



PARENT HANDBOOK OF  
POLICIES AND PROCEDURES

## Welcome to the Lakeside Child Care Family!

This handbook outlines important policies, procedures, and information about our program, including the daily routine, fee schedule, curriculum and the information sharing application used at LCCC. Please take the time to read through this handbook in detail and if you have any questions, please speak with the Centre supervisor. Parents/guardians are asked to sign the Policy and Procedure form at the end of this handbook to indicate they have read and understand their adherence to the policies and procedures laid out. Our handbook will be reviewed annually and any updates will be made available to you, and a new sign off will be required.

Upon request and prior to enrollment at the Centre, parents/guardians will be given a tour of the facility to outline the program, environment and daily routine for each program.

Parents/guardians are welcome and encouraged to have visits with your child prior to starting. These prescheduled visits are a time for you, your child and our staff to learn more about each another and the program. This gradual introduction process may help make the first day a little easier. There is no charge for these visits but you must remain onsite at all times. All enrollment forms must be completed and on file prior to your child's first day of care.

Choosing a childcare program is an important decision for your family and child, and we understand it may be one of the hardest decisions you make. If you are unsure about what program will be best for your family or for more information about child care please visit <http://www.edu.gov.on.ca/childcare/>

## Mission, Vision & Philosophy

### Mission Statement

Our mission is to share the love of Jesus Christ with children and families, within and beyond the Guelph community, and to help children grow to reach their full potential. We believe that all children are competent, capable, curious and rich in potential.

### Vision Statement

Our vision is to provide a program that is inclusive to all, and that is built on the foundation of relationships; with children, parents, families, other staff members and community members.

### Philosophy

At Lakeside Child Care Centre, we believe the early years are a critical time in any person's life and that young children learn best through play. We aim to provide a safe and nurturing environment for each individual child. Our program uses emergent curriculum to encourage children to become life-long learners by using their current interests to create activities and invitations that engage all areas of development. These areas include social, emotional, cognitive, physical, and spiritual. To support these areas of development, we use the following types of activities:

- Gross & Fine Motor Activities
- Creative Expression/Art Activities
- Dramatic & Social Emotional Activities
- Science and Nature Activities
- Math/Numeracy Activities
- Literacy Activities

As a faith-based program, we use Christian principles throughout the program. We believe each and every child is valuable and we commit to treating every child in a gentle and loving manner.

## Program Statement

The purpose of the program statement is to outline the goals and objectives, we as a Centre find important in meeting and maintaining a level of high quality and excellence.

At Lakeside Child Care Centre, we believe that **all** children are competent, capable, curious and rich in potential. We believe that children learn best through play. We will provide on all levels, an environment that supports their natural curiosity about the world around them. We will always strive to support their inquiry and be co-learners with the children in their quests. We believe the early years are a critical time in a child's life, and as learning styles and developmental levels vary among children, we are committed to supporting and encouraging each child's journey and development during their time in our care. We will provide child initiated and adult supported activities to scaffold learning and support each learning style. Our specific goals and objectives on how we will support each child are outlined below.

### Curriculum

For the purpose of guiding programming in a licensed child care setting, the Minister of Education has named, "How Does Learning Happen?" as the common provincial framework. "How Does Learning Happen? (HDLH)" is a professional learning resource that provides a common framework to help programs focus knowledge from research about what's most important for whole child development.

Our Centre plans to support this curriculum through the following communicative actions:

1. Educators will create "Learning Stories" for each child in their care so parents can see their child's current interests and development on a monthly basis.
2. Educators will prepare weekly planning sheets that outline the current focus of the children in the classroom. This will be clearly posted so parents can see and get a sense of the classroom activities. Each day the sheet will be updated, based on children's interests.
3. Each classroom will have a "Curriculum Wall" that will have pictures, art samples and activity explanations so families can observe what the children have been doing throughout the day.
4. Each child will have a daily journal, which will outline a specific moment in routine or activity that happened that day. This journal will also outline how much each individual ate and if and how long they napped for.

In addition, the Minister of Education may issue policy statements regarding programming and pedagogy that support's children's learning and development. This policy statement is intended to strengthen the quality of our program and ensure high

quality experiences lead to positive outcomes in relation to children's learning, development, health and well-being.

For this purpose, LCCC will review the program statement annually to ensure that it is aligned with the Minister's Policy Statement. We also will strive to continue to update our program statement annually so that we can aim for the highest quality care in our Centre.

For more information on the program statement and pedagogy, please visit:

<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

## **Lakeside's Commitment to Excellence**

**We will promote the health, safety, nutrition and well-being of each child in our care.**

We will do this by:

1. Providing a rich environment for play that helps foster the child's interests and development.
2. Providing a wide array of toys and activities to provide children with many options in play.
3. Making sure all regular playground checks and water flushing procedures are done accurately and on time.
4. Making sure all equipment and toys are in good repair and are replaced if there is evidence of damage.
5. Regularly and accurately conduct all areas identified on the cleaning and sanitization schedule.

