

Andrew Fleck Children's Services



Stittsville Program Parent Information Handbook

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Andrew Fleck Children's Services Stittsville Program

PARENT INFORMATION HANDBOOK

Welcome to Andrew Fleck Children's Services, Stittsville location. We are located at 40 Granite Ridge Drive, adjacent to Stittsville Public School. We are licensed for 32 Preschool children or an alternate capacity of 24 preschool children and 15 toddler children, 78 Kindergarten and 110 School Age children (3.8 to 12 years of age) Our Preschool and Toddler program is located in our purposely built space attached to the school and Kindergarten and School Age children is offered within the shared classrooms of the school.

The program is delivering a near by nature Program. Where the focus is on near-by nature programming, with extended time outside in our licensed play yard and up to 1.5 hours outside of our licensed space exploring the neighbourhood and the natural settings.

Most of our Registered Early Childhood Educators have completing their Forest and Nature Practitioner Certification.

Andrew Fleck is a non-profit, multi-service organization established in 1911 to serve children and families in the Ottawa area. All of our programs share a philosophy that is that it is the right of every child and family to expect and receive the highest quality of childcare and service that we can offer. We are happy to have you and your children with us. The health, safety and quality of your child's experiences are foremost at all times, ensuring that they and you enjoy a positive experience in our program.

This handbook is designed to assist you, the parents, in understanding the procedures, policies, and regulations involved with the operation of our Centre.

Thank you for trusting your children to our care. If, at any time, you have any questions or concerns, please feel free to speak with a staff in person, or contact the Program Coordinator, Jen Patterson at 613 836-0325 or by email at jpatterson@afchildrensservices.ca. Alternatively, you can also connect with the Program Director Lisa Belton at 613-736-1913 ext.298 or email lbelton@afchildrensservices.ca or the Executive Director Kim Hiscott RECE. 613 736-1913, ext. 223.

LICENSING/REGULATIONS

Our Centre is licensed under the *Child Care and Early Years Act* of the Ontario Ministry of Education Child Care Quality Assurance and Licensing Office and under goes an annual licensing review process.

We are required to meet all regulations of the *Child Care and Early Years Act*, as well as Health, Safety and Fire regulations dictated by the Department of Public Health, the City of Ottawa, the Ontario Fire Marshall, and the Ottawa Fire Services. The Program Advisor, from the Ministry of Education, monitors

standards for safety, staff training, program quality and compliance with the *Child Care and Early Years Act*. The License and Summary of License are posted in the Centre for your information.

HOURS OF OPERATION

The Centre is open Monday to Friday; from 7:00 a.m. to 5:30 p.m.

Our Toddler/Preschool and Kindergarten programs operate for 12 months of the year. Our School Age Program operates the same as the School Board Calendar. We do request that you please call us if your child is going to be absent.

OPTIONS FOR CARE

Kindergarten and School Age parents may choose to take a full-time care option or only AM and PM with no non-school days (i.e. PD days, March & Christmas break) or take only AM / or only PM. Should parents choose to take the option with non-school days and then need care on one of those days, it will be dependent on availability and parents will be invoiced at the school holiday rate. Parents of the kindergarten or school age children who have chosen only morning and/or afternoon care are asked to confirm requests for care on PD days prior to the billing date for the two-week period in which the PD day falls. The Centre is closed the week between Christmas and New Year's and all Statutory Holidays.

Our program supports an 'Open Door' approach for families and parents are welcome at any time of the day. Please feel free to spend a few minutes in the program at drop off or pick up time. If you do have free time and would like to spend time in the program to read to the children or share any information or talents (cooking, drawing, etc.) please feel free to arrange with an educator.

INCLEMENT WEATHER

Occasionally, during our hours of operation, a storm arises making travelling conditions slow and possibly dangerous. In an effort to enable our employees to leave their workplace and travel home at their usual time we may call parents to request that they depart earlier than routine to ensure timely/early pickup of their child(ren).

Our policies addressing late pick-ups will not be altered due to poor weather and travel conditions.

EMERGENCY CLOSURES

Due to unforeseen circumstances (fire, flood, loss of electricity, and/or property damage) the Centre may be deemed unsafe. The AFCS Board of Directors may close the programs. Parents will be notified of the closure and required to make alternative arrangements until official notice is given of the Centre reopening. The centre will also close if the City of Ottawa declares a "State of Emergency".

No fee rebate will be given due to emergency closures.

EMERGENCY MANAGEMENT

To protect the health and safety of children and employees, Andrew Fleck Children's Services has an emergency management policy and procedures that sets out the roles and responsibility of all employees. All programs conduct monthly fire drills and follow evacuation procedures. This ensures that

all children become familiar with emergency procedures. In the event of a real emergency and that the children cannot return to the Centre they will be moved to our designated emergency shelter and parents will be contacted to pick up their children immediately.

