **MAY 1st**, space will **NOT** be available.
- Form submission will be closed as of May 1st.
- No schedule changes will be accommodated beyond May 1st.
- Fees will still apply on scheduled days regardless of attendance.
- The application will indicate if care is required or not for the beginning of the school year.
- If, after application, care is not required for the beginning of the school year, a minimum of two weeks' written notice for withdrawal will be required otherwise fees would still apply for those two weeks.
- Breakfast/Afternoon Snack is provided by the Centre.
- Children are to bring their lunch from home.
- *Current enrolled families have priority for the upcoming school year. Care will be available for full week increments ONLY and will be available on a first come first serve basis.*

FOOD AND NUTRITION

Bagged Lunch Policies and Procedures

Healthy school lunches and snacks contribute to a major source of the essential vitamins and minerals your child need to grow and develop over the years.

The foods you pack for your child will give them the energy and nutrients they need to learn and play at school. Without enough energy from food, they may feel tired and find it difficult to concentrate. Just like adults, if tasty healthy foods are not available when your child is hungry, the chances that he or she will reach for unhealthy junk food is greater.

Approach to building a healthy lunch (See chart and menu ideas below):

Step one: Think about food groups. Aim to have at least three of the four food groups represented in your child’s lunch. Please refer to the **Canada’s Food Guide** (<https://food-guide.canada.ca/en/>).

Step two: Think outside the sandwich! Get creative when choosing items for your child’s lunch. Sometimes changing something as simple as the type of grain. For example, using pita, flatbread, tortilla, or cereal instead of bread can make lunch more interesting for your little eater. You may even want to write up a simple chart to brainstorm different options. Here are some ideas to get you started. Mix and match the options in the different columns to get a variety of lunch meals.

Veggies and Fruit	Grain Products	Milk and Alternatives	Meat and Alternatives
Pepper strips (Red, green, yellow)	Tortillas, flatbread, naan or pita bread	Fruit yogurt or soy yogurt	Hard cooked egg
Peas in a pod or snow pea pods	Cold or hot cereal*	Yogurt dip (tzatziki) for veggies	Tuna, salmon, or chicken salad flavoured with curry, onions, light mayo, pickles, apples or dill
Baby corn	English muffins	Milk or fortified soy beverage*	Ham slices
Cut Cherry tomatoes	Oatmeal muffins	Cheese cubes, cheese string or cheese slices	Hummus (tahini and ground chickpea dip)
Melon balls	Rice cakes	Milk-based pudding	Refried or baked beans
<u>Fruit smoothie*</u>	Whole grain crackers	Cottage or ricotta cheese cups	Turkey slices
Turnip or zucchini sticks	Chapati, roti	<u>Milk-based soup*</u>	Tuna or salmon sandwich
Cauliflower and broccoli trees	Pasta, Brown rice, couscous, <u>quinoa</u>	Cheese-filled pasta (cannelloni, ravioli) *	Steamed soybeans (edamame)
Sliced mango	Bread sticks	<u>Hot chocolate*</u>	Marinated cooked tofu

* Foods that need to be kept cold or hot can be packed into a thermos to keep the food at a safe temperature. Cold foods can also be stored with an ice pack.

Sample lunch #1: Pepper strips with hummus dip, and cheese-filled pasta with tomato sauce.

Sample lunch #2: Marinated cooked tofu in a whole wheat tortilla wraps with shredded lettuce and grated carrot. Add fruit yogurt on the side.

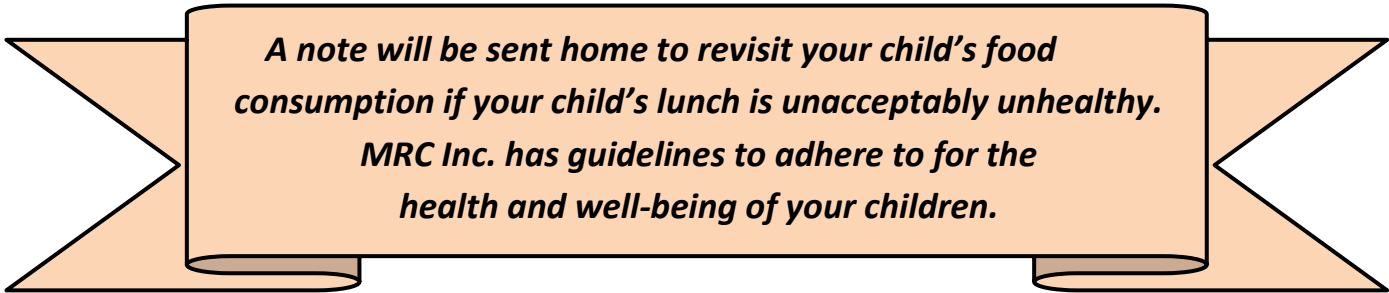
Sample lunch #3: Why not breakfast for lunch? Hot cereal in a thermos topped with frozen berries with a cold milk or soy beverage.

What to do for snacks:

As you plan snacks, think of them as a “mini meal” that includes two of the four food groups. Try these simple nutritious snack ideas:

- ✓ Whole grain crackers with a cheese stick.
- ✓ Fresh cut fruit with a yogurt dip.
- ✓ Nut-free trail mix. Combine dried cranberries, raisins, dried apricots, and apple rings with sunflower and pumpkin seeds, along with your kid’s favourite cold cereal.
- ✓ Yogurt tube and small oatmeal muffin.

