



# Park Child Care Centre

## PARENT HANDBOOK

Revised January 2024

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## Welcome to Park Child Care Centre

**...where learning & laughter has united since 1997!**

Dear Parent,

Thank you for making a great decision to consider joining our Centre. We understand that your first priority is your child, and you will be happy to know, your child is our first priority.

Here at Park Child Care Centre, our dedicated staff work hard to create a diverse, unique Program calendar for your child. We work hard to stay informed on the most up to date teaching methods and keep you informed by monthly newsletters. We are constantly changing our curriculum but maintain basic methods that we believe nurture children's learning. Our methods stimulate the children socially, emotionally and physically. The children learn through a family oriented environment where each child is treated with respect on each individual level. All our staff are very hands on when it comes to all aspects of "Learning & Laughter" and having fun with the children.

We prepare all meals on site, with our trained certified staff. If your child has any allergies or is sensitive to any foods, please let us know.

Each year, we also incorporate the following into our programs:

12 months – 12 years

Yearly Progress Reports

Nut FREE Facility

Check us out on Facebook!!!!

Monthly Newsletters/ Scholastic Book Club

Music, Movement, Sensory

Discount for Siblings

JK/SK ready

Highly Energetic Staff

Summer Adventures

Potty Training

Daily Circle

Field Trips

End of Summer BBQ

Birthday Celebrations

Vegetable & Fruit Garden

Pajama Days, Face Painting, Halloween Party, Valentine Party, Canada Day Celebrations, Easter Egg Hunt, Annual Christmas Party that includes a visit from Santa with gifts for all the children,  
and much much more...

*We strive to be The BEST Home away from Home.*

Please feel free to check out our website... [www.parkchildcare.ca](http://www.parkchildcare.ca) and if you have any questions or concerns, we have an open door policy. Your child is our main priority and if you are not satisfied, neither are we!

**Parent Manual**

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## **Our Philosophy**

PARK CHILD CARE CENTRE LTD.

The philosophy of Park Child Care Centre is to provide a safe and healthy learning environment in which the children will be stimulated socially, emotionally, physically and cognitively in groups, as well as on an individual basis according to the development of each child.

## **PROGRAM STATEMENT**

Park Child Care Centre's program statement follows the Ministry of Education resource - *"How Does Learning Happen? Ontario's Pedagogy for the Early Years"* as the document used for the purpose of guiding programming.

### **HEALTH, SAFETY, NUTRITION AND WELL-BEING**

Park Child Care Centre is committed to providing a safe, nurturing and inclusive environment for all children with programming designed to create positive learning experiences while maintaining the importance of health, safety, nutrition and well-being of all children at all times. Good hygiene is strongly encouraged by all staff and children such as hand washing after every washroom routine, before handling any food, coming in from outside and whenever deemed necessary.

Menu planning and nutrition follows the Canada Food Guide recommendations and drinking water is accessible to every child at all times.

A clean learning environment allows everyone to feel comfortable, safe and secure. At Park Child Care Centre, we strive to maintain the highest standards of hygiene. Our washrooms are cleaned and sanitized after every washroom routine and the classroom floors are regularly swept and mopped, particularly after every meal and at the end of the day. All toys are cleaned and disinfected weekly, while mouthed toys are cleaned daily. All linen and bed sheets are laundered weekly or when soiled. Health and safety checks of all indoor and outdoor play spaces are conducted and logged daily and any broken toys or materials are immediately discarded and made unavailable to children. All staff members have valid first aid and CPR certification and are aware of all medical conditions, allergies and food restrictions of the children, staff and volunteers at the centre at any given time. Allergies are posted in the kitchen and in all classrooms. Park Child Care Centre is 100% nut free.

### **POSITIVE AND RESPONSIVE INTERACTIONS AND DEVELOPMENT OF SELF-REGULATION**

Our qualified Early Childhood Educators will strive to promote positive and responsive interactions among the children, families and staff while continuing to foster independence and self-growth through daily activities and structured transitions throughout the day.

All toys and play areas in the rooms allow for inclusiveness and encourage cooperation and problem solving. Activities and available materials can also be adapted or modified to suit the individual needs of each child if required. Educators will model positive language and communication when interacting with children, families as well as each other. They will demonstrate patience and will work toward building children's self-help skills such as getting dressed and feeding, two important components of early development. Once these basic self-help skills are mastered, children will be challenged to learn more advanced skill sets. The ability to achieve these various skills will teach children how to recognize and express their emotions (verbally or through body language) without getting frustrated, therefore helping to develop self-regulation. This is vital because it allows children to gain control of bodily functions, manage powerful emotions and maintain focus and attention.

