

EAST GWILLIMBURY CHILDREN'S
CENTRE

(a division of Aurora Children's Centre, Inc.)

PARENT
HANDBOOK

(updated March 2024)

**WE ARE A PARTICIPANT OF THE CANADA WIDE EARLY LEARNING
CHILDCARE PROGRAM**

WE ARE COMMITTED TO SERVING THE LOCAL COMMUNITY WITH QUALITY
CHILDCARE IN A HOME-AWAY-FROM-HOME ENVIRONMENT
..... "A FUN PLACE TO BE".

“HOW DOES LEARNING HAPPEN? ONTARIO’S PEDAGOGY FOR THE EARLY YEARS (2014)” is a document to be used for the purpose of guiding licensed childcare programs. This professional learning resource will support early year’s programs and will inspire critical reflection and discussion among the staff, the children and their families. (Minister’s Policy Statement on Programming & Pedagogy, made under the Child Care and Early Years Act, subsection 55 (3),2014)

OUR PROGRAM STATEMENT:

East Gwillimbury Children’s Centre, (a division of Aurora Children’s Centre, Inc.) will use this resource guideline to strengthen the quality of our programs and ensure high quality and enriching experiences that lead to positive outcomes in relation to the children’s learning, development, health and safety, nutrition and well-being through play-based learning. Our program provides learning opportunities both indoors and outdoors.

We see children as competent individuals, capable of complex thinking, curious and rich in potential and we will value and build on their strengths and abilities. We will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

We see families as experts who know their children better than anyone and have important information to share with us. We will foster engagement and ongoing communication with parents about the program and their children.

We see our educators as knowledgeable, reflective, resourceful, and rich in experience. We value the experiences and the environments they create for the children. We will provide child-initiated and adult-supported experiences. The Centre will support staff with continuous professional development.

Community Partners involvement is also essential to maintaining a supportive, nurturing and educational environment.

We will use documentation through observation, planning, reflecting and evaluation and use this as a tool to.....

- **Communicate to families and other professionals about the children’s learning and progress/wellbeing and development using Bulletin Board displays and photographs, reflective journals, videos, portfolios, and the children’s work. This will capture the rich experiences and learning that occur daily. Communication may occur through direct ‘face to face’ or via email (photographs, video clips, virtual meetings).**

Aurora Children’s Centre, Inc. will review the program statement annually, or at any time when the program statement is modified.

More information can be found at <http://www.edu.gov.on.ca/childcare/pedagogy.html>

WHAT WE OFFER

- Child Care Programs (Toddlers, Preschool, Kindergarten,)
- All-day Kindergarten Program

- Fob Security System
- Education through play
- Professional & Qualified Staff
- Inclusive Program (Early Intervention Services may be accessed to support children with exceptionalities)
- Open 7 a.m. to 6 p.m.
- Nutritious snacks and lunches
- Air Conditioned
- Indoor Gym and Dining room
- Outdoor playgrounds with lots of green space
- Ample parking
- Enhanced Curriculum (Music & Movement etc.)

PHILOSOPHY

The aim of East Gwillimbury Children's Centre is to provide a nurturing and educational learning environment which will meet the needs of your child and in accordance with the Child Care and Early Years Act. A child is always entitled to opportunities to develop emotionally, creatively, socially, physically, and intellectually in a 'play-based' environment which fosters co-operation, respect and a sense of responsibility and order. East Gwillimbury Children's Centre intends to meet the unique needs of the child within the context of the whole group.

The Centre shall supplement and complement parental/guardian care and values while seeking to provide a loving environment – **home away from home** – in a non-profit childcare Centre.

STATUTORY AND HOLIDAY CLOSURES

The Centre operates year-round.

The Centre is closed on all statutory holidays: New Year's Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day, Boxing Day, and Family Day. We are also closed for Staff Professional Development Day, the Friday prior to Labour Day weekend and a week over the holiday season (typically Christmas Eve until the day after New Years.

Our fees reflect the closures for the Professional Development Day and Christmas Holidays.

The Centre operates on a **51**-week budget. Each Centre will post its closing time.

There is no reduction in fees for a short week due to a statutory holiday.

PAYMENT AND COLLECTION OF FEES

We are part of the Canada Wide Early Learning Childcare Funding Program (ACC currently)

The major source of Funding for the Centre is the fees.

(Families taking vacation time are required to pay the regular monthly fee during the absence.)

A registration fee of \$50.00 is due at the time of registration. This will include 2 non-refundable security entry fobs.

Fees are paid through our Pre-Authorized Payment plan. Fees will be taken from accounts on the 1st or the 1st and 15th of each month. Families will give the office the date they wish fees to be withdrawn from their account when signing the PAD agreement.

Part-time clients are responsible for payment for all days they have their child registered, including statutory holidays. Days cannot be changed on an occasional basis.

