Services à l'enfance
Andrew Fleck
Children's Services
since – depuis
1911

Alta Vista Nursery School
Family Handbook

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Welcome to the Andrew Fleck Children's Services, Alta Vista Nursery school. Our program is located at 480 Avalon Place, in the Riverview Park area. We are licensed to offer early learning and care for 24 Pre-schoolers (2.5 to 5 years) and 10 Toddlers (18 months up to 30 months). We are 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 parent/guardian, in understanding the procedures, policies, and regulations involved with the operation of our Program. Our Program Director is Jessica Lumsden and Layla Abdi is our Program Coordinator. If you have any questions or concerns please feel free to speak with Jessica or Layla at any time; Layla can be reached at 613-733-9746 or at LAbdi@afchildrensservices.ca or Jessica can be reached at JLumsden@afchildrensservices.ca. You can also connect with the CEO, Kim Hiscott, RECE. at 613 736-1913, ext.223.

LICENSING/REGULATIONS

Our nursery school 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 dictated by the Department of Public Health, the City of Ottawa, the Ontario Fire Marshall, and the Ottawa Fire Services. The Program Advisor, from the Ministry of Education, monitors standards for safety, staff training, program quality, and compliance with the *Child Care and Early Years Act*. The License and Summary of the License are posted in the nursery school for your information.

CURRICULUM

Children participate in activities both indoors and outdoors that promote many learning experiences in all developmental domains. The emergent curriculum is based on the early childhood "learning through play" philosophy and is supported by Ontario's *ELECT* and *How Does Learning Happen* documents. The children's learning is documented on the "Curriculum Board" in our hallway and educators use an electronic app to share observations, photos, and videos with parents.

What is Emergent Curriculum?

Emergent curriculum is a way of planning curriculum that is based on the children's interest and passion at a certain point in time. Children thrive and learn best when their interests are captured. Learning occurs naturally. Planning emergent curriculum requires observation, documentation, creative brainstorming, flexibility, and patience on the part of the Early Childhood Educator.

In short, *it is a child-directed and educator facilitated approach to planning the curriculum*.

Emergent curriculum summons a lot of creativity and flexibility on the part of the educators. There is no knowing where the learning will end up but this openness makes the curriculum more exciting for both educators and children. The emergent curriculum process starts when an educator sees an interest "emerging" in the child. Once the "emerging" interest has been identified, the educators brainstorm different ways for the children to study the topic in depth.

Webbing a topic is often used because of its playful and flexible nature. A web does not show everything that will be learned but will show many things that could be learned. Webbing the curriculum opens the educator to "possibilities" rather than "plan". Rather than a lesson plan, the educator ends up with a "road map". Webbing all the activities together gives the educator a road map full of possible journeys with no end in sight. The end comes when the children have moved their interest to another topic and a new "emerging" interest has again been identified.

The Four Foundations of How Does Learning Happen?

How Does Learning Happen? is organized around four foundational conditions that are important for children to grow and flourish: **Belonging, Well-Being, Engagement, and Expression**.

These foundations, or ways of being, are a vision for all children's future potential and a view of what they should experience each and every day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the Kindergarten program. They are conditions that children naturally seek for themselves.

- **Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

- **Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

- **Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

- **Expression** or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

A focus on these foundations throughout all aspects of early years programs ensures optimal learning and healthy development.

While this pedagogical document is built on the above foundations, the groundwork for *How Does Learning Happen?* is the 2007 publication *Early Learning for Every Child Today: A Framework for Ontario Early Childhood Settings*, commonly referred to as ELECT or the Early Learning Framework.

INCLUSIVE PROGRAM

Our program welcomes and supports children of all exceptionalities as inclusion is a wonderful experience for all, providing positive experiences, which will benefit everyone throughout life.

Children's Inclusion Support Services (CISS) is a bilingual service funded by the Ontario Ministry of Community and Social Services. CISS provides support services to integrated programs within the Ottawa-Carleton Region and is managed by the Board of Directors of Andrew Fleck Child Care Services. The services provided by CISS may include additional staffing, consultation to programs, staff training, and financial support in the form of transportation and childcare subsidies. A child with special needs in our program may also have occasional visits from professionals during the morning, including Speech or Occupational Therapists and Integration Advisors.

As defined in the Child Care and Early Years Act of Ontario, a child with special needs is "a child with a physical, mental, or developmental impairment that is likely to continue for a prolonged period of time as verified by objective psychological or medical findings."