Our Emergency Shelter is located at the Granite Ridge Specialty care, 5501 Abbott Street., 613 836-0331.

As indicated in the AFCS Emergency Management policy, the Director of the program or designate will notify parents/guardians of the emergency, evacuation and the location to pick up their children. Notification will be done by email or phone, depending on the situation. Where possible, the executive director will update the agency's website and the Director or designate will update the program or place of work voicemail box as soon as possible to inform parents/guardians that the program has been evacuated and include the details of the evacuation site location and contact information in the message.

WAITING LIST POLICY

All families must be registered on the City of Ottawa Child Care Registry and Wait List tool. <https://onehsn.com/Ottawa> to fill available spaces we contact families whose child is age eligible for the space available. For Subsidized spaces we must follow the City of Ottawa's Priority List. For our full fee families, we will offer spaces based on their registration date. The only exception is that priority is given to siblings of children currently attending at our location. There is no fee for using the City of Ottawa Child Care and Registry Wait List tool and we do not charge a registration fee to place any child in our program. To ensure we are providing you and your child with the best early learning and care experience as possible, a conversation will occur to ensure we can meet your child's needs and your expectations before a space is confirmed.

The City of Ottawa Child Care Registry and Wait List tool automatically updates when your child is eligible for the next age group, it is important to keep your information as up to date as possible, (which you can do by clicking into the link above) including the date when you require care or if you are no longer interested in care at a specific location. If you are interested in knowing the status of where your child is on the waiting list please feel free to contact us and we will tell you as accurately as we can, where your child is on the waiting list, but please know that often the list is not reflective of the actual number of children waiting for care at one of our locations. It is not unusual for us to contact 20+ families regarding a vacancy before filling the space.

In addition, available vacancies are posted on our website within the section for each location and we strive to keep this as up to date as possible.

ADMISSION POLICY

Subsidized spaces are available in these programs. Eligibility for subsidy is determined by the Child Care Subsidy Office of the City of Ottawa. To apply you must first create an online application through the City of Ottawa at 311 or <http://www.ottawa.ca/daycare>

Should the family be requiring a child care subsidy, confirmation from the City of Ottawa Subsidy Office must be received by the program a minimum of 48 hours to the child being enrolled.

Before confirming a space or enrolling your child in the program, an opportunity will be arranged for you and your child to tour the program, meet the staff and review all the enrolment papers with the Program Coordinator. A space will not be confirmed until the program has met with the family and child. Spaces will be granted based on the registration date and subject to the following criteria:

1. Children must be within the age limit set for the program
2. Up to date children's records of immunization must be provided prior to admission for all preschool children and kindergarten children who have not yet started school.
3. All enrolment papers must be completed at least 1 week prior to the child starting in the program

WITHDRAWAL / DISCHARGE POLICY

1. Children may stay in the program until the end of the school year when they have turned 12 years old.
2. We respectfully request one month of written notice of pending withdrawal and require at a minimum two weeks' notice. If the required notice is not given fees will be charged in lieu of the notice period.

The following are the exceptions to the above policy for **Kindergarten and School age children:**

a) Filling spaces mid-year is difficult and not always an option based on space requirements for the next school year. Therefore, **after January 1st of each calendar year we require 3 months notice for withdrawal** from the program. If the required notice is not given fees will be charged in lieu of the notice period.

b) For school age children who have pre-registered for the next school year, a two weeks payment is required to secure a space. After August 1st, should you decide you no longer need the space for your child, you will be charged a notice period of 2 weeks of fees. Parents who wish to temporarily withdraw their child from the program (e.g. for an extended holiday) may request to have their child's name placed on the waiting list for readmission. Regretfully, no guarantee can be given that a space will be available when needed. Please note this does not eliminate the notice period requirements as described above.

Should a child that demonstrates challenges, developmentally and/or behaviorally be enrolled in the program, the program will seek to access additional supports and resources in a timely manner. However, if it is concluded that the staff and program can no longer meet a child's needs and that there is a safety risk to the child, other children and staff, then the decision to discharge a child may be warranted.

3. The program also reserves the right to give notice of withdrawal of service if the parent does not abide by all policies and procedures.
4. If the centre's programs are not meeting the needs of your child or family we will discuss possible solutions and provide assistance in finding alternatives, please note this does not eliminate the notice period requirement.