X CANDIES, CHIPS, POP, CHOCOLATE AND STICKY FOODS are to be avoided because of their low nutrient value and their high sugar content.



A note will be sent home to revisit your child's food consumption if your child's lunch is unacceptably unhealthy. MRC Inc. has guidelines to adhere to for the health and well-being of your children.

How to introduce some new lunch ideas:

Your child’s taste may change from one day to the next. Try new foods regularly and don’t be afraid to try them more than once. You may have to offer new foods many times before your children learn to like them!

Children experience food using taste, touch, and sight. Keep them interested with lunches that include a variety of shapes, colours, and textures.

- Cut sandwiches into triangles or diamonds. Use cookie cutters to make fun shapes.

- Change the bread – try different kinds of grains (rye, pumpernickel, flax) as well as the type of bread like whole grain tortillas, bagels, and pitas.
- Offer various types of cheese (mozzarella, cheddar, Jack, Swiss) in different forms (cubes, strings, slices, and balls). To create a cheese ball, shred and then shape it into balls.
- Switch up the veggies and fruit. Give your kids something different to experience with each bite. Group foods according to: Type (citrus, tropical.); color (green, red, orange, yellow, purple); shape (balls, strips, chunks, whole); or texture (soft, juicy, crunchy)
- Kids love to dip. Use cottage cheese, hummus, yogurt, or guacamole as healthy dips.

Having your child decide what to have for lunch and snacks:

From planning to packing, get everyone in the family involved when making lunches and snacks.

- Give them healthy options to pick from - they will be more likely to eat the lunch that they choose.
- Older children can help make sandwiches or stuff pitas, while younger children can place snacks into containers.
- Take your children grocery shopping and let them choose some of their favourite foods like bread, vegetables, fruit, and yogurts.

Types of foods to keep on hand for preparing healthy lunches and snacks:

Pick a few from each list to keep on hand so that you'll always have healthy foods to pack in the lunchbox.

In the pantry:

- Whole grain breads
- Ready to eat cereals
- Whole grain crackers
- Canned and dried fruit
- Canned tuna and salmon
- Canned legumes like chickpeas, black beans, baked beans in tomato sauce

In the fridge:

- Yogurt (fruit yogurt, yogurt drinks, plain yogurt for dips, soy yogurt)
- Cheese (block cheese or cheese strings, cottage cheese, cream cheese)
- Milk
- Fresh vegetables and fruit

In the freezer:

- Whole grain pita and tortillas – they don't take up much space and you can use just one at a time. They defrost easily in the microwave.
- Frozen fruits for smoothies

- Leftovers like chili, lasagna, and soups in single-serving containers. (When you pack leftovers don't forget to label and date).

In the cupboard:

- Reusable containers and cutlery
- Small plastic bags
- Thermos
- Cloth or paper napkins
- Lunch boxes or cloth bags

Helpful hint: Set aside time in the evening to pack lunches and snacks. You'll be happy you did during the next day's busy morning rush!

How much food to give you child for lunch:

Use the Canada's Food Guide to figure out how many servings are recommended from each food group for your child. Then take that number and divide it by three (i.e.: 3 meals).

Let's use an eight-year-old boy as an example:

For his entire day, he would need to eat 5 servings of Vegetables and Fruit, 4 servings of Grain Products, 2 servings of Milk and Alternatives and 1 serving of Meat and Alternatives.

A balanced lunch could then be **1-2 servings of Vegetables and Fruit (1/2 cup of carrots and an apple), 1 serving from the Grain Products (1/2 a pita), ½-1 servings of Milk and Alternatives (carton of milk) and ½ a serving of Meat and Alternatives (1/4 cup of tuna in pita).**

During growth spurts, a time when your child is growing very quickly, he or she may feel hungrier and want more to eat. It's a good idea to send 'extra' snack foods that won't spoil (such as an apple, or whole grain crackers) for your child to munch if hungry or save for another day.

How to make sure your child's lunch and snacks are safe to eat:

Keep these food safety tips in mind when packing your child's school lunch and snacks.

- ❖ As with any meal, always wash your hands first.
- ❖ Prepare your child's lunch on a clean surface using clean utensils.
- ❖ Wash all fruit and vegetables thoroughly (even if labeled "pre-washed") before cutting them or placing them into your child's lunch bag.
- ❖ Do not reuse perishable foods (meat, fish, poultry, and milk products) that come home uneaten from your child's lunch.
- ❖ Keep lunches in the fridge until your child is leaving for school.
- ❖ Use an insulated lunch bag with a small ice pack for foods that need to stay cool.
- ❖ Put foods that need to stay hot in a thermos. A thermos is also good for smoothies and milk.
- ❖ Be sure to keep reusable containers clean by properly washing with warm soapy water.

Healthy Drinks for your children (And 3 Unhealthy Ones)

While getting your child to eat nutritious foods can be challenging, finding healthy, yet appealing, beverages for your little ones can prove just as difficult.

Most children have a sweet tooth and are prone to asking for sugary beverages. However, guiding them towards more balanced options is important for their overall health.

Here are 7 healthy drinks for kids — as well as 3 beverages to limit:

✓ Water	✓ Naturally Flavoured Water	X Soda and Sweetened Drinks
✓ Certain Smoothies	✓ Unsweetened Milk	X Juice
✓ Certain Herbal Teas	✓ Coconut Water	X Caffeinated Beverages
✓ Unsweetened Plant-Based Milk		

What to know about food allergies and the classroom:

Mini Retreat Childcare Inc. is a **nut-free** facility, however, there may be additional allergies specifically within your child's classroom. Once you know about the foods that need to be avoided, keep them in mind when reading the ingredient list on food labels and when packing lunches.