### **INQUIRY, EXPLORATION AND PLAY- BASED LEARNING; CHILD-INITIATED, ADULT SUPPORTED EXPERIENCES AND POSITIVE LEARNING ENVIRONMENT**

Using a play-based approach to learning, our staff strives to deliver programming that fosters exploration, active learning, play and inquiry through child-initiated and adult-supported experiences both indoor and outdoor. Acknowledging that all children are "capable and confident, and are rich in potential," our Educators will engage, observe and document the children's learnings and how they make meanings through their everyday experiences. This, together with the understanding that all children have unique needs and unique ways of learning, will be used to further plan for and create a positive learning environment where each individual child's learning as well as social, emotional, physical and cognitive development will be supported with age appropriate activities. All furniture in the rooms will be child size allowing for independence and success. The different centres in the rooms will encourage inclusiveness for all. Along with group activities, children will be given the opportunity to participate in free choice activities using a variety of open-ended, natural materials that promote creativity and exploration as well as reflect their interest and spark their imagination.

### **INDOOR, OUTDOOR PLAY, ACTIVE PLAY, REST AND QUIET TIME**

The outdoors is filled with natural resources that allow children to explore and engage with the world around them. We recognize and value the importance nature has on children's ability to connect with the world. We ensure that all children in our care for a minimum of six hours a day are given at least two hours of outdoor play time, weather permitting, unless otherwise instructed from a doctor or parent in writing. This time provides the children with the opportunity for hands on exploration as well as outdoor active play time. While being grouped together in their developmental age groups, children will not only be able to engage in gross motor activity but also nurture their natural curiosity by engaging in exploration, observations and investigations about their surroundings. Elements of nature and our environment will also be brought into the classrooms where children will be able to continue the process of inquiry and exploration through play, while further developing critical thinking and problem solving skills. Active play will also be encouraged within our indoor programming with all age groups throughout the day. Active play such as music and movement, dance and gross motor activities promotes good health and development for all children and sets the stage for a healthy lifestyle as they continue to grow. To balance active play, children will also be given a two hour rest period where they can sleep or engage in quiet activities such as table puzzles, or books, based on their individual needs.

## **COMMUNICATION AND LOCAL COMMUNITY PARTNERS**

At Park Child Care Centre, we recognize that understanding our families and community will allow us to better understand our children; hence, we strive to maintain open communication with each family through daily conversations and sharing of information about their respective children during pick up and drop off, monthly newsletters, phone calls and regular parent/teacher meetings. To help further support children and their families, local community partners and resources such as speech therapists may also be recommended if needed.

## **PROFESSIONAL DEVELOPMENT**

Our centre is committed to continuous learning. All staff is encouraged to attend ongoing learning sessions throughout the year to support their professional growth and development. We maintain a working environment that encourages professionalism and respect. Our goal is to work collaboratively to provide an inviting environment for all children and their families, always keeping their best interests at heart.

## **DOCUMENTATION**

To better understand how children are thinking, learning and interpreting their experiences, our educators use various forms of documentation to record these observations. Forms of documentation include photographs, newsletters and learning stories posted within the centre. These forms of visible documentation allow educators to reflect on how they can continue to enhance learning and development of the children as well as co-plan with families who may offer different interpretations of the learning from the pictures. This contribution from families provides deeper reflection of the children's understanding of the world around them and their experiences within the world. Having visual pictures also allows children and their families to gain deeper sense of belonging while supporting the Foundations of learning as stated in "*How does learning happen?*" These being;

- Belonging – Every child has a sense of belonging when connected to others and contributing to the world
- Well-Being – Every child has a sense of self, health and well-being
- Engagement – Every child is an active learner who explores the world with body, mind and senses
- Expression – Every child is a capable communicator who expresses himself in many ways

## **IMPLEMENTATION OF PROGRAM STATEMENT**

In order to maintain that the goals outlined in the program statement are being implemented, Park Child Care Centre will do the following;

- 1) Staff, volunteers and students will read and sign the program statement upon hiring and annually thereafter, and any time any revisions have been made, stating that they will adhere to the statement.

- 2) Staff self-reflection, and performance reviews with goals
- 3) Checklists with observations and goal setting at least twice a year on each classroom
- 4) Staff meetings

## **REGISTRATION**

### **ENROLLMENT**

In order for your child to be enrolled at Park Child Care, it is the responsibility of each parent/ guardian to provide the following documents PRIOR to your child's start date:

1. Enrollment Forms (2)
2. Immunization Form
3. Permission Form
4. SUN Safe Policy & Insect Repellent/ West Nile Policy Form
5. Emergency Information Form
6. KI Pill Form
7. Parent Agreement (signed form that you have read the parent handbook)
8. Additional Information Form
9. Attendance Survey

Also any forms that may pertain to the health and well-being of your child must be submitted.

All children must have up-dated immunization forms. If you choose not to have your child immunized, we require a completed copy of the immunization exemption from the Durham Region Public Health Department.

