



Services à l'enfance  
**Andrew Fleck**  
**Children's Services**

since – depuis  
1911

## **Capital Parent Handbook**

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# Capital Child Care Centre

## Toddler and Preschool Programs

Welcome to the Capital Child Care Program.

Established in 1973, Capital Child Care was originally established by the patrons of Trinity Anglican Church as many families in the neighborhood were becoming two parent working families. In 1975 we signed our first purchase of service agreement with the City of Ottawa.

We are committed to providing the community of Old Ottawa South and surroundings areas with high quality childcare. We deliver our programs under the Ministry of Education and follow the Child Care Early Years Act (CCEYA).

Capital Child Care offers two licensed programs: a toddler program for children 18 months or walking to 2 ½ years of age and a preschool program for children 2 ½ to 5 years of age. The toddler program has a capacity for 15 children with 3 staff members guiding the children through their day. The preschool program has enrolment for 24 children and also has 3 full time staff members.

We are happy to have you and your children with us. The health, safety and quality of your child's experiences are foremost at all times, ensuring that they and you enjoy a positive experience in our program. This handbook is designed to assist you, the parents, in the understanding of procedures, policies, and regulations involved with the operation of our Centre. If, at any time, you have any questions or concerns, please feel free to speak with a staff either in person, or contact the Program Coordinator, Rose Ann Cotter, by email [rcotter@afchildrensservices.ca](mailto:rcotter@afchildrensservices.ca) or by phone at 613-733-8208. Alternatively, you can also connect with the Program Director Lyne Tremblay at 613-736-1913, ext. 278 or [ltremblay@afchildrensservices.ca](mailto:ltremblay@afchildrensservices.ca) or the Executive Director Kim Hiscott 613 736-1913, ext. 223.

### LICENSING/REGULATIONS

Our centre is licensed under the *Child Care and Early Years Act (2014)* of the Ontario Ministry of Education Child Care Quality Assurance and Licensing Office and under goes an annual licensing review process. We are required to meet all regulations of the *Child Care and Early Years Act*, as well as Health, Safety and Fire regulations dictated by the Department of Public Health, the City of Ottawa, the Ontario Fire Marshall, and the Ottawa Fire Services. The Program Advisor, from the Ministry of Education, monitors standards for safety, staff training, program quality and compliance with the *Child Care and Early Years Act*. The License and Summary of License are posted in the centre for your information.

### HOURS OF OPERATION

The Centre is open Monday to Friday from 7:30 a.m. to 5:30 p.m. Children should be in care for the number of hours needed to cover your work or school schedule. We encourage children to be in attendance no longer than 8.5-9 hours per day, if possible. It is very beneficial for the children to be in attendance by 10:00 a.m. for the morning program, so they can actively participate in the many activities offered prior to our lunch and rest

time. We do request that you please call us if your child is going to be absent.

### INCLEMENT WEATHER

Occasionally, when extreme weather creates dangerous traveling conditions, we may contact parents/guardians to request that they depart earlier than routine to ensure timely pick up. This is to ensure the safety of children and families as well as our employees who also need to travel home.

Our policies addressing late pick-ups will not be altered due to poor weather and travel conditions.

### EMERGENCY CLOSURE

Due to unforeseen circumstances (fire, flood, loss of electricity, and/or property damage) the centre may be deemed unsafe. Capital Child Care Centre and the Board of Directors may close the programs. Parents will be notified of the closure and be required to make alternative arrangements until official notice is given of the centre reopening. The centre will also close if the City of Ottawa declares a “State of Emergency”. No fee rebate will be given due to emergency closures.