MOVING TO KINDERGARTEN

We plan our overall site enrolment for each age group with the expectation that all children eligible for

Junior Kindergarten will be leaving the preschool program by September. Our recommendation is that families plan their holidays so that their child says good bye to the preschool program and then starts in school. You will be asked to let us know your departure date as soon as possible so we can plan for moving children to the next age group and welcoming new children from our extensive wait list. Kindergarten registration typically occurs in January/February, we will send you a prompt. You may also want to be proactively thinking ahead about before and after school child care and placing your child on the waiting list of the schools that your child is eligible to attend. If your child is being supported by Children's Inclusion Support Services (CISS), then a transition to school plan will be discussed with you.

ARRIVAL AND DEPARTURE PROCEDURES

Families are requested to inform the centre/their provider when their child will be absent from the program by 10 am at the latest.

Procedures for Safe Arrival actions

When a family has not confirmed a child's absence, an educator/provider will, at their first opportunity, communicate via email, text, phone call or other means, with a family to confirm the absence. This communication will be the one and only notification that the centre/provider will send, regardless of whether a family responds.

For centre-based Kinder and School-age children:

- a. If a child doesn't arrive before the school bell rings, the educators will notify school personnel that the child did not arrive at childcare. No additional steps will be taken since the school will follow their own protocol regarding safe arrival.
- b. Should a child be absent from the after-school program, Educators will reach out to school personnel to determine if the child was present at school earlier in the day. Should the child have attended school and not attend the after-school program, the staff will try to reach out to the parent or guardian via phone, email or message to notify them of the child's absence. This will be documented in the daily written record.

Responsibility of parent(s): When a parent/guardian arrives to drop off a child in the morning, they are expected to connect with an educator/provider and communicate any pertinent information such as: their arrival, the well-being of the child/health concerns, new medication, any changes in pick up times or new person picking up or any other pertinent details that the educator/provider should be aware of.

Responsibility of educators/providers: The educators/providers will do a brief visual health check and also communicate any pertinent information to the parent (e.g. schedule changes). They will note any pertinent information shared by the parent in the daily log book and sign the child in the attendance record tracking form.

SAFE DISMISSAL

Families are responsible for informing the centre/provider every time their child will be picked from the program by someone other than the parents or authorized adults.

1. Children will not be released to anyone who is not on the authorized person's list to pick up. When a new person is added to the list, they will need to provide photo identification to confirm their identity.
2. Children will not be released without supervision unless a release form has been signed and mutually agreed upon by the parent(s) and the program coordinator/supervisor/HCC consultant.
3. Should a child not be picked up by an authorized person by closing time, the educator team/provider will communicate by phone with the parents to notify them. Should they not be able to reach the parent(s)/guardian(s) within 15 minutes, then the emergency contacts would be notified and asked to pick up the child.
4. If they still have not been able to connect with either the parents/guardians or the emergency contacts within 30 minutes, they will contact their immediate supervisor/designate (HCC providers would contact their Consultant during office hours and the emergency line for anything after hours) to determine the next steps which could include calling Children's Aid Services or the Police.
5. Policies regarding late pick-ups still apply.

For our Preschool Program we ask that you please assist your children in removing any outdoor clothing and put on indoor shoes if needed. Please bring your child into the program room; and touch base with one of the educators.

From September to June all Kindergarten and School Age children who are dropped off at their childcare classrooms before school starts are accompanied to the school playground by an educator where a teacher is in attendance. (or to the classroom in adverse weather conditions) until school commences. The School-Age children return independently, after school, to the classroom room where the staff are waiting to greet them.

Please Note: Our Stittsville Centre does not have the option for staff to be meeting any buses. All transportation to and from the school is the responsibility of the parents.

No child will be released to a person other than the parents without written permission, given to the Centre in advance. When dropping off and picking up your children, please:

- observe the drop off area and one-way signs at the front of the school;
- Ensure you and your children's wet/dirty footwear are removed before entering the room
- Anyone who picks up or drops off a child must be 16 years of age or older unless written agreement has been made with the Program Coordinator. All alternate individuals will be requested to show I.D.
- If staff suspects that the individual picking up the child is unfit to drive, and/or that the child may be in danger, that staff is obliged to report their concern immediately to the authorities. Alternate travel arrangements will be offered to the parent.
- Staff cannot legally withhold a child from their biological parent unless a court order is on file.

LATE PICK UP POLICY

We encourage you to arrive by 5:15 pm to pick up your child. This ensures you have an opportunity to connect with your child’s educator and the time for an unrushed ending to your child’s day.

It is recognized that due to exceptional circumstances, parents might occasionally be late in picking up their children. When this occurs, parents must notify the Centre, if at all possible, at the earliest opportunity. However, the problem of late pick-ups at the Centre causes difficulties both to the staff and the children waiting to be picked up. The purpose of this policy is to detail the procedures to be followed in the event of late pick-ups.

Every person responsible for picking up a child arriving later than 5:30 pm, based upon the Centres clocks, will sign the late fee book.

