



Mooney's Bay Intergenerational Early Learning Centre Parent Handbook

**2826 Springland Drive
Ottawa, Ontario
K1V 9S7**

Phone: (613)-421-0147

E-mail: mooneys@afchildrensservices.ca

Website: www.afchildrensservices.ca

Welcome to Mooney's Bay Intergenerational Early Learning Centre, a program of Andrew Fleck Children's Services. Our program is located at 2826 Springland Drive in the Mooney's Bay area. We are licensed to offer early learning and care for 10 Infants (18 months and under), 30 Toddlers (18 months – 2.5 years) and 48 Preschoolers (2.5 years up to 5 years). We are a not-for-profit, multi-service organization established in 1911 to serve children and families in the Ottawa area. 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 parent/guardian, in understanding the procedures, policies, and regulations involved with the operation of our Program. Our Acting Program Supervisor is Greg Taylor, RECE and our Assistant Program Coordinator is Jennifer Chappell, RECE. If you have any questions or concerns please feel free to speak with an employee in person or with Jennifer or Greg at any time; they can be reached at 613-421-0147 or gtaylor@afchildrensservices.ca or jchappell@afchildrensservices.ca.

Alternatively, you can also connect with the Program Director Kathy Knight-Robinson at 613 737-6369 ext.710 or kkrobinson@afchildrensservices.ca.

LICENSING/REGULATIONS

Our child care 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 nursery school for your information.

INTERGENERATIONAL PROGRAM

We believe that when senior members of our community build relationships with young children, it strengthens a community and provides meaningful experiences and opportunity for both the children and seniors. As this is a new program, we will strive to co-construct an intergeneration program that will support the continuing development of children through nurturing, responsive relationships, and meaningful social interactions. Our hope is that it will simultaneously provide seniors with an opportunity to express and share their interests, knowledge, and talents, and a means of remaining actively engaged in their new community. We have carefully considered what practices we feel will support our centre continues to provide the highest quality early learning and care program for our children and families, and support an environment of mutual respect and supportive care between seniors and children.

Our hope is for senior members of our community to be fully engaged in the activities at the centre, both indoors and outdoors.

HOURS OF OPERATION

The child care centre is open Monday to Friday; from 7:30 am to 5:30 pm. It is beneficial for the children to be in attendance by 9:00 am to ensure that they can actively participate in all activities. We do request that you please call or email us if your child is going to be absent. Our program supports an 'Open Door' approach for families and parents/guardians are welcome at any time of the day.

INCLEMENT WEATHER

Occasionally, when extreme weather conditions can create dangerous traveling conditions, we may contact parents/guardians to request that they depart earlier than routine to ensure timely pick up. This is to ensure

the safety of children and families as well as our employees who also need to travel home.

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 AFCS Board of Directors may close the programs if the centre is deemed unsafe. Parents will be notified of the closure and required to make alternative arrangements until official notice is given of the nursery school 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.

WAITING LIST POLICY

All families seeking childcare must register 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, based on their registration date. For subsidized spaces we must follow the City of Ottawa's Priority List. For 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 our location. To ensure we are providing you and your child with the best possible early learning and care experience, a conversation will occur to ensure we can meet your child's needs and your expectations before a space is confirmed. There is no fee for using the City of Ottawa Child Care Registry and Wait List tool and we do not collect a fee or a deposit for the placement of a child on a waiting list for admission.

When requested by a parent/guardian the Program Coordinator will provide information as to where their child is on our wait list as accurately as possible while maintaining the privacy of all families. Parents/guardians are to make their request directly to the Program Coordinator who will provide the parent/guardians with verbal or email confirmation of where their child is along with an explanation that often the list is not reflective of the actual number of children waiting for care at one of our locations. If the parent/guardians require additional information they are to make their request known to the Program Coordinator who will then consult with the Program Director. All identifying information such as names and dates of birth will be deleted so the list provided to the parent/guardian includes only the ages of children and registration date on the waiting list sorted by date care is required from earliest to latest.

ADMISSION POLICY

Subsidized spaces are available in licensed 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 at <https://onehsn.com/Ottawa>

Should your family require 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 full fee or subsidized 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 necessary documents with the Program Coordinator or designate. A space will not be confirmed until the program has met with the family and child. Spaces will be granted based on the waiting list application date and subject to the following criteria:

- Children must be within the age limit set for the program

- Up to date children's records of immunization must be provided **prior** to admission
- All necessary documents must be completed at least 1 week prior to the child starting in the program

DISCHARGE POLICY

- 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 provided, fees will be charged in lieu of the notice period.
- 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.
- It is our intention to make every reasonable effort to ensure that all children enrolled in our licensed programs can successfully remain in care however, in some situations, the decision to discharge may be necessary. In partnership with families, we utilize additional resources and supports when needed and available. Should a child that demonstrates challenges (developmentally and/or behaviourally), 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.
- The program also reserves the right to give notice of withdrawal of service if a parent does not abide by all policies and procedures.