A penalty of \$30.00 will be applied due to insufficient funds.

If families are having financial difficulty, and are in arrears, they are required to speak immediately to the Director to discuss payment options. Failure to do so will result in the Corporation informing a collections agency of the arrears.

Families who are in arrears for two weeks or more may be asked to withdraw their child.

EAST GWILLIMBURY CHILDREN'S CENTRE FEE SCHEDULE

Fees are based on 51 weeks.
Centre Closed
 3 pm Dec 24 & re-opens after Jan 1 Stat day

Full Time - 5 full days per week

Part time - 2 or 3 full days per week

January 2024

MONTHLY FEES

Fees are paid by Pre-authorized payment on the 1st and or 15th of the month (lump sum or split payment).

CWECC (Monthly) FOR UNDER 6 YRS OF AGE	FULL TIME CWELCC Rate	PART TIME CWELCC Rate		Daily Rate CWELCC Rate
Toddler Ratio 1:5	\$649.70	\$259.88 \$389.82	2 dys 3 dys	\$29.87
Preschool Ratio 1:8	\$554.95	\$221.98 \$332.97	2 dys 3 dys	\$25.52
Kindergarten (full day at EG) Ratio 1:13	\$418.06	Sept to June	No Part Time	\$19.22

**A \$50.00 Non-Refundable Registration fee is required upon enrollment, this includes two (2) access fobs
 Replacement Fobs are \$25.00**

INCOME TAX RECEIPTS

Income tax receipts will be given at the end of the year unless payment of fees has not been paid in full.

WAITING LIST

A list will be maintained by the Supervisor for those families who have expressed an interest in having their child (ren) attend the Centre. Once the child reaches the top of the list, the Supervisor will contact the parent/guardian to offer them the available space. Should the parent/guardian decline the space, the child's name will either be removed from the list at the parent/guardian's request or remain until another space becomes available.

A sibling of a child already enrolled in one of our programs will be given priority when a space in the Centre in his/her age group becomes available.

ADMISSION AND WITHDRAWAL

Upon enrollment to the Centre, parents/guardians must complete application forms and provide an up-to-date record of immunization. The child's record must be updated frequently with any subsequent immunization or changes in personal information, e.g., parent/guardian's change of workplace.

If a parent is withdrawing their child from our Centre, a two-week written notice must be submitted to the Centre when a child is withdrawn.

INVOLUNTARY WITHDRAWAL

We strive to meet the needs of all children; however, the Director may determine that a child should be withdrawn from the Centre under the following conditions.

If the child:

1. is exhibiting violent or extremely aggressive behaviour (posing a threat to himself/herself or others)
2. Has a need which cannot be met without distress to the child, other children, or the program.

The following steps will be taken by the Director and Supervisor to assist in finding a solution to the situation:

1. Ongoing verbal communication between parents and staff
2. Notification and review of the situation by the Board of Directors
3. Accurate documentation of the behaviour and concerns about the child
4. Parent/Teacher/Supervisor/Director meeting to discuss the situation/behaviour
5. Permission requested from the parents to pursue outside assistance.
6. Further review and a decision by the Director and Board of Directors

If no resolution is forthcoming, the child will be requested to be withdrawn from the Centre after a written two-week notice has been issued.

The Ministry of Education Childcare Quality Assurance and Licensing/Early Learning Division will be made aware of the situation and the actions that have been taken towards resolution. An occurrence report will be filed, and parents/guardians have the right to appeal procedures and decisions with the Director and Board.

ARRIVAL

SCREENING ASSESSMENT MUST BE COMPLETED ON YOUR CHILD(REN) PRIOR TO ARRIVAL

The Centre is open at 7:00 a.m. Any child arriving before 7:00 a.m. is to be supervised by a parent/guardian until the facility is open. Parents/guardians are asked to notify the Centre by 9:30 a.m. if their child is ill, late or to be absent for any other reason. Upon arrival, parents/guardians must bring their child into the program room and see that they are under the supervision of the staff. Regular arrival and departure times help establish and maintain the routines for the programs. **As a rule, parents/guardians are asked to arrive with their child no later than 9:30 a.m.**

SAFE ARRIVAL POLICY

The safety of the children is our top priority. It is important that if your child is going to be absent or late for any reason, that you inform the Centre, and report the reason for the absence.

Policy: Arrival is a busy time at the Centre, so by communicating absences and working together, we can make sure the children are safe.

Procedures:

1. All Parents/Guardians will communicate the absence sending a message through Lillio or by calling the Centre.
2. Parents/guardians are asked to contact the Centre before 9:30 a.m., if their child will be absent from daycare. Parents/Guardians will communicate the absence by sending a message through Lillio or by phone call to the Centre.
3. If the classroom staff do not hear from the parent/guardian by 9:30 a.m., the staff will contact the parent/guardian by messaging through Lillio or by calling using the phone number(s) the centre has on file. The parents/guardian are responsible for ensuring the phone numbers they have given the Centre, are correct.
4. If the parent/guardian does not email or call the Centre, and if the Centre cannot reach the parent/guardian to confirm an absence, the Centre will call the emergency contact on your child's application form.