The programs end at 5:30 PM. If a parent is late, they will be charged a late fee as follows: \$2.00 for the first 5 minutes and then \$1.00 for every consecutive minute thereafter. Should a parent be late more than 3 times, the late fee will double. Should there be reoccurring instances of late pick up, this may result in the family being discharged.

All late fees must be paid by either cash or cheque within 24 hours. Any late fees not paid may result in discharge from the program.

Late pick up occurrences are based per family.

FEES FOR SERVICES

<u>Rates Table</u>		
Program	Base fee Pre-CWELCC Reduction	Base fee with CWELCC Reduction
Toddler	\$78.26	\$36.96
Preschool	\$50.86	\$24.03
Kindergarten (under 5 years old)		
AM and PM care, including holidays, NOT including summer	\$35.61	\$16.83
AM and PM care, NOT including summer and holidays	\$34.45	\$16.28
AM only, NOT including school holidays or summer	\$13.40	\$12.00
PM only, NOT including school holidays or summer	\$21.66	\$12.00
Kindergarten (over 6 years old)		

AM and PM care, including holidays, NOT including summer	\$35.61	N/A
AM and PM care, NOT including summer and holidays	\$34.45	N/A
AM only, NOT including school holidays or summer	\$13.40	N/A
PM only, NOT including school holidays or summer	\$21.66	N/A
School Age		
AM and PM care, including holidays, NOT including summer	\$24.93	N/A
AM and PM care, NOT including summer and holidays	\$24.42	N/A
AM only, NOT including school holidays or summer	\$9.56	N/A
PM only, NOT including school holidays or summer	\$15.57	N/A

Please note that there is a 2.2% + 30 cents charge on all CAD transactions made with a Canadian Visa and MasterCard credit cards and a 2.4% + 30 cents charge on all CAD transactions made with a Canadian AMEX credit cards and International credit cards.

Please see the attached fee schedule and financial policies below.

We have a purchase of service agreement with the City of Ottawa to provide care for families eligible for fee subsidy as well as full fee families.

We have been approved for the Canada-Wide Early Learning and Child Care program CWELCC and will be following all guidelines in regards to fee reductions. Our BASE FEES are indicated above. Our non-base fees, if applicable, include late fees, a transaction fee on all credit card payments, and a \$10.00 fee for each returned payment from the bank.

Parents seeking a childcare subsidy will need to upload all required documents to the City of Ottawa Child Care Waiting List to see if they qualify for the subsidy. Please note, families using a childcare subsidy are entitled to 36 absent days per calendar year. Any extra absent days will be billed to the family at the full fee rate. Please see the Director to discuss special circumstances. Any monthly fee, as assessed by the subsidy office, will fall into the fee expectation section.

Please be advised that there are no refunds for sick days, holidays or closed days and all statutory holidays are invoiced at the daily rate. Please note: The Centre may close at other times when OCDSB custodial staff are not available.

The centre is closed on the following Statutory Holidays:

New Year's Day	Jan. 1 or following work day
Family Day	Third Monday in February
Good Friday	Variable date between March 20 and April 23.

Easter Monday	Variable date between March 23 and April 26.
Victoria Day	Third Monday in May
Canada Day	July 1 st or Monday following
August Civic Holiday	First Monday in August
Labour Day	First Monday in September
Truth and Reconciliation Day	September 30 or Monday following
Thanksgiving	Second Monday in October
Remembrance Day (for professional learning – employees are working)	November 11 or Monday following
Christmas Day	December 25 or following work day
Boxing Day	December 26 or following work day
in lieu our agency-wide professional learning day on November 11 th	One day between Christmas and New Years
Two days between Christmas and New Year	In addition to the stats we are also closed 2 days – these dates fluctuate each year and are communicated in September.

The annual cost to deliver the program is calculated over the number of billable days in a year, including days we are closed due to school holidays. If we were to not charge families for days we are closed, our daily rate would increase (same annual cost but less billable days). We feel that stopping and starting parent fees has the potential of being more confusing for families and adds an administrative burden cost.

We will provide a minimum of one month of notice regarding any fee increases.

PROLONGED TIME AWAY

While we respect that time away with family is something to treasure, knowing that other families are waiting for spaces, it would not be appropriate for us to leave spaces vacant, even though they are being paid

- Families may be absent for up to an accumulation of 36 days, but no more than 4 consecutive weeks, as a reportable absence, pro-rated in a calendar year.
 - When this occurs (or is being planned), please speak with the Director/Consultant
- Absences greater than the above may result in a child’s space being terminated so we can offer care to someone on our waiting list
 - This is based on the CWELCC Provincial policy and mirrors the eligible paid days away for families in receipt of fee subsidy

- There may be exceptions to this depending on unique circumstances, these are to be brought to the Director for consultation
- E.g. child has a pending surgery, health and safety issues etc.

