



# **Carleton Heights Child CareCentre Parent Handbook**

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## Andrew Fleck Children's Services Carleton Heights Child Care Centre

Welcome to Andrew Fleck Children's Services, Carleton Heights Child Care Centre. Our program is located in the Carleton Heights Public School, at 1660 Prince of Wales Drive, and is licensed for 16 Preschool children, 52 Kindergarten and 105 School Age children ages 2 ½ to 12 years of age.

Andrew Fleck is a non-profit, multi-service organization established in 1911 to serve children and families in the Ottawa area. 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 understanding the procedures, policies, and regulations involved with the operation of our Centre.

This program of Andrew Fleck Children's Services is managed by Lisa Belton who reports to the Executive Director, Kim Hiscott. If, at any time, you have any questions or concerns, please feel free to speak with a staff in person, or contact the Program Coordinator, Janette Jovanovic at [jjovanovic@afchildrensservices.ca](mailto:jjovanovic@afchildrensservices.ca) or 613 224-8391. You may also reach the Program Director, Lisa Belton at 613-736-1913 ext.298 or at [lbelton@afchildrensservices.ca](mailto:lbelton@afchildrensservices.ca)

### LICENSING/REGULATIONS

Our Centre is licensed under the *Child Care and Early Years Act* 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 5:45 p.m. Children should only be in care for the amount 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 AM for the morning program, so they can actively participate in the many activities offered prior to lunch time and rest time.

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

### **We have the following options for care:**

Our preschool program is a 12-month program of full-time care.

We offer a 12-month program for Kindergarten and School Age families. This includes before and after school care and full days of care on non-school days (PA days, March Break and Summer Break).

Please see the enclosed fee schedule in the parent information package.

Please note: The Centre may close at other times when OCDSB custodial staff are not available.

### **STORM DAYS**

Occasionally, during our hours of operation, a storm arises making travelling conditions slow and possibly dangerous. In an effort to enable our employees to leave their workplace and travel home at their usual time we may call parents to request that they depart earlier than routine to ensure timely/early pickup of their child(ren).

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

### **EMERGENCY CLOSURES**

Due to unforeseen circumstances (fire, flood, loss of electricity, and/or property damage) the Centre may be deemed unsafe.

In this event, the OCDSB may close *Carleton Heights Public School*, or the Board of Directors of AFCS may close *Carleton Heights Child Care Centre*. Parents will be notified of the closure and required to make alternative arrangements until official notice is given of the Centre/School 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.

### **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. 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. There is no fee for using the City of Ottawa Child Care and Registry Wait List tool and we do not charge a registration fee to place any child in our program. To ensure we are providing you and your child with the best early learning and care experience as possible, a conversation will occur to ensure we can meet your child’s needs and your expectations before a space is confirmed.

The City of Ottawa Child Care Registry and Wait List tool automatically updates when your child is eligible for the next age group, it is important to keep your information as up to date as possible, (which you can do by clicking into the link above) including the date when you require care or if you are no longer interested in care at a specific location. If you are interested in knowing the status of where your child is on the waiting list, please feel free to contact us and we will tell you as accurately as we can, where your child is on the waiting list, but please know that often the list is not reflective of the actual number of children waiting for care at one of our locations. It is not unusual for us to contact 20+ families regarding a vacancy before filling the space.

In addition, available vacancies are posted on our website within the section for each location and we strive to keep this as up to date as possible.

### **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 <http://www.ottawa.ca/daycare>

Should the family be requiring 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 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 enrolment papers with the Program Coordinator. 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 enrolment papers 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 12<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. The following are the exceptions to the above policy for **Kindergarten and School age children**
  - Filling spaces mid-year is difficult and not always an option based on space requirements for the next school year. Therefore, **after January 1<sup>st</sup> of each calendar year we require 3 months' notice for withdrawal** from the program. If the required notice is not given, fees will be charged in lieu of the notice period.
  - We must be informed by August 1st of the upcoming school year if you no longer require care in September. If you withdraw after August 1<sup>st</sup> and we are not able to fill the space by the start of the school year, you will be charged a notice period of 2 weeks of fees
4. 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.
5. 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.
6. The program also reserves the right to give notice of withdrawal of service if the parent does not abide by all policies and procedures.

7. If the centre's programs are not meeting the needs of your child or family, we will discuss possible solutions and provide assistance in finding alternatives.