**We will support positive and responsive interactions among the children, parents, child care providers and staff.**

We will do this by:

1. Respecting each other in the work place through proper conflict resolution and respecting each other's ideas by not talking negatively in the workplace.
2. Respecting parent's individual wishes for their child and problem solving to make sure all parents feel comfortable with their child care service.
3. Clearly communicating amongst the staff using the communication log so that messages are not missing or misconstrued.
4. We will get down on the child's level regularly so they feel supported in their overall well-being.

**Children will be encouraged to interact and communicate in a positive way and support their ability to self-regulate.**

We will do this by:

1. Modeling positive behaviour through clean language and encouraging talk at all times.
2. Setting clear expectations for the children
3. Encouraging children to use their words and problem solve with peers in a challenging situation.
4. All staff will be monitored on an ongoing basis making sure they are always in compliance with modeling positive and encouraging behaviour. Staff will be assessed on a frequent basis to make sure they are in compliance with behavioural monitoring.

**We will always support and foster the children's exploration, play and inquiry and provide child initiated and adult supported experiences.**

We will do this by:

1. Providing a wide variety of toys at all times that support various areas of development including but not limited to; sensory play, dramatic play, math and science, music and movement and literacy.
2. Make sure that the activities are child led by building a curriculum around the child's interests and not the interests of the adults.
3. Making sure the environment provides a variety of ways to display the current interests of the children in the room.
4. Using Internet and workshop resources to make sure that the educators are up to date with current research on the Emergent Curriculum.

**We will plan for and create positive learning environments and experiences in which children's learning and development will be supported.**

We will do this by:

1. Making sure the voice of each child's interest is heard in the room, which will be displayed by individual Learning Stories throughout the room.
2. Children who have Individual Support Plan's will be accommodated through the classroom experiences based on their individual needs.
3. Educators will be supportive in all learning experiences to make sure that each child's development is addressed and fostered.

**We will incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day and give consideration to the individual needs of the children.**

We will do this by:

1. Providing ample amounts of outdoor play both in the morning and afternoon for a minimum of two hours per day.
2. Make sure that there are a variety of gross motor activities so that children can continually engage in active play.
3. Providing a time in the day for each child to rest or nap. This period will be two hours in length and we will accommodate the needs of each individual child.
4. Providing healthy and nutritious meals throughout the day, which will include two snacks and a full lunch that reflects the Canada Food Guide. Our Menus will also be approved by nutritionists from Wellington-Dufferin-Guelph Public Health.

**We will foster the engagement of and ongoing communication with parents about the program and their children.**

We will do this by:

1. Discussing each child and their day at drop off and pick up.
2. Coming in at any time to observe play and the happenings in the class.
3. Setting up meetings with the educators or supervisor to discuss specific details about their child.
4. Have parents complete Parent Surveys that will give parents a chance to voice their questions or concerns about the program.

**We will involve local community partners to support the children, their families and staff.**

We will do this by:

1. Advertise and offer a wide variety of church wide resources accessible to anybody in the community including but not limited to: Griefwalk, DivorceCare for families, Hope House (non-profit organization in helping the Guelph community) and Celebrate Recovery.
2. Being upfront with all families about the community resources available to those who need additional resources for their families. Examples of this are Inclusion Support Services through the Canadian Mental Health Association, KidsAbility and Weetalk Speech and Language Services.
3. Advertise any inexpensive or free family activities in the Guelph area at the current time.

**We will support staff that work with the children to gain regular professional development in the field of Early Childhood Education.**

We will do this by:

1. Advertising and informing staff on current workshops and learning opportunities in the community

2. Having each staff member attend at least 3-4 learning seminars or workshops each year
3. Making sure the staff's learning experiences are paid for by the Centre.
4. Track each staff members learning experiences to make sure that professional development is a regular and ongoing thing.

**We will update and review the program statement at least once a year to make sure our goals and approaches are up to date and relevant to our Centre's values.**

We will do this by:

1. Having staff and the supervisor share individual ideas and goals to make the program statement relevant at all times.
2. Staff will be required to sign off on any new program statements changes so that it is clear they understand requirements and goals for the program.
3. Taking the information shared through parent feedback and the Parent Survey to help update and outline our current goals and approaches of the Program Statement.

In addition to the goals outlined, all staff, volunteers and students are required to review, date and sign off on the program statement and annually thereafter. All staff, volunteers and students will also sign off on all policy and procedures before beginning commencement and annually thereafter.

Lakeside Child Care Centre truly believes in the importance of the early years. We want to always commit to being inclusive, compassionate, kind, nurturing and safe. Our goal is to have only the highest quality in providing child care services. For this reason we will annually review the program statement and make changes based on current goals and objectives within the Centre.

## **Parent and Community Involvement**

We want our Centre to be comfortable and open to parents and caregivers. We would like to encourage all families to be involved in our day to day programming as much as possible. This could be through a variety of ways including:

5. Discussion and questions about child and their day at drop off and pick up.
6. Coming in at any time to observe play and the happenings in the class.
7. Setting up meetings with the teachers or supervisor to discuss specific details about their child.

In addition to this, we will also look for ways to partner with community so we can support the children, families and staff. Since Lakeside Child Care Centre is located at

**Lakeside Child Care Centre**

Lakeside church, we have access to wide array of resources and groups that could benefit families or individuals in the family. We could provide information for:

1. Griefwalk – A Group for any individual or family needing to process grief
2. DivorceCare and DivorceCare for Kids – A group for helping parents and children who have been affected by divorce
3. Celebrate Recovery – A weekly group for people who feel they need help with addictions, hurts and hang ups.
4. HOPE House – A non-profit organization that helps overcome poverty by assisting families and individuals with basic life necessities.