All forms must be signed and dated by the parent/ guardian. The supervisor may also ask for additional information pertinent to each child, such as information on any special needs they may have. The supervisor has the right to delay admission until all forms are received and completed.

In order to keep up-to-date records, it is the responsibility of the parent to update or change and record information as needed.

Parents will receive a copy of the PARENT HANDBOOK, which outlines all our policies and procedures. It is expected that the parent/ guardian will read, sign and abide by these rules.

### **SUMMER ENROLLMENT**

If space allows, Park Child Care Centre may enroll children for the summer months only. Priority will be given to family already enrolled at the centre.



## ORIENTATION

We understand that placing your child in care can be a big decision. In order to assist with the separation, we invite you and your child to visit the centre prior to registration. This will provide an opportunity to meet the supervisor and teachers. You will then be able to observe and speak with the teachers in the room regarding any questions or issues you may have.

We do have an open door policy, at any time you may call or drop by, however, we do not encourage drop in's as it may confuse your child.

## DAYS OF OPERATION

Park Child Care Centre operates year round Monday through Friday, 7am to 6pm, except for the following statutory holidays:

New's Years Day	Victoria Day	Thanksgiving
Family Day	Canada Day	Christmas Day
Good Friday	Labour Day	Boxing Day

\*There are no discounts given based on statutory holidays, payments are still due as usual.

**\*We will be closed at 2pm on Christmas Eve and New Years Eve.**

**\*Centre may close Easter Monday dependent on enrollment that day.**

**\*Centre may close the week of Christmas, if enrollment is low. You are not billed for the closure, only the stat holidays.**

## VACATION

Each child is entitled to two weeks holiday per year. One-week notice must be given to the Centre before taking holidays. Holiday days must be taken within consecutive days in a week. Fifty percent of the weekly tuition rate for each week vacation must be paid to the Centre.

## WAITING LIST

Park Child Care Centre will enforce a wait list policy once the centre has reached full capacity.

To gain access to the wait list, families must email or call to provide information required join the list.

Each age group will have it's own wait list.

Children will be accepted into the daycare on a first come, first serve basis with priority status based on seniority date however, priority status will be given to siblings that are currently enrolled in the program.

Information on the waiting list must include:

- Parent's first and last names
- Contact phone number and/or email address
- Child's name
- Child's age (age group child will be joining)
- Child's expected start month

#### Process of Wait List:

- 1) Call or email centre to provide information for the wait list
- 2) The day that you call, leave a message or send your email will be your seniority date on the waiting list.
- 3) There is no specified length of time that you need to be on the list to be offered a space.
- 4) Spaces are created when a family or child leaves the centre. There is no specific time, as spaces can become available at any time of the year and at any point in a month
- 5) As a space becomes available, the supervisor will call the families beginning at the top of the list of the specific age group once a space becomes available. Once a family has been called, they will be given 24 hours to accept or decline a space.
- 6) If a family accepts the space they move onto the registration process and their child will join the program.
- 7) If for any reason a family declines a spot, then the space will be offered to the next family on the list. Any family that declines a spot will still remain on the list in the same sequence unless they request to be removed from the waiting list.

Families may call at any time to change the information on their list (eg. Contact information or age group) with no consequences.

#### Removal from Wait List:

- Family requests to be removed from the wait list
- Family is no longer reachable (change in contact information not provided to the centre)

Our waiting list can be very demanding at times. It is very important that you follow your child's schedule in regards to the days he/ she is enrolled and drop off & pick up times to ensure we meet the needs of your child. If you wish to withdraw your child from the centre, a two week written notice is required.

A deposit will be required once a spot has become available for your child.

#### **WITHDRAWAL / SUSPENSION OF SERVICES**

Park Child Care Centre strives to provide a safe and nurturing environment for your child. However at times, we cannot meet the needs of an individual child. If we determine this is the case, Park Child Care Centre has the right to withdraw a child from the Centre. If the child has an uncontrollable behavioural disorder that brings danger to themselves or other children, the Centre will enact this right.

If tuition fees are not paid on time, the Centre has the right to withdraw a child. A written notice will be given with the last day of enrollment.

In case the parent withdraws the child, a two week written notice is required from the parent/ guardian. All children's belongings must be taken home on his/her last day or within one week. The centre is not responsible for any lost or damaged articles after one week.