## ARRIVAL AND DEPARTURE PROCEDURE

**Families are requested to inform the centre/their provider when their child will be absent from the program by 10 am at the latest.**

### Procedures for Safe Arrival actions

When a family has not confirmed a child's absence, an educator/provider will, at their first opportunity, communicate via email, text, phone call or other means, with a family to confirm the absence. This communication will be the one and only notification that the centre/provider will send, regardless of whether a family responds.

For centre-based Kinder and School-age children:

- a. If a child doesn't arrive before the school bell rings, the educators will notify school personnel that the child did not arrive at childcare. No additional steps will be taken since the school will follow their own protocol regarding safe arrival.
- b. Should a child be absent from the after-school program, Educators will reach out to school personnel to determine if the child was present at school earlier in the day. Should the child have attended school and not attend the after-school program, the staff will try to reach out to the parent or guardian via phone, email or message to notify them of the child's absence. This will be documented in the daily written record.

**Responsibility of parent(s):** When a parent/guardian arrives to drop off a child in the morning, they are expected to connect with an educator/provider and communicate any pertinent information such as: their arrival, the well-being of the child/health concerns, new medication, any changes in pick up times or new person picking up or any other pertinent details that the educator/provider should be aware of.

**Responsibility of educators/providers:** The educators/providers will do a brief visual health check and also communicate any pertinent information to the parent (e.g. schedule changes). They will note any pertinent information shared by the parent in the daily log book and sign the child in the attendance record tracking form.

### SAFE DISMISSAL

**Families are responsible for informing the centre/provider every time their child will be picked from the program by someone other than the parents or authorized adults.**

1. Children will not be released to anyone who is not on the authorized person's list to pick up. When a new person is added to the list, they will need to provide photo identification to confirm their identity.
2. Children will not be released without supervision unless a release form has been signed and mutually agreed upon by the parent(s) and the program coordinator/supervisor/HCC consultant.
3. Should a child not be picked up by an authorized person by closing time, the educator team/provider will communicate by phone with the parents to notify them. Should they not be able to reach the parent(s)/guardian(s) within 15 minutes, then the emergency contacts would be notified and asked to pick up the child.

4. If they still have not been able to connect with either the parents/guardians or the emergency contacts within 30 minutes, they will contact their immediate supervisor/designate (HCC providers would contact their Consultant during office hours and the emergency line for anything after hours) to determine the next steps which could include calling Children's Aid Services or the Police.
5. Policies regarding late pick-ups still apply.

From September to June all Kindergarten and School Age children who are dropped off at the program before school starts are then accompanied to the school playground by our staff where a teacher is in attendance (or remain at the Centre in adverse weather conditions) until school commences. The School-Age children return independently, after school, to the classroom room where the staff are waiting to greet them. After school our staff will pick up the Kindergarten children at their classroom or from their school teachers if they are outdoors during this time.

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:

- Observe the drop off area and one-way signs at the front of the school;
- Ensure you and your children's wet/dirty footwear are removed before entering the room
- 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 Program Coordinator. 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 obliged 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.

### **LATE PICK UP POLICY**

We encourage you to arrive by 5:30 pm to pick up your child; this ensures you have an opportunity to connect with your child's educator and 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 5:45 pm, based upon the clock located in the School Age Room, will sign the late fee book.

The programs end at 5:45 pm. 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 bi-monthly 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

<b><u>Rates Table</u></b>		
<b>Program</b>	<b>Base fee Pre-CWELCC Reduction</b>	<b>Base fee with CWELCC Reduction</b>
Preschool	\$50.79	\$24.00
<b>Kindergarten (under 5 years old)</b>		
AM and PM care, including summer and holidays	\$31.85	\$15.05
AM and PM care, NOT including summer and holidays	\$29.43	\$13.90
AM only, not including school holidays or summer	\$13.67	\$12.00
PM only, not including school holidays or summer	\$22.10	\$12.00
<b>Kindergarten (over 6 years old)</b>		
AM and PM care, including summer and holidays	\$31.85	N/A
AM and PM care, NOT including summer and holidays	\$29.43	N/A
AM only, not including school holidays or summer	\$13.67	N/A
PM only, not including school holidays or summer	\$22.10	N/A
<b>School Age</b>		
AM and PM care, including summer and holidays	\$24.69	N/A
AM and PM care, NOT including summer and holidays	\$22.84	N/A



AM only, not including school holidays or summer	\$9.88	N/A
PM only, not including school holidays or summer	\$16.13	N/A

*Please note that there is a 2.2% + 30 cents charge on all CAD transactions made with a Canadian Visa and MasterCard credit cards and a 2.4% + 30 cents charge on all CAD transactions made with a Canadian AMEX credit cards and International credit cards.*

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.