## **Monitored Interactions**

Interactions between the caregiver and child will be monitored to ensure that staff, students and volunteers are positive and compliant with all standards set out by the Centre and the Ministry of Education.

The Centre understands that it is part of a child's development to at times test their surroundings. This helps them understand their limits set before them. If challenging and inappropriate behaviour is exhibited, the staff will always use gentle and kind redirection for the child.

LCCC believes that children are competent and capable and we want to help them communicate and interact in a positive way that supports their ability to self-regulate.

To do this, the staff will always:

1. Speak in a kind and positive manner
2. Display and clarify set expectations
3. Treat children, coworkers and parents with respect and dignity
4. Encourage children to use their words when communicating with one another

In addition to this, the supervisor will monitor staff on their interactions through observation, on an individual basis through regular supervision and/or on a group basis through staff meetings. The monitored interaction skills of each staff member will be evaluated and documented during the annual performance review process.

## Healthy, Safety and Nutrition

LCCC continually strives to make sure the whole being of each child is fostered. We will incorporate indoor and outdoor play, as well as active, rest and quiet times into the day and always give consideration to the individual needs of each child in our care.

**Active Play:** To promote an appreciation for nature and the outdoor environment, we will make sure that children get outside for one hour in the morning and one hour in the afternoon. If there is inclement weather, such as snow and sun advisories, we may use our discretion and minimize or eliminate the time spent outdoors. We will also provide a wide range of toys and learning materials outside that will support all developmental areas.

**Rest:** After lunch is served, children are given a quiet period of two hours where they will be permitted to sleep, rest, or do quiet activities based on the child's individual needs. These rest periods will not exceed two hours in length.

**Nutrition:** We believe nutrition is very important for all people and we incorporate healthy and nutritious meals throughout the day. We have a cook on site that provides a morning snack, a full lunch and afternoon snack each day. The menus are prepared in advance and posted in a conspicuous place where parents can see it. We also have a menu whiteboard that let's families know if there are any substitutions to the menu that day. Each snack and lunch item is also going to reflect the recommendations made by the Canada Food Guide. We are also very accommodating to children with food restrictions.

**Indoor Play:** We understand the importance of play in the child's development and we will provide ample amount of time to foster the children's exploration, play and inquiry. The classroom will be a place that offers a wide variety of play materials that foster and support all areas of development. At all times we want to create a positive learning environment and believe that the classroom acts as a third teacher in supporting that. To make sure that our classrooms create this positive experience, the following actions will be taken:

1. A monthly inspection will be done in all rooms to make sure the equipment and furnishings are in good repair.
2. Any community grants available for better play materials or furnishings will be applied for.
3. We will continuously find new ways to innovate the classroom based on professional research and examples.

## **Inclusion**

At Lakeside Child Care Centre, our focus is on inclusion and accepting each child for their unique and individual needs. We believe that the community is an important part in supporting the child and commit to working as a team to meet the needs of all children.

GGK/ISS: Growing Great Kids System of Care is a coordinated continuum of community based services and supports that are integrated to meet the needs of children birth to six. Within our Centre, GGK System of Care supports are delivered by Inclusion Support Services, a partnership of agencies that include:

1. Kidsability Centre for Child Development (Occupational and Physiotherapy)
2. Wee Talk Preschool; Speech and Language Service
3. Canadian Mental Health Association (Early Childhood Resource Consultation and Social Development Consultation)

Inclusion Support Services partners with our staff and parents to create our Inclusion team at Lakeside. If you have any questions about Inclusion Support Services, please speak with your child's teacher.

We are committed to accommodate (ISP's) Individual Support Plans for all children with special needs. An ISP will include instructions relating to the use of child's supports, aids or other modifications to the physical, social and learning environment. We will be active in implementing the ISPs through documentation and regular review of the plan so children can function and participate in a meaningful and purposeful manner. We seek to always maintain a partnership with parents, children, caregivers and community resources to make sure all of the support plans are implemented.

## **Professional Development**

As a Centre, we believe that it is important to have staffs that are qualified and knowledgeable in the field of Early Childhood Education. For this reason, we want to support staff by encouraging them to take classes and courses to remain current on the newest childhood research.

To achieve this, funding and information will be available to all staff about conferences; courses and sessions in the child care profession. It is expected that all staff will attend 3-4 of these events each year.

In addition to continuous learning, all staff that is ECE certified will renew their license each year with the College of Early Childhood Educators. All staff must present the supervisor with their renewal certificate, which will be kept in their individual staff file.

Also all staff will be CPR and First Aid (Level C) certified and will renew their certification as needed.

All staff, volunteers and students are required to review, date and sign off on the program statement and annually thereafter. All staff, volunteers and students will also sign off on all policy and procedures before beginning commencement and annually thereafter.

Lakeside Child Care Centre truly believes in the importance of the early years. We want to always commit to being inclusive, compassionate, kind, nurturing and safe. Our goal is to have only the highest quality in providing child care services. For this reason we will annually review the program statement and make changes based on current goals and objectives within the Centre.