### EMERGENCY MANAGEMENT

To protect the health and safety of children and employees, Capital Child Care Centre has an emergency management policy and procedures that sets out the roles and responsibility of all employees. All programs conduct monthly fire drills and follow evacuation procedures. This ensures that all children become familiar with emergency procedures. In the event of a real emergency and that the children cannot return to the Centre they will be moved to our designated emergency shelter and parents will be contacted to pick up their children immediately. **Our Emergency Shelter is located at Tim Hortons- at 1263 Bank St.**

As indicated in the Emergency Management policy, the manager of the program or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. Notification will be done by email or phone, depending on the situation. Where possible, the executive director will update the centre’s website and the manager or designate will update the program or place of work voicemail box as soon as possible to inform parents/guardians that the program has been evacuated and include the details of the evacuation site location and contact information in the message.

### WAITING LIST POLICY

All families must be registered on the City of Ottawa Child Care Registry and Wait List tool.

<https://onehsn.com/Ottawa> To fill available spaces we contact families, whose child is age eligible for the space available, based on their registration date. For subsidized spaces we must follow the City of Ottawa’s Priority List. For our full fee families, we will offer spaces based on their registration date. The only exception is that priority is given to siblings of children currently attending our location. To ensure we are providing you and your child with the best possible early learning and care experience, a conversation will occur to ensure we can meet your child’s needs and your expectations before a space is confirmed. There is no fee for using the City of Ottawa Child Care Registry and Wait List tool and we do not collect a fee or a deposit for the placement of a child on a waiting list for admission.

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

### ADMISSION POLICY

**Subsidized spaces are available in these programs.** Eligibility for subsidy is determined by the Child Care Subsidy Office of the City of Ottawa. To apply you must first create an online application through the City of Ottawa at 311 or at <https://onehsn.com/Ottawa>

Should your family require a child care subsidy, confirmation from the City of Ottawa Subsidy Office must be received by the program a minimum of 48 hours to the child being enrolled. Before confirming a full fee or subsidized space or enrolling your child in the program, an opportunity will be arranged for you and your child to tour the program, meet the staff and review all the necessary documents with the Program Coordinator or designate. A space will not be confirmed until the program has met with the family and child. Spaces will be granted based on the waiting list application date and subject to the following criteria:

1. Children must be within the age limit set for the program
2. Up to date children's records of immunization must be provided prior to admission
3. All necessary documents must be completed at least 1 week prior to the child starting in the program

### WITHDRAWAL / DISCHARGE POLICY

1. Children may stay in the program until the end of their 5<sup>th</sup> year.
2. We respectfully request one month of written notice of pending withdrawal and require at a minimum two weeks' notice. If the required notice is not provided, fees will be charged in lieu of the notice period.
3. Parents who wish to temporarily withdraw their child from the program (e.g., for an extended holiday) may request to have their child's name placed on the waiting list for readmission. Regretfully, no guarantee can be given that a space will be available when needed. Please note this does not eliminate the notice period requirements as described above.
4. It is our intention to make every reasonable effort to ensure that all children enrolled in our licensed programs can successfully remain in care however, in some situations, the decision to discharge may be necessary. In partnership with families, we utilize additional resources and supports when needed and available. Should a child that demonstrates challenges (developmentally and/or behaviourally), be enrolled in the program, the program will seek to access additional supports and

resources in a timely manner. However, if it is concluded that the staff and program can no longer meet a child's needs and that there is a safety risk to the child, other children and staff, then the decision to discharge a child may be warranted.

5. The program also reserves the right to give notice of withdrawal of service if a parent does not abide by all policies and procedures.

### ARRIVAL AND DEPARTURE PROCEDURES

We encourage parents to try and drop off their children by 10:00am to ensure they can participate in all the activities provided, including outdoor play. No child will be released to a person other than the parents without written permission given to the centre in advance. When dropping off and picking up your children, please:

- Ensure you and your children's wet/dirty footwear are removed before entering the room.
- Accompany your children to and from the program room, ensuring staff are aware of your children's arrival and departure.
- The staff will sign your children in and out every day, indicating the time and their initials.
- Anyone who picks up or drops off a child must be 16 years of age or older unless written agreement has been made with the Manager. All alternate individuals will be requested to show I.D.