We have been approved for the Canada-Wide Early Learning and Child Care program CWELCC and will be following all guidelines in regards to fee reductions. Our BASE FEES are indicated above. Our non-base fees, if applicable, include late fees, a transaction fee on all credit card payments, and a \$10.00 fee for each returned payment from the bank.

Parents 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 see the Manager to discuss special circumstances.

Any monthly fee, as assessed by the subsidy office, will fall into the fee expectation section. 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, August Civic Holiday, Canada Day, 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, including the days we are closed due to school holidays. If we were to not charge families for 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.

\*\*Please note the Centre is closed between Christmas and New Year’s Day.

We will provide a minimum of one month of notice regarding any fee increases. Please see the attached fee schedule and financial policies below.

**POLICY FOR PAYMENT OF ACCOUNTS**

- A. All parent fees are payable on a bi-monthly 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.

Andrew Fleck Children's Services 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 Accounting 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 can be traditional for children to give their Educators gifts at Christmas, end of the year etc., 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/guardians from any expectation of undue influence. 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.

### NUTRITION

Our Weekly menus for the current and following week are posted in each cooking and serving area of the program, along with any dietary restrictions, allergies and or anaphylaxis. Any substitutions are noted on the posted menus. All programs will keep 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 – First Nations, 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.

Our Preschool children will be provided with lunch daily which is prepared by our cook on site. The menu is posted on the parent information board as well as on the kitchen wall.

## Kindergarten and School Age Lunches

Bag lunches from home should include a variety of foods from this schedule. Children's lunches must be in containers labeled with their names and an ice pack must be included in bag lunches. The program provides drinks, as well as a light, nutritious snack am and pm daily. The snack menus are posted on the parent information board for all parents to see. Snacks follow the Canada Food Guide.

<b>Food Group</b>	<b>Amount Offered (attendance 6 hrs)</b>
<b>Milk and Milk products</b>	250-375 mL
<b>Meat and Alternatives</b>	60-90 g
<b>Bread and Cereal</b>	2 ½ slices or 450 mL
<b>Fruits and Vegetables</b>	2 ½ whole fruits or 300 mL

Staff are expected to be vigilant regarding the content of bag lunches. Children will be limited to one "treat" choice from their bag lunch per sitting.

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.

Providing a calm eating area with low lighting, background nature music, 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.

### SAFE SLEEP

Each family is being advised of the program Sleep Safe Policy and at time of enrolment. Staff will be consulting with parents with respect to a child's sleeping arrangements and a process for advising staff members on each child's sleep preferences. Staff will be communicating to parents any significant changes in a child's sleeping patterns or behaviours.

### HEALTH

We are committed to the health and well-being of the children and employees at all our centres. Therefore, our health policies have been developed based on the guidelines from Ottawa Public Health (OPH) Department and the Child Care and Early Years Act. We strictly adhere to these policies and guidelines to ensure a safe and healthy environment for all.

Educators perform a daily well-being visual check to ensure children are well enough to participate in the program. If signs of illness are observed at drop off time, your child will not be able to attend the centre that day. Should your child become ill during the day, you will be notified to come and pick up your child as soon as possible.

Should your child show signs of an unknown rash, eye infection or other communicable diseases while present at the centre, we may ask you to consult with a health practitioner to prevent the transmission of communicable diseases to others.

To prevent outbreaks, the City of Ottawa Health Department requests that children with certain communicable diseases be excluded until specific criteria are met.