What are some peanut-free lunches?

Leftovers:

- Vegetarian chili, small whole wheat rolls with slice of hard cheese, fruit cup, water.
- Curried beef with vegetables, pita wedges, kiwi, mini banana muffin, water.
- Chicken thigh, whole wheat couscous, raw carrots, wedge of cantaloupe, milk.

Fun sandwiches and wraps:

- Whole wheat bagel with sliced hard cheese and apples, yogurt, graham crackers, water.
- Whole wheat hot dog bun, tzatziki as spread, leftover chicken with thinly sliced peppers, an orange, chocolate milk.
- Leftover stir fry wrapped in a whole wheat tortilla, a nectarine, milk.

Tasty tidbits

- Cheese and fruit kabob, whole wheat pita wedges, salsa and refried beans for dipping, fortified soy beverage.
- Pieces of cold cooked meat (ham, beef, or chicken), frozen berries mixed into yogurt, bread sticks, water.
- Chickpeas, tomato and green pepper salad, yogurt, whole wheat crackers with slice of hard cheese, water.

PLEASE NOTE: If lunch was forgotten, the center will call the Parent/Guardian, as a lunch will need to be brought for your child. Please be sure that your child has a lunch provided from home every day for full day care.

SCHOOL AGE PLAYGROUND POLICY

School Age programs (4-12 Years) are required to attend outdoors for a minimum of 30 minutes each day (weather permitting). This allows the children to follow directly with How Does Learning Happen? Along with the overall physical health and well-being of the children.

Upon arriving from school in the afternoons, the children will attend outdoors. The children will be able to engage in a variety of different gross motor activities.

Playground Accessibility

The School Age Program will have access to the playground adjacent to Unit 13. Access way to the playground is described and shown:

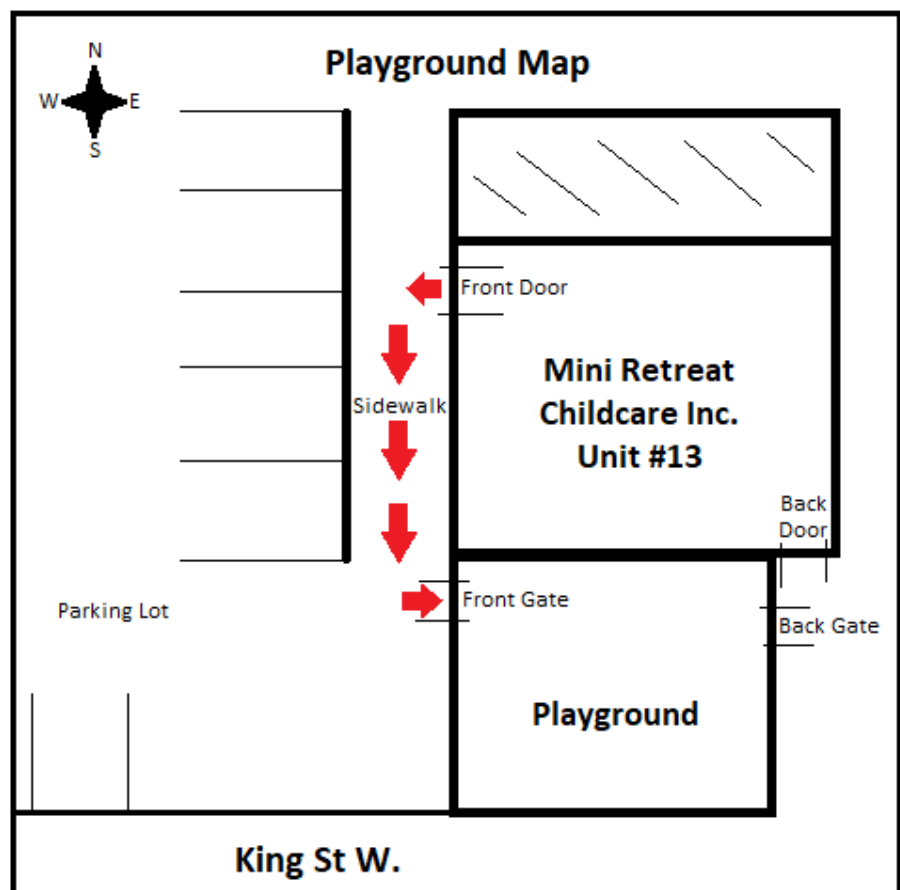
- ✓ Employees will ensure the safety of the School Age children while walking to and from the playground:
 - Children will walk in a single line together as a group.
 - Employees will count the children as they move through each area ensuring ALL children are accounted for.
 - Employees will call out each individual child's name in attendance and make visual confirmation of the child while lined up prior to each transition to a different area.

If an Employee is by themselves, the employee will open the door and count the children as they line up outside the door along the building.

If two employees are together, the first employee will guide the children in the front of the line to unlock the gate, as second employee member will be at the

back counting the children to ensure ALL children are accounted for. Employees will complete a visual walkthrough of the playground upon exiting the area.

See image above showing where the employees will walk the children to and from the playground area.



PARENT/GUARDIAN POLICIES AND PROCEDURES ACKNOWLEDGEMENT

The Parent/Guardian has received and read Mini Retreat Childcare Inc.'s Parent Handbook.

