



# Andrew Fleck Children's Services Riverview Parent Handbook

260 Knox Crescent Ottawa, Ontario K1G 0K8

Phone: (613) 799-4275

E-mail: [riverview@afchildrensservices.ca](mailto:riverview@afchildrensservices.ca)

Website: [www.afchildrensservices.ca/riverview](http://www.afchildrensservices.ca/riverview)

## PARENT INFORMATION HANDBOOK

Welcome to Andrew Fleck Children's Services, Riverview Program. We are located in Riverview Alternative Public School, at 260 Knox Crescent, and are licensed for 26 Kindergarten (3.8 -5.7 years) and 45 School Age children (5.8 – 12 years of age). Our School Age and Kindergarten Extended Day Program (EDP) is offered in the morning only in classroom #1. Care for non-school days (PD Days, School Holidays, Summer Break) is offered at our Alta Vista Kindergarten and School Age Program, located at 1349 Randall Ave. Care for these days is limited and subject to availability.

Andrew Fleck is a non-profit, multi-service organization established in 1911 to serve children and families in the Ottawa area. 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 directed 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 please feel free to connect with Tammy Linder our Program Coordinator at any time; she can be reached at 613-799-4275 or at [tlinder@afchildrensservices.ca](mailto:tlinder@afchildrensservices.ca) you may also call Lisa Belton our Program Director at 613-736-1913 ext.298 or email [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 undergoes 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 as 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, employee 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 on school days Monday to Friday; from 7:30 – 9:00 AM. We do request that you please call us if your child is going to be absent.

### EMERGENCY CLOSURES

Due to unforeseen circumstances (fire, flood, loss of electricity, and/or property damage) the Centre may be deemed unsafe. The AFCS Board of Directors may close the programs. Parents will be notified of the closure and 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.

### 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 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 at our location.

There is no fee for using the City of Ottawa Child Care and Registry Wait List tool and we do 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. 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 of 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 4 to 12 years of age as of December 31<sup>st</sup>
2. All children must be completely toilet trained
3. Up to date children's records of immunization must be provided prior to admission for all Junior Kindergarten children.
4. All enrolment documents must be completed at least 1 week prior to the child starting in the program.

### **WITHDRAWAL / DISCHARGE POLICY**

Should spaces not be available in the school age program, senior Kindergarten children will be discharged at the end of the school year. Any child discharged for this reason will be given first priority on the waiting list and will be given priority and assigned spaces based upon the criteria set out in the waiting list policy.

- Children may stay in the program until the end of the school year when they have turned 12 years old.
- 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 given fees will be charged in lieu of the notice period.

The following are the exceptions to the above policy for our **Kindergarten and Schoolage children**:

- a) Filling spaces mid-year is difficult and not always an option based on space requirements for the next school year. Therefore, after January 1st 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.
- b) We must be informed before August 1<sup>st</sup> 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.

It is our intention to make every reasonable effort to ensure that all children enrolled in our licensed programs are able to successfully remain in care.

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

**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 Centre before school starts, are then accompanied to the school playground by our staff where a teacher is in attendance (or to their classroom in adverse weather conditions) until school commences.

When dropping off your children, please:

- Observe the drop off area and one-way signs at the front of the school; observe the signage in the parking lot, and please ensure that you have parked in an appropriate spot. Vehicles parked in the handicap zone without a permit may be ticketed. The Program is not responsible should parents receive a ticket.
- Ensure you and your children's wet/dirty footwear are removed before entering the room. The staff will sign your children in and out every day, indicating the time and their initials. Children must be accompanied by an adult when arriving to the program and are not permitted to arrive to the program independently. 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 photo 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.

## Daily FEES FOR BASE SERVICES

Program	Base Fee Pre-CWELCC Reduction	Base Fee with CWELCC Reduction
Kindergarten (CWELCC – Under 6 years)	\$13.40	\$12.00
Kindergarten (6 and over)	\$13.40	N/A
School Age	\$9.88	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 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 a transaction fee on all credit card payments and a \$10.00 fee for each returned payment from the bank.

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 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.

Families using a full childcare subsidy are usually 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 Program Coordinator to discuss special circumstances.

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.

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

**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 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.

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-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.
- E. Parents are asked to confirm requests for care on PD days prior to the billing date for the two-week period in which the PD day falls.

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

We provide 1 nutritious and varied snack daily. Our snack menus for the current and following week are posted in each serving area of each program room, along with any dietary restrictions, allergies and / or anaphylaxis. 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 menu changes form.

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. The program provides water and milk at the morning snack; we do not serve juice or other food items that contain high sugar and sodium levels.

Providing a calm eating area with low lighting, background 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.

**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. We are a nut safe zone and request that food with any traces of nuts not be brought into the Centre.**

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

## **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 viral 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/guardians 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 allergy, there is a detailed Ministry Policy which must be adhered to and parents/guardians must fill out all appropriate papers. If your child requires an Epinephrine auto injector (EpiPen), the staff must be made aware of this and the child must have their 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 **the lunch you provide for your child is NUT FREE.** 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, 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.

If your child will start a new medication or will experience a change in dosage/schedule of an ongoing medication, that you feel may result in changes to their behaviour/energy or appetite, please let us know, so that these aren't misinterpreted as symptoms of illness. Of course, any changes in dosage or schedule of a medication that your child receives while in our program, must be documented in writing on a new Medication Authorization Form.

### **SELF-ADMINISTRATION**

Should parents/guardians 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 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.

### **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 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, 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 illness, or any time there is a disruption of service for example; a power outage which means the program is closed.

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/guardians 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 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 Operations Related	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 comfortable clothing, 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, or sandals with heel straps. No slippers/flip flops/high heels. (Croc sandals are only permitted if worn securely with heel strap.)

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.

**Please label all your child's belongings including clothing. We cannot be held responsible for lost or missing items**

### EMERGENCY MANAGEMENT POLICY

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. Programs also 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 OMS Montessori 335 Lindsay Street Ottawa, ON K1G 0L6**

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.

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 Vulnerable Sector 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 and all policies and procedures.

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.

