



**Chapleau** Child Care Centre  
de Garde d'Enfants

*Parent Manual*

*2020*

# *Welcome and Introduction*

Dear Parents,

Welcome to the Chapleau Child Care Centre de Garde d'Enfants! We are delighted that your family has selected our Centre to be responsible for the care of your child. We strongly believe this relationship will be positive. Our dedication to providing the best care possible for your child is reflected in every aspect of this facility. Over the years of planning, the design of the building; décor; staff and programs have been selected with great care and expertise. The result is a beautiful, dynamic Centre where the focus is on the needs of your child and the community of Chapleau and surrounding areas.

As the Centre grows, we offer a commitment to continue services that are reflective of your needs. Child care is a family concern and the quality of our programming can only be enhanced by your involvement. We encourage you to suggest ideas and express concerns to our staff anytime so that the Centre can better serve your family needs. Once again, welcome to the Centre and thank you for allowing us to be an important part of your child's growth and development.

## **MISSION STATEMENT**

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The Chapleau Child Care Centre de Garde d'Enfants is committed to the total development of all children in Chapleau and surrounding areas. Programs, services and resources will be provided in both official languages. This mission will be accomplished through provision of:

1. Quality, versatile programs for children and their families and caregivers.
2. An informative and caring environment.
3. Programs which enhance physical, social, emotional and cognitive development.
4. Resources to the community.

## **PROGRAM STATEMENT**

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The Chapleau Child Care Centre de Garde d'Enfants recognizes that children are competent, capable, curious and rich in potential. We are dedicated to supporting children's learning, development, health and well-being through Educators, who focus on interactive learning, exploration, play and inquiry, and who see children and their families as active participants in our programs.

We follow "How Does Learning Happen? (2014)" as the guiding document under the Child Care and Early Years Act, 2014. We strive to be organized around the foundations of belonging, well-being, engagement and expression in children where the goals and expectations integrate the six guiding principles of "ELECT (Early Learning for Every Child Today)".

Additionally, all Educators have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators "Code of Ethics" and "Standards of Practice". All Educators hold themselves accountable, and will use the Code of Ethics, the Standards of Practice and the CCEYA (Child Care Early Years Act) to guide their decisions and practice.

The Chapleau Child Care Centre de Garde d'Enfants uses a play-based emergent learning approach to create the best environment for children to learn and grow. Our environment consists of age appropriate materials, toys and equipment. In our programs, we follow the lead of the children and provide activities that support their overall development and use observations to guide our planning. Play-based emergent learning allows children to learn in a way that is most appropriate for them. Each child may choose to pursue activities of their own interest, giving them the opportunity to be creative and innovative as they learn. Additionally, our program goals and approaches will:

- a) Promote the health, safety, nutrition and well-being of the children.
- b) Support positive and responsive interactions among children, parents, child care providers and staff.
- c) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.
- d) Foster the children's exploration, play and inquiry.
- e) Provide child-initiated and adult-supported experiences.
- f) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported.
- g) Incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to the individual needs of the children receiving the care.
- h) Foster the engagement and ongoing communication with parents about the program and their children.
- i) Involve local community partners and allow them to support the children, their families and staff.
- j) Support staff, home child care providers or others who interact with the children at the child care centre or home child care premises in relation to continuous professional learning.
- k) Document and review the impact of the aforementioned strategies on the children and their families.

## **BOARD OF DIRECTORS**

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As a non-profit organization, the Chapleau Child Care Centre de Garde d'Enfants is governed by a volunteer Board of Directors. The Board of Directors is responsible for the overall direction of the Centre. The primary role is to develop policies and methods of monitoring and reporting, to ensure that the policies adopted are implemented in accordance with prior decisions and established goals.

The Chapleau Child Care Centre Board of Directors will endeavor to provide a safe and nurturing environment by providing a wide variety of services reflective of the community's needs. The Board of Directors meets a minimum of once a month for nine months of the year and is comprised of 5 elected members, ideally with Francophone and Indigenous representation, and at least 3 elected members must be parents/guardians of children enrolled in the Centre.

The Board meetings are open to the public and are held on the fourth Monday of each month. The Annual General Meeting is held within six months following the end of the fiscal year. A list of current Board members is posted in the Centre and can be made available upon request. Please speak to the Executive Director if you are interested in joining the Board of Directors.

## **STAFF**

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Our staff bring a variety of experience and qualifications to the programs. Our staff includes: qualified Early Childhood Educators – registered through the College of Early Childhood Educators; staff with otherwise

approved status, staff with related training (Child and Youth Worker diploma, etc.); staff who are taking the Child Care Practitioner apprenticeship program; untrained staff; students and volunteers.

They regularly participate in a wide variety of training opportunities internally and externally. Training addresses the developmental needs of the children, program planning, techniques and resources for working with children with needs, and so much more.