As these are publicly funded programs, this is our ethical accountability as we may be asked by our funders about our enrolment.

POLICY FOR PAYMENT OF ACCOUNTS

- A. All parent fees are payable on a bi-monthly basis
- B. As a non-profit agency we do not have the means to tolerate unpaid accounts. If an account is more than two (2) months in arrears, parents can receive a notice of termination and the account will be forwarded to a collection agency.
- C. There is a \$10.00 charge for all **returned cheques**.
- D. The appropriate notice required must be given when withdrawing your child (ren) or payment in lieu of notice will be invoiced.
- E. Parents of the kindergarten and school age children who have chosen only morning or afternoon care are asked to confirm requests for care on PD days prior to the billing date for the two-week period in which the PD day falls.

Andrew Fleck Children's Services offers 3 methods of fee payment; either **direct debit payment, post-dated cheques, or Credit Card.**

- 1) **Direct Debit Payment** - Parents choosing the pre-authorized debit option will submit the following to our office:
 - a) a signed **Direct Debit Authorization Agreement**
 - b) a **VOID CHEQUE** to provide bank account information

- 2) **Post-Dated Cheques** - Parents choosing to pay with post-dated cheques will submit a series of cheques dated for the first day of each month. Cheques should be made payable to **Andrew Fleck Children's Services**
 At any time you may call Accounting at 736-1913 ext. 225 for questions or information concerning your account.

- 3) **Credit Card** - Parents choosing the credit card option will submit a signed **PRE-AUTHORIZED CREDIT CARD (PACC) Agreement form**

GIFT GIVING

While it is somewhat traditional for children to give their Educators gifts at Christmas, end of the year etc. Homemade gifts would be an exception and are most appreciated; gifts that are small such as a consumable item (box of chocolates), are shared with the team onsite. As Registered Early Childhood Educators, we cannot accept anything more because we are professionally bound, as members of the College of ECEs, from accepting any gifts of benefits, advantages, fees, honoraria, or favours, including items, money, or gift cards. This is to preserve our integrity as professionals and to protect parents from any expectation of undue influence.

NUTRITION

Our weekly menus for the current and following week are posted on the parent boards for each program and each cooking and serving area of the Centre, along with any dietary restrictions, allergies and or anaphylaxis. All programs will keep Menus for 30 days after the last day for which they are applicable.

Substitutions and specific food choices are noted on the posted menus.

All menu planning follows the recommendations set out in the Health Canada documents “Eating Well with Canada’s Food Guide”, “Eating Well with Canada’s Food Guide – First Nations, Inuit and Métis” or “Nutrition for Healthy Term Infants”. Special dietary and feeding arrangements are to be carried out in accordance with the written instructions of a parent of the child. Careful menu planning is essential to meet children’s nutritional needs and to expose them to a wide variety of foods.

Our Preschool children are provided a hot catered lunch daily. The menu is posted on both the parent board at the front entrance and the program board.

Our Kindergarten and School Age children eat lunch with their classmates in the school. On non-school days our Kindergarten and School Age children are expected to bring their lunch and will eat in the in the classrooms. Milk is provided at lunch time. As on regular school days, morning and afternoon snack is provided. Snacks follow the Canada Food Guide.

Bag lunches from home should include a variety of foods from each of the 4 food groups. Children’s lunches must be in containers labeled with their names and an ice pack must be included in bag lunches.

Staff are expected to be vigilant regarding the content of bag lunches. Children will be limited to one “treat” choice from their bag lunch per sitting.

Please be aware that there may be children in our programs with severe life threatening allergies (anaphylaxis) to certain foods i.e. nuts, eggs, and shellfish. Anaphylaxis is a medical condition that causes severe reaction to specific foods and can result in death in seconds. We are a nut safe zone and request that food with any traces of nuts not be brought into the Centre.

The program provides water and milk at all meals; snacks follow the Canada Food Guide. Nutritious between-meal snacks are provided for each child one year of age or over, that: promote good dental health; and will not interfere with a child's appetite for meal time.

Food Group	Amount Offered (attendance 6 hrs)
Milk and Milk products	250-375 mL
Meat and Alternatives	60-90 g
Bread and Cereal	2 ½ slices or 450 mL
Fruits and Vegetables	2 ½ whole fruits or 300 mL

Please be aware that there may be children in our programs with severe life-threatening allergies (anaphylaxis) to certain foods i.e. nuts, eggs, and shellfish.

Anaphylaxis is a medical condition that causes severe reaction to specific foods and can result in death in seconds. We are a nut safe zone and request that food with any traces of nuts not be brought into the Centre.

All staff is trained in the use of an EpiPen.