#### **PAYMENT PROCEDURES**

**FEES SCHEDULE ( CWLECC 37% Reduction )  
Effective Jan 1 2023**

**TODDLERS (12 MONTHS -2.5 YEARS OR NOT TOILET TRAINED)**

	Full Day
Per Day	\$23.15
Per Week	\$115.75

**PRESCHOOL (2.5 YEARS – 4 YEARS)**

	Full Day
Per Day	\$22.20
Per Week	\$111.00

**SCHOOL AGE (INCLUDING KINDERGARTEN, 4 – 6 YEARS)**

**\*Eligible for CWLECC**

	Before School	After School	Before and After School	P.A Day / full day
Per Day	\$14.18	\$14.65	\$17.48	\$20.32
Per Week	\$70.90	\$173.25	\$87.40	\$101.60

**SCHOOL AGE (6-12 years)**

	Before School	After School	Before and After School	P.A Day/Full Day
Per Day	\$30.00	\$31.00	\$37.00	\$43.00
Per Week	\$150.00	\$155.00	\$185.00	215.00

**\*Please note rates are subject to change, parents will be notified accordingly with due notice**

A separate fee schedule is posted at the Centre and copies are available by request.

Payments can be made by Cash or Cheque or E-transfer to [Parkchildcare@rogers.com](mailto:Parkchildcare@rogers.com).

**Weekly:**

Payments are requested weekly due on the first scheduled day of the week your child is attending.

**Monthly:**

If you choose the monthly fee in one payment, the total amount is due on the first Monday of each month. The payment should cover the four or five weeks period until the first Friday of the following month. Each monthly payment may vary depending on the number of weeks in the month.

**Post-Dated Cheques:**

If you choose to pay by post-dated cheque, please submit the amount of cheques according to the number of weeks in that month. The cheques must be dated with the corresponding date of the first scheduled day of attendance.

### **LATE PAYMENTS**

Late payments will require an additional late fee, \$1.00 per day up to 5 days and then \$10 per week thereafter.

**ALL RETURNED NSF CHEQUES will be charged a \$30 service fee. 2 or more returned cheques may result in certified cheque or cash payments ONLY.**

PLEASE REMEMBER, OUR WELL TRAINED, DEDICATED STAFF ARE CARING FOR **YOUR** CHILDREN AND WHEN PAYMENTS ARE NOT RECEIVED, THEY ARE AFFECTED. LET'S KEEP SMILES ON EVERYONES FACES!

### **LATE PICK UP FEE**

Our hours of operation are as posted and will not remain open past closing. After closing time, a late fee will go into effect. This late fee is \$10 for the first 10 minutes and \$1.00 per minute thereafter. This is PER CHILD. payment is to go directly to the staff at the centre. You may be asked to sign a late fee slip. Chronic lateness may result in termination of care.

### **RECEIPTS**

Receipts for your child's tuition fee will be given once a year by the end of February. The receipt will indicate the full payment for the prior year. Please keep this receipt so that you may use it for your income tax deduction. A copy of your original receipt will be presented to you for an additional cost. If you require receipts for each payment, please advise the supervisor. If you should require separate receipts for each parent, please inform the supervisor at the time of enrollment.

### **CHANGE OF INFORMATION**

If there should be a change of personal information (i.e. address, phone number, emergency contact, etc.) during the school year, please provide current and updated information to the office immediately.

## **PROGRAM INFORMATION**

## **ARRIVAL & DEPARTURE**

It is in the best interest of the children if the arrival and departure times are consistent. Please be sure to notify the classroom teachers of your child's arrival and departure each day. Children will only be released to authorized persons. Please notify the staff if anyone other than the parent or guardian is picking up your child. If your child will be picked up regularly by someone else, the Centre must have authorization in writing. Driver's license or other identification will be checked before the child is released.

**If your child will not be in attendance or will be arriving late on any particular day, please call the daycare by 9am. We need to ensure proper staffing based on your child's attendance.**

**\*We have a strict 9:30AM cut off time. If your child is not in attendance by this time, they will not be accepted into the program for the day.**

### **Arrival of Children POLICY**

During the arrival time, please make sure that your child is in the designated area where both the staff and children are present.

We are not responsible for children dropped off in an area which staff are not presently supervising children.

**Please make sure an adult is dropping off your child (no sibling drop off UNLESS approved by the centre before hand)**

Please be sure to assist your child into his/her appropriate classroom.

### **Release of Children POLICY**

The parent/ guardian must identify all persons to whom the child may or may not be released during the admission interview. You are requested to supply the Centre with the names and telephone numbers of contact persons in the event that you cannot be reached. In excruciating circumstances, if you are unable to pick up your child and he/she needs to be picked up by someone other than their parent or guardian, an authorized parent or guardian must phone into the centre and speak directly to a staff member as well as send a written consent to the daycare email address with the full name of person who will be picking up. Driver's license or other identification will be checked before the child is released.

### **Safe Arrival Policy**

Parent and Guardians must notify the centre by 10:00AM daily if their child will not be in attendance for the day. This is to ensure the safety of all the children in the centre. When a staff member has not been notified by 10:00AM, the staff shall call parent/guardian or send a message via Remind App. Staff must contact at least once and leave a message and they must make contact with an adult to confirm absence. Staff will make 3 attempts to confirm absence. If no contact is made the centre will contact the licensee for further direction.