DEPARTURE

Most families have a 'usual' time for picking up their child. If for some reason a child is going to be picked up earlier or later than usual, families are asked to advise the staff in advance. Children must be picked up no later than 6:00 p.m.

Parents who are late will be charged as follows:

6:01 – 6:10 p.m. \$20.00

6:11 p.m. and forward, an additional \$5.00/minute will apply.

Payment is made directly to the Centre.

If a family is consistently late, the Director will speak with the family. If the lateness continues, the Director may ask the family to find alternate care.

If the staff cannot reach parents/guardians or emergency contacts after the Centre's regular closing time, the Children's Aid Society will be contacted.

Children will be allowed to leave the Centre only with their parents/guardians unless the parents/guardians state otherwise in their consent form or with written/verbal notice. The designate must produce photo identification before the child can leave the Centre.

CUSTODY OF CHILDREN/LEGAL GUARDIAN

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

FOOD

We are a 'NUT FREE' facility.

Hot lunches (toddlers, preschool, JK/SK) and nutritious snacks are provided for the children. Menus are posted outside the kitchen. (Please do not bring outside food into the Centre unless approved by the office.)

Alternatives due to allergies, special diets, or preferences are supplied by the parent/guardian. There is no reduction in your fee.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

- In cases where a child has food allergies and the meals and snacks provided by the childcare centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the childcare centre with the child's full name and the date the food arrived at the childcare centre, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the childcare centre (e.g., by thoroughly washing hands, brushing teeth, etc.)

ANAPHYLACTIC POLICY

East Gwillimbury Children's Centre believes that the safety and the welfare of children who are at risk of anaphylaxis is a community responsibility.

This policy applies when a child diagnosed as being at risk of anaphylaxis by a qualified medical practitioner and is enrolled at our Centre. It applies to parents/guardians, staff, students, volunteers, and specialists visiting the Centre.

Parents are required to supply the Centre with 2 epi pens/auto injectors. Expired or recalled medication will be sent home and must be replaced before returning to the Centre.

SAFE DRINKING WATER PROCEDURE (Safe Drinking Water; Act 2002;O.Reg. 243/07)

Procedure:

East Gwillimbury Children's Centre will ensure that the guidelines of the Safe Drinking Water Act 2002 are followed.

SANITARY HEALTH AND SAFETY PROCEDURES

We follow Routine Practices and Precautions in all aspects of childcare as recommended by Public Health.

IMMUNIZATION RECORDS FOR CHILDREN

Each child's medical form must be completed and returned to the Centre before the child's start date. A copy of your child's medical form (updated immunization records) will be kept in a locked cabinet on the premises. Once children are registered at school (the Education Act), we no longer require an updated immunization record for our files.

Children will be observed by their teachers daily to ensure that they are well enough to attend.

IF CHILDREN ARE NOT IMMUNIZED

If parents choose not to vaccinate their child(ren), written documentation of a religious, conscientious, or medical exemption must be provided. For medical exemptions, a written statement from a physician or nurse practitioner stating why the child should not be immunized is required. (Forms provided by office) For all other exemptions, a letter from the parent declaring their religious or conscientious objection is required. Photocopies of exemption letters will be sent to York Region Public Health Immunization Services.

If an outbreak of a vaccine-preventable disease occurs, children who are not immunized may be excluded from attending the Centre to reduce their risk of getting the disease.

Staff are required to provide a health assessment and immunization records as recommended by the local medical officer of health upon employment. In addition, proof of a recent chest x-ray or TB test is required.

HEALTH

We realize that health is a complex issue in a childcare setting, and in formulating our health policy, we have been cognizant of the following factors:

- the inability of a child who is ill, to cope with the day's program.
- the need to protect our children from contagious disease.
- the need for a guideline to assist parents/guardians in deciding whether to bring a child who is "not quite well" to the Centre.

This is needed as a guideline to assist staff in whether to call a parent/guardian away from work when a child develops symptoms of illness during the day.

ILLNESS:

Sick children should be kept at home until well enough to return and absent of the symptoms below.

Our basic guidelines are taken from Public Health.