Therefore, your child may not attend the program if they exhibit the following symptoms:

1. A fever of 38 degrees Celsius or higher (100.3 Fahrenheit)
2. Deep, persistent cough or pain
3. Any unexplained rash or skin irritation
4. Headache or sore throat
5. Eyes/ears that are oozing any form of discharge (may require the child to be on antibiotics for 24 hours prior to readmission if a bacterial infection)
6. Strep Throat (must be on antibiotics for 24 hours prior to readmission)
7. Vomiting
8. Watery Diarrhea (at least 2 episodes)

#### Exclusion and Re-Entry

If your child develops any of the general symptoms listed above (items 1-6), we ask that you keep your child at home until they are **fever-free and symptom improving for 24 hours without any fever reducing medication.**

If your child develops any of the gastrointestinal symptoms listed above (items 7-8), we ask that you keep your child at home until they **have gone a full 48 hours symptom free after the last occurrence.**

On occasion the centre may be in an Outbreak; this is when more than 15% of children and/or employees are ill with the same symptoms. When this happens, we consult Ottawa Public Health for guidance, including for exclusion and re-entry in the program.

The program must be notified immediately if your child is hospitalized for more than 24 hours at any time.

#### 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 exemptions 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

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 includes 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 autoinjector 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 food into the centre that may contain nuts or nuts products**. 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:

Child's name / Name of drug/medication / Dosage of the medication / Date of purchase / Expiration date / Instructions for storage and administration / Possible side effects

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 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.

### **BEHAVIOUR GUIDANCE**

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

### **Prohibited Practices as defined by the Child Care and Early Years Act:**

- (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.
- (g) Use of food as a means to control and/or reward behaviour.
- (h) Use of 'Time Outs' as a means to control behaviour.

### **ACCIDENT / INCIDENT REPORTS**

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 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 OCCURRENCE'S**

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, has been 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 life-threatening injury or communicable disease, 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 Andrew Fleck Children's Services 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.

### **COMPLAINT RESOLUTION**

All issues and concerns brought forward are taken seriously by AFCS 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 (e.g., 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

<b>Nature of Issue or Concern</b>	<b>Steps for Parent /Guardian Clients and Stakeholders to Report Issue/Concern:</b>	<b>Steps for employee and/or manager/designate in responding to issue/concern:</b>
<b>Program Related</b> E.g.: General Program Delivery,	Raise the issue or concern to - the employee directly or - the manager or designate.	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.
<b>Agency Related</b> E.g.: General AFCS <b>Operations Related</b>	Raise the issue or concern to - the Manager or Designate.	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.
<b>Employees, students or volunteers</b>	Raise the issue or concern to - the individual directly  or - the manager or designate.	Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.  Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the collection of information of the issue/concern is initiated by the appropriate party When appropriate, it is the responsibility of the manager to inform the Executive Director.

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 on-going 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 Andrew Fleck Children's Services 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. Shoes must be worn in the program at all times. Proper foot wear is required i.e., running shoes, no slippers/flip flop or croc sandals.

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.**

### **TRANSPORTATION FOR OUT OF SCHOOL CHILDREN**

For children attending school outside of Carleton Heights School, bus transportation to and from the Centre will be discussed on an individual basis. The Centre will attempt to accommodate a child's pick-up and/or drop-off needs, but it is not bound to do so. In such cases, where it is not possible for the Centre staff to accommodate these needs, responsibility rests with the parents to ensure pick up/drop-off between the bus and the Centre. Parents are also responsible for informing the transportation company that our designated spot for drop-off and pick-up of bussed children is the main entrance of the school.

### **EMERGENCY MANAGEMENT**

To protect the health and safety of children and employees, Andrew Fleck Children's Services has an emergency management policy and procedures that sets out the roles and responsibility of all employees. All programs conduct monthly fire drills. 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 Carleton Heights Community Centre at 1665 Apledoorn Avenue.

As indicated in the AFCS Emergency Management policy, the Director of the program or

designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. Where possible, the executive director will update the agency's website and the Director 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.

### **CRIMINAL REFERENCE CHECK – VULNERABLE SECTOR CHECKS**

All of our Early Childhood Educators (ECE) are registered with the College of ECE and our ECE Assistants support the Early Childhood Educators (ECE) 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 Andrew Fleck Children's Services 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. During the year we may also have consultants on site, from various community agencies, supporting children with identified special needs. The consultants are expected to provide either a signed offence declaration form or a letter from their employer stating that they have reviewed their vulnerable sector check and it meets Licensing Regulations.

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.

Students and Volunteers play an important role in supporting staff in the daily operation of children's programs at AFCS. All students and volunteers will abide by AFCS 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