

Parent Handbook

PHILOSOPHY

The West End Children's Centre, sponsored by the Polson Park Free Methodist Church, shares a common goal, to minister to the needs of the family. We believe that, all children are created by, and in the image of God, they are all worthy of respect and equal opportunity. We seek to provide quality, experienced care-givers, who offer a stimulating environment in which each will be encouraged to become all that God created them to be, physically, intellectually, emotionally and spiritually.

CWELCC

In November of 2022, WECC joined the Canada wide Early Learning and Childcare Program (CWELCC) which provides government financial relief to qualifying families. To qualify for this program, children must be in the age range of 0-6 years of age. Please note: children that turn 6 between January and June 30 are eligible and any child that turns 6 after June 30 would be eligible up to and including the month, they turn 6. The program offers a reduction of fees; in 2022 there was a 25% reduction and then in 2023 an additional 37% reduction was applied. Programs that do not qualify regardless of age, are programs charging 12/day or less.

The current base fee schedule is as follows:

Infant (12 months to 18 months):

Full time- \$22.00

Toddler (18 months-2.5 years)

Full time- \$21.73

Part time- \$22.68

Preschool (2.5 years-school age)

Full time- \$18.43

Part time- \$19.37

Before/ After

\$13.00

Full School Age Programs (P.A Day/School Holidays and Summer Camp Programs)

\$22.00

Non-Base fees such as late pick ups do not qualify for any fee reduction related to CWELCC.

Policy for any cancellation for PA Days, Christmas Break, March Break and Summer Camps (March 2024)

Parents who book a spot for PA Days and School Holidays such as March Break, Christmas Break and Summer Camp MUST give 10 business days to cancel. Fees will be charged if 10 days notice has not been given.

AGES OF CHILDREN SERVED

We are a licensed child care facility under the Ministry of Education able to accommodate

25 Toddler: 18-30 months; allowing 5 infants under 18 months

24 Preschool: over 30 months to 3.8 years (older if not in school)

26 Before & After Kindergarten: 3.8 years to 5 years

30 Before & After School Age: 6 years and up to 12 years or,
(discretion of the Executive Director) *serving grades Jk up to Grade 4

Transferring a child from one age group to another is dependent on space availability.

The general rules of the centre need to be kept, as well as respected for the rights and welfare of others. When a child is in conflict with either, a staff member will:

- a) Remind him/her of the rules
- b) Give him/her two or three chances to comply
- c) Re-direct the child to another activity
- d) Give him/her an age appropriate 'time out'. This consists of removing the child from the situation, and communicating to them regarding the problem:
 - 1) Ensuring the child knows what the problem was
 - 2) Asking or suggesting other ways of solving the differences
 - 3) Adjusting the 'time out' to the age of the child and the seriousness of the offence

When experiencing an on-going difficulty in discipline, we will contact the parent and arrange a meeting with them to:

- a) Communicate what we are seeing at daycare
- b) Get advice from the parent on how they would like to handle it

- c) Ask for professional advice and intervention from community agencies. In event of lack of co-operation, or follow through on the part of the parent-daycare will be terminated.

PROGRAM STATEMENT

West End Children's Centre is dedicated in providing children with numerous opportunities for growth and development. Our approach to support children's development is through place and inquiry. A key feature that we use to support this learning approach is the 'How Does Learning Happen' Ontario's Pedagogy for the Early Years Document (2014). This philosophy of learning allows our qualified educators to see children as competent and capable learners that are curious and rich in potential. We encourage our families to be active participants in all aspects of the program. WECC use the following Ontario Ministry of Education resources and documents (www.edu.gov.on.ca/childcare/pedagogy.html) to promote our professional growth and reflective practise:

- **How Does Learning Happen: Ontario's Pedagogy for the Early Years**
- **Think Feel Act: Lessons from Research from Young Children**
- **Early Learning from Every Child Today: Framework from Ontario Early Childhood Settings**

These resources support pedagogical documentation while helping us provide our children an inclusive full environment that promotes opportunities to meet their potential. Our programs add the unique element of Christian teachings. Our motto at WECC is we are "The

Daycare with a Difference". We celebrate God's love and goodness in a non denominational setting. We welcome all faiths.

Our goal at WECC for the program statement which is a Ministry of Education requirement is to broaden the understanding of 'How Does Learning Happen'. The following sections will describe the goals that will guide our programs for our children and the approaches that will be implemented to accomplish these goals: Reg, 126/16, s(32)1 (CCYEA 2014)

Our goal at WECC is to provide a safe and healthy environment with proper nutrition and focus on well-being.