**All staff employed with the Centre must meet mandatory employment requirements that include Criminal or Vulnerable Sector Checks, TB Test/Health Assessment, and First Aid/Child CPR Training.**

## About Our Programs

### PROGRAM INFORMATION

The child care programs provide a wide range of activities and experiences to promote children’s growth and development. We offer a child-directed emergent curriculum with a flexible schedule. Activities include free play and outdoor play sessions, creative and discovery experiences, snacks and lunch, rest periods and washroom routines, as well as outings and guest visitors. Information about our flex-schedule and curriculum is posted in each child care area for parents to review.

### CHILD CARE PROGRAMS

<b>Infant</b>	<b><i>Birth to 18 months</i></b> English (main site only)	<b>Monday to Friday</b> 6:30 am to 6:30 pm
<b>Toddler</b>	<b><i>18 to 30 months</i></b> Both sites	<b>Monday to Friday</b> 6:30 am to 6:30 pm
<b>Preschool</b>	<b><i>30 months to 5 years 8 months</i></b> Both sites	<b>Monday to Friday</b> 6:30 am to 6:30 pm
<b>School Age</b>	<b><i>5 years 8 months to 12 years</i></b> Both sites. Children at the main site are bussed to and from local schools. Also available for full days on P.D. Days, March Break and during summer sessions.	<b>Monday to Friday</b> 6:30 to 8:50 am & 3:15 to 6:30 pm
<i>Special Note – both sites presently offer earlier and later hours based on parent request and need.</i>		
<b>EarlyON</b>	Offered to parents and caregivers with children from <b><i>birth to six years.</i></b>  The program operates on a drop-in basis with both structured and unstructured activities. The program follows a child-directed emergent curriculum.  Special evening and weekend programs are offered at various times throughout the year.	<b>Monday to Friday</b> 9:00 am to 12:00 pm  <b>Monday to Thursday</b> 1:00 to 4:00 pm  <b>Saturday Mornings</b> 9:00 am to 12:00 pm

# *About Our Services*

## **THE FIRST DAY**

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Children of all age groups must be escorted into the playroom by a parent. When you give your child to the Educator (rather than the Educator taking the child from you) you are telling the child that this is a person you trust. It's also a good idea to put that message into words. If you sneak out after they're interested in an activity, your child won't trust you out of sight again. They need to know that you're going and that you'll be back. As soon as you say you're going...go! The best way to do that is to say "See you later", and go with a cheery face.

## **OUTINGS**

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Excursions will be made off the Centre property. When transportation is necessary, the children will be bussed. Written permission is required for your child to leave the Centre premises under the supervision of Educators. You will be asked to complete a "general" consent form for local outings (park, walks in the neighbourhood, etc.) and to complete a "special" consent form for other types of outings (tours, etc.) as they occur. If you do not wish for your child to participate in a particular outing, you must inform the Educator in advance in order that alternative arrangements can be discussed. It is understood that normal safety precautions will be undertaken at all times; that you will be informed of any special outings and your permission requested before your child participates; that neither staff nor the Agency shall incur any responsibility or liability for any loss or damage to property or any injury sustained while participating in any outing. We work with increased staff supervision for all outings to ensure children's safety.

## **OUTDOOR PLAY**

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An important part of our daily program is outdoor play. The children in **all** age groups spend time outside enjoying fresh air and playing, weather permitting. The main site playground consists of three fenced in areas and a courtyard; the French site consists of a fenced in area with access to the schoolyard and climber for school age children. Walks in the neighborhood are a regular part of our routine. Written instructions from parents or physicians are required if your child is to refrain from scheduled outdoor time each day. Children must come prepared with weather appropriate outdoor clothing at all times.

## **SETTING LIMITS**

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The CCEYA – Child Care Early Years Act prescribes standards of behavior management which must be followed by all employees, volunteers and students who provide care or guidance at the Centre. These behavior management guidelines are reviewed with employees, students and volunteers before they begin employment/placement and annually thereafter.

Staff anticipate problems and may be able to intervene before it becomes significant. Staff members are consistent in following through when expectations are not met. If staff feel a child is having difficulty in one area, they will redirect the child's attention elsewhere. Should the child need some self-time, staff will try to provide this in a way that there is visual contact with the child at all times. At no time, will corporal punishment or threats be used as discipline techniques.

The Child Care Centre promotes the concept that support be given to the child in retaining control of his emotions and actions while at the same time allowing him to express feelings and moods. In the event that a

child has a behavior problem that causes a disturbance within the program, the Educators will inform the parent and will seek support from the Resource Consultant attached to the child care programs. A detailed report will be kept on file.

