

Andrew Fleck Children's Services Intergenerational Early Learning Centre at Perley Health Family Handbook

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Welcome to Andrew Fleck Children's Services Intergenerational Early Learning Centre at Perley Health.
Our program is located at 1750 Russel Road, co-located in the Perley Health Campus. We are licensed to provide an early learning program and care for 10 Infants (6 weeks to 18 months), 15 Toddlers (18 months – 2.5 years), and 24 Preschoolers (2.5 to 5 years). We are a not-for-profit, multi-service/multi-site organization established in 1911 to serve children and families in the Ottawa area. We are committed to building a future where all children thrive. We recognize and respect each child's unique skills and attributes. These qualities are fostered and nurtured by encouraging active participation in their own learning.

This handbook is designed to assist you, the parent/guardian, in understanding the procedures, policies, and regulations involved with the operation of our Program.

Our Program Coordinator is Tina McLean, RECE. If you have any questions or concerns, please feel free to speak with an educator or with Tina at any time; she can be reached at 613-520-9393 or by email at tmclean@afchildrensservices.ca. Alternatively, you can also connect with the Program Director, Kathy Knight-Robinson at 613 737-6369 ext.710 or kkrobinson@afchildrensservices.ca.

LICENSING/REGULATIONS

Our childcare 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 comply with all regulations of the Child Care and Early Years Act, as well as Health, Safety, and Fire regulations issued by the Department of Public Health, the City of Ottawa, the Ontario Fire Marshal, and the Ottawa Fire Services. The Ministry of Education monitors standards for safety, staff and employee qualification, program quality and compliance with the *Child Care and Early Years Act*. The License and Summary of License are posted at the entrance of the centre.

INTERGENERATIONAL PROGRAM

Meaningful relationships between older adults and young children enrich the well-being of both groups and contribute to a stronger community overall. This new partnership is intended to be a collaborative intergenerational program that supports both children and older adults through meaningful opportunities for engagement, connection, and shared experiences. We have thoughtfully considered practices and the design of an environment grounded in mutual respect and strong relationships between children, older adults, and educators.
We envision opportunities in which children and older adults are fully engaged in daily activities on the Perley Health Campus, both indoors and outdoors. By bringing generations together, the program aims to foster relationships, enhance well-being, and create a sense of belonging and community for all participants.

COMMUNICATION

Strong communication between educators and parents/guardians is essential to supporting each child's well-being, learning, and overall success throughout the day. AFCS shares information with families in person, through email communications and program highlights using the Storypark app. We value open communication and welcome conversations with families by phone or in person whenever questions or discussions arise.
At AFCS, we use Storypark as our primary online communication tool to support parent engagement and to document and celebrate children's learning and development. A Storypark invitation will be sent to your email prior to your child's first day.

Through Storypark, educators share learning observations, photos, videos, and written updates that positively describe your child's experiences in the program. Families are encouraged to view posts, respond, comment, and share their own photos or updates, allowing for meaningful collaboration between home and the centre. Storypark also includes a Routines section, which allows educators to share daily information related to your child's eating, toileting/diapering, and sleeping. This feature is used most frequently in our infant and toddler programs and may be used less consistently in preschool programs.

We also use a platform called Digibot to manage children's enrollment, attendance and payment information.

HOURS OF OPERATION

The childcare centre is open **Monday to Friday from 6:30 a.m. to 4:30 p.m**. To support children's learning and engagement, we encourage children arrive by 9:30 a.m. so they can actively participate in the many morning program activities offered prior to lunch and rest time. Our days are active for little ones who expend an amazing amount of physical and emotional energy while they are with us.
If your child is absent due to illness or vacation, please record the absence using the Digibot App or call us directly to inform us. An invitation link to access the app will be sent to your email prior to your child's first day.

Our program embraces an Open-Door philosophy, welcoming parents and guardians to visit at various times throughout the day. This approach promotes openness and strong relationships, giving families the opportunity to observe their child's experiences, communicate with educators and the program coordinator, and feel connected to the environment where their child learns and grows.

ARRIVAL AND DEPARTURE PROCEDURES

Moving between home and childcare can shape how your child feels throughout the day or evening, and their reactions may change from one day to the next. Some children do best with a quick good-bye, while others need a little more time. You and the educators will work together to create a transition routine that fits your child's needs.