Implementation of Safety Goals:

- All equipment and toys inside and outside are in safe working order and maintained regularly
- Interior doors are alarmed to alert staff when doors are opened
- All staff, students, and volunteers hold a current CPIC/VSC
- All staff hold a current Standard First Aid and Infant/Child CPR
- No child is allowed to be released to unauthorized pick up. Photo identification is required.
- Monthly Fire Drills are conducted and recorded.
- WECC/Polson Park Free Methodist Church is equipped with a Fire Alarm System that is monitored regularly

Implementation of Health Goals:

- All children, staff, students and volunteer's immunizations must be up to date.
- All medications are safely stored and administered properly

- All children's health and physical wellness is observed upon arrival and monitored throughout the day
- Toys and Equipment are cleaned and sanitized regularly
- WECC follows KFL&A Public Health guidelines for childhood illnesses, alerts, and recalls
- We believe that physical activity is essential for a child's good health and mental well being.
- During both indoor and outdoor play, both gross motor, fine motor and quiet activities are available.
- Our Educators regularly engage in games and active play
- All activities are modified to incorporate individual needs
- Cots are provided for all children at rest time with comfortable sheets and blankets from their own home. Classrooms are calm and quiet with soothing music.
- Children who wake given quiet activities in a designated area of the room that does not disturb other children resting.

Implementation of Nutrition:

- WECC provides a well-rounded menu that is in accordance with the Canada Food Guide
- WECC offers a 5-week rotation menu that changes in the spring and fall
- WECC has a full time on site cook that prepares two snacks and a lunch that meets the nutritional daily dietary needs of our children. We also respect and offer meals based on cultural requirements and parental requests.
- Individual likes and dislikes are respected. Meal times are social and interactive times where children are taught about the food they are eating. No child is ever forced to eat or drink. Staff encourage children to try new foods to broaden their food experiences.

- Staff will communicate with parents if their child's eating habits change.

Well, Being

- Our educators provide a caring atmosphere so children feel valued and respected in a home like environment
- Individual needs are recognized as important i.e.: comfort toys when needed or holding hands for reassurance
- We recognize the daily needs of the program and make adjustments to routines and transitions if needed
- We value self esteem and self worth in each child and teach this through respect and recognition of children's efforts.

ss.46(3)(b,c,h) Supporting interpersonal relationships with children, parents, staff and childcare providers:

Our goal at WECC is to provide and encourage open communication with children, parents, staff and childcare providers at all times and in all situations. We foster positive, responsive and respectful interactions amongst all; and support and encourage the ability to self regulate.

Implementation for the Children

- Educators provide positive role modelling
- Educators encourage play and conversation with peers to encourage friendships
- Children are always encouraged to use their voice to express their feelings in order to be understood by others. Self regulation, language, voice tone and body language are our focus in helping

them to know what to say, what to do, and how to interact in positive manner while retaining respect.

Implementation for the Parents

- WECC encourages open communication with our families in all situations both positive and negative.
- WECC strives to develop healthy relationships with all families
- Families are kept informed and up to date on events, programs and daily activities
- Educators converse with every family daily about their children's day
- Parent input and involvement are welcomed and encouraged

Implementation for the Staff and Childcare Providers

- All staff and childcare providers are expected to communicate and interact positively and professionally at all times
- WECC has a 'open door policy' that allows staff to communicate all situations to the Director for prompt resolution
- Monthly Staff Meetings provide opportunity for communication

ss.46(3) (d,e,f) The Learning Environment

Our goal at WECC, which is a play-based learning environment, is to provide a rich child-initiated program that promotes all aspects of children's development and potential.

Implementation for Exploration, Play, Inquiry and Children's Learning and Development

- WECC uses 'How Does Learning Happen' as a guiding principle for children's learning
- Pedagogical documentation is used to support children's development and progress
- WECC believes that the four foundations of learning: belonging, well-being, engagement and expression are the core principles for all age groups
- WECC uses the six Elect document principles to guide our programs;
 1. **Positive experiences in early childhood set the foundation for lifelong learning, behaviour, health and well being.**
 2. **Partnerships with families and communities are essential**
 3. **Respect for diversity, equity and inclusion is vital**
 4. **An intentional, planned program supports learning**
 5. **Play and Inquiry are learning approaches that capitalize on children's natural curiosity and exuberance**
 6. **Knowledge and responsive RECE and other early learning practitioners are essential to Early Childhood Settings.**
- Our Educators learn about our children by getting at their level and listening to their interests and inquiries. These observations are then documented and expanded on in age-appropriate activities for the children's growing interests.

Implementing Sense of Belonging

- WECC strives to make children feel like they are in a 'home like' environment by: adding wooden furniture, photos of children in the classroom, plants and fish
- All children have their own cubby for their personal belongings

- Children have full access to toys, sensory experiences, creative arts and physical equipment which all promote development of social and cognitive interactions
- Individual needs are recognized and respected

22.46(3)(j) Supporting Continuous Professional Learning

WECC maintains a high professional standard. Our goal is to continue to promote and encourage our Educators to expand their learning and to remain current in the key values of our profession.

Implementation for Supporting our Educators

- Mandatory requirements as set out by the College of Early Childhood Educators are monitored by the administration at WECC
- Our Educators are accountable to and use the Code of Ethics and Standards of Practice (July 2017) and the CCYEA to guide their decisions and practice.
- All Educators read and sign off on policies and procedures upon hire. This is repeated annually.
- All students and volunteers read and sign off on policies and procedures prior to interacting in the programs.
- Our educators are given the opportunity to attend outside workshops
- Monthly staff meetings allow for professional growth and idea sharing.

ss.46(3)(i) Community Partners

Our goal at WECC is to be open and welcoming to outside agencies that support our families and the childcare centre.