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 us by September. Our recommendation is that families plan their holidays so that their child says good bye to us 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.

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.

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

- Ensure that you are parking in the parking lot or the designated drop off zone area. Kindly note that parking in the Holy Cross Catholic Church is prohibited.
- Anyone who picks up or drops off a child must be identified as an alternative pick up in the child's file. All alternate individuals will be requested to show I.D.

If employees suspect that the individual picking up the child is visibly unfit to drive, and/or that the child may be in danger, that employee is obliged to report their concern to the authorities (Police/CAS) immediately. Alternate travel arrangements will be offered to the parent.

By law, we cannot withhold a child from their legal guardian unless a court order is on file.

LATE PICK UP POLICY

We encourage you to arrive by 5:20 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. Parents/guardians must notify the Program Coordinator immediately when they know that they will be late.

Should the parent/guardian be late (arriving after 5:30 pm) 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.

Every person responsible for picking up a child arriving later than 5:30 pm (based upon the Centre's clocks) will sign the late fee book. Should a parent/guardian 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.

Late fees are now being taken out of Non Childcare Fee Accounts. The policy is for the payment of any fees due and payable to AFCS that are Non Child Care Fees, i.e. any Late fees, payment for an extra door fobs or parking pass fees (if needed at your childcare location), etc. This policy does not include your regular daily childcare fee or any daily subsidized fee paid to the City of Ottawa, for your childcare services.

If you are a full fee client, any Non Child Care Fees invoiced within any given month, will be added to a regular bi-monthly payment following the month the fee was incurred. If you are a subsidize client, the payment of any Non Child Care Fees will be processed according to the Non Child Care Fee schedule following the month the fee was incurred. 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
Infant	\$88.44	\$22.00
Toddler	\$81.29	\$22.00
Preschool	\$54.94	\$22.00

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.

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 payments made by credit card, additional or lost fobs, and a \$10.00 fee for each returned payment from the bank.

Parents/guardians 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 52 absent days per calendar year; any extra absent days will be billed to the family at the full fee rate.

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.

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.

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

PROLONGED TIME AWAY FOR CWELCC FUNDED SPACES

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 **52** 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.

- At this time, this also does not apply to school-age children over the age of 6 since they are not funded through the Child Care and Early Learning Child Care Plan.
- It also does not apply to families in our licensed child care located in shelters programs.

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/guardians 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.

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/guardians 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/guardians 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 613-736-1913 ext. 225 for questions or information concerning your account.

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

GIFT GIVING

While it can be traditional for children to give their Educators gifts at Christmas, end of the year etc., as Registered Early Childhood Educators, we cannot accept these 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/guardians from any expectation of undue influence. 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.

NUTRITION

This program provides nutritious lunches and snacks. For the infant program, parents can supply their child's food or may wish to have the centre provide (excluding bottled formula or breast milk) the food (parents must complete the *Infant Feeding Form*). Parents are welcome to nurse their infant anytime at our program. Our food is prepared by Food Handler's Course Certified employee well versed in Canada's Food Guide and recommendations for children. Our weekly menus for the current and following week are posted in each of the activity rooms; posted on StoryPark; on the Parent Board in the hallway and kitchen; along with any dietary restrictions, allergies and/or anaphylaxis. All programs will keep the 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 provided by the parents/guardians of the child. Careful menu planning is essential to meet children's nutritional needs and to expose them to a wide variety of foods.

The program provides water with snack time and milk/milk alternatives with lunch; we do not serve juice or other food items that contain high sugar and sodium levels. Providing a calm eating area and engaging conversations supports a positive approach to meal times. We support children's self-help skills by offering utensils for self-serving such as small tongs and using small containers to pour water. Please feel free to provide input into our snack menu planning at any time. Parents/guardians are required to label all food and drink brought to the centre, with their child's name on it.

INFANT PROGRAM

To support our environmentally friendly setting, we use cloth diapers in our infant and toddler programs. Parents may bring their child to the centre in a disposable diaper and we will change them as needed throughout the day in cloth diapers. We provide wipes and/or cleaning cloths.

BIRTHDAY CELEBRATIONS

Birthdays are important milestones for young children and we certainly do celebrate them! Due to life threatening allergies and food restrictions, we do not permit foods (such as birthday cakes) brought in by families. Your child's special day will be recognized by other means with their peers and educators.

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.

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/guardians of children who choose not to immunize due to religious/conscience or medical reasons must complete a standardized ministry approved form. Ministry approved forms for religious/conscience reasons 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.