If staff suspects that the individual picking up the child is visibly unfit to drive, and/or that the child may be in danger, that staff is obligated to report their concern to the authorities (Police/CAS) immediately. Alternate travel arrangements will be offered to the parent. By law, staff cannot withhold a child from their biological parent unless a court order is on file, preventing them to do so.

### LATE PICK UP POLICY

We encourage you to arrive by 5:15 to pick up your child; this ensures you have an opportunity to connect with your child's educator and provide the time for an unrushed ending to your child's day.

It is recognized that due to exceptional circumstances, parents might occasionally be late in picking up their children. When this occurs, parents must notify the centre, at the earliest opportunity. However, late pick-ups cause difficulties both to the staff and the children waiting to be picked up.

The purpose of this policy is to detail the procedures to be followed in the event of late pick-ups.

Every person responsible for picking up a child arriving later than 5:30 pm, based upon the centre's clocks, will sign the late fee book.

The programs end at 5:15pm. If a parent is late, they will be charged a late fee as follows: \$2.00 for the first 5 minutes and then \$1.00 for every consecutive minute thereafter. Should a parent be late more than 3 times, the late fee will double. Should there be reoccurring instances of late pick up, this may result in the family being discharged.

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

If you are a full fee client, any Non Child Care Fees invoiced within any given month, will be added to a regular by-weekly payment following the month the fee was incurred. If you are a subsidize client, the payment of any Non Child Care Fees will be processed according to the Non Child Care Fee schedule following the month the fee was incurred. Any late fees not paid may result in discharge from the program

Late pick up occurrences are based per family.

## FEES FOR SERVICES

Please see the attached fee schedule and financial policies below. We have a purchase of service agreement with the City of Ottawa to provide care for families eligible for fee subsidy as well as full fee families.

Parents/guardians seeking a childcare subsidy will need to upload all required documents to the City of Ottawa Child Care Waiting List to see if they qualify for the subsidy.

Please note: Families using a childcare subsidy are entitled to 36 absent days per calendar year; any extra absent days will be billed to the family at the full fee rate.

Please be advised that there are no refunds for sick days, holidays or closed days and all statutory holidays are invoiced at the daily rate.

**The centre is closed on the following Statutory Holidays:** New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, National Day for Truth and Reconciliation, Thanksgiving, Christmas Day, Boxing Day, and one day between Christmas and New Years in lieu of being open on Remembrance Day.

The annual cost to deliver the program is calculated over the number of billable days in a year. If we were to not charge families for the days we are closed, our daily rate would increase (same annual cost but less billable days). We feel that stopping and starting parent fees has the potential of being more confusing for families and adds an administrative burden cost.

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

## POLICY FOR PAYMENT OF ACCOUNTS

- A. All parent fees are payable on a bi-weekly basis.
- B. As a non-profit agency we do not have the means to tolerate unpaid accounts. If an account is more than two (2) months in arrears, parents can receive a notice of termination and the account will be forwarded to a collection agency.
- C. There is a \$10.00 charge for all **returned cheques**.
- D. The appropriate notice required must be given when withdrawing your child(ren) or payment in lieu of notice will be invoiced.

Capital Child Care Centre offers 3 methods of fee payment; either **direct debit payment, post-dated cheques, or Credit Card.**

- 1) **Direct Debit Payment** - Parents choosing the pre-authorized debit option will submit the following to our office:
  - a) a signed **Direct Debit Authorization Agreement**
  - b) a **VOID CHEQUE** to provide bank account information
- 2) **Post-Dated Cheques** - Parents choosing to pay with post-dated cheques will submit a series of cheques dated for the first day of each month. Cheques should be made payable to **Andrew Fleck Children's Services**  
At any time, you may call the accounting office at 736-1913 ext. 225 for questions or information concerning your account.
- 3) **Credit Card** - Parents choosing the credit card option will submit a signed **PRE-AUTHORIZED CREDIT CARD (PACC) Agreement form**

### GIFT GIVING

While it is somewhat traditional for children to give their Educators gifts at Christmas, end of the year etc. Homemade gifts would be an exception and are most appreciated; gifts that are small such as a consumable item (box of chocolates), are shared with the team onsite. As Registered Early Childhood Educators, we cannot accept anything more because we are professionally bound, as members of the College of ECEs, from accepting any gifts of benefits, advantages, fees, honoraria, or favours, including items, money, or gift cards. This is to preserve our integrity as professionals and to protect parents from any expectation of undue influence.