Implementation of Involvement of Community Partners

- WECC is a ministry of Polson Park Free Methodist Church that continuously supports the childcare centre and its families. Our official daycare board is made up of members of the church.
- WECC is associated with the City of Kingston, Childcare Programs that enables families to receive subsidies
- WECC works closely with Community Living Kingston who support children with special needs and develop Individual Program Plans to assist staff in meeting their needs
- Agencies we are involved with that support our educators, children and our families include:
 - Polson Park Free Methodist Church
 - Community Living Kingston
 - KFL&A Public Health
 - Kids Inclusive
 - Early Expressions Speech and Language
 - Family and Children's Services
 - Maltby Centre
 - Local School Boards
 - Kingston Fire and Rescue
 - City of Kingston Child Care Programs
 - St. Lawrence College, ECE program
- WECC values the connection to each one of these agencies

ss.46(3)(k) Documentation and Review

Our goal is to ensure that the implementation of our program statement has a positive effect on our children and families.

Implementation of Documentation and Review of Impact

- Through observations, our educators learn what the children are interested in. These observations are recorded through pedagogical documentation of the children's learning and progress.
- Families can review the pedagogical documentation in the classroom on the designated boards ongoing communication with families about their children's individual needs, progress and development
- Continuous support for professional learning and growth
- During monthly staff meetings reviewing elements of the program statement that impacted children, families and staff.

TRANSPORTATION OF BEFORE AND AFTER SCHOOL PROGRAMS

Children are walked to and from Polson Park Public School, mornings and afternoons. Parent must arrange busing for children from other schools in the programs.

Camp Care Program is available on P.A Days and school holidays (except Statutory Holidays when we are closed), upon request by parent and confirmation by Director.

CHILDREN WITH SPECIAL NEEDS

We are not wheelchair accessible. When there is provision in the daily program plans to accommodate children with special needs, we can include 4 children for individual program and training/treatment plans.

ADMISSIONS & DISCHARGE POLICIES, ARRIVAL & PICKUP

ADMISSIONS POLICY

Each child must be registered. All registration forms containing information sheets, emergency forms, medical forms and up to date immunization forms from your doctor must be completed and returned to the centre before the child begins attending. For a smooth and comfortable adjustment for the child, visits for new children are arranged by parent or director. Children registered for full-time will take priority. Part-time care will be arranged preferably on the same days each week. We will accommodate different days weekly under our policy for "Occasional Care."

Children's Services are located 362 Montreal Street.

Telephone: 613*546*2695/ Fax: 613-546-2623

DISCHARGE POLICY

All parents are expected to be familiar with and adhere to the Centre's policies and procedures at all times. If a parent/child fails to comply with the Centre's policies and procedures will result in the discharge of your child/children.

When removing your child from daycare, two weeks notice needs to be given, or two weeks fees will be charged.

ARRIVAL & PICK UP

Note: the **ENTRANCE** to our facility is off Miles Avenue, **EXIT** on Portsmouth Avenue. Please bring your child into daycare, and assist them in hanging up their outer clothes, putting on shoes, etc. Make sure a teacher is aware of their arrival. We do not take responsibility for transportation (this includes taxis). No taxis without an adult.

Children will **NOT** be released to persons:

- a) Unauthorized by the parent or persons registering the child.
- b) Under the age of 12 years old
- c) Under the influence of alcohol or drugs
- d) Under any situation which might prove harmful to the child.

Our response to any one of these events will be:

- 1) Call another member of the family or contact person
- 2) Call the police
- 3) Call the C.A.S

Please do not leave your car at the entrance of the centre, or running outside the window, as exhaust fumes come into the centre. **Park along**

the fence or across from the entrance. Be cautious of children running across the parking lot.

WEST END CHILDREN'S CENTRE
SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

DATE: January 1, 2024

PURPOSE:

This policy and the procedures within help to support the safe arrival and the dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare centre as expected, as well as the steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions of terms used throughout this policy are provided in a Glossary at the end of this document

POLICY:

General

1. West End Children's Centre will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written or verbal authorization the childcare centre may release the child to.
2. West End Children's Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

3. Where a child does not arrive to care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

PROCEDURES:

Accepting a child into care

1. When accepting a child into care at the time of drop off, program staff in the room must
 - greet the parent/guardian and child
 - Upon arrival, staff will do a visual wellness check and allow the parent to communicate anything pertinent we need to know about their child. If the parent has indicated that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is listed on the authorization pick up list or if it is a one time pick up, the staff must document the full name of the individual in the daily log.
 - Document the change in pick up procedure in the daily log.
 - Sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where the child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop off (e.g.- left a voice mail message or advised the closing staff at pick up, or has not communicated on the communication app, the staff must:
 - inform the administration as well as contact the parent via communication app, why their child has not arrived at the childcare centre. Staff must commence contacting the parent/guardian no later than 9:30 am
 - Parents will be sent a message through the communication app. After 30 minutes, a phone call to the parents will be made.
2. Once the child's absence has been confirmed, the program staff will document the child's absence on the attendance record and any additional information about the child's absence in the daily log.
3. School aged children in the Before School Program will notify the childcare anytime through the communication app, email, or phone message. Before school care will not be monitored by the childcare centre if the child does not show up due to daily changes and drop off times.