When dropping off your child in the morning, please:

- ✓ Accompany your child to where their group is (whether inside or outside). If inside, please assist your child with undressing. Please make sure that you greet the educators so that they are aware that your child has arrived and can sign them in. This is also the time to communicate any pertinent information, such as the well-being of the child/health concerns, new medication, etc.
- ✓ The educator will do a brief health check and log your child's arrival in our database, indicating the time and who has dropped off/picked up.

When picking up your child at the end of the day, please:

- ✓ Please let the educators know you have arrived so that they can log their departure for the day and share information about your child's day with you.

SAFE ARRIVAL AND DISMISSAL PROCESS

SAFE ARRIVAL: Families are required to inform the centre 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 will, at their first opportunity, communicate via email, phone call or other means, with a family to confirm the absence. This communication will be the one and only notification that the centre will send, regardless of whether a family responds.

Responsibility of parents/guardians When a parent/guardian arrives to drop off a child in the morning, they are expected to connect with an educator 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 should be aware of.

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

Safe Dismissal

SAFE DISMISSAL: Families are responsible for informing the centre 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 supervisor or assistant program coordinator.
3. If an educator suspects that the individual picking up the child(ren) is visibly unfit to drive, and/or that the child may be in danger, that employee is obliged to report their concern to the authorities (Police/CAS) immediately and alternate travel arrangements will be offered to the parent if necessary.
4. By law, we cannot withhold a child from their legal guardian unless a court order is on file.
3. Should a child not be picked up by an authorized person by closing time, the educator team will communicate by phone with the parents/guardians to notify them. Should they not be able to reach them 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 to determine the next steps which could include calling Children's Aid Services or the Police.
5. Policies regarding late pick-ups still apply.

LATE PICK-UP POLICIES AND PROCEDURES

We encourage you to **arrive by 4:15 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. We understand that exceptional circumstances may occasionally result in a parent/guardian arriving late for child pick-up. When this occurs, parents/guardians must notify the Centre at the earliest opportunity. Notification should be made through the **StoryPark App** or by calling the centre directly.

If a parent/guardian arrives after 4:30pm, a late pick-up fee will be applied as follows:

- $2.00 for the first 5 minutes
- $1.00 for each additional consecutive minute thereafter

Pick-up times will be recorded based on the centre's clocks. Parents/guardians will be required to sign the late fee log at the time of pick-up. If a family incurs more than three late pick-ups, the late fee will double. Recurring instances of late pick-up may result in discharge from the program. Late pick-up occurrences are tracked per family, regardless of the number of children enrolled.

INCLEMENT WEATHER

Many factors are taken into consideration including the age of the children, availability of protection from the elements: *is there shade, does the building provide wind shelter so it is not as cold as in other areas, how long will we stay outside? Can we access shelter quickly if the weather changes?* We monitor the weather, temperature, and air quality index.

While temperature and weather elements can often be managed by layers of clothing when it is wet or cold or by adding sun shirts and water play when it is hot, along with a shortened amount of time outside, air quality cannot be mitigated.

We refer to the Current Air Quality Health Index, part of the Weather Network, for guidance when planning for our time outside.

The descriptions of the Air Quality Index and additional information can also be found here: https://www.canada.ca/en/environment-climate-change/services/air-quality-health-index/understanding-messages.html

- Low Risk (Air Quality Index of 1-3): *This is the ideal air quality for outdoor and physical activities. All outdoor programs will take place as usual.*
- Moderate Risk (Air Quality Index of 4-6): *We will shorten our typical amount of time outside by at least 50% and encourage activities that do not promote running, high energy movements. Infant programs will not be outside at all.*
- High Risk or Very High Risk (Air Quality of 7+): *Indoor programming only.*

Occasionally, when ***extreme*** weather conditions create dangerous traveling conditions, we ***may*** contact parents/guardians to request that they depart earlier than routine to ensure a 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 CLOSURES

Due to unforeseen circumstances (fire, flood, loss of electricity, and/or property damage); The AFCS Board of Directors may close the programs if the centre is deemed unsafe. Families will be notified of the closure via the Story Park APP as well as by email. Families will be required to make alternative arrangements until official notice is given that is deemed safe to reopen the childcare centre. 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, Andrew Fleck Children's Services has established an Emergency Management Policy and Procedures that outlines the roles and responsibilities of all employees. All programs conduct monthly fire drills and follow established evacuation procedures to ensure children become familiar with emergency practices.