### NUTRITION

Capital Day Care prides itself on providing an exceptional seasonal menu that includes different types of ethnic dishes and tries to use local and homegrown produce as much as possible. Our full-time permanent cook is responsible for menu planning, shopping and preparing 2 snacks and 1 full meal per day.

Our centre is nut free and does not serve pork products. We can accommodate halal meat for families upon request. Children with allergies or food restrictions will receive a similar menu as those who don't have any allergies.

We pay close attention to what appeals to a young child's palate and at the same time use those likes to expand their experience with food.

Over the past several years we have been a member of the Community Garden at Brewer Park, staff and parents are involved in the selection and planting of various types of vegetables to be used at the centre for lunch and snack. It is a fun way to be a part of our community! Meals and snacks are nutritious and fresh, prepared on location daily by a trained cook and adapted to allergies and vegetarian preferences. Our weekly menus for the current and following week are posted inside the main room on the bulletin board along with any dietary restrictions, allergies and/or anaphylaxis are posted in each food preparation and serving areas. All programs will keep the menus for 30 days after the last day for which they are applicable.

Substitutions and specific food choices are noted on the posted menus.

All menu planning follows the recommendations set out in the Health Canada documents “Eating Well with Canada’s Food Guide”, “Eating Well with Canada’s Food Guide – s, Inuit and Métis” or “Nutrition for Healthy Term Infants”. Special dietary and feeding arrangements are to be carried out in accordance with the written instructions of a parent of the child. Careful menu planning is essential to meet children’s nutritional needs and to expose them to a wide variety of foods.

The program provides water and milk at all meals; we do not serve juice or other food items that contain high sugar and sodium levels. Nutritious between-meal snacks are provided for each child one year of age or over, that promotes good dental health and will not interfere with a child's appetite for meal time.

Here is a sample lunch menu:

<b>Food Group</b>	<b>Food Choices for Lunch</b>
<b>Milk and Milk products</b>	Yogurt or 1 slice of cheese 250-375ml
<b>Meat and Alternatives</b>	Tuna, chicken, salmon, tofu, eggs.60-90g
<b>Bread and Cereal</b>	Whole wheat bread, crackers, pita bread 2.5 slices or 450ml
<b>Fruits and Vegetables</b>	Apples, bananas, carrots, cucumbers.2.5 whole fruits or 300ml

For more ideas, please refer to the following site: <http://ottawa.ca/2/en/residents/public-health/healthy-eating-and-active-living-for-child-care>

Please be aware that there may be children in our programs with severe life-threatening allergies (anaphylaxis) to certain foods i.e., nuts, eggs, and shellfish. Anaphylaxis is a medical condition that causes severe reaction to specific foods and can result in death in seconds. For this reason, it is imperative that aside from your child’s nut-free lunch, you DO NOT bring any outside food into the centre, unless otherwise arranged with the Program Coordinator of the program.

All staff are trained in the use of an EpiPen and Anaphylaxis management. Providing a calm eating area with low lighting and engaging conversations where we eat meals family style supports a positive approach to meal times. We support children’s self-help skills by offering utensils for self-serving such as small tongs and using small containers to pour milk and water. Please feel free to provide input into our menu planning at any time.

## **HEALTH**

If your child contracts any communicable disease, you must notify the centre immediately. A Health Alert must be posted, for any communicable disease, so that parents can ensure the health and safety of their children.