Releasing a child from care:

1. The staff who is supervising the child at pick up shall only release the child to the child's parent/guardian or an individual that parent/guardian has provided written authorization or they have verbally given permission of a one-time authorized pick up that the childcare can release the child to. Where the staff does not know the individual picking up the child (i.e. parent/guardian or authorized individual).
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written or verbal (one time) authorization

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up the child up from care and has not yet arrived by 5:15 pm (unless otherwise stated by the parent that they are going to be past 5:15 or a call has come in stating they are running late), staff shall ensure that the child is given an activity. Please note: children who normally get picked up by or before 5:15 pm, families will be called at 5:15. Parents with arrangements, calls will be made at 5:30.
2. One staff shall stay with the child while the second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian
3. If staff is unable to reach the parent/guardian or authorized individual who was supposed to pick up the child, the staff will contact authorized individuals listed on the child's file.
4. Where staff are unable to reach the parent/guardian or any authorized individuals on the child's file (e.g. emergency contacts), the staff shall first contact administration then proceed (if advised by administration) to contact the local Children's Aid Society (CAS) 613 545 3227. Staff shall follow the CAS's direction with respect to next steps.

GLOSSARY

Individual Authorized to Pick Up/Authorized Individual: a person that the parent/guardian has advised the childcare program in writing or verbally given permission (one time) to pick up their child from care.

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the childcare centre.

Parent/Guardian: A person having lawful custody of a child or person who has demonstrated a settled intention to treat as a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

- (a) provides that a child may only be released from the child care centre or home child care premises,
 - (i) to individuals indicated by a child's parent, or
 - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out the steps that must be taken if,
 - (i) a child does not arrive as expected at the centre or home child care premises, or
 - (ii) a child is not picked up as expected from the centre or home child care premises.

LATE FEE

The centre is closed at 5:30pm. If you are later than the closing time, you will be charged a 'late fee'. This fee is paid to the staff working at the time.

FEE SCALE AS FOLLOWS:

5:30pm to 5:45pm charge is \$5.00

After 5:45pm, an additional \$3.00 is added for every 5 minutes.

(i.e.: if you arrive at 6:00pm, that late fee could be \$14.00)

TIME OF OPERATION

The centre is open from 7:30am- 5:15pm, fifty-two (52) weeks of the year. We are closed for Statutory holidays (listed below) **and also till 1pm on Christmas Eve Day (Dec.24th).**

If the centre is closed, a message will be put on the centre's answering machine and public announcement will be put on the radio (98.3FM)

In the event that the centre has to be closed due to an emergency, the staff of the daycare will contact the parents of the children in attendance.

HOLIDAYS WE ARE CLOSED

New Years Day Easter Monday August Civic Holiday Christmas Day
Family Day Victoria Day Labour Day Boxing Day
Good Friday Canada Day Thanksgiving Day

Scheduled Annual Summer Closure

The childcare will be closed the last two weeks of July for vacation. Parents are not charged for this time off. Exact dates will be sent in a memo in January.

Activities Off Premises

Our Kindergarten and School Age Children partake in activities that require us to be off premises. These include field trips to local events i.e.: splash pads, local libraries, city hall. Each school aged child is to have a signed permission form in their file in order to partake in offsite activities.

Parent Participation

Parent Communication

We encourage daily communication regarding your child. Pertinent information that would help the teacher relate more sensitively throughout the day is greatly appreciated. Please feel free to call us at anytime during the day to check on your child or you can set up a meeting to discuss their progress. We believe in creating a welcoming environment that supports the parent(s)/ guardians and the educators.

Communication App- Currently, our centre uses Brightwheel. B.W is an app that provides daily communication with parents and teachers.

Items You Need to Supply

Extra clothes for your child. (There should always be extras in their cubby.)

A small blanket (crib size) for sleep time, to be left on child's cot.

Shoes to be worn inside.

We supply water bottles for the children, but if you want to bring your own from home, please take it home at the end of each day to clean it.

Sunscreen: we provide sunscreen and apply it to the children in the afternoons, we ask that you apply sunscreen in the mornings prior to coming to the daycare. **If your child has a special brand, you need to supply this sunscreen.**

Home Toys

We discourage children from bringing toys from home with the exception of one small toy for sleep time. **WE ARE NOT RESPONSIBLE** for the loss or breakage.

FEE POLICY

Fees are prepaid for the month and are due upon receipt. **ALL FEES** are made payable to West End Children's Centre.

Fees must be paid according to the group that the child is enrolled in, regardless of age.

Non payment and dishonoured cheques will, at the absolute discretion of the centre, be deemed to be breach of this agreement by the parent, giving rise to the termination of services and withdrawal of the child at the centre.

Monthly "user fees" are due the beginning of the month

Full fees are charged for ALL statutory holidays.

There are no holiday and sick time credit given with the exception of the annual closure in July.

WECC Waitlist Policy includes:

- Parents first and last names
- Contact numbers and/or email address
- Child's name and date of birth
- Expected start date
- Indicate needs i.e., Part time/full time

POLICY REGARDING THE PLACEMENT OF STUDENTS/VOLUNTEERS IN THE DAYCARE

West End Children's Centre is involved in the development of students from local educational institutions (or St. Lawrence) in any of the programs.