In the event of an actual emergency in which it is not safe to remain at or return to the centre, children will be relocated to the designated emergency shelter. Families will be contacted immediately and asked to pick up their child as soon as possible. Our designated Emergency Shelter is located at:

First location: Lupton Hall- 1750 Russell Road (Nearby Entrance # 2)
Second location: AFCS Head Office- 700 Industrial Avenue, Suite 600

As outlined in the AFCS Emergency Management Policy, the Program Coordinator or designate will notify parents/guardians of the emergency, evacuation status, and the location for child pick-up. Notifications will be provided by phone or email, depending on the nature of the situation. Where possible, the Chief Executive Officer or designate will update the agency's website, and the Program Coordinator or designate will update the program or childcare voicemail and create a Storypark post to inform families that an evacuation has occurred. Details regarding the emergency shelter site, location, and contact information will be included in these messages.

WAITING LIST POLICY

This centre has a contractual agreement to prioritize spaces for employees of Perley Health. All families seeking childcare must register with the centralized City of Ottawa Child Care Registry and Wait List tool (CCRAW). https://onehsn.com/Ottawa

There is no fee for using the Child Care Registry and Wait List tool and we do not collect a fee or a deposit from the registry for placing a child on a waiting list.

If interested, families can contact our Parent Navigator – PN@afchildrensservices.ca to obtain an estimate of when a space may become available. Your application date, child's birthdate, date care is needed, fee subsidy priority* (if applicable) as well as employer or sibling priority** (if applicable) are all factors that influence when a start-date and space may be available.

**Priority of fee subsidy is determined by the City of Ottawa Children's Services: these are based on vulnerability factors such as needs of children, income, families in schools/work programs etc.*
***Some of our sites have a contractual agreement to prioritize spaces for employees of that workplace. We also prioritize siblings of children currently attending, transfers between AFCS sites and AFCS employees when there are vacant spaces.*

If any of these apply to you, please communicate with our parent navigator at pn@afchildrensservices.ca

ENROLLMENT AND ADMISSION POLICY

To fill available spaces, we contact families whose child is age-eligible for the space available, based on their registration application date and if we can successfully support the child's needs. The dynamics of the group and expected availability to move to the next age group are also considered.

To ensure we provide you and your child with the best possible early learning and care experience, you will be invited for a tour and discussion about your child's needs, before the space is offered and before a parent is expected to accept it. This is to ensure we can meet the needs of the child and expectations of the family.

Spaces are offered based on the date of application on the waitlist and are subject to the following criteria:

- ✓ Children must meet the age requirements for the program
- ✓ Up-to-date immunization records must be provided *prior* to admission
- ✓ All required documentation must be fully completed at least one week before the child's start date

FEES FOR SERVICES

Program	Base fee Pre-CWELCC	Base fee with CWELCC Reduction
Infant	$88.44	$22.00
Toddler	$81.29	$22.00
Preschool	$54.94	$22.00

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 subsidy as well as full fee families.

We have been approved for the **Canada-Wide Early Learning and Child Care program** (CWELCC) and follow all guidelines regarding fee reductions.

Our BASE FEES are indicated above. The annual cost to deliver the program is calculated over the number of billable days in a year. Please be advised that there are no refunds for sick days, holidays or closed days. All statutory holidays are invoiced at the daily rate.

NON-CHILDCARE FEES

Our non-childcare fees, if applicable, include late pick-up fees, transaction fees on all payments made by credit cards, and $15.00 for each returned check from the bank and are processed through your *Non-Child Care Fee* Account. These fees are ***separate*** from regular childcare fees or subsidized fees paid by the City of Ottawa.

SUBSIDIZED SPACE

Subsidized spaces are available in licensed 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. 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. If your family will be receiving a subsidy for the childcare space, a written confirmation from the City of Ottawa Subsidy Office must be received by the program at least 48 hours prior to your child's enrollment.

Families using a childcare subsidy are entitled to 52 absent days per calendar year; any extra absent days will be billed to the family at the full fee rate.