They understand and agree to the policies contained therein.

They further understand if they do not abide by the policies set out in the Parent Handbook, their services with Mini Retreat Childcare Inc. may be suspended and/or terminated by the Director of Mini Retreat Childcare Inc.

They also understand that any or all the provisions contained in the Parent Handbook may be modified, amended by Mini Retreat Childcare Inc. at any time with or without notice.

“At Mini Retreat Childcare Inc., each child in our care will have sense of a Mini Retreat, every day.”

Program Statement Implementation Policy

Our program statement shall reflect a view of ***children as being competent, capable, and rich in potentials.***

It describes the goals and approaches which are implemented that guide the program for children within the Centre.

The program statement reflects on (but not limited to):

- How Does Learning Happen (HDLH)
- Think, Feel, Act
- Codes of Ethics, Standards of Practice from College of Early Childhood
- Educators (CECE)
- Child Care and Early Years Act (CCEYA)

All Employees, Volunteers and Students will review, understand, and implement the goals set out in the program statement on a daily basis by using pedagogical documentation, positive and responsive interactions.

They will be encouraged and provided with positive means of implementation for supporting these goals and approaches into practice via Employees monthly meetings reviews, mentoring and coaching, regular ongoing professional development training. Prohibited Practices forbid physical punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children (as specified in the program statement and Prohibited Practices Policy attached). Measures for dealing with contraventions are used to monitor and assist employees, volunteers, and students to understand the requirements and opportunity for improvement, such as: Peer mentoring, direct review of policies and procedures with the Director/Supervisor, as well as training.

The program statement is a live, dynamic document. It can change as the Centre grows. It is to be reviewed and updated with all Employees annually.

Everyone is part of the journey in continuously telling our story.

Program Statement – Goals, Approaches, and Implementation – 2025

A) Promote the health, safety, nutrition, and well-being of the children

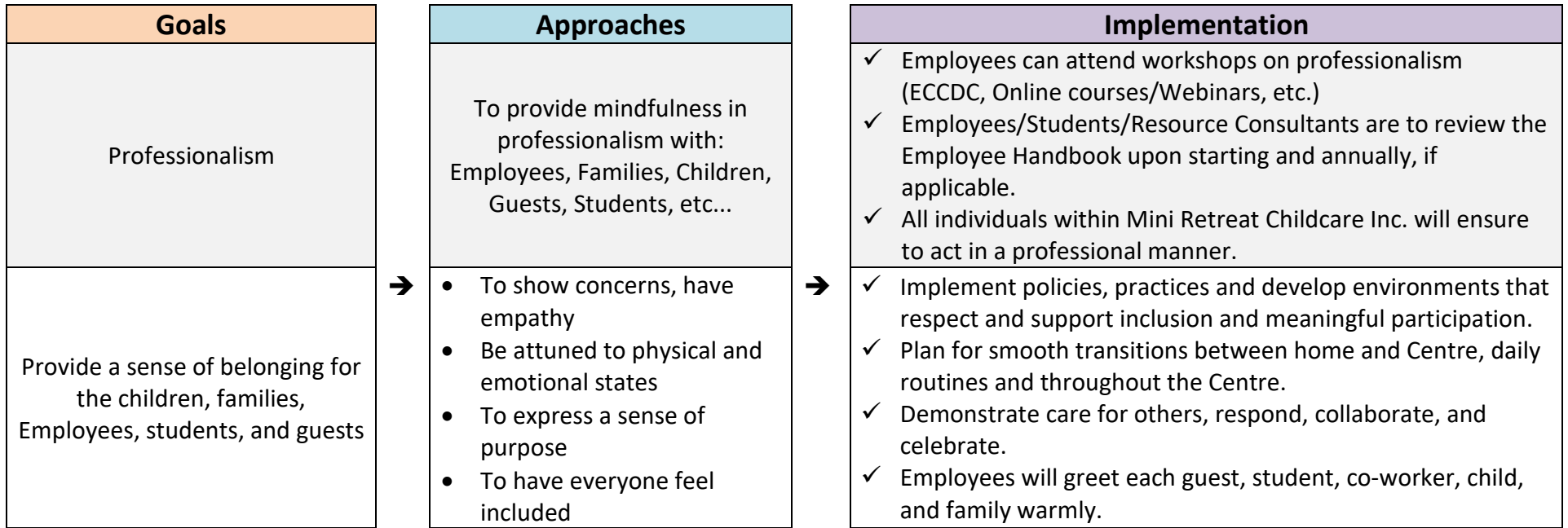
Goals	Approaches	Implementation
Proper Table Manners	<ul style="list-style-type: none"> • Employees will promote proper table manners with the children • Employees will promote the use of utensils with the children 	<ul style="list-style-type: none"> ✓ The Employees will sit at the tables and model proper manners such as using “please and thank you”, finish chewing food before speaking so they don’t choke, as well as sitting in a chair with proper posture. ✓ Employees will sit at the tables to model and encourage children how to use utensils. ✓ Employees will incorporate materials promoting manners.
Following the Canadian Food Guide	<ul style="list-style-type: none"> • Meals and snacks will follow the Canadian Food Guide Daily • Employees will promote healthy eating habits 	<ul style="list-style-type: none"> ✓ Kitchen Manager will ensure to follow the Canadian Food guide for all meals and snacks daily. ✓ Employees will educate children on foods with the four food groups through pictures, activities, and materials. ✓ Employees will promote healthy foods by talking about them.
Promote health, safety, and well-Being of the children	<p>All Employees will adhere to promoting health, safety and well -being of the children</p>	<ul style="list-style-type: none"> ✓ Employees will be familiar with their surroundings by observing visual/auditory cues within their environment for the health, safety, and well-being of the children. ✓ Employees will model proper health protocols such as how to wash hands, wipe nose, cover a cough/sneeze etc. ✓ Employees will incorporate materials promoting health. ✓ Supervisor/Director will continuously be monitoring all Employees and will support and guide Employees as necessary to ensure the health, safety and well-being is of their utmost priority for the children.