## **PROCEDURES**

### **Pick-Up Protocols**

Any individual picking up a child from Park Child Care Centre should be at least 18 years of age. A child may be released to an individual under 18 when there are extenuating circumstances. For example, a parent working late may request an older sibling to pick up the child. The parent and the supervisor must mutually agree, in writing prior to the release of the child to someone other than the parent or guardian.

Factors to discuss would include:

- age and maturity of the older sibling
- length of time children would be alone without an adult present
- level of responsibility required

We suggest that the release should be to a sibling of at least 14 years of age.

If you are unable to pick up your child from the centre on any given day, and require someone else to pick up your child, please be sure that there is written verification indicating the individual who will be picking up your child from the Centre. Please be sure that the individual is on the emergency pick up list and that he/she has the proper identification.

Please note: We, the staff of Park Child Care Centre have the right to ask for identification at any time:

A photo ID is required

If the person does not have a photo ID, 2 pieces of ID are required (SIN & Health Card)

If proper identification is not provided, we will not release the child to that individual. We **WILL NOT** release a child based on a telephone conversation – unless a written signed verification is sent by fax.

We, the staff will also not release a child to anyone whom we feel may be intoxicated or poses a threat to the child.

### **CUSTODIAL AGREEMENT**

The parent enrolling a child in our Centre must be notified that access cannot be denied to either parent unless a copy of legal custody papers, that clearly state custody rights, are on file at the daycare facility.

If there is a custody agreement, and the parent WHO DOES NOT HAVE CUSTODY RIGHTS arrives at the centre, the parent WHO HAS CUSTODY must be contacted. IF the non-custodial parent does not accept the centre release policy, it is appropriate to call the police for assistance.

If a parent arrives at the centre to pick up his/her child, and there are NO CUSTODY PAPERS ON FILE and the individual is not identified on the release form he/she must prove that they are the child's parent. Verification such as the child's birth certificate (Statement of Live Birth) may be used for this purpose. If the individual can verify that he/she is the child's parent, the child will be released. If necessary, the police may be called to assist with this process. The parent who enrolled the child will be notified of the situation.

### **SCHOOL TRANSPORTATION**

## **FIRST DAY OF SCHOOL**

Daycare does not provide transportation to school or from school on the first day of school due to first-day conflicts.

## **Inclement of Weather Transportation**

Due to bad weather and to avoid confusion in regards to school transportation, it is our policy to cancel the transportation on the same days that the Board of Education cancels the school bus transportation. On these days, children may be enrolled for the full day program (subsidized child must be approved by Durham Region Children's Services). This will be based on the openings available and extra costs involved.

## **Pick-Up Schedule**

Our staff leaves the Centre at 3pm.

The school bell rings at 3:15pm.

The kindergarten children are picked up first and the children from grades one and up meet our staff in the designated area at the back of the school.

All children must be in attendance by 3:30pm (this gives the children a fifteen minute organizational period).

At 3:30, the staff leaves the school premises. Arrival time at the Centre is 3:45pm to 3:55pm due to staffing and parents/ guardians waiting at the daycare for children.

## **Children with After School Detention**

Park Child Care staff will not wait for children with an after-school detention. You, the parent/ guardian, should advise the school about the daycare pick-up policy and possibly make alternative arrangements for your child's detention to be held during school hours.

## **Alternative Person Pick-Up**

If an alternative person will be picking up your child from school, please provide the daycare with a letter, signed and dated for that date.

If you, the parent/ guardian speaks to the staff regarding another person picking up your child, it will be recorded in our log books and it will need to be signed by you.

If the child is at the school when the childcare staff arrives, the child will not be picked up by our staff. (If the specified person fails to arrive, the parent/ guardian will be responsible for picking up the child from the public school).

If you, the parent/ guardian, wishes for the child to walk from school directly home, without our staff supervision (only children grade one and up), please contact the office to sign an additional release form. The parent/ guardian must notify the daycare by 11am on the day on which this will occur.

**PLEASE NOTE: THE PARENT/ GUARDIAN WILL BE RESPONSIBLE FOR THE CHILD'S SAFETY.**

## **HEALTH AND SAFETY POLICY**

### **ILLNESS**

If a child shows any of the following symptoms, he/she cannot attend the centre until the symptoms have cleared.