POLICY FOR PAYMENT OF ACCOUNTS

All parent fees are payable on a bi-weekly basis. 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/guardians can receive a notice of termination, and the account will be forwarded to a collection agency. There is a $10.00 charge for all returned cheques. 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. You may choose one of the following:

1) Direct Debit Payment: submit the following to our office:
   a signed *DIRECT DEBIT AUTHORIZATION FORM*
   a **VOID CHEQUE** to provide bank account information
2) Post-Dated Cheques – submit a series of cheques dated for the first day of each month. Cheques should be made payable to **Andrew Fleck Children's Services**
3) Credit Card **–** sign a **PRE-AUTHORIZED CREDIT CARD (PACC) AGREEMENT FORM**

Full-fee families: *Non-Child Care Fees* will be added to the next regular bi-weekly payment after the month the fee was charged. Subsidized families: *Non-Child Care Fees* will be charged according to the *Non-Child Care Fee* payment schedule after the month the fee was charged. Unpaid late fees may result in discharge from the program.

Please contact AFCS's Accounting at 613-736-1913 ext. 225 for questions or information concerning your account.

CANCELLATION OF REGISTRATION

Families are required to make a payment equal to 10 full days of care immediately upon accepting a registration offer, which will be applied to the first payment under our regular bi-monthly payment schedule. Refunds of registration payments will only be issued if we receive cancellation of your registration 30 days prior to the beginning of care, including returning after breaks in care (ie. Opting out of care for the summer, extended vacation, etc.)

PROLONGED TIME AWAY FOR CWELCC FUNDED SPACES

While we respect that time away with family is something to treasure, knowing that other families and waiting for spaces, it would not be appropriate for us to leave spaces vacant, even though they are being paid for. Children may be absent from the program up to 52 days per year, but not more than 4 consecutive weeks. Absences greater than the above may result in a child's space being terminated so we can offer care to someone on our waiting list. Please note that this is based on CWELCC Provincial policy and mirrors the eligible paid days away for families in receipt of fee subsidy.

There may be exceptions to this depending on unique circumstances; these are to be brought to the Program Coordinator/Program Director for consultation. For example, if a child has surgery pending or health and safety issues. Currently, this policy does not apply to school-age children over the age of 6 since they are not funded through the Child Care and Early Learning Child Care Plan (CWELCC). Nor does it apply to families in our licensed childcare shelter programs.

STATUTORY HOLIDAY CLOSURE DATES

The centre is **closed** on the following days:

New Year's Day	Jan. 1 or following business day
Family Day	Third Monday in February
Good Friday	Variable date between March 20 and April 23.
Easter Monday	Variable date between March 23 and April 26.
Victoria Day	Third Monday in May
Canada Day	July 1st or following Monday
August Civic Holiday	First Monday in August
Labour Day	First Monday in September
Truth and Reconciliation Day	September 30 or Monday following
Thanksgiving	Second Monday in October
Remembrance Day (for professional learning – employees are working)	November 11th or following Monday
Christmas Day	December 25 or following workday
Boxing Day	December 26 or following workday
in lieu our agency-wide professional learning day on November 11th	One day between Christmas and New Years
Two days between Christmas and New Year	In addition to the stats, we are also closed for 2 days – these dates fluctuate each year and are communicated in September.

SAFETY AND SECURITY

Families will need to purchase a security fob to access the centre. This is to ensure the safety of all children. Fobs can be purchased for $15 through Perley Health Support Services office located on the second floor.

WITHDRAWAL/DISCHARGE POLICY

Children may remain enrolled in the program at the Centre until August 31 of the year in which they turn four years of age.

Families are respectfully requested to provide one month of written notice when withdrawing a child from the program, with a minimum requirement of two weeks' notice. If the required notice period is not provided, fees will be charged in lieu of notice. Parents who wish to temporarily withdraw their child from the program (for example, due to an extended holiday) may request that their child's name be placed on the waiting list for readmission. Please note that placement on the waiting list does not guarantee that a space will be available when care is required. The notice requirements outlined above continue to apply in all cases.

It is our intent to make every reasonable effort to support each child's successful participation in our licensed programs. In collaboration with families, we access additional resources and supportive resources whenever available and appropriate. If a child demonstrates developmental and/or behavioural challenges, the program will work to seek timely supportive resources.