Steps for intervention in cases of misbehavior are as follows:

1. **Warning** – what the child should be doing and what happens if the behavior continues.
2. **Redirection** – child provided with time by himself or a choice of a new activity for a set amount of time prior to returning to the area or activity where the misbehavior occurred.
3. **Removal of Privileges** – child loses the privilege of using equipment or area in which the misbehavior occurred for a set amount of time as determined by the educator.
4. **Parent Involvement** – informing parents of the misbehavior and getting their assistance with discipline; incident report or phone call from educator or supervisor.
5. **Referrals** – to other agencies for support/services.
6. **Exclusion from the Program** – last resort.

### PROHIBITED PRACTICES

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- ❖ Using corporal punishment.
- ❖ Using physical restraint of a 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.
- ❖ Locking the exits of our facility from the inside and/or using a lock or lockable room or structure to confine a child that has been withdrawn from the group.
- ❖ Depriving a child of basic needs including food, shelter, clothing or bedding.
- ❖ Inflicting any bodily harm on children including making children eat or drink against their will.
- ❖ Using deliberate harsh or degrading measures that would humiliate the child or undermine his or her self-respect.

### PHOTOGRAPHS

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Your enrolment forms will include a request for written consent for your child to be photographed while participating in the child care programs. Photographs will be used for self-recognition, gift making, the Hi Mama program, public relations and promotion purposes, etc. You will have the option of having your child's photo being used for some or all the purposes indicated above.

## *What to Bring?*

### CLOTHING & SLEEPING SUPPLIES

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All children should be supplied with a change of clothing at all times. This should include: shirt, underwear, pants and socks. Since children participate in outdoor play on a daily basis, please ensure that weather-appropriate clothing is provided, as follows: summer – bathing suit, towel, hat, sunscreen, bug spray, etc.; winter – hat, mitts, warm coat, ski pants, boots; rainwear for wet days (boots, raincoats, etc.). We keep a supply of extra clothing on hand in case of emergency. If your child has been sent home with Centre clothing, please ensure that these items are washed and returned as soon as possible.

The Centre supplies crib sheets and blankets for the Infant program and sheets and blankets for other child care programs. Other sleeping items (stuffed animals, etc.) must be supplied by parents. Children can nap as per personal schedules in the Infant program or during post-lunch nap sessions (12:30 p.m. to 2:30 p.m.) as a group in the Toddler and Preschool programs.

### **DIAPERS & TOILETING SUPPLIES**

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Parents are responsible to provide diapers, pull-ups or underwear for their child. The Centre keeps a supply of diapers on hand and will charge parents .50 cents per diaper that the Centre uses when a child runs out.

The Centre uses and supplies disposable gloves, change pads and wipes for diaper changes. Creams, powders and lotions must be supplied by parents and should be labelled with the child's name.

The Centre will assist with toilet training children when they are developmentally ready and/or showing signs of interest. Parents are asked to ensure an adequate supply of underwear is provided to assist with this process.

### **FOOD SUPPLIES**

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Parents are expected to supply bottles and baby food from home. Please ensure that these items are labeled with your child's name. The Centre will supply food when your child can eat from the posted menu. Our policy is to encourage children to try to each food type, but they are never forced to eat everything on their plate. Parents are required to advise the Centre of allergies their child may have.

Eating is a sociable, happy part of the day. It's a time when Educators and children can chat among themselves in a relaxing environment. Children are encouraged to be as independent as possible; they are encouraged to serve themselves at snack and lunchtime, assist with table set-up and after-meal cleanup.

We follow a five-week rotation menu. Menu substitutions are recorded (as applicable). The menu and food-related allergy information is posted on the bulletin board outside the kitchen in the open play area as well as in each playroom. The Centre is a nut/peanut free facility! Please abide by this rule for everyone's safety.

### **ITEMS FROM HOME**

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As a general rule, we suggest that you leave toys and other personal items at home so they do not become lost or mixed in with the Centre's toys. Staff are not responsible for the loss or damage of any personal items left at the Centre. If your child does end up bringing items from home it is with the understanding that the item must be able to be shared with others or it will be placed in their cubby to be inaccessible to everyone.

## *M.E.D.U. Policies and Procedures*

### **INFANT SLEEP AND SUPERVISION**

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The Centre ensures that all children younger than 12 months who receive child care are placed for sleep in a manner consistent with the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", published by the Public Health Agency of Canada, as amended from time to time, unless the child's physician recommends otherwise in writing.

We ensure that:

- Periodic direct visual checks are made to look for indicators of distress or unusual behaviours.

- There is sufficient light in the sleeping area or room to conduct direct visual checks.
- There are written policies and procedures with respect to sleep (which can be viewed upon request).
- Children will be assigned to individual cribs or cots.
- Parents will be consulted respecting a child’s sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as transitions between programs or rooms or upon a parent’s request.
- The observance of any significant changes in a child’s sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep.
- We include details regarding the performance of direct visual checks, including how frequently direct visual checks will be performed and how direct visual checks will be documented.