SAFE SLEEP

Each family is being advised of the program Sleep Safe Policy and at time of enrolment. Staff will be consulting with parents with respect to a child's sleeping arrangements and a process for advising staff members on each child's sleep preferences. Staff will be communicating to parents any significant changes in a child's sleeping patterns or behaviours.

HEALTH

We are committed to the health and well-being of the children and employees at all our centres. Therefore, our health policies have been developed based on the guidelines from Ottawa Public Health (OPH) Department and the Child Care and Early Years Act. We strictly adhere to these policies and guidelines to ensure a safe and healthy environment for all.

Educators perform a daily well-being visual check to ensure children are well enough to participate in the program. If signs of illness are observed at drop off time, your child will not be able to attend the centre that day. Should your child become ill during the day, you will be notified to come and pick up your child as soon as possible.

Should your child show signs of an unknown rash, eye infection or other communicable diseases while present at the centre, we may ask you to consult with a health practitioner to prevent the transmission of communicable diseases to others.

To prevent outbreaks, the City of Ottawa Health Department requests that children with certain communicable diseases be excluded until specific criteria are met.

Therefore, your child may not attend the program if they exhibit the following symptoms:

1. A fever of 38 degrees Celsius or higher (100.3 Fahrenheit)
2. Deep, persistent cough or pain
3. Any unexplained rash or skin irritation
4. Headache or sore throat
5. Eyes/ears that are oozing any form of discharge (may require the child to be on antibiotics for 24 hours prior to readmission if a bacterial infection)
6. Strep Throat (must be on antibiotics for 24 hours prior to readmission)
7. Vomiting

8. Watery Diarrhea (at least 2 episodes)

Exclusion and Re-Entry

If your child develops any of the general symptoms listed above (items 1-6), we ask that you keep your child at home until they are **fever-free and symptom improving for 24 hours without any fever reducing medication.**

If your child develops any of the gastrointestinal symptoms listed above (items 7-8), we ask that you keep your child at home until they **have gone a full 48 hours symptom free after the last occurrence.**

On occasion the centre may be in an Outbreak; this is when more than 15% of children and/or employees are ill with the same symptoms. When this happens, we consult Ottawa Public Health for guidance, including for exclusion and re-entry in the program.

The program must be notified immediately if your child is hospitalized for more than 24 hours at any time.

A procedure has been developed should we find a tick on your child's body while playing outdoors. Staff will use a "Tick Key" to remove the tick and wash the bite site with soap and water. Parents will be notified immediately. Ticks present health concerns, so we appreciate your understanding and cooperation in limiting your child's tick exposure by ensuring they are dressed in long pants, long socks and closed toed shoes. We also recommend long sleeves for sun and tick protection.

HEADLICE

When your child is found to have head lice or nits while attending the program, you will be given a withdrawal notice for Head lice with a 24-hour exclusion and a form to fill out indicating that the head lice treatment was completed. This form will need to be returned to the program after each treatment. This decision is made by the agency in order to prevent the spreading of head lice and live nits at the Centre.

IMMUNIZATION

It is recommended by the Local Medical Officer of Health, that all children be immunized. Parents of children who object to immunization due to religious/conscience or medical reasons must complete a standardized ministry approved form. Ministry approved forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e. notarized). Any medical exemptions forms must be completed by a doctor or nurse practitioner. These forms are available upon request.

All immunization records and/or records of parental objections will be kept as part of the children's files.

ALLERGIES AND ANAPHYLAXIS

In order to provide a safe environment and protect your child we must be aware of any allergies or potential allergies that your child may have. All allergies must be documented on the appropriate registration and medical forms.

For children who may have an Anaphylaxis reaction, there is a detailed Ministry Policy which must be adhered to and parents must fill out all appropriate papers which include authorization from a doctor. If your child requires an Epinephrine auto injector (EpiPen), the staff must be made aware of this and be given the auto injector when you drop your child off. Should you and your child arrive at the Centre without their auto injector you will not be able to drop them off until their auto injector is onsite. We are a **nut safe and scent free** environment and will do everything that we can to protect your child while at the Centre but we cannot guarantee that your child may not come in to contact with an allergic substance.

This policy and all paper work will be reviewed with you at time of the tour and prior to your child enrolling in the program.

Some children in our programs have life-threatening food allergies (Anaphylaxis) and, for this reason, it is imperative that you **DO NOT bring any foods that may contain nut** or nut products unless otherwise arranged with the Director of the program.

Anaphylaxis is a medical condition that causes severe reaction to specific foods and can result in death in seconds.

All staff is trained in the use of an Epinephrine auto injector.

ADMINISTRATION OF MEDICATION

If your child requires medication while in the program, you are required to complete and sign a *Medication Authorization Form* which provides details about the medication, including the time and amount of the dosage. Should your child be prescribed antibiotics, they must have been taking the antibiotics for 24 hours prior to returning to the Centre.