Please note that if your child is diagnosed with a viral conjunctivitis where eye discharge is present, you must provide a medical certificate for re-entry. If no eye discharge is present, no exclusion is needed. Should your child show signs of a rash, eye infection or other communicable disease while present at the centre, you will be given a City of Ottawa Public Health Department Assessment form. Your child will need to be taken to your doctor/clinic for an assessment and a medical certificate for re-entry will be needed for your child to return to the centre.

In order to prevent outbreaks, the City of Ottawa Health Department requests that child care centres exclude children with certain communicable diseases until specific criteria are met. The Ottawa Public Health Department lays out the exclusions policies for communicable diseases and parents will be notified of what these may be.

The program staff must be notified immediately if your child is hospitalized for more than 24 hours. At any time, the Manager/Program Coordinator (or designated staff) may judge that a child is "not well enough" to attend the centre. In such cases, the child will either not be accepted at drop-off time, or parents will be notified that the child must be picked up as soon as possible. The City of Ottawa Health Department has set forth certain policies to protect all children. Your child may not attend the program if they suffer from the following:

1. A fever of 101 degrees or higher or 38 Celsius or higher
2. Vomiting
3. Diarrhea (at least 2 episodes)
4. Croupy cough green discharge from nose
5. Any unexplained rash or skin irritation
6. Complaints of a bad headache or sore throat
7. Eyes/ears that are oozing any form of discharge (must be on antibiotics for 24 hours prior to readmission)
8. Strep Throat (must be on antibiotics for 24 hours prior to readmission)

If your child develops any of these 8 symptoms while your child is childcare or at home, we ask that you keep your child at home until they are symptom free for 24 hours. Please do not give your child Tylenol and bring them to the program as they are contagious.

On occasion the Centre may be in an Outbreak; this is when more than 15% of children and/or staff are sick with the same symptoms. In this case the mandatory exclusion for vomiting and diarrhea is 48 hours symptom free.

Please call the centre should your child become ill and provide us with their symptoms so that we may track all illnesses as per regulations. Should your child become ill while in the program you will be contacted to pick your child up immediately. All symptoms of illness are documented by the staff. The children must be able to participate in all facets of the program. If you feel your child is too ill to go outside, then your child may not attend the program.

The centre will provide sunscreen from May to September however, we do ask that parents apply

sunscreen to their child in the morning prior to drop off time. The child care staff will assist the children in applying sunscreen when needed. All children must wear a sun hat and proper footwear during outdoor play.

### HEADLICE

When your child is found to have head lice or nits while attending the program, you will be given a withdrawal notice for Head lice with a 24-hour exclusion and a form to fill out indicating that the head lice treatment was completed. This form will need to be returned to the program after each treatment. This decision is made by the agency in order to prevent the spreading of head lice and live nits at the Centre.

### IMMUNIZATION

It is recommended by the Local Medical Officer of Health that all children be immunized. Parents of children who object to immunization due to religious/conscience or medical reasons must complete a standardized ministry approved form. Ministry approved forms for religious/conscience objections must be completed by a “commissioner for taking affidavits” (i.e., notarized). Any medical exemption forms must be completed by a doctor or nurse practitioner. These forms are available upon request.

All immunization records and/or records of parental objections will be kept as part of the children’s files.

### ALLERGIES AND ANAPHYLAXIS AND LIFE-THREATENING ALLERGIES

In order to provide a safe environment and protect your child we must be aware of any allergies or potential allergies that your child may have. All allergies must be documented on the appropriate registration and medical forms. For children who may have an Anaphylaxis, there is a detailed Ministry Policy which must be adhered to and parents must fill out all appropriate papers which include authorization from a doctor. If your child requires an Epinephrine auto injector (EpiPen), the staff must be made aware of this and be given the auto injector when you drop your child off. Should you and your child arrive at the centre without their auto injector you will not be able to drop them off until their auto injector is onsite. We are a **nut safe and scent free** environment and will do everything that we can to protect your child while at the Centre, but we cannot guarantee that your child may not come in to contact with an allergic substance.

This policy and all paper work will be reviewed with you at time of the tour and prior to your child enrolling in the program.