### **ELECTRONIC MONITORING DEVICES**

The Centre ensures that **if** electronic sleep monitoring devices are used that:

- Each electronic sleep monitoring device is able to detect and monitor the sounds and, if applicable, video images, of every sleeping child.
- The receiver unit of the electronic sleep monitoring device is actively monitored by employees at all times.
- Each electronic sleep monitoring device is checked daily to ensure it is functioning properly.
- Electronic sleep monitoring devices are not used as a replacement for the direct visual checks required.

### **PROGRAM REQUIREMENTS RE: REST**

The Centre will ensure safe sleep conditions are maintained at all times for children while at the Day Care by ensuring that:

- Each child in a licensed toddler or preschool group who receives child care for six hours or more in a day has a rest period not exceeding two hours in length.
- A child in a licensed toddler, preschool or kindergarten group is permitted to sleep, rest or engage in quiet activities based on the child’s needs.

### **SUPERVISION FOR VOLUNTEERS AND STUDENTS**

The Centre accepts students and volunteers from time to time to do school and/or volunteer placements. We have a policy in place which ensures that students and volunteers are made aware of our operating policies and procedures re: behavior management, serious occurrences, child abuse, anaphylactic treatment, etc. They review these prior to the onset of their placement and annually thereafter as applicable.

All students and volunteers are given an orientation period in the program in which they will be placed. They are only responsible to assist Educators as they deliver their daily programming and are never allowed to be left alone with children. Please feel free to ask to see a copy of our “Child Care Supervision Policy for Volunteers and Students” should you wish to see more detailed information in this regard.

### **SERIOUS OCCURENCES**

Licensed child care centres are required to report serious occurrences to the Ministry of Education – Child Care Quality Assurance and Licensing department, which is responsible for child care licensing. To support transparency and access to information, a “Serious Occurrence Notification Form” will be posted on the parent

information board for a period of ten days following the incident (located beside the infant/toddler room at the main site and in the entrance way at the French site).

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable. Please feel free to ask to see a copy of our “Serious Occurrence Policies and Procedures” should you wish to see more detailed information in this regard.

**PARENT ISSUES AND CONCERNS**

Despite our best efforts to ensure that everything goes smoothly and that our programs deliver the highest possible quality of care, we recognize that from time to time, parents may have complaints and/or concerns about the program. We strongly encourage parents to bring these concerns to our attention. Every effort will be made to solve problems and reach a mutually acceptable solution as quickly as possible. You can expect a follow up response to your concern in a minimum of 24 hours. Please feel free to ask to see a copy of our “Parent Issues and Concerns Policies and Procedures” if you wish to see more detailed information in this regard.

<b>REPORTING PROCEDURE</b>	
<b>Nature of Issue or Concern</b>	Steps for Parent or Guardian to Report Issue or Concern
<b>Program Room Related</b>  (I.e. schedule, sleep arrangements, toilet training, indoor/outdoor activities, feeding arrangements, etc.)	<b>Raise the issue or concern to:</b> The classroom staff directly <b>or</b> the supervisor <b>or</b> licensee.
<b>General, Centre or Operations Related</b>  (I.e. child care fees, hours of operation, waiting lists, menus, etc.)	<b>Raise the issue or concern to:</b> The supervisor <b>or</b> licensee.
<b>Staff, Supervisor, and/or Licensee Related</b>	<b>Raise the issue or concern to:</b> The individual directly <b>or</b> the supervisor <b>or</b> licensee.  *All issues or concerns about the conduct of staff that puts a child’s health, safety and well-being at risk should be reported as soon as parents/guardians become aware of the situation.
<b>Student/Volunteer Related</b>	<b>Raise the issue or concern to:</b> The staff responsible for supervising the volunteer/student <b>or</b> the supervisor <b>or</b> licensee.  *All issues or concerns about the conduct of students and/or volunteers that put a child’s safety and well-being at risk should be reported as soon as parents/guardians become aware of the situation.

## WAITING LIST

We do not charge parents a fee or deposit for the placement of their child on a waiting list for an unsecured spot in the child care centre. We maintain our waiting lists (if applicable) in a transparent manner and make information about the waiting list available to prospective parents in a way that maintains the privacy and confidentiality of the children on the list.

## Health and Well-Being

### ILLNESS

One of the realities of having children is that from time to time childhood illness will arise. In a child care situation where there are many children together, a cold, the chicken pox, or any other communicable illness can spread very quickly. Our Centre does its best to ensure that your child is not in contact with children who have a contagious illness. The Centre follows the guidelines prepared and approved by the Canadian Pediatric Society and adapted by the Public Health Sudbury and Districts Healthy Children Program.