Placement for students provide great learning opportunities for the children, the students, and the staff. At times, the students may observe a child and record his/her actions and reactions. The names of the children do not appear anywhere on these records. For safety reasons, the staff supervises the students at all times, in all areas of the daily program. At no time will students be alone with the children.

From time to time, volunteers may be in the centre helping in various programs, or may accompany a group on field trips. For safety reasons, the staff supervises the volunteers at all times, in all areas of the daily program. At no time will volunteers be alone with the children.

PARENT'S PARTICIPATION

We encourage daily communication regarding your child. Pertinent information that would help the teacher relate more sensitively throughout the day is greatly appreciated. Parents are encouraged to visit or phone the centre through the day, and be involved in using their talents, or areas of expertise, to provide instruction for the children, and co-operation and assistance with the staff.

RECE

RECE are expected to be accountable for their actions as early childhood educators and to abide by the College of Early Childhood Educator's ***Code of Ethics and Standards*** as well as all applicable legislation, regulations, by-laws and policies that are relevant to their professional practice.

Employers

Employers must report to the College when the employment of a registered early childhood educator (RECE) is terminated, suspended or restrictions have been placed on their duties for reasons of professional misconduct or if the RECE resigns under these circumstances.

Employers must report to the College when they become aware that an RECE who is a current or former employee is charged or convicted of an offense involving sexual conduct and minors or an offence that, in the employer's opinion, indicates that a child may be at risk of harm or injury.

Employers must also report any conduct by an RECE that they believe should be reviewed by a committee of the College. College committees address issues related to professional misconduct, incompetence or incapacity.

Emergency Evacuation

In the event of any emergency, the situation will be assessed by the Executive Director/Head Teacher/ Administrator immediately. If an emergency requires an evacuation of the building the Executive Director/Administrator/ Head Teacher will notify parents via email or phone call after the children have been safely removed to our evacuation location; Polson Park Free Methodist Church Office- 139 Robert Wallace Drive. If it is a non evacuation emergency, the Executive Director/ Administrator/ Head Teacher will assess the situation immediately and ensure that all children and staff are safe. I.e.: basement flood- all groups affected would move upstairs. Parents will be notified by the Executive Director/ Administrator/ Head Teacher via email or phone call to arrange pick up necessary. As a licensed child care centre there is an 'Emergency Management Policy and Procedure' located in our policy and procedure manual which all staff are familiar with.

HEALTH, MEDICATION AND NUTRITION

Nutrition

Foods (chosen from the Canada Food Guide) are served, totaling a minimum of half the daily requirements for each child in attendance for a full day. This includes morning and afternoon snacks, and lunch.

Two-week MENUS will be posted on the Parent Bulletin Board, for your information and assistance in planning meals at home.

WRITTEN INSTRUCTIONS are required if your child is allergic to any foods. A list of children with food allergies will be posted where food is being prepared and served.

Food brought from home

If a child needs alternative meals/food due to allergies or special diets, food must be brought in the original packaging with labels on it. All food that is brought in is labelled and stored accordingly. Upon registration, information regarding the allergy and special diet is documented on the registration papers and an action plan for the diet is discussed with the Supervisor and Cook.

If a child develops an allergy or special diet preference after registration, the parent needs to complete and sign a Change of Information Form. All diet restrictions and/or special diets are discussed with the parent, the Supervisor and the Cook.

Parents are required to provide written notification of any and all food allergies or medical/religious/lifestyle reasons for diet restrictions. We will do our best to accommodate the needs of all children. If a child requires food that we do not use, it is the parent's responsibility to provide it. Please review our posted menu plans.

Health

When your child is ill, please notify the daycare that they will not be attending. You can give us a phone call, email or use our communication app- Brightwheel. If your child becomes ill here, you will be called to come and pick him/her up.

For your child's personal care, a wash cloth, and cot sheet are provided and laundered weekly.

Please inform us of any exposure your child has to a contagious disease, and we will give information of any communicable disease in our daycare by posting such information on the door as you enter the centre.

MEDICAL INFORMATION

Medications

Under regulations from the Public Health Department, all medications must come in original container, clearly marked with child's name, date, name of drug, instructions for storage and administration.

A MEDICATION AUTHORIZATION FORM must be completed and signed by the parent before any medication is given.

WE ADMINISTER ONLY PRESCRIBED MEDICATION

ANAPHYLACTIC

Every effort is made to ensure that nut products do not enter the centre as we have children in attendance who are severely allergic to nuts.

Children in attendance at the centre, with life threatening allergies are required to provide the following information:

- a) The doctor is to verify the allergy on the medical form
- b) Parent/Guardian must fill out the required information on the 'Allergy Information' form and to provide a small picture of their child/children.

A child is not permitted to attend without all required emergency medications being supplied by the Parent/Guardian. Please see our Anaphylactic Policy below:

ANAPHYLACTIC POLICY

Overview

At WECC, we have at times children who are at risk for potentially life-threatening allergies. Anaphylaxis is a severe allergic reaction that can be caused by foods, insect stings, medications, latex, or other substances. While anaphylaxis can lead to death if untreated, anaphylactic reactions and fatalities can be avoided. Education and awareness are key to keeping children with potentially life-threatening allergies safe.