However, if it is determined that the program is no longer able to meet a child's needs, or if there is a concern for the safety of the child, other children, or staff, a decision to discharge may be necessary. The program also reserves the right to provide notice of withdrawal of service if a parent or guardian does not comply with all program policies and procedures.

Our contractual agreement with Perley Health requires that families who attend have at least one parent/guardian employed by Perley Health or AFCS. Should a parent/guardian no longer be an employee of either organization, we may provide you with a notice of termination after 60 days from the last day of employment if there are other Perley Health or AFCS families on the waitlist.

MOVING TO KINDERGARTEN

We plan overall site enrollment for each age group with the expectation that all children who are eligible for Junior Kindergarten will withdraw from the program by September. We recommend that families plan holidays so their child can say goodbye to the program before beginning school, allowing for a smooth and positive transition. Families will be asked to confirm their child's final day of attendance as soon as possible. This helps us plan transitions to the next age group and welcome new children from our extensive wait list.

Kindergarten registration typically occurs in January or February, and a reminder email will be sent to families at that time. Families are also encouraged to plan for before- and after-school care and to place their child on the waiting list for eligible school-based programs as early as possible. This centre does not provide before and after-school care.

If your child is receiving support from *Children's Inclusion Support Services* (CISS), a transition-to-school plan will be discussed with you as part of the planning process.

MOVEMENT WITHIN THE CENTRE

When a space becomes vacant in an older age group, a conversation between the families, Program Coordinator and Educator's team determines if a child currently attending a younger age group is chronologically and developmentally ready to move.

An orientation to the new group is planned over a period of a week or more, starting with short visits that increase based on the child's comfort. This transition to the new program room is supported by the Educators, who will communicate consistently with the family and share updates.

NUTRITION

This program provides a menu that meets the recommendations of Canada's food guide. A balanced mid-day lunch plus morning and afternoon snacks are provided. Natural wholesome foods are served. Our food is prepared by a Perley Health Chef who is Food Handler's Course Certified and well-versed in Canada's Food Guide and nutritional recommendations for children. Our weekly menus for the current and following week are posted in each serving area of the Centre along with all 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 posted menus.

All menu planning follows the recommendations set out in Health Canada documents "Eating Well with Canada's Food Guide", and "Nutrition for Healthy Term Infants". Special dietary and feeding arrangements are to be carried out in accordance with the written instructions provided by the parents/guardians of the child. Careful menu planning is essential to meet children's nutritional needs and to expose them to a wide variety of foods.

We offer water and milk/milk alternatives with lunch and water with all snacks; we do not serve juice or

other food items that contain high sugar and sodium levels. We support children's self-help skills by offering utensils for self-serving such as small tongs and using small containers to pour water/milk. Parents/guardians are required to label all food and drinks brought to the centre, with their child's name on it. Infant feeding requirements will be discussed at the time of admission. Families are also welcome to breastfeed their little ones at any time in the centre.

SIGNS OF ILLNESS

We are committed to the health and well-being of the children, employees in our programs and of course the broader community at Perley Health. Therefore, our health policies have been developed based on the guidelines from the Ottawa Public Health Department (OPH), and the Child Care 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 check to ensure children are well enough to participate in the program. If signs of illness are observed or your child becomes ill during the day, your child will not be able to attend the program that day, or you will be notified to come and pick up your child as soon as possible.

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

If your child contracts any communicable disease, you must notify the program immediately. A Health Alert must be posted in the centre, for any communicable disease so that families and any visitors are aware and can self-monitor the health and safety of their children and themselves. To prevent outbreaks, the City of Ottawa Health Department requests that childcare centres exclude children with certain communicable diseases until specific criteria are met. The Ottawa Public Health Department lays out the exclusion policies for communicable diseases, and families will be notified of what these may be.

Your child may not attend the program if they suffer from the following:

- A fever of 38 degrees Celsius or higher
- Several episodes of vomiting (not spit up)
- Diarrhea (at least 2 episodes)
- Deep, persistent cough or painful cough
- Any unexplained rash or skin irritation
- Complaints of a bad headache or sore throat
- Eyes/ears that are oozing any form of discharge (must be on antibiotics for 24 hours prior to re-admission)
- Adenovirus conjunctivitis (**exclusion of 14 days** since we are located in a health facility)
- Strep Throat (must be on antibiotics for 24 hours prior to readmission)

If your child develops any of these above symptoms, we ask that you keep your child at home until they are symptom-free for 24 hours without any fever reducing medication.