- Children may not attend the Centre for the first 24 hours of being on a prescribed medication or having been administered ANY vaccine. This allows the child to get well and begin fighting the ailment or give time for any potential reaction to the medication or vaccine dose.
- Fever-considered to be a temperature above 37.4 C (99.3F) when taken under the arm or 38C(100.4F) if taken in the ear; a child is required to be at home until the fever subsides and will not be permitted back at the Centre until the child remains fever free for a minimum of **24 hours** without the use of fever/pain medication. The child must be without the presence of other symptoms, for example, diarrhea or vomiting.
- Two consecutive occurrences of vomiting or diarrhea (**need to be away from Centre 48 hours**)
- Vomiting – can be a sign of illness or reaction to medication or food.
- Unexplained rashes – a doctor must determine that the rash is not-contagious before the child can return to the Centre. A child cannot return if sores are open, runny or have not healed.
- Paleness, flushed face, or continuous crying – these are possible symptoms of illness, and a child may still suffer from these symptoms even if on medication for a diagnosed illness.
- Yellow discharge from the eyes, crustiness around the eyes, puffy or red eyes could mean pink eye (conjunctivitis) – the child must be on the prescription for **24 hours** and completely clear of discharge from the eyes before returning to the Centre.

- Severe or croupy cough – especially if the child is weakened by the cough and is unable to cope with the program.

The child will not be accepted back into the Centre until the child's condition is no longer contagious.

Recommendations by York Region Public Health will determine the exclusion periods for communicable diseases such as chicken pox, pink eye, impetigo, red measles, whooping cough, strep throat/scarlet fever, and gastrointestinal or any other illness. Both sites have a Communicable Disease Chart or brochures available to you either in the hall or in the office. Please contact Public Health at 905-895-4511 for more information.

A general rule for determining whether the child is well enough to be at the Centre is: If the child is too ill to participate in the indoor and outdoor programs, then the child is too ill to attend their Centre. As per the Childcare and Early Years Act, the children will be expected to be outdoors each day except during inclement weather. It will be the decision of the Director/Supervisor and the staff on such occasions as to whether the child should be sent home.

If a child becomes ill at the Centre, parents/guardians will be contacted immediately and will need to arrange prompt pick-up of their child. Parents/guardians are required to call in sick for their child by 9:30 a.m. and explain the illness so that the staff may watch for the same illness in others.

MEDICATION

Please inform us if your child is on medication at home. Only prescribed medication or that which is accompanied by a Dr.'s note can be administered at the Centre (this includes medication prescribed by a Naturopath). Parents will be requested to fill out and sign a medication administration form. All medications must be in the original container and clearly labeled with the Dr.'s name, specific instructions on administration, the child's full name and date when it was prescribed. Medications will not be given if it is past the expiry date or the number of days it was prescribed for. All medications must be handed to the teacher upon arrival. The medication will be stored in a locked container according to the storage directions outlined by the pharmacist. For the first 24 hours of being on a prescribed medication, the child may not attend the Centre. This allows the child to get well and begin fighting the ailment and time to observe any possible allergic reaction.

Epi-pens, Inhaler's may be kept on the child's person if the Centre receives written authorization from the parent/guardian that it is with their child.

Fever reducing medications such as Tylenol, Tempura, Advil etc. will not be administered unless prescribed by a Doctor and an Individualized plan referencing your child's medical needs is provided to the Centre.

Please do not leave any medication in your child's bag or knap-sack. You must notify EG staff when your child has or is on medication. (Epi-pen, Inhalers, liquid, or pills.)

OUTBREAK PREVENTION

East Gwillimbury Children's Centre is committed to ensuring that the children, staff, and families follow the infection and prevention practices as written in the Public Health Guide, to prevent the spreading of infectious diseases. If a child displays any flu like symptoms or fever, vomiting or diarrhea upon arriving at the Centre, the child will not be accepted into the program.

HEAD LICE POLICY

Head Lice always causes concern and frustration for some parents. This policy is intended to outline roles, responsibilities, and expectations with treating and controlling head lice in a consistent and coordinated manner.

While parents have the primary responsibility for the detection and treatment of head lice our childcare Centre will work in a cooperative and collaborative manner to assist all families to manage head lice effectively.

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 with a comb, treatment alone does not remove the lice and eggs).

Role of Parent:

Precautions:

1. Brush your child's hair vigorously at least once a day. Teach your child how to brush their own hair vigorously. Head lice are fragile creatures and easily damaged.
2. Inspect hair and scalp weekly (daily during an outbreak).
3. Notify the centre if your child is found to have live lice and advise when treatment commenced.
4. Use only safe and recommended practices to treat head lice. (read information handed out for treatment).
5. Keep long hair tied back or in a ponytail.
6. Teach your child not to share combs, brushes, or hats. Wash combs, brushes, and hats regularly.

YOUR CHILD IS NOT TO RETURN TO THE CENTRE UNLESS ACCOMPANIED WITH A LETTER FROM A RECOGNIZED NIT/LICE REMOVAL COMPANY STATING THAT YOUR CHILD IS NIT/LICE FREE AND ABLE TO RETURN TO THE CENTRE.