All children are encouraged to learn to embrace differences. What is important is that they learn to interact with each other in a positive way. Children diagnosed with special needs can learn social skills and independence in an inclusive program. The role modelling provided by the other children, both in language skills and behavioural expectations, is invaluable.

HOURS OF OPERATION

The child care centre is open Monday to Friday; from 8:00 am to 5:00 pm. It is beneficial for the children to be in attendance by 9:30 am to ensure that they can actively participate in all activities. We do request that you please call or email us if your child is going to be absent. Our program supports an 'Open Door' approach for families and parents/guardians are welcome at any time of the day.

INCLEMENT WEATHER

Occasionally, when extreme weather conditions can create dangerous traveling conditions, we may contact parents/guardians to request that they depart earlier than routine to ensure timely pick up. This is to ensure the safety of children and families as well as our employees who also need to travel home. Our policies addressing late pick-ups will not be altered due to poor weather and travel conditions.

EMERGENCY 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 nursery school is deemed unsafe. Parents will be notified of the closure and required to make alternative arrangements until official notice is given of the nursery school reopening. The nursery school 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 register on the **City of Ottawa Child Care Registry and Wait List** tool, https://onehsn.com/Ottawa. To fill available spaces we contact families, whose child is age eligible for the space available, based on their registration date. For subsidized spaces we must follow the City of Ottawa's Priority List. For our full fee families, we will offer spaces based on their registration date. The only exception is that priority is given to siblings of children currently attending our location and alumni families. To ensure we are providing you and your child with the best possible early learning and care experience, a conversation will occur to ensure we can meet your child's needs and your expectations before a space is confirmed. There

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

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

ADMISSION POLICY

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

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

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

DISCHARGE POLICY

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

CANCELATION 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.)

MOVING TO KINDERGARTEN

We plan our overall site enrolment for each age group with the expectation that all children eligible for Junior Kindergarten will be leaving us by September. Our recommendation is that families plan their holidays so that their child says good bye to us and then starts in school. You will be asked to let us know your departure date as soon as possible so we can plan for moving children to the next age group and welcoming new children from our extensive wait list. Kindergarten registration typically occurs in January/February, we will send you a prompt. You may also want to be proactively thinking ahead about before and after school child care and placing your child on the waiting list of the schools that your child is eligible to attend. If your child is being supported by Children's Inclusion Support Services (CISS), then a transition to school plan will be discussed with you.

ARRIVAL AND DEPARTURE 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.

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.

No child will be released to a person other than the parents/guardians without written permission given to the Centre in advance. When dropping off and picking up your children, please:

- Street parking is available for drop offs and pick ups on Braydon Avenue. Do not leave infants or young children unattended in your car while you bring your child into the program.
- Accompany your children to and from the outdoor or indoor classroom, ensuring staff are aware of your children's arrival and departure. Should your child be starting their day in the outdoor classroom, kindly take them to the toilet first.
- The staff will sign your children in and out every day, indicating the time.
- Ensure you and your children's wet/dirty footwear are removed before entering the program room.
- Anyone who picks up or drops off a child must be 16 years of age or older unless a written agreement has been made with the Program Coordinator. All alternate individuals will be requested to show I.D.

If employees 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/Children's Aid Society) immediately. Alternate travel arrangements will be offered to the parent. By law, staff cannot withhold a child from their biological parent unless a court order is on file.

LATE PICK UP POLICY

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

We encourage you to arrive by 4:50pm; this ensures you have an opportunity to connect with your child's educator and the time for an unrushed ending to your child's day. It is recognized that due to exceptional

circumstances, parents might occasionally be late in picking up their children. When this occurs, parents/guardians must notify the Program Coordinator, at the earliest opportunity.

Should the parent/guardian be late they will be charged a late fee as follows: $2.00 for the first 5 minutes and then $1.00 for every consecutive minute thereafter and will be asked to sign the late fee book. Should a parent/guardian be late more than 3 times, the late fee will double. Should there be recurring instances of late pick up, this may result in the family being discharged. Late pick-ups cause difficulties both to the staff and the children waiting to be picked up.

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

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

Late pick up occurrences are based per family.

FEES FOR SERVICES

Rates Table		
Program	**Base fee Pre-CWELCC Reduction**	**Base fee with CWELCC Reduction**
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.

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

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

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

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

Please be advised that there are no refunds for sick days, holidays or closed days and all statutory holidays are

invoiced at the daily rate.

The centre is closed on the following Statutory Holidays:

New Year's Day	Jan. 1 or following work 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 Monday following
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 11 or Monday following
Christmas Day	December 25 or following work day
Boxing Day	December 26 or following work day
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 2 days – these dates fluctuate each year and are communicated in September.