EXCLUSION TABLE	
Illness	Exclusion Policy
Common Cold	Do <b>not</b> exclude unless too ill to take part in activities.
Cold with Fever	Do <b>not</b> exclude unless too ill to take part in activities.
Ear Infection	Do <b>not</b> exclude unless too ill to take part in activities.
Strep Throat	Exclude until 24 hours after treatment has begun.
Pink Eye	Exclude <b>only</b> if discharge is pus (yellow, thick) and then until antibiotic has been taken for 1 full day.
Diarrhea	Exclude until child is symptom free for 48 hours if they have had <b>two or more</b> episodes of diarrhea.
Vomiting	Exclude if <b>two or more</b> episodes of vomiting occur and until symptoms subside and child can take part in activities.
Head Lice	Children should <b>not</b> be excluded or sent home because of head lice. <b>Must have treatment.</b>
Communicable Diseases ( <i>Chicken Pox, Measles; etc.</i> )	Excluded as per Reportable Communicable Diseases Table. Guidelines can be viewed upon request.

Children should be able to participate in our daily activities. The final decision as to whether or not a child should be excluded from the program is the responsibility of the Assistant Supervisor/Designate in conjunction with the Executive Director.

If a child shows symptoms of illness during the day, he will be isolated from the rest of the children and the parent/emergency contact will be notified to make pick-up arrangements. Your child may return to the program when symptoms (as per exclusion table) have disappeared. If the illness is a communicable disease, a form must be completed by a physician prior to re-admittance to the program. Please speak to your Educator to request a form.

### **ADMINISTRATION OF MEDICATION**

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The Centre administers prescription medications only. Prescription labels must be affixed to the container and must include the child's name, the name of the medication, the amount and time of the required dosage, and the doctor's name, etc. A medication consent form must be completed and signed by parents prior to the administration of the medication. Designated staff are responsible for the administration of medications and any related record-keeping. If a child is not allowed to receive certain medications and/or medical treatment for religious reasons, parents must provide written information in this regard.

The Centre is not allowed to administer non-prescription medications. In the event that your child requires administration of a non-prescription medication, you are welcome to visit the Centre to administer the medication and take the container away with you.

### **DAILY OBSERVATION AND CHILD WELLNESS**

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Our commitment to ensuring the well-being and comfort of all children is our first priority. There are occasions when children should not attend child care – when they develop symptoms of infection or illness. Staff are required to assess children's health upon arrival each morning prior to admittance. If a child is unable to participate fully in all aspects of the program, indoors and outdoors, the child must remain at home for their own comfort.

### **HANDWASHING PROCEDURES**

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In order to minimize the spread of communicable illnesses, parents are responsible for washing their child's hands upon arrival to the program daily. This applies to all children in all programs at both sites. Thank you for your assistance with this matter.

### **IMMUNIZATION**

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In accordance with regulations determined by the Department of Health and the Child Care Early Years Act, health information must be provided **prior to entry** to a child care program. Children must have immunization according to local requirements. If a child is to be exempted from immunizations for religious reasons or follows a different immunization schedule for medical reasons, parents must provide written information in this regard. "Statement of Medical Exemption" forms are available at the Centre.

### **EMERGENCY CARE AND TRANSPORTATION**

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Your enrolment forms include a request for written consent for emergency care and transportation in the event your child suffers an injury or sudden illness while participating in our programs. Treatment can consist of: calling a physician, carrying out their instructions, or transporting your child to hospital or physician's office by

ambulance or personal vehicle. This consent allows us to address the situation in a timely manner while simultaneously reaching you and awaiting your arrival to the medical facility.

## **HEALTHCARE PLANS**

The Centre will ensure healthcare plans are developed and implemented for children with identified health care needs attending our programs. Health care plans will be developed in consultation with parents. They will be updated annually unless new information becomes apparent and are reviewed annually by all staff to ensure awareness of individual children's health issues and plans of action to deal with the health issues.

## **INDIVIDUAL SUPPORTS PLANS & INCLUSIVE PROGRAMMING**

The Centre will ensure individualized support plans and inclusive programming is developed and implemented for children with needs attending our programs. Programming will be developed in consultation with parents, the Resource Consultant associated with our programs and any other relevant parties involved with the child. Programming will regularly be monitored, evaluated and reviewed on an ongoing basis to ensure goals and objectives are current and relevant.

# *Safety*

## **FIRE DRILL, LOCKDOWN & EVACUATION PROCEDURES**

Your child will participate in monthly fire and emergency drills. The procedure is posted in each child care room throughout the building. The purpose of the drill is to accustom your child to evacuating the building in a prompt and orderly manner without panic.

In case of an emergency situation that makes the main site premises unsafe, the children will be evacuated to Aux Trois Moulins Restaurant, and in case of an emergency situation that makes the French site premises unsafe, the children will be evacuated to the Catholic Church, until they can be picked up by their parents or guardians. The French site participates in regular lockdown and fire drills with the Schools at their location.