In the case of vomiting or diarrhea, children can return once they have gone 48 hours symptom-free after the last occurrence.

On occasion, the childcare centre may be in an outbreak; this is when more than 15% of children and/or staff are sick with the same symptoms. When this happens, we consult with Ottawa Public Health for guidance, including 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.

IMMUNIZATION

It is recommended by the Local Medical Officer of Health that all children be immunized. Families of children who choose not to immunize due to religious/conscience, or medical reasons must complete a standardized ministry-approved form. Ministry-approved forms for religious/conscience reasons 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.

Ottawa Public Health requires that parents register and update their child's immunizations online https://www.canimmunize.ca/en/report?phu=28

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 program.

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 & administration
- Possible side effects

Due to the frequency and their longer-term daily usage, **sunscreen, diaper creams, skin lotions, hand sanitizer, insect repellants and lip balms** can have a *Blanket Authorization Form* (completed by the parents/guardians). These items can be administered by program employees as long as they are not for acute (symptomatic) treatments and are labelled with your child's name, whether they have a drug identification number (DIN) or not.

All medications no longer needed are to be taken home. **We request that all medications 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 team member will be responsible for all medications.

ALLERGIES AND ANAPHYLAXIS

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 of Education Policy which must be adhered to, and families must fill out all appropriate papers which include authorization from a medical professional. If your child requires an Epinephrine auto injector (EpiPen), the team must be made aware of this and be given the non-expired auto injector when you drop your child off. Should you and your child arrive at the program without the auto injector, you will not be able to drop them off until their auto injector is onsite. We strive to be a nut safe & 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 into contact with an allergic substance. This policy and all forms required will be reviewed with you at the time of the tour and prior to your child's first day at the Centre.

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***, unless otherwise arranged with the Program Coordinator. Anaphylaxis is a medical condition that causes severe reaction to specific agents and can be fatal in seconds. All employees are trained in the use of an Epinephrine auto injector.

Any food coming into the childcare program 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), 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 daily. We attempt to accommodate a variety of dietary restrictions and allergies. Food from home for those age groups is not necessary unless agreed upon, 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 written parental instructions (if applicable).

HEADLICE

When your child is found to have head lice or nits while attending the program, you will be given a W*ithdrawal notice for head lice* requiring 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 AFCS to prevent the spreading of head lice and live nits at the centre.

SAFE SLEEP

Each family is advised of our **Safe Sleep Policy** at the time of enrolment. Each child will be assigned their own cot /mat/crib, and it will be labelled with their name. All cots/mats/cribs are disinfected weekly. Educators perform visual checks on all children 4 times throughout rest time, and these are documented in the daily logbook. Any changes in the child's sleeping patterns or behaviours will be communicated to parents. Educators will consult with parents/guardians regarding a child's sleeping arrangements.

Educators will communicate to parents/guardians about any significant changes in a child's sleeping patterns or behaviours.

Any sleep preferences that are identified at intake or communicated by parents will be documented in the daily logbook.

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 complies with our organization'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 untilthe risk of injury is no longer imminent.

(c) Locking the exits of the child care centre/nursery school 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) Sexual abuse, sexual misconduct, and prescribed sexual acts (as defined under the *Early Childhood Educators Act, 2007*)

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 communicate the injury to the parent/guardian as soon as possible and will also complete an accident/incident 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/guardians will be contacted to either accompany or meet someone at the hospital. If parents/guardians cannot be reached, our team 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 Ministry of Education Child Care Quality Assurance and Licensing Offices. The type of incidents that we must report include any life-threatening injury or illness, any allegations of abuse, if a child is missing, 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 high-quality licensed programs and take accountability to families and the public very seriously. We consistently follow 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 recurrence by posting non-identifying information when an incident has occurred.