## Programs Offered

### Types of Programs

**Full Day:** Five days a week for children 18 months – 5 years

**Part Time:** Two to five days a week for children 18 months – 5 years (at least 2 days required, space permitting)

### Age Groups Served

**Toddler:** 18 months – 2 years 6 months

**Preschool:** 2 years 6 months – 5 years

	DAY Full-time	DAY Part-time
TODDLERS	\$42	\$48
PRESCHOOL	\$38	\$44

*To determine your monthly fee, multiply the daily rate by the number of days your child attends care in the month (please include statutory holidays, where applicable).*

REGISTRATION FEE - A deposit of first week's fees is due prior to commencement of childcare services.

FEES - Invoices are to be paid monthly, in advance.

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LATE CHARGES	-	Fees are due by the 1 <sup>st</sup> of each month; a \$25.00 late fee may apply.
OVERTIME FEE	-	\$10.00 per one-half hour after ten hours of care.
LATE FEE	-	\$10.00 for every ten minutes or part thereof after 6:00pm
ISOLATION FEE	-	For children who fall ill during the day and are required to be picked up, \$10.00 per half hour after the first hour may apply.
NSF FEE	-	\$20.00

SUBJECT TO CHANGE WITH 30 DAYS NOTICE

## **Parent/Guardian Agreement of Policies and Procedures**

**Safe Arrival:** As per program requirements, all children must be escorted directly to the program and be received by a staff member. The Centre is not responsible for the child until the staff receives them. Each child's attendance must be recorded before you leave the Centre.

**Safe Departure:** Staff members must be aware that you have arrived to pick up your child. All children must be recorded as departing before you leave the premises.

Please also advise staff if you are intending to pick up your child earlier than usual so we can have your child prepared for departure.

Only parents and authorized individuals on the registration form can pick up the child from the premises. If you have someone else picking up your child, you must fill out the authorization form, which can be picked up outside the classroom. Please be aware that any authorized individuals aside from parents will need to show I.D in order to take your child off the premises.

**Absentees:** Please notify the Centre if you child will be absent for any reason. This will prevent any unnecessary calls to the home or workplace and will help in maintaining staff ratios.

**Centre Closure:** In the event of inclement or serious weather conditions, the Centre may be closed. A message will be left on our Facebook Page and via email by the

supervisor in the case of this happening. Please also listen to CJOY and Magic 106.1 for additional information on weather closures.

Outdoor Activities: As per licensing requirements, we are required to spend a minimum of two hours outside per day. Please ensure your child has all necessary outdoor attire for these conditions.

If the weather is under advisory for being too cold or too hot, we will stay inside for safety reasons.

Payment: Payment can be made by cheque, cash or direct deposit. We also accept credit card payments but a surcharge of 3% will be charged. Full fees are required regardless of days missed due to vacation, illness, inclement weather or statutory holidays. Receipts will be issued by the end of February each year.

Payment is due on the first of every month by 5:30 pm for the upcoming month. If payment of outstanding fees is not received by the 15<sup>th</sup> of the current month, child care services will be denied.

Withdrawal Notice: One month's written notice is required when a child is to be withdrawn from the program. If the child is withdrawn without notice, the full month's fee will still be charged.

Registration Fee: A deposit of one week's fees are due prior to commencement of child care services. Children may not start in the program until fees and registration forms are handed in.

Extra Clothing/Supplies: Outdoor activity is part of the program, so it is important that children have clothing appropriate to the season. Parents may also bring a rest/sleep toy and should always bring an extra set of labeled clothing. If the parent wishes to have a water cup used at the Centre, it must also be labeled with the child's name. Additionally, if your child is still in diapers, we require the parent to supply an adequate amount of diapers and wipes.

Supervised Walks/Field Trips: Supervised walks away from Lakeside and around the grounds are regular features of each age group. Children enjoy these experiences and the opportunity to explore and learn from the outdoor world and the resources within our community. Other field trips, if requiring bus transportation will be planned in advance. Notice will be given to families at least one week prior to the trip. Signed consent by the parent/guardians will be required to allow your child to participate in these trips. Parents will be invited to accompany their child on these trips (this is not mandatory) and enjoy the day with us. A first aid kit is taken on all field trips, along with children's emergency information, daily attendance sheet and cell phone.

Inclusion: GGK/ISS: Growing Great Kids System of Care (GGK) is a coordinated continuum of community-based services and supports that are integrated to meet the needs of children birth to six. Within our Centre, GGK System of Care supports are delivered by Inclusion Support Services, a partnership of agencies that include:

- KidsAbility Centre for Child Development (Occupational and Physiotherapy)
- Wee Talk Preschool; Speech and Language Service (Speech and Language)
- Community Mental Health Association (Early Childhood Resource Consultation and Social Development consultation)

Inclusion Support Services partner with our staff and parents to create our Inclusion team at Lakeside. If you have any questions about the supports available, please feel free to speak with your child's staff member.