- ❖ **HDLH:** *How Does Learning Happen? Ontario’s Pedagogy for the Early Years*
- ❖ **ECCDC:** *Early Childhood Community Development Centre*
- ❖ **ASCY:** *Affiliated Services for Children and Youth*
- ❖ **CCEYA:** *Child Care and Early Years Act, 2014 Licensing Standards*

- ❖ **QCCN:** *Quality Child Care Niagara*
- ❖ **ECERS:** *Early Childhood Environment Rating Scale*
- ❖ **ITERS:** *Infant/Toddler Environment Rating Scale*

Program Statement – Goals, Approaches, and Implementation

B) Support positive and responsive interactions among the children, parents, childcare providers and Employees

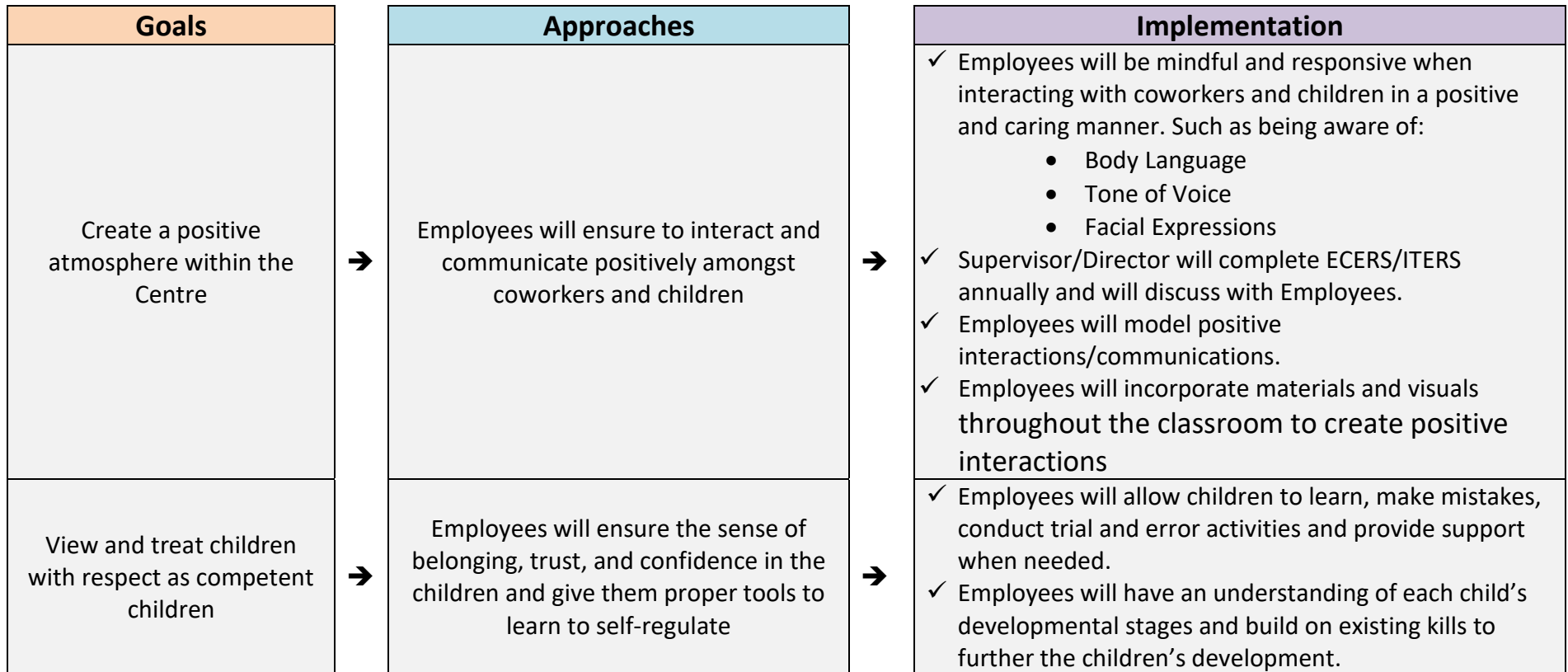


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Program Statement – Goals, Approaches, and Implementation

C) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate



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Program Statement – Goals, Approaches, and Implementation