Besides 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 any action taken. No identifying info will be 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

Nature of Issue orConcern	**Steps for Parent /GuardianClients and Stakeholders to Report Issue/Concern:**	**Steps for employee and/or manager/designatein responding to issue/concern:**

<table>
<tr><td>Program Related
E.g.: General Program Delivery,</td><td>Raise the issue or concern to
- the employee directly or
- the manager or designate.</td><td rowspan="3">When an issue/concern is brought forward to an employee, it is their responsibility to
assess whether it is within their scope of responsibility and if they have the applicable information to be able to manage/resolve the situation.
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.
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.</td></tr>
<tr><td>Agency Related
E.g.: General AFCS Operations Related</td><td>Raise the issue or concern to
- the Manager or Designate.</td></tr>
<tr><td>Employees, students or volunteers</td><td>Raise the issue or concern to
• the individual directly

or
• the manager or designate.</td></tr>
</table>

APPROPRIATE CLOTHING

Children should wear comfortable clothing, which you do not mind getting dirty. Shoes must always be worn in the program. Proper footwear is required, i.e. running shoes, no slippers/flip flops or croc sandals. We ask that the children be dressed accordingly for our outdoor classroom time which occurs twice daily; ex. very warm, water-resistant clothing for winter; cool clothing with sun hats and sunscreen for summer. It is extremely important that a complete change of clothing (mitts, hat, pants, shirt, socks, underclothes, and shoes) is in your child's backpack.

For wet and muddy days, we have AFCS 'muddy buddies' for each child. For sunny days, we have AFCS sun shirts. Please label all your child's belongings including clothing. We cannot be held responsible for lost/missing items.

ACTIVITIES OFF THE PREMISES

Walking excursions and field trips support a sense of community and are designed and organized to support the children's ongoing inquiries. Parent/guardian volunteers are always welcome to come along for the adventures. Parents are always informed of any off-premises activities in advance. Should circumstances (e.g. health) prevent a child's participation in a walking excursion, it is the parents' responsibility to arrange alternate care.

PARENT/GUARDIAN PARTICIPATION

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/guardian, 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/guardian 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.

Parents are invited to participate in special events or walking excursions, 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 walking excursions:

- 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 walking excursions are accompanying their own child and are not responsible for the supervision of other children

EMPLOYEE QUALIFICATIONS, SCREENING MEASURES AND CRIMINAL REFERENCE CHECK – VULNERABLE SECTOR CHECKS

All our Early Childhood Educators (ECE) are registered with the College of ECE. Our ECE Assistants support the Early Childhood Educators (ECE) in providing a nurturing, developmentally appropriate, healthy and safe environment to meet the needs of all children.

All employees have Standard First Aid & Infant / Child CPR qualifications and must provide a Criminal Reference Check with the Vulnerable Sector prior to their employment and every 5 years after. Employees also sign a Declaration of Offence on an annual basis.

All our programs support students from various colleges/universities as they complete their ECE placements. Volunteers are also often part of our programs.

SUPERVISION OF VOLUNTEERS AND STUDENTS

As per the Ministry of Education policy; students and/or volunteers are never left alone with the children, left unsupervised or included in 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 as well as provide us with a criminal reference check with the vulnerable sector.

Students and Volunteers play an important role in supporting the team in the daily operation of children's programs at AFCS. As per the Ministry of Education policy; the supervising employee is responsible 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.

DUTY TO REPORT

In Ontario, under section 125 of the Child, Youth and Family Services Act, 2017, S.O. 2017, anyone who has reasonable grounds to suspect that a child is, or may be, in need of protection must promptly report the suspicion and the information upon which it is based to the Children's Aid Society. Our educators have been trained to recognize the signs and symptoms of abuse and neglect. Any allegations or suspicion of child abuse and/or neglect is also deemed a Serious Occurrence under the Child Care and Early Years Act.
Visit Report child abuse and neglect-It's your duty

BIRTHDAY CELEBRATIONS

Birthdays are important milestones for young children, and we certainly do celebrate them! Due to life-threatening allergies and food restrictions, we do not permit foods (such as birthday cakes) to be brought in by families. Your child's special day will be recognized by other means with their peers and educators.

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 these 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.

DUAL RELATIONSHIPS

To avoid situations that may impair, or be perceived to impair, an AFCS employee's professional judgment, AFCS employees are obligated to avoid conflicts of interest and/or dual relationships. This means that AFCS employees are not to engage in any after-hours relationships (e.g. babysitting, tutoring, etc.) in which they are responsible for children (whether for compensation or not) who are also attending licensed childcare at the same location. AFCS employees are aware of this restriction and sign the AFCS Conflict of Interest policy annually.