Role of the Centre:

1. Notify parents of any outbreak of head lice.
2. To distribute up to date and accurate information on detection, treatment and control of head lice to parents.
3. To ensure all families are kept up to date with current information on head lice and any changes to the policy.
4. To ensure the Centre's head lice policy is reinforced during outbreaks.
5. At the Administration's discretion, an 'expert' will be brought in to conduct head checks of the group most affected or if necessary, the entire centre.
6. To supply families with a recognized 'nit/lice removal company. Lice Squad- 1-888-542-3778.

REST TIMES

According to the Childcare and Early Years, the toddler and preschool programs must have a scheduled rest time for at least one hour each day. In our Centre, these programs have a quiet time. If a child is not sleeping after the first hour, they will be provided with a quiet activity (books, puzzles). The Centre provides cots, and sheets. Parents/guardians must provide cover blankets for their child, which will be sent home weekly for laundering.

TRIPS

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

CLOTHING

For the children's comfort, please ensure that they wear casual clothing and provide a bag for storage with an extra set of clothing in case of a mishap. **Please label all clothing, especially outerwear, with your child's name.** We cannot be responsible for lost articles.

Please provide 2 – 3 Wet/dry bags for soiled clothing.

Winter
Snowsuit
Hat & scarf
Sweater
2 pairs mittens

Spring/Fall
Splash suit
Rain Boots
Sweater
2 pairs mittens

Summer
Sunhat
Rain Boots
Sunscreen

NOTE: Indoor and outdoor shoes please.

****For all seasons, an extra shirt, pair of pants, socks and underwear from home should be kept in your child's cubby. (Toddler and Preschoolers require 2 sets)**

TOYS

Toys will be washed with a disinfectant solution as per Public Health Guidelines. Tables and chairs will be washed daily following lunch and snacks.

WASHROOMS AND BEDS

Washrooms, toilets, and diaper changing areas will be tidied and disinfected as per Public Health Guidelines. Each toddler and preschool child will have their own cot, labeled with their name. Cots will be disinfected weekly.

LAUNDRY

Sheets, towels, and kitchen items will be washed weekly or more frequently, if necessary. Blankets will be sent home to be laundered weekly.

SMOKING

We are a smoke-free environment.

It is the policy of East Gwillimbury Children's Centre (a division of Aurora Children's Centre, Inc.) to provide a Smoke-Free Environment for the children, employees, and others while on Centre property, in accordance with the Smoke-Free Ontario Act Legislation 9 (1), (2), (3).

FIRE

Fire drills will take place once a month. They will be recorded immediately following the drill. Fire routes are clearly marked throughout the Centre. Fire procedures will be on display in each classroom. Regular fire inspections are required for the annual licensing of the sites.

EMERGENCY MANAGEMENT

In the event of a fire, gas leak, flood, water/power shortage, or any other emergency where evacuation may be required, East Gwillimbury Children's Centre will follow the Emergency Management Policy.

In the event an evacuation is necessary, due to the Centre being deemed unsafe:

The children of East Gwillimbury Children's Centre will be taken to Sharon Public School at 18532 Leslie St., Sharon ON.

Parents will be notified by email as soon as possible and may be required to pick up their child if resolving the issue is hours away.

VULNERABLE SECTOR SCREENING

In accordance with the policy of the Ministry of Children and Youth Services, all successful candidates for either full-time, part-time or replacement employee positions who have direct contact with the children under the Centre's care will be required to provide a **Vulnerable Sector Screening** prior to employment. As of September 2011, Vulnerable Sector Screening is required for all volunteers and outside agencies who have been invited to the Centre.

All employees, volunteers and outside agencies are required to have a Vulnerable Sector Screening every 5 yrs. and sign an Offences Declaration for each year for the years in between.

PROGRAM STATEMENT IMPLEMENTATION POLICY:

It is the policy of East Gwillimbury Children's Centre to use our Program Statement as a guideline in the use of positive procedures that support belonging, well-being, engagement, and expression which will support the developmental growth and safety of all children. This policy is a conscious effort to engage the child in ongoing learning and self-reflection. A program of high quality that meets the needs of each child should, by and large, support the life skills of each child through social, emotional, physical, creative and cognitive development.

Each staff member/volunteer/student will be given a copy of this policy to sign and be placed in their file. A copy of this policy will be kept for staff to refer to in the Policy and Procedures binder in the office of both Centres.

Prohibited Practices:

East Gwillimbury Children's Centre does not permit:

1. Corporal punishment of a child by an employee of the operator, including physical, verbal, or sexual abuse.
2. Physical restraint of a child such as confining the child to a car seat, stroller, or other device for the purposes of discipline, unless the restraint is for preventing a child from hurting himself or someone else and used as a last resort and only until the risk of injury is no longer imminent.
3. Deliberate harsh or degrading measures that humiliate a child or undermine the child's self-respect and self-worth.
4. Deprivation of basic needs including food, shelter, clothing, or bedding.
5. Lock – or permit to be locked – for confining of a child, the exits of the childcare centers or lockable room or structure to confine a child.
6. Inflicting any bodily harm on children including making children eat or drink against their will.