Please be advised that by *Child Care and Early Years Act* standards, we can only accept medication which is in its original container and the container or package must be clearly labelled with the following:

Childs name / Name of drug/medication / Dosage of the medication / Date of purchase / Expiration date / Instructions for storage and administration / Possible side effects

For any medication with a Drug Identification Number (DIN #) such as; hand creams, lip balms, diaper creams, parents must indicate on the *Medication Authorization Form* how often we must administer the medication and / or indicate on the *Form* if their child may apply the medication as many times as needed. All medication no longer needed is to be taken home. We request that all medication be hand-delivered to us to be stored in the appropriate manner. The Centre must store all medication in a locked container in the fridge or cupboard except for emergency medication.

A designated staff member will be responsible for all medications.

SELF-ADMINISTRATION

For our older preschool and school age children. Should parents wish for their child to carry and self-administer medication for asthma and/or anaphylaxis they must complete the Consent Form.

BEHAVIOUR GUIDANCE

The emotional and physical well-being of children in our care is a priority of Andrew Fleck Children's Services. Positive forms of Behaviour Guidance with emphasis on discussion, encouragement and positive reinforcement comply with the agency's philosophy to promote the healthy development of the children. Please see our Program Statement for further information on Behaviour Guidance Practices.

Prohibited Practices as defined by the *Child Care and Early Years Act*:

(a) Corporal punishment of the child (which may include but is not limited to, hitting, spanking, slapping, pinching)

(b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.

(c) Locking the exits of the child care centre or home child care 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.

(d) 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.

(e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.

(f) Inflicting any bodily harm on children including making children eat or drink against their will.

ACCIDENT / INCIDENT REPORTS

If your child suffers a significant injury requiring more than basic comfort (soap, water, band-aid, ice, TLC) or that is more than would be expected in the normal course of play, staff will administer first aid. Staff will also complete an accident report before the child is signed out (when possible) or by the next day care is provided. A copy will be provided to the parents/guardians.

If the injury is severe enough to warrant medical assistance, parents/guardians will be notified immediately to come and pick up their child to seek medical attention. If emergency treatment at a

hospital is required, parents will be contacted to either accompany or meet staff at the hospital. If parents cannot be contacted the designated staff will follow emergency procedures and call either ambulance services or 911, depending on the severity of the injury.

SERIOUS OCCURRENCES

As a licensed program we are responsible for delivering high quality services that promote the health, safety and well-being of all children. A part of our accountability requirements, under licensing, has been to report incidents to the Ontario Ministry of Education Child Care Quality Assurance and Licensing Offices– the type of incidents that we must report include any life threatening injury or illness or any time there is a disruption of service for example; a power outage which means the program is closed.

We are very proud at Andrew Fleck Children’s Services to offer a high-quality licensed program and take our accountability to parents and the public very seriously. We have consistently followed the requirements under the *Child Care and Early Years Act*, to report incidents to the Ministry. The Ministry believes that parents will benefit from information about the incidents that occur including the actions that we have taken to prevent and minimize a reoccurrence by posting non-identifying information when an incident has occurred. Beside our license, you will find a serious occurrence notification form posted anytime an incident has been reported to the Ministry. The form identifies the date, the type of incident, a description and action taken. There will be no identifying information included on the form. The notification form will remain posted for 10 business days; if the posting is related to an incident that involved your family, you will be personally informed.

DEALING WITH PARENT/GUARDIAN CONCERNS OR ISSUES

All issues and concerns brought forward are taken seriously by AFCS and every effort will be made to resolve issues and concerns to the satisfaction of all parties. Every issue and concern will be treated with confidentiality 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 Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children’s Aid Society).

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.

Procedures to follow

Nature of Issue or Concern	Steps for Parent /Guardian Clients and Stakeholders to Report Issue/Concern:	Steps for employee and/or Director/designate in responding to issue/concern:
Program Related E.g: General Program Delivery,	Raise the issue or concern to - the employee directly or - the Director or designate.	When an issue/concern is brought forward to an employee, it is their responsibility to assess whether or not it is within their scope of responsibility and if they have the applicable information to be able to manage/resolve the situation.
Agency Related	Raise the issue or concern to - the Director or designate.	Inform the appropriate Director or designate of the situation within 24 hours.

E.g: General AFCS Operations Related		Every effort will be made to provide an initial response or resolution to the concern or issue within 2 business days.
Employees, students or volunteers	Raise the issue or concern to - the individual directly or - the Director or designate.	Document the issues/concerns in detail. Documentation should include: - 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; - 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. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the collection of information of the issue/concern is initiated by the appropriate party When appropriate, it is the responsibility of the Director to inform the Executive Director.