## **CENTRE CLOSURE PROCEDURES**

In the event of inclement weather, the Centre will determine closure on an as needed basis. Staff members will inform parents of the closure and it will also be broadcast on JJAM FM. In the event of a complete closure, the day's fee will be waived. If the Centre is open and weather turns foul during the day, the Centre will remain open until all children have been picked up. We would ask that parents pick up their children as soon as possible to allow our staff to return home safely. The day's fee will be adjusted in this event.

Any other emergency situation affecting our community that could result in the Centre being unable to offer services will be communicated to parents via telephone, radio or other mode of communication. Fees will either be adjusted or waived depending on the type of closure and when it occurs.

## EMERGENCY MANAGEMENT PROCEDURE

<b>EMERGENCY</b>	
Power Outage  <i>Affecting the Centre only</i> <i>OR</i> <i>Affecting the community</i>	<ul style="list-style-type: none"> <li>○ Note details of situation.</li> <li>○ Determine if service can still be offered (how long power will be out; plan food preparation arrangements; etc.).</li> <li>○ Set up back up telephone to take and make calls.</li> <li>○ Inform parents that service is available, if applicable or make arrangements for children to be picked up if required.</li> <li>○ Report situation to relevant parties.</li> </ul>
No Heat	<ul style="list-style-type: none"> <li>○ Note details of situation.</li> <li>○ Determine if service can still be offered (how long will we be without heat; etc.).</li> <li>○ Inform parents that service is available, if applicable or make arrangements for children to be picked up if required.</li> <li>○ Report situation to relevant parties.</li> </ul>
School Closure	<ul style="list-style-type: none"> <li>○ Note details of situation.</li> <li>○ Determine if situation causing school closure will have any effect on Centre operations.</li> <li>○ If so, parents will need to be informed that the Centre will close and that their children need to be picked up. If not, arrangements may need to be made to accept children into the child care programs earlier than normal.</li> <li>○ Report situation to relevant parties.</li> </ul>
Poor Weather	<ul style="list-style-type: none"> <li>○ Note details of situation.</li> <li>○ Determine if weather conditions warrant early closing or cancellation of programs.</li> <li>○ If applicable, inform parents of plans to close programs early and make arrangements for children to be picked up.</li> <li>○ Report situation to relevant parties.</li> </ul>
Fire Evacuation	<ul style="list-style-type: none"> <li>○ Note details of situation.</li> <li>○ Follow fire evacuation procedures. Gather at designated safe place if required.</li> <li>○ Determine if service can still be offered.</li> <li>○ Inform parents that service is available, if applicable or make arrangements for children to be picked up if required.</li> <li>○ Report situation to relevant parties.</li> </ul>
Community Evacuation	<ul style="list-style-type: none"> <li>○ Note details of situation.</li> <li>○ Inform parents that the Centre will close and that their children will need to be picked up immediately due to the evacuation situation.</li> <li>○ Inform parents that a public announcement will be made indicating when operations will resume as usual.</li> <li>○ Report situation to relevant parties.</li> </ul>
Boil Water Advisory  OR  No Water	<ul style="list-style-type: none"> <li>○ Note details of situation.</li> <li>○ Determine if service can still be offered (how long will we be without water; do we have alternatives available and in place to prepare and serve food, conduct toileting, diapering, toothbrushing and handwashing routines, etc.).</li> <li>○ Inform parents that service is available indicating our back up arrangements, if applicable or make arrangements for children to be picked up if required.</li> <li>○ Report situation to relevant parties.</li> </ul>
Lockdown	<ul style="list-style-type: none"> <li>○ Note details of situation.</li> <li>○ Follow lockdown procedures as applicable.</li> <li>○ Determine if service can still be offered based on the cause of the lockdown and upon completion of the lockdown.</li> <li>○ Upon completion of lockdown, inform parents whether service is available or cancelled due to the situation, and make arrangements for children to be picked up if required.</li> <li>○ Report situation to relevant parties.</li> </ul>
Other	<ul style="list-style-type: none"> <li>○ Note details of situation.</li> <li>○ Determine if service can still be offered based on emergency situation.</li> <li>○ Inform parents that service is available, if applicable or make arrangements for children to be picked up if required.</li> <li>○ Report situation to relevant parties.</li> </ul>

## **DESIGNATED PICK-UP PERSONS PROCEDURES**

In order to ensure each child's safety, the Centre asks that only those designated to pick up the child do so. If the child is to be picked up by someone not indicated on their designated-pick up list, staff members must be notified by the parents in advance verbally at drop-off time; by a signed note or by telephone. Children will be released only to persons listed in their files. You are able to add to your pick up list as necessary by communicating these updates to staff. We will accept verbal messages at drop off time and over the phone in extreme circumstances only.