Ottawa Public Health requires that parents register and update their child's immunizations online <https://www.canimmunize.ca/en/report?phu=28>

ALLERGIES AND ANAPHYLAXIS

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

For children who may have an Anaphylaxis allergy, there is a detailed Ministry Policy which must be adhered to and parents/guardians must fill out all appropriate papers which includes authorization from a medical professional. If your child requires an Epinephrine auto injector (EpiPen), the team 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 program without the auto injector you will not be able to drop them off until their auto injector is onsite. We strive to be a **nut safe & 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 forms required will be reviewed with you at time of the tour and prior to your child's first day at the Centre.

Some children in our programs have life-threatening food allergies (Anaphylaxis) and, for this reason, it is imperative that you **DO NOT bring any food into the centre**, unless otherwise arranged with the program Coordinator. Anaphylaxis is a medical condition that causes severe reaction to specific agents and can be fatal in seconds. All employees are trained in the use of an Epinephrine auto injector.

Any food coming into the Centre or home child care premises must not contain any nuts or nut products and must be labeled with the child's name. Please note that should there be any other anaphylactic allergies (other than nut or nuts products), a communication will be shared with that information and any directives to follow.

Children attending our infant, toddler and preschool programs are provided with 2 snacks and a lunch daily. We attempt to accommodate a variety of dietary restrictions and allergies. Food from home for those age groups is not necessary unless agreed to in advance with the program coordinator. Should food from home be

necessary, each container / item must be clearly labeled with the child's full name and any parental written instructions (if applicable).

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 program. 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

Due to the frequency and their longer-term daily usage; non-prescription sunscreen, diaper creams skin lotions, hand sanitizer, insect repellants and lip balms have a *Blanket Authorization Form* (completed by the parent/guardians). These items can be administered by centre staff as long as it is not for acute (symptomatic) treatments.

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 team member will be responsible for all medications.

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/nursery school 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 communicate the injury to the parent/guardian in person or phone, as soon as possible, and will also complete an accident report before the child is signed out or by their next day. A hard copy or email 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/guardians will be contacted to either accompany or meet staff at the hospital. If parents cannot be reached, our team 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, is to report incidents to the 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, if a child is missing 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 high-quality licensed programs and take our accountability to families and the public very seriously. We consistently follow 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 any action taken. No identifying info will be 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 manager/designate in responding to issue/concern:
Program Related E.g.: General Program Delivery,	Raise the issue or concern to - the employee directly or the manager 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 E.g.: General AFCS Operations Related	Raise the issue or concern to - the Manager or Designate.	Inform the appropriate manager or designate of the situation within 24 hours. Every effort will be made to provide an initial

Employees, students or volunteers	Raise the issue or concern to the individual directly or the manager or designate.	response or resolution to the concern or issue within 2 business days. 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 manager to inform the Executive Director.
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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

Walking excursions and field trips support a sense of community and are designed and organized to support the children's ongoing inquiries. Parent/guardian volunteers are always welcome to come along for the adventures. Parents are always informed of any activities off premises in advance. Should circumstances (e.g. health) prevent a child's participation in a walking excursion, it is the parents' responsibility to arrange alternate care.

PARENT/GUARDIAN PARTICIPATION

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/guardian 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.

Parents are invited to participate in special events or walking excursions, 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 walking excursions:

- 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 walking excursions are accompanying their own child and are not responsible for the

supervision of other children

APPROPRIATE CLOTHING

Children should wear comfortable clothing, and which you do not mind getting dirty. Shoes must always be worn in the program. Proper foot wear is required i.e. running shoes, no slippers/flip flops or croc sandals. We ask that the children be dressed accordingly for our outdoor classroom time: 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 in your child's back pack. For wet and muddy days, we have AFCS 'muddy buddies' for each child. For sunny days, we have AFCS sunshirts.

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

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/guardians will be contacted to pick up their children immediately. **Our Emergency Shelter is at Holy Cross Catholic School on 2820 Springland Drive.**

As indicated in the AFCS Emergency Management policy, the director of the program or designate will notify parents/guardians of the emergency situation, 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 manager 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. The details of the evacuation, site location and contact information will be provided in this message.

CRIMINAL REFERENCE CHECK – VULNERABLE SECTOR CHECKS

All our Early Childhood Educators (ECE) are registered with the College of ECE. Our ECE Assistants support the Early Childhood Educators (ECE) in providing a nurturing, developmentally appropriate, healthy and safe environment to meet the needs of all children. All employees have Standard First Aid & Infant / Child CPR qualifications and must provide a Criminal Reference 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 our programs support students from various colleges/universities as they complete their ECE placements. Volunteers are also often part of our programs.

SUPERVISION OF VOLUNTEERS AND STUDENTS

As per the Ministry of Education policy; students and/or volunteers are never left alone with the children, left unsupervised or included in ratios. 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 and all policies and procedures as well as provide us with a criminal reference check with the vulnerable sector. Students and Volunteers play an important role in supporting staff in the daily operation of children's programs at AFCS. As per the Ministry of Education policy; the supervising employee is responsible 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.

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.