Some children in our programs have life-threatening food allergies (Anaphylaxis) and, for this reason, it is imperative that you **DO NOT bring any outside food into the centre**, unless otherwise arranged with the Program Coordinator of the program. Anaphylaxis is a medical condition that causes severe reaction to specific foods and can result in death in seconds.

All staff is trained in the use of an Epinephrine auto injector.

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

Children attending our infant, toddler and preschool programs are provided with 2 snacks and a lunch each day; we attempt to accommodate a variety of dietary restrictions and allergies. Food from home for those age groups is not necessary unless agreed to in advance with the program coordinator. Should food from home be necessary, each container / item must be clearly labeled with the child's full name and any parental written instructions (if applicable).

Children in our kindergarten and school age programs are provided with two snacks daily and are required to bring their own lunch, in a bag, which needs to be clearly labeled with their name.

### **ADMINISTRATION OF MEDICATION**

If your child requires medication while in the program, you are required to complete and sign a *Medication Authorization Form* which provides details about the medication, including the time and amount of the dosage. Should your child be prescribed antibiotics, they must have been taking the antibiotics for 24 hours prior to returning to the Centre. Please be advised that by *Child Care and Early Years Act* standards, we can only accept medication which is in its original container and the container or package must be clearly labelled with the following:

1. Child's name
2. Name of medication
3. Dosage of the medication
4. Date of purchase
5. Expiration date
6. Instructions for storage and administration
7. Possible side effect

Due to the frequency and their longer-term daily usage, sunscreen, diaper creams, lip balms and hand sanitizers can have a blanket authorization from a parent on the enrolment form and can be administered without a medication form as long as they are non-prescription and/or they are not for acute (symptomatic) treatment, whether they have a drug administration number (DIN) or not.

All medication which is no longer needed is to be taken home. We request that all medication be hand-delivered to us to be stored in the appropriate manner. The centre must store all medication in a locked container in the fridge or cupboard except for emergency medication. A designated staff member will be responsible for all medications.

### **SAFE SLEEP**

Each family is advised of the programs Sleep Safe Policy at time of enrolment. Each child will be assigned their own cot and it will be labelled with their name. All cots are disinfected weekly. Staff performs visual checks on all children 4 times throughout rest time and these are documented in the daily log book. Any changes in the child's sleeping patterns or behaviours will be communicated with parents. Staff will consult with parents with respect to a child's sleeping arrangements. Any sleep preferences that are identified at intake or communicated by parents will be documented in daily log book.

## **SELF-ADMINISTRATION**

For our older preschool, should parents wish for their child to carry and self-administer medication for asthma and/or anaphylaxis they must complete the Consent Form.

## **BEHAVIOUR GUIDANCE**

The emotional and physical well-being of children in our care is a priority of Capital Child Care Centre. Positive forms of Behaviour Guidance with emphasis on discussion, encouragement and positive reinforcement comply with our program's philosophy to promote the healthy development of the children. Please see our Program Statement for further information on Behaviour Guidance Practices.

Prohibited Practices include the following:

- a. Corporal punishment of the child (which may include but is not limited to, hitting, spanking, slapping, pinching)
- b. Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- c. Locking the exits of the child care centre or home child care premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- d. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- e. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- f. Inflicting any bodily harm on children including making children eat or drink against their will.

## **ACCIDENT/INCIDENT REPORTING**

If your child suffers a significant injury requiring more than basic comfort (soap, water, band-aid, ice, TLC) or that is more than would be expected in the normal course of play, staff will administer first aid. Staff will also complete an Accident Report Form before the child is signed out (when possible) or by the next day care is provided. A copy will be provided to the parents/guardians.

If the injury is severe enough to warrant medical assistance, parents/guardians will be notified immediately to come and pick up their child to seek medical attention. If emergency treatment at a hospital is required, parents will be contacted to either accompany or meet staff at the hospital. If parents cannot be contacted, the designated staff will follow emergency procedures and call either ambulance services or 911, depending

on the severity of the injury.