D) Foster the children’s exploration, play and inquiry

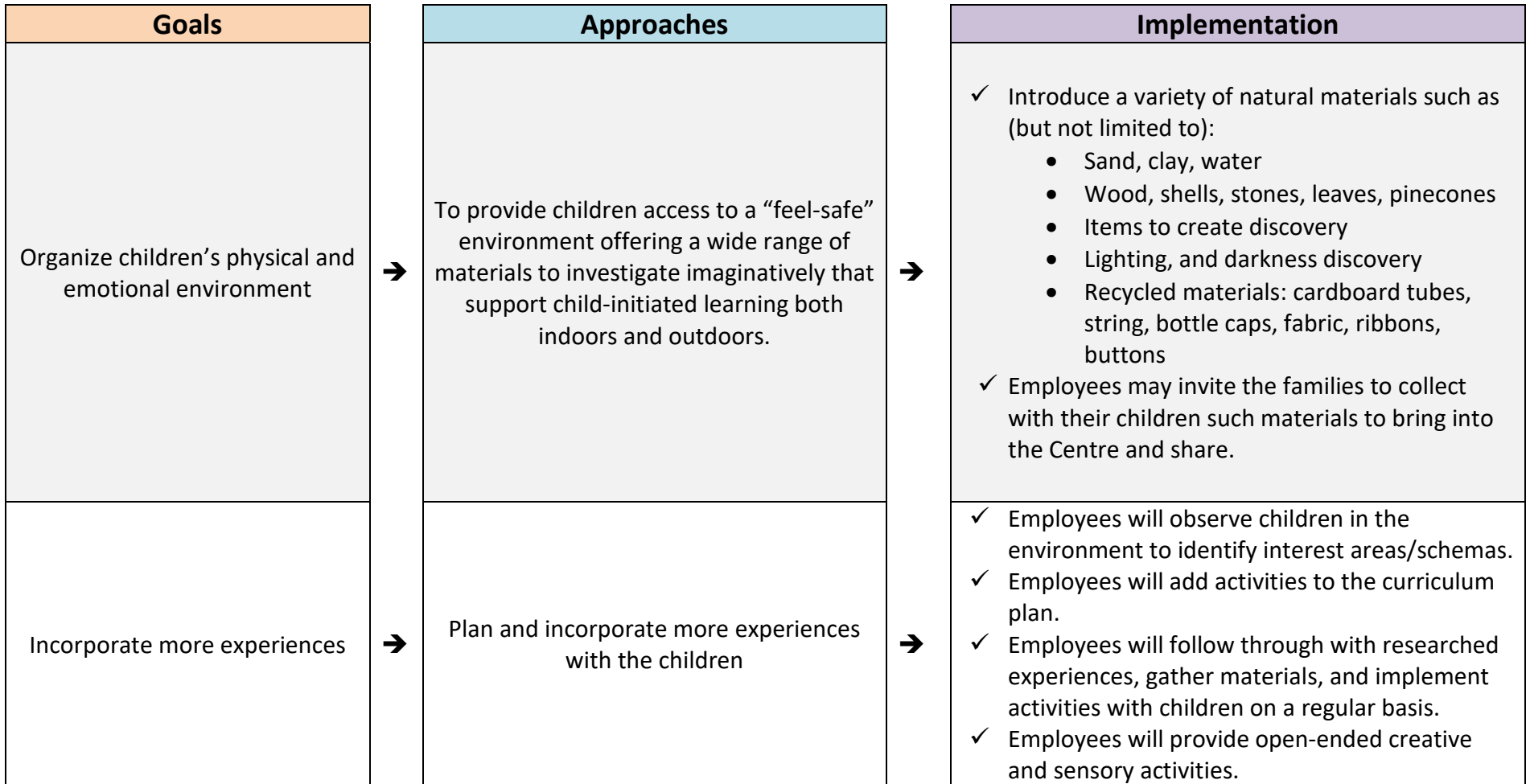
Goals	Approaches	Implementation
Providing the children with an enriching experience	<ul style="list-style-type: none"> • To provide experiences that allow the children to thrive in their daily environments • Creating an inviting learning environment 	<ul style="list-style-type: none"> ✓ Employees will continuously document observations through Lillio (formerly HiMama), HDLH, pictures and written. ✓ Employees will frequently rotate materials in the classroom environment. ✓ Employees will plan “curriculum” monthly and implement. ✓ Continuously Utilize ECCDC’S Resource Library/Delivery Service. ✓ The environment reflects the various development, stages, crafts and skills of all children
“Around the World”	To provide opportunities in the Centre each month to explore different areas of the world	<ul style="list-style-type: none"> ✓ Designated Employees will post on the Around the World Facebook group indicating what “location” will be focused on each month. ✓ Employees will implement a song, book or craft experiences each month and add to the Curriculum Plan based on the “location”. ✓ Cultural meals will be introduced to the children. ✓ Employees will introduce words to the children in different languages from the current “location”.

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Program Statement – Goals, Approaches and Implementation

E) Provide child-initiated and adult-supported experiences



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Program Statement – Goals, Approaches, and Implementation

F) Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported

Goals	Approaches	Implementation
Utilize educator resources	→ To provide Employees with a developmental guide in providing children with several skills in areas such as: social, emotional, communication, language & literacy, cognition, physical	<ul style="list-style-type: none"> ✓ RECE Employees will refer to the Brigance Binder and implement activities. ✓ RECE Employees will tag ELECT in posted daily activities on Lillio (formerly HiMama) and add to the Curriculum Plan. ✓ RECE Employees will review and complete program profiles. ✓ Refer to the Developmental Reference Guide on a continuous basis. ✓ Employees will complete DPS and Speech checklist on each child annually.
Create provocations	→ Discuss and plan ways to incorporate provocations	<ul style="list-style-type: none"> ✓ Employees to setup provocations with open-ended materials to create invitations for exploration. ✓ Employees will make observations of the provocations introduced to the children for further exploration.
Make meaningful connections with the children	→ Seek out opportunities to join into the children’s play	<ul style="list-style-type: none"> ✓ Employees will get down on children’s level to engage in the children’s play. ✓ Employees will ask children open-ended “prompt” questions to enhance their play. ✓ Employees will be understanding and respond to child’s emotional needs

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Program Statement – Goals, Approaches, and Implementation

G) Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare.