*CHILDREN WILL NOT BE RELEASED WITHOUT AUTHORISATION FROM PARENTS.*

## **DROP-OFF & PICK-UP / PARKING PROCEDURES**

There is **no** curbside/door-side parking for drop-off between the hours of 8:00 and 9:00 a.m. and pick-up between the hours of 3:00 and 4:00 p.m. daily in order to facilitate bus drop-off at the French site and at any time through the day at the English site. Parking spaces are allotted at both sites for your use.

## **POLICY FOR OTHER PERSONS AT A CHILD CARE CENTRE**

The Centre will ensure that all other persons on the premises in any role in which they interact with children will be required to follow the policies and procedures for obtaining a criminal (vulnerable) reference check and completing offence declarations to ensure the safety and well-being of children in the programs. Other persons can consist of: Resource Consultant, Speech Therapist, Occupational Therapist, Physiotherapist, etc.

## **REDUCED RATIOS**

As our programs operate for six hours or more per day, we are able to implement reduced ratios for periods of arrival for 90 minutes after the program starts and departure for 60 minutes before the program ends. We also use reduced ratios for nap time periods. We never use reduced ratios for the infant program at any time nor during outside play time at any time.

## **VIDEO VIEWING SYSTEM**

The Centre is committed to quality, anti-bias child care and early learning in all of its programs. In order to assist parents and professionals in maintaining this commitment, the Centre monitors all playrooms and playgrounds at the main site by video camera system. The French Site offers a camera system controlled entrance. The videotaping procedure will allow parents and professionals the opportunity to:

- 1) Ensure the health and safety of all children using our programs and services.
- 2) Ensure the health and safety of all staff working in our programs.
- 3) Observe growth and development of children.
- 4) Plan curriculum relevant to developmental needs.
- 5) Evaluate quality program outcomes.
- 6) Enhance parent/education relationships.
- 7) Evaluate student performance.
- 8) Engage in self-evaluation.
- 9) Determine staff professional developmental needs.
- 10) Enhance supervisory opportunities.

# User Information

## USER OPTIONS

The Centre offers four user options: Full-Time, Part-Time Regular, Part-Time Irregular and Call-In, along with a variety of blocks of time and rates. Written user policies and procedures are available for review to assist you with identifying the user option that most closely mirrors your needs. Based on those needs, the Centre will select the user option you qualify for.

Family rates are available for Full-Time and Part-Time Regular users (certain conditions apply). Full-Time and Part-Time Regular Users do not need to pay an enrolment fee. Part-Time Irregular and Call-In users must pay an enrolment fee (deposit) prior to care. The amount will be the equivalent of three days spent in care.

## CREDIT DAYS

Children will accumulate up to 36 units of credit time per year, pro-rated on their attendance, at which time fees will not be charged. Parents will be charged for any days booked over and above the allotted amount. Credit time must be accumulated prior to use and cannot be carried over year to year.

## BLOCKS OF TIME

Block	Full-Time	Part-Time Regular	Part-Time Irregular	Call-In
1-4 hrs (Socialization)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4+ hrs (Full Day)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Before School	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
After School	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Before/After School	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## PAYMENTS & ENROLMENT FEES

Invoices are produced monthly for Full-Time, Part-Time Regular and Part-Time Irregular Users to reflect the fees of child care required for the upcoming month. Invoices will be sent electronically 10 days prior to monthly due date. Fees are due as per payment due date on schedule. Annual receipts are issued for income tax purposes. Payments can be made at the front desk or deposited in the locked black box. No payments are to be given to educators.

Call-In Users are expected to pay up front as they use or in advance for a pre-determined number of days each week. Advance payments will be kept as a credit in our system. They can book up to one week ahead, but payment must be made upon booking or their spot will not be reserved.

In the event that a statement of account is not paid by the due date specified, a 5% interest charge will be added to your balance. Written or verbal notice of late payment will be given as applicable – payment arrangements will need to be made immediately. Failure to make timely, required payments will result in termination of the care arrangement. If an NSF cheque is received, there will be an initial warning and an administration charge of \$25.00. Further occurrences will result in the administration fee charge plus interest at 1.25%.

When notice of withdrawal is given, your deposit will be applied to your final statement to reduce the amount due. If there is no amount due, a direct credit will be issued to you. All fees should be paid by cash, cheque or money order made payable to the Chapleau Child Care Centre. The Centre now offers electronic payment as an option. Please speak to our Finance person to make arrangements to do online payments.

### **LATE CHARGES**

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A late fee of \$5.00 for every 15 minutes over 12 hours will apply if needed. Otherwise if you are using a smaller block of time you have a 15 minute window before you would be moved to and charged for the next block of time in the event that you go over your scheduled block of time.

If your child is not picked up by 7:00 p.m. and/or you have not communicated with the Centre and/or we cannot find you, then child welfare services will be contacted as per CCEYA - Child Care Early Years Act regulations.