- Diarrhea, two or more times (**48 hour Diarrhea free**)

- Vomiting (**48 hour vomit free**)
- cold symptoms that hinder regular activity
- ear ache
- Chicken pox or other communicable diseases (measles, mumps, roseola, gastroenteritis, impetigo, conjunctivitis, etc)
- discharge from eyes or ears (Doctor note required to return, explaining cause of discharge)
- fever (more than 38C or 100F/ Must be fever free and medication free for 24 hours before return)
- repeated diarrhea or vomiting
- unexplained rash (Doctor note required to return, explaining what caused the rash)
- Head Lice or Nits (see explanation below)
  - If a child has head lice/nit (i.e. egg) in his/her hair, he/she cannot participate in classroom activities and must be picked up from the Centre immediately. If your child has been sent home with head lice, you must make sure that your child is checked by one of the staff members the following morning before school. Make sure you, the parent/ guardian is present at the time of the head check. If it happens that nits are still in his/ her hair, the child cannot stay at the Centre.
  - If you, the parent/ guardian are to drop the child at school and we were not able to check his/ her hair, we will not pick the child up from school that day.
  - You, the parent/ guardian are responsible for removing all nits after treatment of the hair. To assure effective treatment, check previously treated children for evidence of new infection daily for ten days after treatment. Repeated treatment in seven to ten days may be necessary. Be sure to check your child's head daily and inform the daycare if any lice or nits are found. Your prompt reporting will assist in controlling the spread of head lice!

If any of these symptoms are normal for the child, and the Centre can accommodate the child without harm to the other children, the child may return with a doctor's note explaining the situation.

The child may return to the Centre with a current doctor's note that confirms that the child is no longer contagious and is ready to return to a group childcare setting and participate in a daily routine. (Post-dated doctor's notes are not valid).

Parents will be notified if their child becomes ill while at the Centre. If the staff are concerned about the safety of the child, or the health of the other children, parents will be asked to pick up their child as soon as possible.

If a medical emergency arises due to illness or injury, the child will be taken by an ambulance to the nearest hospital (Oshawa Lakeridge Hospital) for medical attention while a staff member contacts the parent/ guardian.

## **MEDICATION**

Designated staff at Park Child Care Centre are allowed to administer medication prescribed by a physician. The medication must be clearly labeled with the child's name, name of drug, dosage, date of purchase and in its original container from the pharmacy. All drugs are to be given to a staff member for proper storage. Non-prescription drugs will only be given to children if the drugs are accompanied by a



doctor's note. A parent/ guardian must fill out and sign our medication form before any drugs are to be administered. **WE WILL NOT ADMINISTER ANY MEDICATION IF THE FORMS ARE NOT PROPERLY FILLED OUT AND SIGNED.**

It is the parent's responsibility to pick up the medication at the end of the day, asking a staff member to retrieve it from the storage container.

### **IMMUNIZATION**

Each child must have the series of immunizations required by the Regional Public Health Department. An immunization is needed for enrolment and should be updated when vaccines are given. If a child does not receive immunizations for religious, medical or any other reasons, parent must provide written documentation.

Immunization forms must be completed by a parent/ guardian at the time of enrolment.

### **FIRE DRILL**

The Centre has a written procedure for fire drills that has been approved by the local fire department. Each staff member is familiar with this procedure and each room has specific instructions for safely evacuating the children out of the building. The procedures are posted in each room and fire drills are carried out unannounced once a month.

### **EMERGENCY MANAGEMENT POLICY AND PROCEDURES**

The purpose of this policy is to provide a clear direction for staff and families to follow in emergency situations to support the safety and well-being of everyone involved. Staff and children will practice specific emergency management procedures on an annual basis. In the event that the center must be evacuated, the staff at Park Child Care will ensure the following;

- 1) All people are accounted for
- 2) Emergency contact information has been taken
- 3) Staff and children will meet at the designated meeting area

For situations that require evacuation of the child care centre, the meeting place to gather immediately will be located at:

**Glen St Public School  
929 Glen St.  
Oshawa, On L1J 3T9**

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

**Civic Auditorium  
99 Thornton Rd, S  
Oshawa, On L1J 5Y1**

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

Upon arrival at the emergency evacuation site, the supervisor will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. Where possible, the supervisor or operator will update the centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include details of the evacuation site location and contact information in the message.

## **SERIOUS OCCURANCES**

Serious Occurrences that occur within Park Child Care Centre are reported to the owner and to the Ministry and are posted at the centre within 24 hours of the occurrence happening and for 10 days following. Additional updates and actions will be updated as required.

## **POLICY ON ANAPHYLAXIS**

***A child with an anaphylactic allergy must have an Individual Emergency Plan which includes emergency procedures in respect of the child.***

### **1) New student with Anaphylaxis**

Upon registration, the Centre asks a question in regards to allergies on several enrolment forms. If a child has an anaphylactic allergy, a parent must: describe the allergy, list the symptoms, give clear directions on what to do in case of emergency and specify who to notify.

A separate emergency form will be included in the enrolment package for a parent/ guardian to be completed before the child starts his/ her first day.

Current staff, students, volunteers and any other caregivers who will be working directly with the children must receive training from a parent regarding procedures to be followed if the child has an anaphylactic reaction.