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

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

PROLONGED TIME AWAY FOR CWELCC FUNDED SPACES

While we respect that time away with family is something to treasure, knowing that other families are waiting for spaces, it would not be appropriate for us to leave spaces vacant, even though they are being paid

- Families may be absent for up to an accumulation of 52 days, but no more than 4 consecutive weeks, as a reportable absence, pro-rated in a calendar year.
    - When this occurs (or is being planned), please speak with the Director/Consultant
- 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
    - This is based on the 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 Director for consultation. E.g. child has a pending surgery, health and safety issues etc.

- At this time, this also 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.
- It also does not apply to families in our licensed child care located in shelters programs.

As these are publicly funded programs, this is our ethical accountability as we may be asked by our funders about our enrolment.

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/guardians can receive a notice of termination and the account will be forwarded to a collection agency.
C. There is a $10.00 charge for all **returned cheques**.
D. The appropriate notice required must be given when withdrawing your child(ren) or payment in lieu of notice will be invoiced.

Andrew Fleck Children's Services offers 3 methods of fee payment; either **direct debit payment, post-dated cheques,** or **Credit Card.**

1) **Direct Debit Payment** Parents/guardians 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/guardians 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 613-736-1913 ext. 225 for questions or information concerning your account.

3) **Credit Card –** Parents/guardians 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.

DUAL RELATIONSHIPS

To avoid situations that may impair, or perceive 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) where they are responsible for children (whether for compensation or not) who are also attending licensed child care at the same location. AFCS employees are aware of this restriction and sign the AFCS Conflict of Interest policy annually.

NUTRITION

We are fortunate to have a creative cook who provides us with nutritious and varied food. Our weekly menus for the current and following week are posted in each cooking and serving area of the Centre, 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 posted menus.

All snack 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 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.

Parents are asked to bring a refillable water bottle daily; 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 nature music, and engaging conversations supports a positive approach to meal times. We support children's self-help skills by supporting children to open and close containers, open wrappers, etc. Please feel free to provide input into our snack menu planning at any time. Parents are required to label all food and drink brought to the centre, with their child's name on it.

BIRTHDAY CELEBRATIONS

Birthdays are important milestones for young children and we certainly do celebrate them! Your child will have an opportunity to wear our special birthday hat and sign for a special birthday photo and be celebrated amongst their friends.

SAFE SLEEP

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

HEALTH

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

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

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

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

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

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

Exclusion and Re-Entry

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

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

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

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

HEAD LICE

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 nursery school.

IMMUNIZATION

It is recommended by the Local Medical Officer of Health, that all children be immunized. Parents of children who object to immunization due to religious/conscience or medical reasons must complete a standardized ministry approved form. Ministry approved forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e. notarized). Any medical exemptions forms must be completed by a doctor or nurse practitioner. These forms are available upon request. All immunization records and/or records of parental objections will be kept as part of the children's files.

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

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, there is a detailed Ministry Policy which must be adhered to and parents must fill out all appropriate papers which includes authorization from a doctor. If your child requires an Epinephrine auto injector (EpiPen), the staff must be made aware of this and be given the 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.

Any food coming into the Centre or home child care premises must not contain any nuts or nut products and must be labelled 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.

This policy and all forms required will be reviewed with you at 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 follow any instructions that we may give you in regards to food allergies in the program. Anaphylaxis is a medical condition that causes severe reaction to specific agents and can result in death in seconds.

All employees are trained in the use of an Epinephrine auto injector.

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:

- Childs 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 long term daily usage, sunscreen, diaper creams, and lip balms, hand sanitizer 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 nursery school must store all medication in a locked container in the fridge or cupboard except for emergency medication.

A designated staff member will be responsible for all medications.

BEHAVIOUR GUIDANCE

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

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

(a) Corporal punishment of the child (which may include but is not limited to, hitting, spanking, slapping, pinching)

(b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.

(c) Locking the exits of the child care centre/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 also complete an accident report before the child is signed out (when possible) or by their next school day. A copy will be provided to the parents/guardians.

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

SERIOUS OCCURRENCES

As a licensed program we are responsible for delivering high quality services that promote the health, safety and well-being of all children. A part of our accountability requirements, under licensing, is to report incidents to the 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 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 will benefit from information about the incidents that occur including the actions that we have taken to prevent and

minimize a recurrence 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 any action taken. There will be no identifying info 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 or Concern	**Steps for Parent /Guardian Clients and Stakeholders to Report Issue/Concern:**	**Steps for employee and/or manager/designate in responding to issue/concern:**
Program Related 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. 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.
Agency Related **E.g.: General AFCS Operations Related**	Raise the issue or concern to - the Manager or Designate.	
Employees, students or volunteers	Raise the issue or concern to - the individual directly or - the manager or designate.	