MONITORING PROCEDURES

Every employee/volunteer/student teacher will be observed, usually daily, by the supervisor where time permits. A more formal observation will take place **annually** with a summary of these observations. Concerns, if any, will be recorded in the staff member's file. These observations will assist in ensuring that the policy is being followed. The Executive Director will be responsible for monitoring the policy techniques used by the Supervisor. If any contravention of the Policy is observed or reported to the Supervisor or Executive Director, the Board of Directors will be informed, and the following Contravention Policy will be followed:

CONTRAVENTION OF THE POLICY:

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

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

Immediate dismissal will occur if the contravention of the policy is of a severe nature. This will be up to the discretion of the Executive Director and/or Board of Directors of East Gwillimbury Children's Centre (a division of Aurora Children's Centre, Inc.)

POLICY REVIEWING PROCEDURES

Every new employee, volunteer, and student should read and sign the Program Statement Implementation Policy before having any interactions with the children. This policy will be reviewed with employees, volunteers, and students on an annual basis at staff meetings. Upon completion of the review, everyone will be required to sign the Annual Policy Review Form and/or Staff Meeting minutes. The Supervisor will be required to sign this form as well, indicating that they were the person responsible for the review. It is the responsibility of the Executive Director to review this policy with the Supervisor during their annual performance appraisal, and both parties will sign the annual review form.

Parent Issues and Concerns Policy and Procedures

POLICY: The purpose of this policy is to provide a transparent process for parents/guardians, East Gwillimbury Children's Centre, (*a division of Aurora Children's Centre, Inc.*) and staff to use when parents/guardians bring forward issues/concerns.

General

Parents/guardians are encouraged to take an active role in our Centre and regularly discuss what their child(ren) are experiencing with our staff. As supported by our program statement, we support positive

and responsive interactions among the children, parents/guardians, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by East Gwillimbury Children's Centre (a division of Aurora Children's Centre, Inc.) and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within two (2) to three (3) 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, childcare staff, students and volunteers, except when information must be disclosed for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

To respect the privacy of all parties, it is important that issues and concerns be dealt with in a professional and respectful manner amongst those involved, and not discussed on social media.

Conduct

Our Centres maintain high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated by any party.

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

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/childrensaidd/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program-Related E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to the Supervisor or Designate.</p>	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within two (2) to three (3) business days. <p>Document the issues/concerns in detail.</p>
<p>General, Agency- or Operations-Related E.g: fees, placement, etc.</p>	<p>Raise the issue or concern to the Supervisor or Designate.</p>	<p>Documentation should include:</p> <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.
<p>Staff-and/or Licensee-Related E.g: conduct of the Administration or staff etc.</p>	<p>Raise the issue or concern to the Supervisor or Designate.</p> <p>All issues or concerns about the conduct of the staff that puts a child's health, safety and well-being at risk should be reported to the Executive Director and or Board of Directors as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern. - 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 person being notified is unable to address the matter.</p>
<p>Related to Other Persons at the Centre E.g. Support staff</p>	<p>Raise the issue or concern to the Supervisor or Designate.</p> <p>All issues or concerns about the conduct of other persons in the Centre that puts a child's health, safety and well-being at risk should be reported to the Executive Director and or Board of Directors as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two (2) to three (3) 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>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to the Supervisor or Designate.</p> <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the Executive Director and or the Board of Directors as soon as parents/guardians become aware of the situation.</p>	

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

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

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

Contacts:

Ministry of Education, Licensed Childcare Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Children's Aid Society of York Region: 905-895-2318

York Region Public Health Department: 905-895-4511

College of Early Childhood Educators: 416-961-8558

CHILD ABUSE POLICY

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

A condition of:

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

If a staff member of East Gwillimbury Children's Centre has reasonable grounds to suspect that a child is suffering – or may have suffered abuse, the staff is obligated by law to report their suspicion to the local Children's Aid Society.

If a parent, staff, or other accuses a staff member of abuse, it is the duty of the Centre to report the accusation to the Children's Aid Society and follow the direction given by the worker spoken to. Children's Aid will investigate the allegation and East Gwillimbury Children's Centre will send the staff member home immediately. The employee will be compensated for the days of work missed until Children's Aid completes their

investigation. The Centre may not, under the Labor Law, dismiss an employee on an accusation. If at the end of the investigation it has been proven by Children's Aid Society that abuse occurred, the employee will be immediately dismissed.

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

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

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

EAST GWILLIMBURY CHILDREN'S CENTRE SERIOUS OCCURRENCE PROCEDURES:

Serious Occurrence reporting is one of many tools that provide licensed childcare programs with an effective means of monitoring the appropriateness and quality of service delivery. Monitoring includes an ongoing review of practice, procedures, and training needs.