### **SERIOUS OCCURRENCES**

As a licensed program we are responsible for delivering high quality services that promote the health, safety and well-being of all children. A part of our accountability requirements, under licensing, is to report incidents to the Ontario Ministry of Education Child Care Quality Assurance and Licensing Offices– the type of incidents that we must report include any accident in the setting that results in a life-threatening injury of a child or life-threatening communicable illness, and any time there is a disruption of service. For example, a power outage which means the program is closed when normally available and any complaints about our service that result in a serious allegation.

We are very proud at Capital Child Care Centre to offer a high-quality licensed program and take our accountability to parents and the public very seriously. We have consistently followed the requirements under the *Child Care and Early Years Act*, to report incidents to the Ministry. The Ministry believes that parents will benefit from information about the incidents that occur including the actions that we have taken to prevent and minimize a reoccurrence by posting non-identifying information when an incident has occurred.

Beside our license, you will find a serious occurrence notification form posted anytime an incident has been reported to the Ministry. The form identifies the date, the type of incident, a description and action taken. There will be no identifying information included on the form. The notification form will remain posted for 10 business days; if the posting is related to an incident that involved your family, you will be personally informed.

### **DEALING WITH PARENT/GUARDIAN CONCERNS OR ISSUES**

All issues and concerns brought forward are taken seriously by our staff and every effort will be made to resolve issues and concerns to the satisfaction of all parties. Every issue and concern will be treated with confidentiality and every effort will be made to protect the privacy of parents/guardians, children, employees, students and volunteers except when information must be disclosed for legal reasons (i.e., Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children’s Aid Society)

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

## **Procedures to Follow**

Nature of Issue or Concern	Steps for Parent /Guardian Clients and Stakeholders to Report Issue/Concern:	Steps for employee and/or manager/designate in responding to issue/concern:
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<p><b>Program Related</b></p> <p>E.g.: General Program Delivery,</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the employee directly</li> <li>or</li> <li>- the manager or designate.</li> </ul>	<p>*When an issue/concern is brought forward to an employee, it is their responsibility to assess whether or not it is within their scope of responsibility and if they have the applicable information to be able to manage/resolve the situation.</p>
<p><b>Agency Related</b></p> <p>E.g.: General AFCS Operations Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the Manager or Designate.</li> </ul>	<p>*Inform the appropriate manager or designate of the situation within 24 hours. Every effort will be made to provide an initial response or resolution to the concern or issue within 2 business days.</p> <p>*Document the issues/concerns in detail.</p>
<p><b>Employees, students or volunteers</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> <li>or</li> <li>- the manager or designate.</li> </ul>	<p>Documentation should include:</p> <ul style="list-style-type: none"> <li>○ the date and time the issue/concern was received</li> <li>○ the name of the person who received the issue/concern</li> <li>○ the name of the person reporting the issue/concern</li> <li>○ the details of the issue/concern</li> <li>○ any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral</li> </ul> <p>*Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>*Ensure the collection of information of the issue/concern is initiated by the appropriate party.</p> <p>*When appropriate, it is the responsibility of the manager to inform the Executive Director.</p>

Contact information for all programs, management team and AFCS Board of Directors can be found on our website at <http://afchildrensservices.ca>

### ACTIVITIES OFF THE PREMISES

Field trips support a sense of community and are designed and organized to support the children’s ongoing inquiries. A designated number of parent volunteers are always welcome to come along for the fun. Parents are always informed of any activities off premises.

Due to limited space on the bus, a signup sheet will be posted. Should circumstances (e.g., health) prevent a child's participation in a field trip, it is the parents’ responsibility to arrange alternate care.

### PARENT PARTICIPATION IN PROGRAMS

Our program supports an ‘Open Door’ approach for families and parents/guardians are welcome at any time of the day. Family involvement in the program is valued and encouraged. Participation, by a parent, in a program that their child attends, is not deemed as volunteering. In keeping with our open-door policy, parents

(and other family members with parent permission) are invited to spend time in their child's program, engaged and participating with their child on an ongoing basis. This is in keeping with our Program Statement which is included in our parent handbook.