Identification of Children at Risk

At the time of registration, parents are asked about medical conditions, including whether children are at risk of anaphylaxis and asthma. All staff, students and volunteers must be aware of these children.

It is the responsibility of the parent to:

- Inform the centre Supervisor of their child's allergy (and asthma).
- Before the child attends the centre, complete medical forms and the Anaphylaxis Emergency Plan (AEP) which includes a photograph, description of the child's allergy, emergency procedure, contact information, and

consent to administer medication. The AEP will be posted in all classrooms, the office, and the food preparation and serving areas and a copy attached to the child's emergency card

- Provide training on the details of the AEP to the Supervisor or designate of the centre.
- Ensure that updated medications are provided to the centre before existing medications reach their expiry date.
- Advise the centre in writing if their child has outgrown an allergy or no longer requires an epinephrine auto-injector.
- Parents should be encouraged to have their child wear medical identification (e.g., Medic Alert ® bracelet).
- Prior to sending food from home to the centre, parents should consult with centre staff regarding ingredients/foods that should be avoided for the safety of the other children in the class (ex. Allergies). Please see Food brought from home policy.
- Label food brought from home to the child care centre with the child's full name and the date the food arrived at the child care centre and is brought in the original packaging. All food must be cleared by the Supervisor and the Cook prior to use.

Creating an Allergy-Safe Child Care Environment

1. Children and staff will wash their hands before eating and/or serving food.
2. When it is reasonable to do so, the centre will provide food substitutions for children with allergies. In some cases, parents will be asked to provide appropriate substitutes for their children. All food must be brought in its original packaging.
3. Children with food allergies will be highly supervised. A 'no sharing' policy for food allergic children is in place.
4. Food will be placed on a napkin rather than in direct contact with a table.
5. Allergy/food restriction lists and individual AEP's will be posted in conspicuous places in the child's classroom AND wherever food preparation takes place. A copy of the AEP will be attached to the child's emergency card.
6. All staff, students and volunteers are made aware of the location of EpiPens.
7. EpiPens and cell phones will be brought outside during outdoor play times.
8. When a child with an anaphylactic allergy enrolls at the centre, a notice will be sent out to all parents, staff, students, and volunteers informing them that there is a child attending the centre who is at risk for potentially life-threatening allergies and the foods or causative agents.
9. Staff, students and volunteers are trained in the individual AEPs of all children.

10. Empty food boxes and/or containers that are used for art and/or dramatic play are checked to ensure that they do not contain allergens before being set out for the children's use.

Allergy Procedures for Families

1. A copy of the anaphylaxis policy will be included in the parent handbook which is provided to all families upon registration.

2. All parents will be required to identify their child(s) allergies on the registration form including whether or not an EpiPen is required.

3. Where an EpiPen has been prescribed for a child, an Individual Anaphylaxis Emergency Plan will be developed, with input from the child's parent or guardian and the child's physician (if the child's parent is of the opinion that they should be consulted), that includes emergency procedures in respect of the child.

4. The AEP will include the child's photo and allergy information, signs and symptoms, brief action plan, contact information, consent to administer the medication and the signature of the child's parent.

5. The AEP must be in place before the child can receive care at the centre and the parent or physician must provide training to the Supervisor or designate on the procedures to be followed in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis specific to the child, and what actions should be taken by staff and how to administer medication. The Supervisor or designate receiving the training will review children's plans, including emergency procedures, with all staff/students/volunteers, and the plans must be implemented as needed.

6. With parental permission, school-aged children are permitted to carry their own EpiPens.

Allergy Protocol for staff

1. Prior to commencing work at the centre, all staff will provide proof of certification in Standard First Aid and CPR, including EpiPen training.

2. The Anaphylaxis Policy and Individual AEP for children with anaphylaxis shall be reviewed by all employees, students and volunteers before they begin employment and at least annually thereafter as well as any time a change is made to the policy or the individual emergency plan.

During an emergency:

- One adult will stay with the child at all times. One adult goes for help or calls for help.
- Before administering epinephrine check for; the right medication, the right child, the right dose, the right route of administration

- Administer epinephrine at the first sign of reaction. The use of epinephrine for a potentially life-threatening allergic reaction will not harm a normally healthy child, if epinephrine was not required. Note time of administration.
- Call 911. Have the child transported to an emergency room even if symptoms have subsided. Symptoms may recur hours after exposure to an allergen.
- Contact the child's parents. One calm and familiar adult must stay with the child until a parent or

Rest Period

There is a rest period in the afternoon for all children. Please provide a blanket to be kept on your child's bed. A soft toy may be brought in for sleeping with. Each child over 12 months of age to 4 years of age will have the opportunity for a rest period or quiet time after lunch.

We acknowledge that sleep varies greatly at different ages. For those mature children who remain awake there will be provisions made for quiet activities which include school readiness activities. Supervision is provided at all times.