This training includes:

- the procedure to follow in the event of the child having an anaphylactic reaction
- how to recognize the signs and symptoms of the child's anaphylaxis
- how to administer medication

This training must be presented by the parent orally and a written instruction form must be submitted to the Centre. This training must occur before the child's first day.

The supervisor is responsible to ensure that all staff, students, volunteers and any other caregivers who will be working directly with the child have received the instructions for the emergency procedures in respect to the child.

### **2) Current Student who Develops Anaphylaxis**

If a child that is currently enrolled in the Centre develops a previously unknown anaphylactic reaction, the Centre supervisor is responsible for contacting the parent/ guardian and for obtaining current follow up information on the status of the child's health.

All staff, students, volunteers and any other caregivers who will be working directly with the child must be informed of the child's current medical status.

The Individual Emergency Form must be completed by a parent.

The parent's written and oral instructions must be given to the staff before the child returns to the daycare centre and participates in daily routines.

**3) The Individual Emergency Plan for a child must be filed in the child's individual folder and also posted in a designated area.**

An EpiPen will be stored in the designated area by the posted Individual Emergency Plan.

The child's name will be added to the allergy lists which are posted in each activity room, as well as in the designated food preparation and eating areas.

Products that may cause allergic reactions will be removed from the daycare premises. (This may cause changes to the menu, craft supplies and sensory programming). Regarding the menu, an appropriate substitute will be provided in place of the removed food.

All parents who have children enrolled at the Centre will also be advised of the causative agent to avoid an anaphylactic reaction.

If the child is to leave the daycare premises (i.e. field trip, walk, etc) the EpiPen and his/ her Individual Emergency Plan must be carried by a staff member during out-of-premises activities. When planning the field trip, it is the supervisor's responsibility to research the location of the nearest hospital.

It is the parent's responsibility to advise the operator/ supervisor if there are any changes to the child's Individual Plan or the treatment if the child has outgrown an allergy and no longer requests medication.

The Individual Emergency Plan must be reviewed and a written record of review and training must be completed annually and kept on file.

## **NO SMOKING POLICY**

There is a no smoking policy in effect for all areas pertaining to Park Child Care, including the parking lot and playgrounds. We appreciate you not smoking or butting out in these areas.

## **BEHAVIOURAL MANAGEMENT PRACTICES**

Park Child Care strives to maintain a happy, loving, fun but safe environment for your child. All children in our care will be treated as individuals and encouraged to grow to their fullest potential. The following practices are implemented:

- Teachers will set reasonable expectations for all children according to their individual development levels
- Constructive discipline
- Use positive language
- Positive guidelines and techniques
- Set reasonable goals and limits for your child
- Help your child identify their feelings and emotions
- Redirect children in appropriate manners
- Allow choices when possible
- Use proper language at all times
- Encourage your child and praise positive behavior
- **ALWAYS HAVE A SMILE AND A HUG READY**

Park Child Care also recognizes that some children have a serious behavioral disorder. In these cases, a program will be developed in consultation with the Centre staff, parents and if necessary community resource staff, in order to help the child.

Each staff has read, understood and signed our Behavioral Management Policy and is expected to comply with its content. Behavioral management will be monitored on an ongoing basis by the Supervisor of the Centre. Failure to comply will result in proper procedures.

#### **VOLUNTEERS AND STUDENTS**

Both volunteers and students that assist as Park Child Care Centre are **not counted in ratio's** and are **monitored by an employee at all times**. Volunteers and students are **never alone with any child** in the care of the Centre. All volunteers and students are expected to work as if they were employed by the Centre and work at the same capability as trained staff. Criminal reference checks are also required by all volunteers.

#### **CODE OF CONDUCT**

The staff at Park Child Care Centre provide age appropriate programming that is stimulating and fun for the children. Children are encouraged to respect their peers as well as their teachers and other adults in their lives. Children are also expected to follow the rules of the daycare and abstain from any physical confrontations. Appropriate language is to be used at all times, yelling, screaming or swearing is not tolerated. If a child's behavior becomes uncontrollable, the parent will be notified and asked to pick up their child. Children must respect the rules of the Centre and any other rules (i.e. field trips, waiting for school transportation) to maintain the safety of everyone. A parent meeting may be requested to discuss concerns. Park Child Care commits to the safety and wellbeing of all the children of the daycare.

#### **PROHIBITED PRACTICES**

At Park Child Care, we strive to provide a safe, nurturing and healthy learning environment, where all children are given the opportunity to develop socially, emotionally, physically and cognitively at their own unique pace and time. We want to ensure that all children and families have a safe and positive

experience while in our care. The following is a list of prohibited practices that are not supported by our facility.

- corporal punishment of the child
- physical restraint of the child
- confining a child in locked room or locking the exits of the centre
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- inflicting any bodily harm on children including making children eat or drink against their will

In the event that any of the practices are observed or the director is made aware of, it will be addressed with the staff member and appropriate disciplinary measures will be taken.