Parental Involvement: We invite and encourage you to come alongside us as we learn with your children! We invite your participation into our program, whether that is with questions, to share an experience, talent, materials, offer a favourite recipe to add to our menu or simply to experience a day in the life of Lakeside Child Care. We have an open door policy and we look forward to the strengths and blessings you will bring to our Centre. Lakeside will also offer parents socials throughout the year, educational parent events that may be planned according to parent interests or identified needs, and seeking your feedback through a parent/guardian satisfaction survey annually.

## Operational Information

### Centre Hours:

**The Centre will be open 7:00 am – 6:00 pm  
Monday-Friday, Year Round**

If the child is not picked up by the time the Centre closes, the staff present will attempt to reach the parents. If the parents cannot be reached, all emergency contacts will be phoned.

In the event that a contact cannot be reached, the supervisor will be contacted. If no communication has been made after 7:00 pm, the Supervisor has the right to call Family and Children's Services.

If a parent arrives after 6:00 pm, they will be asked to sign the 'Late Departure' book. The fee for late pick up is \$1.00 per minute. If a late pick-up happens more than three times, a meeting will be set up between the supervisor and parent to speak about alternative pick up arrangements.

### Holidays:

The Centre will be closed for the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

## Personal Health Care

### Nutrition:

Our cook is a certified food handler and prepares meals and snacks daily that meet the requirements of "Eating Well with Canada's Food Guide." A registered dietitian also approves our menus. Any substitutions made to a daily menu item will be posted for parents. Menus will be posted in an accessible location for parents to view, and in all eating areas.

### Mealtimes:

The Centre supports family style dining - that is a time for staff and children to sit and eat together. We support the children in choosing serving sizes themselves, and engage in meaningful conversations and role modeling for them during meal times. We believe this setting provides a good opportunity to establish nutritionally sound eating habits as well as an understanding of the relationship between food, health and growth. No child will ever be forced to eat items they do not wish, nor will food be used as a form of ridicule or punishment.

### Special Diets/Non Life-Threatening Allergies:

Parents/guardians of children with special dietary needs/non life-threatening allergies must consult with program staff and the Centre cook regarding any substitutions. Our Centre will make accommodations if it is able. If we are unable to make a substitution, and the parent/guardian provides the substitution, this must be brought in a labeled container the same day it is to be served. Any leftovers will be discarded the same day if not picked up by the parent. If parents supply any food or drink for their child, they must provide the cook or Centre staff with an ingredient list of the foods that they bring into the Centre. All substitutions must remain nut free as per the Centre's policy. All dietary restrictions/allergies or feeding instructions will be posted in all food preparation and serving areas and reviewed with staff, any or any other individual that will have contact with the child.

### Serious Occurrence Posting Requirements:

The safety and well-being of the children in our Centre is of the highest priority to us. In spite of all best precautions, serious occurrences do occur. A serious occurrence could include:

- Serious injury to a child
- Fire or other disaster on site

- Complaint about a service standard

Licensed child care Centres are required to report serious occurrences to the Ministry of Education and post the information for parents in a conspicuous location to increase transparency; this is done through the posting of a Serious Occurrence Notification Form and will be posted for 10 days. Lakeside Child Care Centre will ensure the information posted in the Serious Occurrence Notification Form protects personal information and privacy. To help support the protection of privacy and personal information, no child or staff names, initials and age or birth date are to be used on the Serious Occurrence Notification Forms. No age group identifiers will be used (e.g. preschool room, or toddler room). This posting provides parents information about the incident and any follow up actions taken by the child care.

For more information visit [www.ontario.ca/ONT/portal61/licensedchildcare](http://www.ontario.ca/ONT/portal61/licensedchildcare)

## Toddler Daily Schedule

7:00 – 9:30: AM snack/Free Play/Diapering Routine

9:30 – 10:30: Outside play

10:30 – 11:30: Art activity and circle time

11:30: Toileting routine

11:45: Lunch

12:15: Story time/quiet time before nap

12:30: Naptime

2:30: Wake up from naptime/Toileting routine

2:45: PM Snack

3:00: Free play

3:30 - 4:30: Outside play

4:30 – 5:30: Free Play

## Preschool Daily Schedule

7:00 – 9:30: AM snack/Free play/ Toileting routine

9:30 – 10:30: Outside Play

10:30 – 11:30: Activity/Circle Time/ Free Play

11:30: Toileting Routine

11:45: Lunch

12:15: Story time/quiet time before nap

12:30: Naptime

2:30: Wake up from naptime/Toileting routine

2:45: PM Snack

3:00: Free play

3:30 - 4:30: Outside Play

4:30 – 5:30: Free Play/Parent Pick Up

## Health Policy

Illness:

The Child Care and Early Years Act requires that prior to admission, each child must be immunized as recommended by the local Medical Officer of Health. A record of this must be photocopied and kept in a locked cabinet in the child's file.

A staff member has a right to refuse admittance if the child has any of the following symptoms:

- Diarrhea
- Vomiting
- Fever
- Unusual skin disorder
- Rash or other infection
- Heavy mucous and asthma symptoms

If a child in attendance exhibits any of these symptoms, a parent will be called to come and pick up their child. To return to the program, the child must be symptom free for at least 24 hours without the use of medication.

Parents/guardians must provide a doctor's note if the child is being readmitted after 5 consecutive days with a particular illness.

Sometimes it is hard to tell whether a child is at the beginning or end of an illness or cold. A way to tell if your child should be part of the program is:

If they are too sick to participate in program, they are too sick to be at the Centre.