Policy Regarding Serious Occurrence

The ministry of Education requires licensees to develop a serious occurrence policy that outlines the Child Care and Early Years Act, 2014 (CCEYA) regulations. These regulations include provisions to ensure that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and that these serious incidents are reported to the Ministry of Education, tracked and followed up on.

The Childcare and Early Years Act 2014 (CCYEA) requires that:

- S.35(a) “there are written policies and procedures with respect to serious occurrences in each day nursery operated by the operator, and
- S.35(b) “a program advisor is notified of any serious occurrence in any day nursery operated by the operator within 24 hours of it happening.”

Definitions of a Serious Occurrence as defined under the CCEYA:

Within the parameters of the following definitions, WECC is responsible for determining whether an incident is deemed to be a serious occurrence as defined by there procedures and whether is must be reported to the Ministry of Education.

- a) The death of a child who receives child care at WECC;
 - b) Abuse, neglect, or an allegation of abuse or neglect or a child while receiving child care at WECC;
 - c) A life-threatening injury to or a life-threatening illness of a child who receives child care at WECC;
 - d) An incident where a child who is receiving child care at WECC goes missing or is temporarily unsupervised, or
 - e) An unplanned disruption of the normal operations of WECC that poses risk to health, safety or well-being of children receiving care at WECC.
- Fire
 - Flood
 - Gas Leak
 - Detection of Carbon Monoxide
 - Outbreak

- Lockdown
- Other Emergency Relocation or Temporary Closure

Serious Occurrence Reporting Process (within 24 hours)

When a serious occurrence is deemed to have taken place, the Service Provider shall ensure that:

1. WECC will notify the Program Advisor of any serious occurrence through the Child Care Licensing System (CCLS). If for some reason you cannot access the CCLS, WECC must notify their program advisor via telephone or email within **24 hours** of becoming aware of the incident and complete a serious occurrence report in the CCLS as the system becomes available.
2. WECC will provide a summary report provided under the clause (b) and if any action taken as a result is posted (**Serious Occurrence Notification Form**) for at least 10 business days in a conspicuous place at the child care centre and
3. WECC will conduct an annual analysis of all serious occurrences that occurred in the previous year and records of the actions taken in response to the analysis. O. Reg. 126/16, s25 (3) The Annual Analysis will be used as a method of identifying issues, trends and actions taken. Annual Analysis Reports will be on the premises to be reviewed during annual licensing.

Serious Occurrence Notification Form Guidelines

Parents benefit from information about the incidents that occur in licensed child care programs and the immediate actions taken to respond to incidents and any longer-term actions the Service Provider has taken to minimize the recurrence of the incident. For

each Serious Occurrence reported to the Ministry of Education, a Notification Form will be posted at the childcare centre.

Serious Occurrence Response- Immediate Actions by Service Provider

Actions taken if a serious occurrence has occurred or is suspected include the following:

1. The child will be provided with immediate medical attention when warranted.
2. The parent or guardian of the child is informed immediately, unless the person to be notified is alleged to have abused the child.
3. Appropriate steps will be taken to address any continuing risks to the child's and/or other children's health and safety.
4. If there is a reason to suspect that a child has been abused and/or is in need of protection, the Supervisor/Director or designated person will ensure immediate contact with the Children's Aid Society, and/or police. It is the person who has reasonable grounds to suspect that a child is or may be in need of protection, who is legally obligated to make a report to the CAS.
5. In all cases involving death, regardless of the location or circumstances, the local Coroner is notified immediately.
6. The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the Supervisor/Director or the person designated by the Supervisor/Director to conduct a serious occurrence inquiry.
7. The Supervisor/Director or designated person shall immediately begin a serious occurrence inquiry, in accordance with the

following steps. The purpose of the inquiry is to gather information regarding actual or alleged occurrence(s).

8. The inquiry information gathered by the designated person will form the basis of the later *Serious Occurrence Initial Notification Report (IN)* and the *Inquiry Report (IR)*, and therefore should include as many of the following details as possible at this time:
 - Description of the occurrence
 - Person's allegations (if applicable)
 - Date, Time, Place where is occurred
 - Time occurrence was reported
 - Reason for the occurrence (if known)
 - People involved
 - Action taken
 - Current status
 - Parties notified (president, police, CAS, Coroner, parents/others as appropriate)
 - Further action recommended- specific to the immediate situation; and/or- related to potential underlying factor (e.g., review of particular internal policy/procedure, review of program, staff training need, modification of physical plant etc.)

Posting Process and Timelines

1. Following the submission of the Serious Occurrence report to the Ministry of Education and within **24 hours of becoming aware of an occurrence or when the Service Provider deems the occurrence to be serious,** the Administrator/Director or designated person will complete a Serious Occurrence

Notification Form to communicate information to the parents about the serious occurrence that has occurred in the child care centre including an allegation of abuse or neglect.

2. Serious Occurrence Notification Form is to be posted in a conspicuous place in the centre at or near an entrance commonly used by the parents.
3. The Serious Occurrence Notification Form is posted for a minimum of **10 business days**. If the form is updated with additional information such as additional actions taken, the form remains posted for 10 days from the date of the update.
4. Serious Occurrence Notification Forms will be retained for at least three years from the date of the occurrence. The forms will be available for current and prospective parents, licensing and municipal children's services staff upon request.
5. Service Providers must ensure the information posted in the Serious Occurrence Notification Form protects personal information and privacy.