Contact information for all programs, management team and AFCS Board of Directors can be found on our website at <http://afchildrensservices.ca>

ACTIVITIES OFF THE PREMISES

Field trips support a sense of community and are designed and organized to support the children’s on-going inquiries. A designated number of parent volunteers are always welcome to come along for the fun. Parents are always informed of any activities off premises.

Any parent who wishes to volunteer for a field trip must sign specific policies and provide us with a copy of their immunization, showing they have had a Tetanus (DPT) within the past 10 years, TB if needed and a Police Reference Check with the Vulnerable Sector that was completed less than 5 years prior to the trip. Due to limited space on the bus, a signup sheet will be posted.

Should circumstances (i.e. health) prevent a child's participation in a field trip, it is the parents’ responsibility to arrange alternate care.

PARENT PARTICIPATION IN PROGRAMS

Our program supports an ‘Open Door’ approach for families and parents/guardians are welcome at any time of the day. Family involvement in the program is valued and encouraged. Participation, by a parent, in a program that their child attends, is not deemed as volunteering. In keeping with our open-door policy, parents (and other family members with parent permission) are invited to spend time in their child’s program engaged and participating with their child on an ongoing basis, this is in keeping with our Program Statement which is included in our parent handbook.

Parents are invited to participate in special events or field trips, accompanying and participating with their own child.

For further clarification, please read the following points which also pertain to parent participation in their child's program and or attending field trips:

- At no time will a parent be left unsupervised with any child other than their own. An employee of Andrew Fleck Children's Services will always be present.
- Parents are never counted in ratio.
- Parents that attend field trips are accompanying their own child and are not responsible for the supervision of other children

APPROPRIATE CLOTHING

Children should wear clothing which is comfortable, and which you do not mind getting dirty. Shoes must be worn in the program at all times. Proper foot wear is required i.e. running shoes, no slippers/flip flop or croc sandals.

There are usually two outdoor play periods a day (weather permitting) and we ask that the children be dressed accordingly: very warm, water-resistant clothing for winter; cool clothing with **sun hats** and sun screen for summer. It is extremely important that a complete change of clothing (mitts, hat, pants, shirt, socks, underclothes, and shoes) is provided to be kept at the Centre. The Centre does, however, have a small stock of spare clothes on hand to aid in dealing with emergencies.

Please label all your child's belongings including clothing. We cannot be held responsible for lost or missing items

Parents are responsible for bringing in diapers and wipes for their child. A helpful reminder note will be posted on your child's cubby, when diapers/wipes are running low.

CRIMINAL REFERENCE CHECK – VULNERABLE SECTOR CHECKS

All of our Early Childhood Educators (ECE) are registered with the College of ECE and our ECE Assistants support the Early Childhood Educators (ECE) in providing a nurturing, developmentally appropriate, healthy and safe environment to meet the needs of children in the group setting.

All staff have Standard First Aid & Infant / Child CPR qualifications. All Employees of Andrew Fleck Children's Services must provide a Police Record Check with the Vulnerable Sector prior to their employment and every 5 years after. Employees also sign a Declaration of Offense on an annual basis.

All of our programs support students from various Colleges as they complete their ECE placements. Volunteers can also be a part of our program and must provide us with a Police Record check.

Students and Volunteers play an important role in supporting staff in the daily operation of children's programs at AFCS. All students and volunteers will abide by AFCS policies and engage with the children, colleagues, and parents in a positive manner.

As per the Ministry of Education policy; the supervising employee is expected to supervise, monitor and ensure that the volunteer/students are never left unsupervised with children or used to meet ratios and that all policies and procedures are followed.

All students and volunteers receive a detailed orientation prior to beginning their placement at the Centre and must abide by and sign off on our Program Statement.

DUTY TO REPORT

Under the *Child Care and Early Years Act* all staff are required to report child abuse under section 72 of the **Child and Family Services Act, 1990** (CFSA) to a Children's Aid Society (CAS). Persons failing to do so are subject to legal action and a fine if convicted. (Child and Family Services Act, 1984, section 68 (2) (3) (4) and section 81 (1) (b))

Child Abuse is a serious occurrence as defined by the Child Care and Early Years Act.

Section 72 of the CFSA imposes a duty to report for everyone, including RECEs, where there are reasonable grounds to suspect one or more of the following with respect to a child:

- Emotional Harm: The child has suffered emotional harm, or there is a risk that the child is likely to suffer emotional harm demonstrated by serious: anxiety, depression, withdrawal, self-destructive or aggressive behaviour, or delayed development.
- There are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.

Physical and/or sexual harm, abandonment, acts of criminal nature and exposure to family violence, which can take the form of physical, sexual, emotional or financial harm as well as neglect.