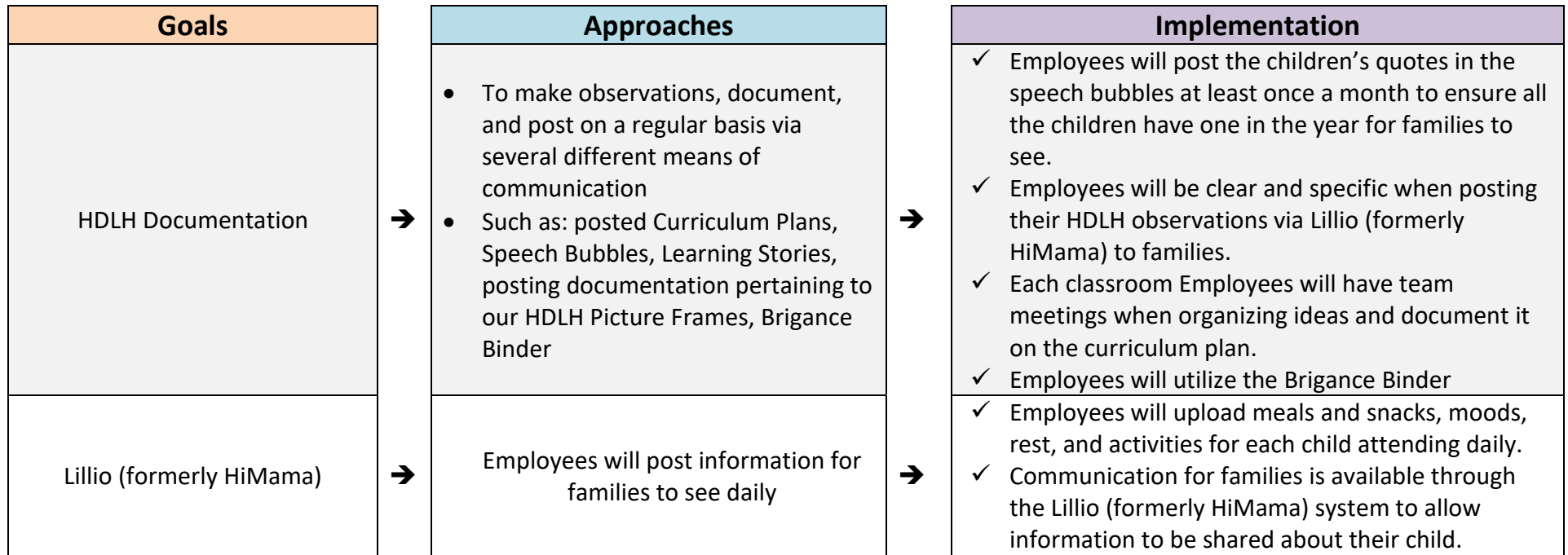
Goals	Approaches	Implementation
Bring more nature experiences indoors and outdoors	To reflect on the curriculum plans, as well as make environment observations to incorporate nature and natural materials within the classrooms	<ul style="list-style-type: none"> ✓ Bring more nature materials inside. Ex: leaves, rocks, twigs, snow, water, sand, pine tree branches pinecones, etc. ✓ Children will be able to participate on local walks through-out the year. ✓ Employees will discuss with families about items they can introduce at home as well as, ask families to bring in items from home that can be a part of our program. ✓ Employees will attend any workshops, research online/books for additional inspiration to bring in more nature into the classrooms. ✓ Employees will refer to the nature section of ECERS and ITERS for each classroom if needed.
Utilize materials that support active play, rest and quiet time throughout the day	Have materials readily available that will support the above statement	<ul style="list-style-type: none"> ✓ Employees will make observations of the children’s needs throughout the day and will support these children when necessary. ✓ Employees will lead group activities based on the children’s needs: <ul style="list-style-type: none"> → Active group play – set up obstacle courses, dancing, parachute, high energy songs etc. → Quiet group play – yoga, reading stories, calming songs, colouring etc.

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Program Statement – Goals, Approaches, and Implementation

H) Foster the engagement of and ongoing communication with parents about the program and their children