PROCEDURE:

1. All children, staff and other persons who regularly use this Childcare Centre must have complete and updated emergency information in the supervisor's emergency file/data base.
2. Staff must have a current first aid certificate if employed in a position working directly with children.
3. Staff/Care Providers must always supervise every child.
4. Staff/Care Providers are required to count the number of children in their care regularly throughout the day and especially; before and after the movement of children from within the centre/home, when outside, when moving children to and from areas, and at any time that the children are taken off premises.
5. There must be a complete first aid kit and manual in the centre. It should be out of reach of children.
6. **Reportable Types of Serious Occurrences:**
 1. Death
 2. Serious injury caused by service provider.
 - b) Accidental c) Self-inflicted/unexplained
 3. Alleged abuse/Mistreatment

4. Missing Child (note: Ministry must be notified of outcome)
 5. Disaster on premises
 6. Complaint about service standard (including adverse water quality)
 7. Other (Complaint made by or about a child or any other Serious Occurrences)
7. In the case of a major injury such as death, unconsciousness, or a very serious injury **immediately**:
- a) Call an ambulance
 - b) Give the appropriate first aid
 - c) If it is a child:
 1. Contact parent/guardian person
 2. If parent/guardian is not able to be reached, call emergency contacts
 3. If none of the above can be reached, call family doctor
 - d) If it is an adult:
 1. Call contact person
 2. If contact person cannot be reached, call emergency contacts
 3. If none of the above can be reached, call family doctor
8. In the case of an injury that does not require an ambulance, but the person is unable to participate in the program:
- a) if it is a child:
 1. Contact parent/guardian to pick up the child
 2. If parents/guardian cannot be reached, call emergency contacts
 3. When the parent/guardian picks up the child they review and sign the Accident/Incident Report Form
 - b) if it is an adult:
 1. the emergency contact person must be notified
 2. another adult must accompany them home or to the doctor
 3. the injured person or emergency contact person reviews and signs the Accident/Incident Report Form
9. Reporting a Serious Occurrence:
- a) **Serious Occurrence Report** must be completed by an adult who witnessed the situation or participated in the treatment of person/s involved within **24 hours** of occurrence.
 - c) The Childcare Serious Occurrence Report is to be sent to the Ministry of Education (MEDU) via the CCLS website.
 - d) If the Serious Occurrence is related to a child on fee assistance, the supervisor contacts the Region of York, Children's Services Division within **24 hours** and a copy of the Serious Occurrence form sent to them.
 - e) If in a school – the principal or designate needs to be notified.

- f) The operator will complete and post; in a conspicuous place for parents, a **Serious Occurrence Notification Form** to communicate information to parents about the serious occurrence that has occurred in their childcare centre or home care location. No identifying information is included in the Form, e.g., child name, staff name, initials, age, birth date, age group, room etc. **Post within 24 hrs. for 10 days.**
 - g) The Serious Occurrence Notification Form is updated as the operator takes additional actions or investigations are completed. The form remains posted for **10 days from the date of the update.**
 - h) Childcare centre and home care providers operators retain the Serious Occurrence Notification Form for at least **two years** from the date of the occurrence and make the forms available for current and prospective parents, licensing and municipal children's services staff upon request.
10. For serious occurrences that are deemed to be a **Critical Serious Occurrence** (when emergency services i.e., police, fire and/or ambulance are used in response to a significant incident involving a child and/or incident that is likely to result in significant public or media attention):
- a) Submit the **Childcare Critical Serious Occurrence Report through CCLS within 3 hours of the occurrence.**
(The Designated Authority should contact their program advisor by phone and email to inform them of incident.)
 - b) Statements to the public or media will only be made by the Executive Director.
11. Serious Occurrence Notification Forms pertaining to **allegations of abuse** are posted when the following have been concluded:
- The Children's Aid Society (CAS) has concluded its investigation, and the allegation is either verified or not verified; or
 - CAS has determined that an investigation will not be conducted; and
 - The Ministry has investigated any associated licensing non-compliances.

Once investigations are completed, the form should provide clear, concise information for the parent.

- The Description section will include information about whether CAS investigated the report and identify that the Ministry investigated compliance with related licensing requirements.
- The form will identify whether:
 - CAS verified the allegation.
 - CAS has not verified the allegation.
 - The operator has acted on any other directions given by CAS, if applicable.
 - The operator has addressed any associated licensing non-compliances identified by the ministry, if applicable.