In accordance with the centre's policies, all staff (including supply staff) / students/ volunteers are trained in emergency procedures prior to working in the program and at least annually thereafter.

Parent/Guardian Issues and Concerns

All concerns raised by parents/guardians are taken seriously and will be addressed. Every effort will be made to address and resolve issues and concerns in a timely manner.

Issues/concerns may be brought forward verbally or in writing to the Executive Director. An initial response to all issues/concerns will be

provided within 48 hours. If Parents/Guardians are not satisfied with the response or outcome of an issue, they may escalate the issue verbally or in writing to WECC Board of Directors.

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: **West End Children's Centre**

Date Policy and Procedures Established: September 2017

Date Policy and Procedures Updated: September 2017

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e., the operator).

Staff: Individual employed by the licensee (e.g., program room)

Policy

General

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 WECC and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within two (2) 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 confidentiality 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 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.

Duty to Report:

Child Abuse/ Neglect

Some serious occurrences, most notably an allegation of abuse or neglect, will give rise to a duty of report that a child may be in need of protection. If a licensee or staff member suspects that a child is, or may be, in need of protection, they must report this to the local children's aid society in accordance with section 72 of the Child and Family Services Act.

The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection **must make the report directly to a children's aid society**. The person must not rely on anyone else to report on his or her behalf.

A report to a children's aid society must be made for all situations where a child is, or may be, in need of protection, no matter where the alleged abuse or neglect took place.

Licensees are only required to notify the Program Advisor of a serious occurrence if the alleged abuse or neglect occurred while the child was receiving care at the child care centre.

For more information on the Child and Family Services Act and the duty to report, see **Reporting Child Abuse and Neglect: It's Your Duty.**

Concerns about the Suspected Abuse or Neglect of a Child

Prohibited Practices:

The following prohibited practices apply to all staff, students and volunteers of West End Children's Centre:

***Corporal Punishment**

***Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self respect.**

***Depriving the child of basic needs including food, shelter, clothing or bedding.**

***Locking the exits of the child care centre for the purpose of confining a child; or using a locked or lockable room or structure to confine the child if he/she has been separated from other children.**

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

***Inflicting any bodily harm including making children eat or drink against their will**

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/childrensaidthereportingagency/index.aspx>

Procedures

Nature of Issue or Concern Steps for Parents and/or Guardian to Report Issue/Concern: Steps for Staff and/or Licensee in responding to issue/concern:

Program

Room-related

E.g.: schedule, sleep

Arrangements, toilet

Training, indoor/outdoor

Program Activities

Feeding arrangements,

Etc.

Raise the issue or concern to- the classroom staff directly or- the supervisor or licensee. – Address the issue/concern at the time it is raised or- arrange for a meeting with the parent/guardian within two

(2) business days. Document the issues/concerns in detail.

Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; and – any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

General, Centre-or

Operations-related

E.g.: Child care fees,

Hours of operation

Staffing, waiting lists,

Menus, etc. Raise the issue or concern to- the supervisor or licensee.

Staff-, Duty parent-,

Supervisor-, and/or

Licensee-Related Raise the issue or concern to- the individual directly or- the supervisor or licensee. All issue or concerns about the conduct of staff, duty parents, 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.

Student-/

Volunteer- Related

Raise the issue or concern to- the staff responsible for supervising the volunteer or student or- the supervisor and/or licensee. – All issues or 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.

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 Executive Director.

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: [insert information, e.g., agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies] Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

WECC Executive Director- Janet Agent- 613-546-2911 or email- westend_daycare@hotmail.com

Children's Aid Society- 613-545-3227

Kingston Police- 613-549-4660

Ontario College of Early Childhood of Early Childhood Educators- 1-416-961-8558

Regulatory Requirements: Ontario Regulation 137/15

Parents issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

(a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;

(b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and

(c) when an initial response to the issue or concern will be provided.

O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

(a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern, they wish to have addressed by the licensee.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

WECC Policy Procedure:

1. Call or email the centre to add name to the waitlist.
2. Families are directed to add their names on the City of Kingston Centralized Wait List.
3. Each age group has its own wait list.
4. The day you call will be your seniority date on the waiting list

5. Information is taken and a start date will be determined. Full or Part time care will be stated at the time. If a full-time space becomes available you will be offered the space. If you refuse the space your name will still remain in your seniority space
6. Spaces are created when families leave the centre. There is no specific time however the months of July, August, September has the most movement. Spaces can be available at any time of the year and at point in the month.
7. Families will be contacted when a space becomes available. A reasonable amount of time is given for a family to call the centre to confirm the space. If there is no contact, the name that is next in line will be called and the previous family's name will go back on the waiting list same priority.
8. Names will not be removed unless a family has requested to be removed.
9. When parents call in to find their placement on the wait list, information will be provided while maintaining confidentiality.
10. There are no fees charged to families to place names on the wait list.

West End Children's Centre

5 miles Ave (at Portsmouth), Kingston, Ontario K7M 7G7

Telephone: (613)-546-2911 **Email:** westend_daycare@hotmail.com