Medication:

Staff are able to administer medication only:

- If a doctor prescribes it and it is in the original container
- If the label includes the child's name, dosage and child's doctor
- If a medication form has been filled out and signed

Please do not leave medication sitting in your child's bag or the refrigerator. The prescribed medication must always be handed directly to a teacher.

First Aid:

Staff are able to care for minor scrapes and bruises that happen while in the program. With accidents and illnesses that require immediate attention, the parent/caregiver will be called and you will be requested to take the child to the doctor or hospital as needed.

In the event that a child is in need of immediate medical attention, the supervisor will arrange for the child to be transported by ambulance while making sure the caregiver or parents are notified immediately. The parent will be requested to meet a staff member at the hospital.

In addition, where minor incidents take place, an *Accident Report* will be filled out and signed by both the parent and staff who observed the incident.

## **Immunization Policy**

Children

Immunizations protect children from serious diseases that are still found in our community. In order to identify children susceptible to vaccine-preventable diseases, we collect immunization records of children attending our child care Centre and send them to Public Health on a quarterly basis.

The *Child Care and Early Years Act* requires licensed child care Centres to ensure that all children in attendance are fully immunized or have a valid Ministry of Education exemption form on file.

By law, children must be immunized against the following diseases as outlined in the "Routine Immunization Schedule for Ontario"

- Tetanus, diphtheria, polio
- Measles, mumps, rubella (German measles)
- Meningococcal disease (meningitis)
- Pertussis (whooping cough)
- Varicella (chickenpox)

Before the child's first day, parents must provide the following:

**Lakeside Child Care Centre**

- Immunization Information Form for Licensed Child Care Settings
- Photocopy of an up-to-date immunization record

#### Exemptions of Immunizations

As of August 29, 2016, changes made to the Child Care and Early Years Act, 2014 now require children attending licensed child care, whom are seeking exemptions from immunization for religious or conscientious reasons, or for medical reasons, Must submit one of the Ministry of Education exemption forms:

Statement of Conscience or Religious Belief: Must be signed by a Commissioner for Taking Affidavits

Statement of Medical Exemption: Must be signed by a healthcare provider and include their license or registration number

#### Outbreak

If there is an outbreak of a vaccine-preventable disease, a child who does not have immunization up to date, or who has an exemption on file, will be excluded from the child care program without financial compensation, until the outbreak is over.

## Behavioural Policy

Lakeside Child Care Centre is committed to fostering the complete well-being of the individual child by displaying God's love through respect and the appreciation of all cultures and backgrounds.

We will strive to promote positive problem solving skills that will help children resolve conflict appropriately in all areas of the program. We believe that by cultivating these skills, we are setting the children up for success in future settings throughout their life.

It is expected that children and staff members will:

1. Respect the rights and property of others at the Centre.
2. Respect and appreciate all cultures to promote an inclusive, loving environment.
3. Solve problems and difficulties through appropriate and peaceful means.
4. Respect the Centre's property.

Unacceptable Behaviours:

1. Physical violence (Spanking, hitting, biting, throwing objects and kicking)
2. Threats or intimidation
3. Verbal taunts or put downs
4. Stealing
5. Ethnically based taunts.

To cultivate positive behaviour, the supervisor is committed to encourage the staff and children in the following areas:

1. Clarify expectations of appropriate behavior.
2. Exhibit positive behavior through their actions and words in all areas of the program.
3. Initiate immediate, non violent consequences for bullying or other mean-spirited acts
4. Redirect and take appropriate measures if anyone is unable to conduct themselves in a positive manor.
5. Promote ongoing communication between parents, teachers and children.
6. Recognize and acknowledge positive behaviour on a frequent, ongoing basis.

At NO time will the following be tolerated:

1. Corporal punishment of the child
2. Physical restraint of the child
3. Locking the exits, confining the child in an area or room without adult supervision
4. Use of harsh, degrading tones and words, as well as threats

5. Depriving the child(ren) of basic needs
6. Inflicting any bodily harm on children

In all areas of the program, the staff will:

1. Speak in a kind and positive manner
2. Display and clarify set expectations
3. Treat children and coworkers with respect and dignity.

Ongoing Behavioural Challenges:

If a child has difficulty with ongoing negative behaviour, the following steps are in place:

1. Written documentation by the staff member of the negative behaviour and how it was dealt with.
2. Staff and Supervisor will discuss the matter and plan strategies for any future incidents.
3. Supervisor will contact the parents and set up a meeting to discuss the issue at hand and implement strategies to help with the negative behaviour.
4. If needed, outside resources can be contacted to aid in the situation once the parents have consented for the information to be shared.

Crisis Intervention:

In some extreme circumstances, if a child is an immediate danger to themselves or others in our care, we may need to physically intervene. If this is the case, the following guidelines will be in place:

1. There will always be two staff members present. If possible, all other children will be removed from the room.
2. Once the child has calmed down, they can reenter the play area or be redirected to a new activity with a staff member close at hand.
3. When the situation is resolved, staff must document the incident and physical intervention used while signing the report and giving it to the Centre supervisor.
4. The supervisor will sign the report and contact Family and Child Services to report the incident and seek whatever aid is needed for further processing.
5. The supervisor will contact the parents and have a meeting to discuss strategies to ensure that the situation will not happen again.