### **TERMINATION**

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Parents are required to give a one week notice when they are planning to withdraw their child from the program or their deposit will be applied in lieu of notice. At the time of final billing, we will apply your deposit to any existing account and/or give you a direct credit (whichever is applicable).

If you do not use the Centre as scheduled and/or within a two week period, and you are not communicating with us then we reserve the right to terminate the arrangement and apply your deposit to your account. You would then need to re-enroll to use the service.

### **SUBSIDY**

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Subsidy is available to eligible families through the Manitoulin-Sudbury District Services Board. Families are responsible for applying for subsidy and for ensuring that care reviews are completed as required. Funding can cover up to 100% of child care costs for eligible families.

### **Who May Be Eligible?**

- ✓ A person with insufficient earned income, as determined in accordance with a financial needs test.
- ✓ A person eligible for an allowance under the Ontario Works Act.
- ✓ Parents who work for an employer or who are self-employed.
- ✓ Parents who are in school or training.
- ✓ Parents of children with demonstrated special needs identified by a third party.

Determining whether one qualifies for subsidy can only be achieved by a needs assessment. Contact:

*The Manitoulin-Sudbury District Services Board (DSB)*

*Chapleau Branch Office*

*12 Birch Street, P.O. Box 1299*

*Chapleau, ON P0M1K0*

*Tel.: 705-864-0430*

## *Special Services for Children*

### **NIPISSING DISTRICT DEVELOPMENTAL SCREEN**

Shortly after your child, ages one month to six years, is enrolled in the Centre child care programs, a Nipissing District Developmental Screen will be completed for them. The screen is an informal tool designed to assist in the early identification of problem areas in a child's development. It explores a child's skills in the following areas: vision, hearing, speech, language, communication, gross motor, fine motor, cognitive, social/emotional and self-help.

Early identification is the first step in early intervention. As your child moves from one program (age grouping) to the next, another age appropriate screen will be completed for them. If at any time a "red flag" is indicated on the screening tool, this information will be discussed with you as soon as possible. As a parent if you should have any concerns with your own child's development, please do not hesitate to speak to your Educator in order that we can assist you to seek relevant support and resources to address your concerns.

### **RESOURCE PROGRAM & SUPPORT - COMPASS**

The Resource Program is a service provided by Compass to **all children** in licensed child care programs. The program offers consultations, support, observations, service planning and training to child care staff as well as resources for children with varying needs.

The Resource Worker (RW) provides appropriate support to child care staff by being part of the child care program team, by meeting the needs of all children from an inclusion approach and by providing training, resources and practical on-site interventions. The support will assist Educators to help all children increase independence and social skills.

## *Communication with Families*

### **LEARNING STORIES**

Our programs at both sites use learning stories as an additional way to communicate with families. A learning story is a record of what an Educator has seen a child (or group of children) doing in the child care program. The stories can vary in length and usually focus on a specific activity or event but it may also be a snapshot of an individual child's activities over a specific amount of time. Learning stories can also focus on a group activity sharing what the children did together such as visiting the fire station or going on a nature walk. It becomes a

learning story when the adult adds his/her interpretation of the child's competencies and dispositions toward learning. We post the learning stories in each playroom area so please take a moment to check them out to learn more about your child's experiences in our child care programs.

## WEB PAGE & FACEBOOK

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The Centre offers a web page that can be found at [www.chapleauchildcare.ca](http://www.chapleauchildcare.ca). On our web page you can learn more about our programs and services including: rates, blocks of time, age groupings, hours, etc. We include our monthly calendars and information about our planned activities and upcoming events for your information. Information is available in both French and English. Plan to check it out!

We also have our own Facebook page that can be found at “**Chapleau Child Care Centre de Garde d'Enfants**” where we share special events and activities taking place in our programs at both sites. If you have not already joined our page please plan to at your earliest opportunity.



*HiMama* is a program that will be used by our Educators to record activities and updates throughout the day. Everything from naps to snacks, it will provide you with a complete history of your child's daily experiences in our program with photos stored safely and securely in a journal format. Whether it be at work, home or on the go through *HiMama's* mobile apps, you'll receive real-time updates on your child's activities to your email or smartphone.

*HiMama* will keep you in the loop with digital updates on your child to complement our face-to-face interactions. It is also a great way to reinforce your child's in-program learning at home, as you'll have timely insight into what they've been working on throughout the day! Updates of your child will automatically be sent to you via email. You may also elect to login to your special Parent Portal online or via the *HiMama* Parent app. You can expect to receive an invitation to log in from *HiMama* soon after. At that point you can create an account. If you want to share updates with additional family members, you can also do so once you've created an account.

You can learn more about the app by visiting the *HiMama* website where you can find *HiMama's* page dedicated to Internet Safety, an FAQ page with answers to frequently asked questions, as well as a Contact Us page if you have specific questions.