12. Serious Occurrence Notification Forms pertaining to **complaints** are posted when the operator has filed a serious occurrence report about a complaint, verified the complaint and has taken actions to address the issue, the Serious Occurrence Notification Form is posted within **24 hours**.
 - When an operator has filed a serious occurrence report to the ministry about a complaint but has not acted because the complaint has not yet been verified, the serious occurrence **will not be posted within 24 hours**.
 - Once the complaint has been verified or not verified, the Serious Occurrence Notification Form is posted.
13. If there are numerous Serious Occurrences in one area of the Childcare Centre, this area must be carefully examined by the operator for hazards, and these hazards removed as quickly as possible.
14. If one area of the Centre is found to be unsafe, the children, staff, and other persons must not be allowed in that area until appropriate repairs have been done to make it safe.
15. Serious Occurrence Policy must be reviewed by Supervisor with all staff at least annually.
16. If there is a complaint about the physical set up, safety, or operation of the daycare Centre, then a written document indicating details of the complaint must be submitted to the Executive Director by the complainant.
17. All Serious Occurrences must be reviewed by the board annually.
18. In cases involving death, the coroner is notified immediately.
19. Service Provider will submit a **Summary & Analysis Report** to their regional office **upon request**, summarizing all Serious Occurrence reporting activity for the previous year, noting emerging issues and / or trends and action taken to address any issues.

All staff are certified in Standard First Aid and CPR.

SUN-SENSE POLICY

Our Centre is in a unique position to encourage sun safety among the children in our care. We will do our best to help protect them from skin damage caused by the harmful ultraviolet rays of the sun.

Sun Smart Strategies:

1. Most outdoor activities will be held before 11 a.m. and after 4 p.m. If activities are outdoors in these hours, we will plan activities in the shade.

2. Parents are encouraged to apply sunscreen prior to arriving at the centre and to provide their children with clothes that protect them from harmful rays. (hats, sunglasses)
3. The Parents will provide sunscreen for their child/ren. A letter of permission for staff to apply/reapply sunscreen to your child shall be obtained upon registration.
4. The staff will apply sunscreen 20 minutes prior to outdoor activities. Sunscreen will be applied every 2 hours or more while outdoors.

HARASSMENT POLICY:

Our workplace Harassment Policy follows the guidelines as outlined in the Canada Labour Code.

CHILDCARE SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS

The intent of this policy is to support the safety and well-being of children in our Centre which are monitored by a licensed agency.

Requirements:

- Every child who is in attendance is always supervised by an adult.

Policy:

- East Gwillimbury Children's Centre will have direct unsupervised access to children.
- No child is supervised by a person less than 18 years of age.
- Volunteers and students may not be counted in the staffing ratios.
- This policy aligns with the College of Early Childhood Educators Code of Ethics and Standards of Practice* and O. Reg. 223/08 under the Early Childhood Educators Act, 2007, Professional Misconduct*
- *<http://collegeofece.on.ca/>
**http://www.e-laws.gov.on.ca/html/regs/English/elaws_regs_080223_e.htm

FUNDRAISING

We have an ongoing fundraiser on our website called Mabel's Labels. You can access and place orders by typing in campaigns.mabelslabels.com for East Gwillimbury Children's Centre.

It is a great way to label your child(ren)'s belongings and children enjoy picking out the colour and design of their label. You can also pass the website on to your family and friends so they may place an order as well.

COMMUNITY PARTNERS THAT SUPPORT OUR TEAM

Our corporation constantly strives to provide your child with an enriched and stimulating environment. To be sensitive to all children's developmental needs, we have two community agencies that provide support and consultation to the classroom.

York Region Early Intervention Services

This program provides an Early Interventionist (E.I.) or an Occupational/Physiotherapist if outside support is needed. The Early Interventionist will support the classroom teachers by demonstrating techniques and skills for the staff to encourage child development and participation in the classroom. The Occupational/Physiotherapist assists the classroom teachers by providing information specific to the children's fine and gross motor development. The E.I. provides the classroom teachers with a wide range of information, such as upcoming workshops, programs and services that may assist in staff development.

If you have any questions, please make enquiries with your classroom teacher. If you wish to speak directly to one of the consultants, an appointment can be arranged.

SECURITY

The Centre has a security system and can only be accessed with a Fob.

COMMUNICATION

Upon enrolment in our Centre, you as the parent/guardian enter a partnership with the teachers and admin staff of our corporation. One of the most important ways in which parents can be involved is to communicate with the teachers about their child. It helps the teacher if the parent takes a few minutes at the beginning or end of the day to let them know of any special or unusual events, which may have an impact on the child. Conversely, the teachers will want to let parents know of any highlights or upsets that have occurred during their day at the Centre.

We are a team... you, the Registered Early Childhood Educator, the Registered Early Childhood Educator's Assistant, and your child(ren).

Welcome to our Centre! We hope you and your child(ren) enjoy time with us!

*******Additional Policies and Procedures for the Corporation can be reviewed at your leisure in the main office. Speak with any of the administration staff and they will provide the binder for you. The policies outlined in this handbook are subject to change as needed.**