Parents are invited to participate in special events or field trips, accompanying and participating with their own child.

For further clarification, please read the following points which also pertain to parent participation in their child's program and or attending field trips:

- At no time will a parent be left unsupervised with any child other than their own. An employee of Capital Child Care Centre will always be present.
- Parents are never counted in ratio.
- Parents that attend field trips are accompanying their own child and are not responsible for the supervision of other children

### APPROPRIATE CLOTHING

Children should wear clothing which is comfortable, and which you do not mind getting dirty. Proper foot wear is required as children must be wearing shoes at all time. (i.e., running shoes). There are usually two outdoor play periods a day (weather permitting) and we ask that the children be dressed accordingly: very warm, water-resistant clothing for winter; cool clothing with **sun hats** and sun screen for summer. It is extremely important that a complete change of clothing (mitts, hat, pants, shirt, socks, underclothes, and shoes) is provided to be kept at the centre.

The centre does, however, have a small stock of spare clothes on hand to aid in dealing with emergencies.

**Please label all your child's belongings including clothing. We cannot be held responsible for lost or missing items.** Parents are responsible for bringing in diapers for their child. A helpful reminder note will be posted on your child's cubby, when diapers are running low.

### CRIMINAL REFERENCE CHECK – VULNERABLE SECTOR CHECK

All of our Early Childhood Educators are registered with the College of ECE and our ECE Assistants support the Registered Early Childhood Educators (RECEs) in providing a nurturing, developmentally appropriate, healthy and safe environment to meet the needs of children in the group setting. All staff have Standard First Aid & Infant/Child CPR qualifications. All Employees of Capital Child Care Centre, must provide a Police Record Check with the Vulnerable Sector prior to their employment and every 5 years after. Employees also sign a Declaration of Offense on an annual basis.

All of our programs support students from various Colleges as they complete their ECE placements. Volunteers can also be a part of our program and must provide us with a Police Record check.

As per the Ministry of Education policy; students and/or volunteers are never left alone with the children, left unsupervised or used to meet ratios. All students and volunteers receive a detailed orientation prior to beginning their placement at the Centre and must abide by and sign off on our Program Statement as well as

all policies and procedures.

Students and Volunteers play an important role in supporting staff in the daily operation of children's programs at our centre. All students and volunteers will abide by our policies and engage with the children, colleagues, and parents in a positive manner. As per the Ministry of Education policy; The supervising employee is expected to supervise, monitor and ensure that the volunteer/students are never left unsupervised with children or used to meet ratios and that all policies and procedures are followed. All students and volunteers receive a detailed orientation prior to beginning their placement at the Centre and must abide by and sign off on our Program Statement.

### **DUTY TO REPORT**

Under the *Child Care and Early Years Act* all staff are required to report child abuse under section 72 of the **Child and Family Services Act, 1990** (CFSA) to a Children's Aid Society (CAS). Persons failing to do so

are subject to legal action and a fine if convicted. (Child and Family Services Act, 1984, section 68 (2) (3) (4) and section 81 (1) (b))

Child Abuse is a serious occurrence as defined by the Child Care and Early Years Act.

Section 72 of the CFSA imposes a duty to report for everyone, including RECEs, where there are reasonable grounds to suspect one or more of the following with respect to a child:

- Emotional Harm: The child has suffered emotional harm, or there is a risk that the child is likely to suffer emotional harm demonstrated by serious: anxiety, depression, withdrawal, self-destructive or aggressive behaviour, or delayed development.
- There are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.
- Physical and/or sexual harm, abandonment, acts of criminal nature and exposure to family violence, which can take the form of physical, sexual, emotional or financial harm as well as neglect.

**We hope that our handbook will provide you with the information that you need to be an active partner in your child's experience at Capital Child Care Centre. Please let us know if you require any additional information. We would be happy to answer any questions that you may have.**