## Sleep Supervision Policy

We understand the importance of rest/sleep for children at a young age and we are committed to making sure that during this period, children are supervised and safe in our care. Please be advised we do not have any children under 12 months otherwise we would follow the infant protocols in the *Joint Statement on Safe Sleep*. This document indicates that any child under 12 months be placed on their back unless there is a doctor's note to recommend otherwise.

To ensure proper sleep supervision staff will:

1. Have an employee in each sleep room that does a direct visual check of each sleeping child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviour.

Indicators of stress or unusual behaviours include:

- a) Laboured Breathing
  - b) Signs of overheating
  - c) Change in skin colour
  - d) Any behaviour observed that is not common for the particular child
2. Ensure that there is sufficient light in each room to conduct an accurate visual check.
  3. Ensure that the following regulations are being done in a consistent manner:
    - a) Ensure that each child has their own assigned cot during sleep time
    - b) All parents will be consulted about their child's sleeping arrangements at the time of enrolment and at any other appropriate times, such as transitions between programs or rooms or upon the parents requests
    - c) Ensure that all parents of children in care are provided the policies and procedures in accordance with their child's sleep.
    - d) If there are any signs of distress or unusual behaviour we will document it both on a sleep log for the classroom and on the individual child's journal. In addition to this we will also verbalize the disturbances to the parents and accommodate the child's sleeping arrangements as required.

### Visual Check:

During each rest period, the classroom teacher will perform a visual check on the children who are sleeping in the classroom. Based on attendance, the teacher will fill out a *Sleep Room Log*, which indicates which children are sleeping. This log will also document how long the child slept for and when individual checks were done on the child. The teacher in the classroom will do an individual observation on each child

sleeping at least twice during the sleep period. If any distress or unusual behaviour is present in the child's sleep, it will be documented on the *Sleep Room Log* (Attached to this policy).

How we will achieve the recommendations:

It is important that both families and caregivers are aware of the specifics involved in each child's sleep accommodations. To do this the Centre will:

1. Have parents write a sleep preference section in the enrolment form for their child before they commence.
2. All staff will review the Sleep Supervision policy before commencing employment and will annually sign off on it as necessary.
3. Parents will be advised the child's cot is labeled so that it is assigned specifically to their child.
4. Any notations on distress or unusual behaviour in sleep will be documented in their daily journals as required.
5. The Sleep Supervision policy will be available in the Parent Handbook so parents understand it and know they can update their preferences at any time.
6. Staff will have all sleep preferences from the enrolment form available in their emergency binders at any given time.

## Parent Issues and Concerns Policy and Procedure

### Purpose

The purpose of this policy is to ensure open communication, transparency and clarity between parents/guardians and Lakeside Child Care Centre staff and supervisor regarding the procedure to follow should any issues/concerns arise.

### Policy

At LCCC we strive to maintain an open dialogue with parents/guardians about their child's experience during our program. As our program statement outlines, we engage in positive and responsive interactions with all children, parents/guardians, child care providers and staff at the Centre. Staff members are available for daily interactions with parents/guardians surrounding their child and the program or any other comments, concerns or questions they may have.

Issues and concerns raised are taken very seriously at LCCC and will be addressed promptly. Staff members will make every effort to address and resolve issues and concerns as quickly as possible and to the best of our abilities to ensure all parties involved are satisfied with the outcome.

Parents/guardians may communicate issues/concerns verbally or in writing. Responses will be provided verbally, or in writing upon request of the parent/guardian. Confidentiality will be respected in response to issues/concerns that may be raised.

An initial response will be given within two (2) business days and the person who raised the concern/issue will be kept informed throughout the resolution progress. Investigations with regards to issues and concerns will be fair, impartial and respectful to all parties involved.

### Confidentiality

Every effort will be made to protect the privacy of the parents/guardians, children, staff, students, and volunteers when issues/concerns arise. The only exception would be when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

### Conduct

As our centre maintain high standards for positive interaction, communication and role-modeling for children, harassment and discrimination will not be tolerated from any party.

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

### Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals working closely with children is responsible to report suspected cases of abuse or neglect.

If a parent/guardian expresses concerns that any child is being abused or neglected, the parent/guardian will be advised to contact the local Children's Aid Society (CAS) directly.

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

For more information, visit:

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

### Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern they have raised, they may contact the program director Jeff Groenewald at [jgreonewald@lakesidechurch.ca](mailto:jgreonewald@lakesidechurch.ca) or at (519) 836-8141.