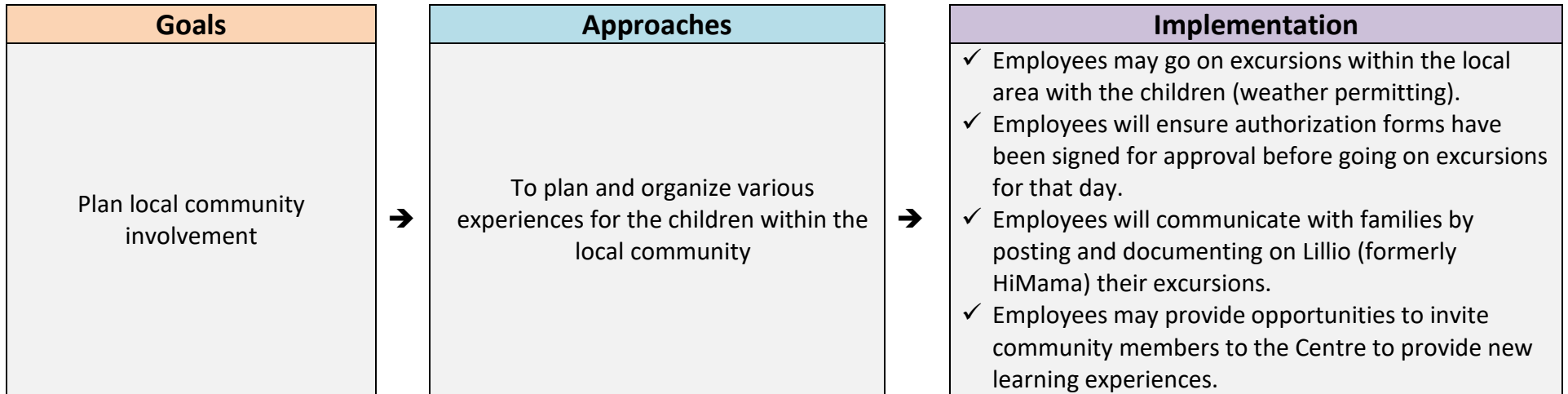


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Program Statement – Goals, Approaches, and Implementation

I) Involve local community partners and allow those partners to support the children, their families and Employees

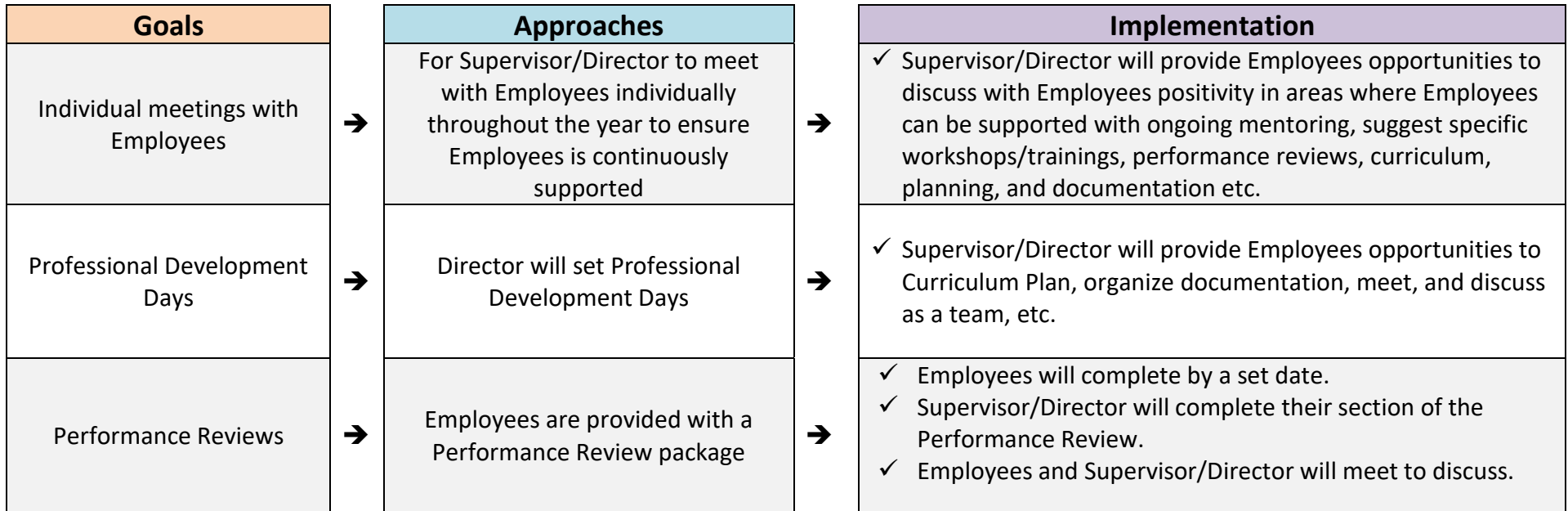


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Program Statement – Goals, Approaches, and Implementation

J) Support Employees, or others who interact with the children at a childcare Centre in relation to continuous professional learning



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Program Statement – Goals, Approaches, and Implementation

K) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families

Goals	Approaches	Implementation
Review of Program Statement	→ Employees will discuss and review Program Statement throughout the year	<ul style="list-style-type: none"> ✓ Employees will ensure ongoing follow-through of Program Statement. Open discussions will continuously happen throughout the year. ✓ Employees will be allotted time to meet and discuss to review and make changes of the Program Statement.
Employees Monthly Expectations	→ Supervisor/Director to provide Employees Monthly Expectation Forms	<ul style="list-style-type: none"> ✓ Employees will implement and complete the expectations set forth monthly. ✓ Supervisor/Director will review Employees' forms that will provide an overview of areas that need additional support. ✓ Pedagogical Reflection Questions to provoke thinking. ✓ Employees will receive Policies and Procedures to review. ✓ Employees will incorporate Program statement to review and reflect
Policies and Procedures	→ <ul style="list-style-type: none"> • Supervisor/Director will provide a policy of the month to Employees on their Employees expectations • Annual review of policies and procedures for Employees 	<ul style="list-style-type: none"> ✓ Supervisor/Director will post a policy of the month for Employees as a reminder of the policies and procedures implemented at the Centre. ✓ Employees will acknowledge policy is read and understood and will adhere to these policies set forth. ✓ Supervisor/Director will continuously monitor that Employees are adhering to Centre policies. ✓ Employees will sign annually to acknowledge reviewal of Policies and Procedures.

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