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

Walking excursions support a sense of community and are designed and organized to support the children's ongoing inquiries. Parents are always informed of any activities off premises. Should circumstances (e.g. health) prevent a child's participation in a walking excursion, it is the parents' responsibility to arrange alternate care. We do not take the children on field trips that require transportation. Instead we invite librarians, community helpers, children's entertainers etc. to visit us at the nursery school. As well we invite parents, grandparents and other family members to come and share their special talents and culture with the children.

PARENT 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, 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.

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

To keep the nursery school running, parent/family participation is welcomed for a variety of activities such as being on the AFCS parent advisory committee, seasonal cleanup, holiday and end of year concert assistance as well as an assistant for our Spring Social.

APPROPRIATE CLOTHING

Children should wear comfortable clothing, and to 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 flop or croc sandals.

We ask that the children be dressed accordingly for our outdoor classroom time: 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 summer weather AFCS provides long

sleeve sun shirts.

Please label all your child's belongings including clothing. We cannot be held responsible for lost/ missing items. Parents are responsible for bringing in diapers and wipes for their child. A helpful reminder note will be posted on your toddler's cubby, when diapers/wipes are running low. Pre-schoolers need to have a morning's supply of diapers/pull ups and wipes in their backpacks.

Even though we prioritize outdoor time for all children in all seasons, there are times when we make the decision to remain indoors. 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? We monitor the weather, temperature and the 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 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 monitor children and staff and potentially 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.***

Ottawa Public Health information can be found here: https://www.ottawapublichealth.ca/en/public-health-topics/outdoor-air-pollution.aspx#protect
Weather quality can be found here: https://weather.gc.ca/airquality/pages/index_e.html

EMERGENCY MANAGEMENT

To protect the health and safety of children and employees, Andrew Fleck Children's Services has an emergency management policy and procedures that sets out the roles and responsibility of all employees. All programs conduct monthly fire drills and follow evacuation procedures. This ensures that all children become familiar with emergency procedures. In the event of a real emergency and that the children cannot return to the Centre they will be moved to our designated emergency shelter and parents will be contacted to pick up their children immediately.

Our Emergency Shelter is at Riverview Alternative School located at 260 Knox Crescent, Ottawa, ON K1G 0K8.

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. Notification will be done by email or phone depending on the situation. 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. The details of the evacuation, site location, and contact information will be provided in this message.

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 Offense on an annual basis.

All our programs support students from various colleges 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 nursery school 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 staff 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

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.

OUTDOOR CLASSROOM

Outdoor play is important for healthy development. Our large fenced in play yard allows the children to explore the trees, sand box, play houses, gardens and mud kitchen. In the winter months outdoor play will not occur if the temperature (including the wind chill) is below -25 degrees Celsius. The Environment Canada 613-998-3439 phone line is used to determine the temperature.

The outdoor classroom is important because:

- Builds Up their Immune System- It's no surprise that many children that are raised on, or around, a farm are generally healthier than those that aren't. This is because on a regular basis these children are exposed to dirt, animals, pests, bacteria and everything else that send modern-day parents running. While we like to think that dirt, animals, pests and bacteria do more harm than good it's actually the opposite. When your children come into contact with these things in a natural way (outside) and on a regular basis, they are less likely to develop autoimmune disorders and allergies.
- Provides Exercise- Playing outside provides children with something many children don't get enough of anymore – exercise. Exercising while having fun is the best kind of exercise, and that's exactly what playing outside does. Running, playing tag with friends, building a snowman, sledding, digging in the sandbox and other outside activities get our children's bodies moving.
- Stimulates the Imagination- Sadly, one of the things that today's children are lacking is an imagination. This is because we're in the technological age – today children are literally shown everything. Why go outside and play imaginative chasing games when we can watch a movie about it or play a video game? Playing outside helps children develop their imagination, which is something that television, video games, computers, iPods, etc. don't do.
- It Promotes Problem Solving Skills- Children who play outside learn how to solve real life problems. Regardless of if they're learning how to get along with friends or trying to figure out the best way to build a fort – they're problem solving.
- It Provides Vitamin D- It is important that your children get Vitamin D, which is provided by the sun. Vitamin D helps promote better moods, energy levels, memory, overall health and more. Just 10-15 minutes out in the sun will give your children their daily dose of Vitamin D.