## **PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Park Child Care Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within two business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

### **Conduct**

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

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

### **Concerns about the Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

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

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

For more information, visit

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

### **Escalation of Issues or Concerns:**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the supervisor or licensee.

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

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

### **Contacts:**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Supervisor: Trista Valliquette (905)433-0600

Licensee: Taheera Bawa (416)451-7268

Park Child Care Centre: [parkchildcarecentre@rogers.com](mailto:parkchildcarecentre@rogers.com)

\*\*\*Note: Park Child Care E-mail is only accessible by the centre supervisor and licensee

## **REST TIME**

All toddlers and preschoolers enrolled at Park Child Care Centre will have a scheduled nap/quiet time, normally scheduled after lunch for a maximum of two hours per day. Quiet activities such as books and puzzles will be provided for children who do not sleep or wake up early. All children will be provided with individual cots and fitted sheets which will be sanitized and laundered once a week, or more often if required. Parents may provide a small blanket and stuffed toy that may help them rest during nap time. All children will be monitored with direct visual checks during sleep time and will be logged at each hour or more if deemed necessary ie. if a child has been ill or requires closer supervision.

## **FOOD AND NUTRITION**

Park Child Care Centre is a NUT FREE centre and ask that all parents abide by this rule. Our Centre provides in house hot nutritious meals, two snacks (am/ pm) and lunch. If your child has any food allergies or any special dietary needs, please notify the supervisor at registration so that special arrangements can be made. The children will be provided with sufficient meals and snacks during the day, so please ensure that your child does not bring food into the Centre. A four week menu is provided posted for your viewing on our bulletin board. You will be notified of any changes to the menu before they happen. We provide 2% milk and 3.25% (for toddlers under 2 years) If your child is on any other type of milk, ( ie Oat milk, Almond milk etc) you will need to provide it to the centre. For birthdays, if you wish to bring in a cake, please make sure it is PEANUT FREE.

## **HARRASMENT**

Park Child Care Centre believes in equality and maintains a policy that staff members must abide by. We do not tolerate harassment on the grounds of race, creed, color, sex, sexual orientation, age, religion, marital status, or handicap. Staff and families are expected to refrain from such negative behavior and action will be taken in the event that anyone decides to ignore this policy. We ask that everyone treat each other with respect and dignity and therefore set a good example for the children.

## **FIELD TRIPS**

Throughout the year, special trips to places of interest will be arranged. A notice will be sent home in advance of the excursion informing you of the destination, time and date. At registration, you will be required to complete a consent form to allow your child to participate in activities off daycare premises. Parents are always welcome to join us on any of these special occasions.

## **ANIMAL POLICY**

Park Child Care Centre does not accept animals inside or outside the centre in any way or form and has no plans to do so. In the event that this policy changes, we will take the proper precautions to protect the staff and children, volunteers and parents.

## **TOYS & ITEMS FROM HOME**

The Centre is equipped with a wide variety of age appropriate and education toys. Parents are asked to encourage their children to leave their toys at home. The Centre is not responsible for lost or damaged toys. Your cooperation in this matter would help eliminate any confusion and “heartaches”. Please remember that only non-violent toys will be allowed in special circumstances (i.e. sleep time, etc). School age children may bring in electronics during school breaks.

Bottles, training cups and pacifiers are accepted at the Centre, but must be clearly labeled. The Centre is not responsible for lost articles.

### **ART WORK**

Each room has an art file from which you can collect your child’s artistic works. The children work hard and are proud of their creations. Please try to remember to take home their work weekly on Fridays.

### **OUTDOOR PLAY**

Except in the most inclement weather, we are required by the Ontario Day Nurseries regulations to take every child outdoors for at least two hours each day. This is an important part of your child’s program.

For outdoor play, we provide sunscreen and insect repellent as required. (Consent forms are to be signed at registration for us to apply to your child)

Since we live in a changeable climate, it is often impossible to predict the temperature changes when you dress your child each morning. Please provide extra clothing for the unexpected. A complete change of clothing should be kept in your child’s schoolbag or cubby at the Centre (pants, socks, sweater, underwear and t-shirt). Please ensure that the provided clothing is the right size for your child. (Too big or too small hinders your child’s movements). Please label all items belonging to your child. The Centre is not responsible for lost belongings.

\*Running shoes are preferable to sandals for outdoor play. Sandals can often be a tripping hazard.

### **GRIEVANCES**

The policies set out in our handbook are applicable to all clients of Park Child Care and are intended to ensure that all clients are treated fairly and consistently. In the event that a parent has a concern about the Centre in any way, it is important that this matter be brought to the attention of the teacher or supervisor. Every effort will be made to address this concern, so that you as a parent can continue to trust in the care that we are providing to you and your child.