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

Sherry Standish, RECE  
Program Advisor  
Toronto West Region  
Child Care Quality Assurance & Licensing Branch  
Tel: 905-693-9771 ext. 569  
E-mail: [Sherry.Standish@ontario.ca](mailto:Sherry.Standish@ontario.ca)

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

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern	Steps for Staff and/or Licensee in Responding to Issue/Concern
<b>Program Room-Related</b> E.g.: Schedule, sleep arrangements, toilet training, indoor/outdoor activities, feeding arrangements, etc.	Raise the issue or concern to -the program staff directly Or -the supervisor or licensee	-Address the issue/concern at the time it is raised Or -Arrange a time for a meeting with the parent or guardian within two (2) business days
<b>General, Centre- or Operations-Related</b> E.g.: Child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to -the supervisor or licensee	Document the issues/concerns in detail. Documentation should include:
<b>Staff-, Duty Parent-, Supervisor-, and/or Licensee-Related</b>	Raise the issue or concern to -the individual directly Or -the supervisor or licensee  All issues or concerns about the conduct of staff, duty parent, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	-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.
<b>Student-/Volunteer-Related</b>	Raise the issue or concern to -the staff responsible for supervising the volunteer or student Or -the supervisor and/or licensee  All issues/concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of the issue/concern is initiated by the appropriate party within two (2) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.  Provide a resolution or outcome to the parents/guardians who raise the issue/concern.

## Anaphylactic Policy

This policy provides direction to all staff, parents and volunteers about the appropriate response to minimize the risks to anaphylactic reactions due to individual allergy conditions. The intent of this policy is to create a safe environment for all persons with severe allergic conditions.

This Policy and Procedure must be reviewed by staff, parents and volunteers prior to commencing employment and annually thereafter. A written record of the review must be signed by the staff member as well as the person who made the review. This written record must be kept on file for at least two (2) years from the time of entry.

Lakeside Child Care Centre cannot guarantee that offending foods and substances will not enter the premises. However, we are committed to doing our best to keep sensitive substances off the premises and to provide a safe and clean Centre. Keeping this in mind, we ask that children and parents do not bring foods containing nuts into the Centre, as this is a prominent allergy.

It is also the responsibility of the parents:

1. To provide the supervisor with information about any allergy (please see form attached).
2. To ensure that a doctor's note is provided stating that there is an anaphylactic allergy.
3. To provide an unexpired EpiPen and a case, fanny pack, or small backpack that the child or staff can easily carry.

Risk Management:

Foods may be brought into the Centre for distribution to the entire group (i.e. for class birthday celebrations, or treats) but MUST be:

1. Packaged foods containing clearly labelled ingredients that are acceptable under this policy
2. Baked or prepared foods purchased from a bakery, caterer, or supplier which have been approved for the purposes of this policy

In addition to the above practices and requirements, staff are committed to continually reduce allergies through maintaining a clean and sanitary environment through our onsite cleaner and disinfectant solution.

Anaphylactic Action Plan

**Lakeside Child Care Centre**

Child's Name \_\_\_\_\_

D.O.B \_\_\_\_\_

Child has severe, life-threatening allergy to the following:

\_\_\_\_\_

What are the child's allergic triggers?

\_\_\_\_\_

Symptoms following exposure to allergen: (Please check any of the following):

- Nausea, vomiting or diarrhea
- Severe stomach cramps
- Hives/itching on any part of the body
- Coughing, wheezing, or change of voice
- Dizziness
- Change of colour
- Difficulty swallowing or breathing
- Throat tightening or closing
- Fainting or loss of consciousness
- Swelling of any parts of the body
- Other \_\_\_\_\_

Action Plan:

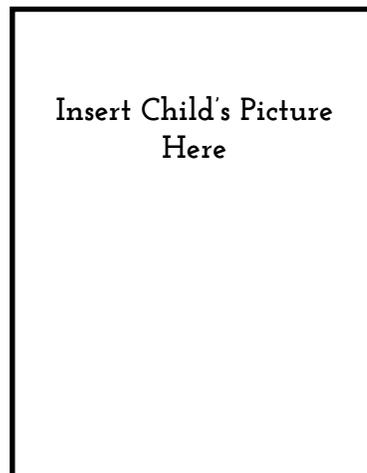
1. Administer EpiPen immediately
2. Have someone call an ambulance and advise of need for EpiPen
3. Unless child resists, lay them down and elevate their legs.
4. Cover the child then reassure and remain with them.
5. Record the time of EpiPen administration.
6. Have someone call guardian/emergency contact immediately.
7. Take child to the hospital (if possible have staff member accompany them).
8. Provide ambulance/hospital personnel with copy of Anaphylactic Action Plan and what time the EpiPen was administered.

\*Once the situation has been dealt with, a Serious Occurrence Form must be filled out in accordance with this policy.

Emergency Contact Information

Name: \_\_\_\_\_ Number: \_\_\_\_\_

Address: \_\_\_\_\_



Name: \_\_\_\_\_ Number: \_\_\_\_\_  
Address: \_\_\_\_\_

Medications to be administered:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

When and what quantities of medication need to be administered:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Doctor's Name: \_\_\_\_\_  
Doctor's Number: \_\_\_\_\_

Is child able to administer their own medication (Yes/No)

<p><b>Filled out by Centre:</b></p> <p>Avoidance Strategy for child: _____ _____</p> <p>Where medication is kept: _____ _____</p>
---

Parent/Guardian Name (please print): \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Staff Receiving Signature: \_\_\_\_\_

Date Signed: \_\_\_\_\_

## Parent/Guardian Review of Policies and Procedures

I, \_\_\_\_\_ have reviewed and understand the policies and procedures listed in the Lakeside Child Care Centre's Parent Handbook and agree to the terms and conditions provided.

Parent/Guardian Signature: \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

