

Welcome to Gore Bay Child Care Centre a place for quality child care in a school based setting.

Gore Bay Child Care Centre is a non-profit organization governed by a community Board of Directors serving children from 8 months to 12 years.

We are licensed by the Ministry of Education and must meet the requirements of the Child Care and Early Years Act. We are approved for subsidy by Manitoulin-Sudbury District Services Board (DSB).

This handbook has been prepared to help parents better understand the Centre's policies and procedures.

Development Screen

Upon registration to Gore Bay Child Care Centre, Developmental Screens will be completed for your child. These screens could include Ages and Stages and LookSee. As your child moves from one age to another the teacher will complete another age appropriate screen. If at any time a "red flag" is indicated on the screen the child care staff will discuss this with you. This screen will be completed at the appropriate times until your child reaches 4 years of age.

Policies and Procedures

The following are agreed upon conditions of admittance. Please read carefully as it is important that these conditions are understood.

- Hours of operation: 6 am to 6 pm Monday to Friday. We will be closed for the following holidays:

Family Day	Good Friday	Easter Monday
Victoria Day	Canada Day	Civic Holiday
Labour Day	Thanksgiving	Week between Christmas and New Years

- Ages served: infants to 12 years.
- Programs available: full day, before and after school, half day and socialization if available.
- Withdrawal; we require two weeks' notice of withdrawal, in writing, directed to the supervisor. If a child is removed without notice, you are responsible for the full fee.
- Special excursions: throughout the year trips are made to places of special interests. Notices will be sent home for special trips, regarding time, date and destination etc. prior to the excursion.
- Arrival and departure: children must be escorted into the Centre, the staff on duty must be informed of their arrival. Our responsibility begins at this time. If your child will not be attending please let us know as soon as possible. Staff must be notified if a person other than yourself will be picking up your child. That person will be asked for proof of identity. In order to staff appropriately and maintain ratios set out by the Ministry of Education we need parents to follow their enrolment form. When parents are late picking up we risk putting staff over ratio as we staff according to your drop off and pick up times.

Parent(s) will comply with the arranged days and hours of care based on the enrollment schedule. The parent(s) understand that a late fee may be charged to their account when their child is picked up late, unless special arrangements have been made with the agency. **Extra time is not subsidized therefore after 3 times of being late in excess of 5 minutes we will start charging \$2.50 per minute charge.** This is in an effort to minimize staff costs and to keep the cost of providing care as low as possible.

Food

The Centre provides lunch, morning and afternoon snack. Children are encouraged to try each food served. If your child has a severe diagnosed food allergy alternate food will be provided from our existing menu. Parents must provide all baby foods, formulas and there must be enough for the entire day.

Play Based Learning

We have a variety of age appropriate activities and materials for your child to enjoy. Children are encouraged to learn turn taking as part of their learning experience. We discourage children from bringing toys from home and cannot take responsibility for lost or damaged personal possessions.

Fees

Child care fees will be billed on the first day of each month. We require payment by cheque, etransfer at gorebaychildcare@gmail.com or cash. Postdated cheques are welcome. Your fees purchase the space you have registered for and any additional care will be billed accordingly. You are responsible for fees even if your child is not in care. Child care fees are tax deductible. Official receipts will be issued in January or upon withdrawal from the program. These must be retained for income tax purposes. No other statement will be issued.

Overdue Accounts

If your account is overdue by 60 days (2months) or \$1000.00 we will require the full amount to be paid within 30 days. If the amount is not paid after 30 days your child care will be terminated and the outstanding balance will be sent to a collection agency.

Subsidy

Gore Bay Child Care Centre has purchased a service agreement with Sudbury-Manitoulin District Services Board. You can apply on their website www.msdsb.net/cs-how-to-apply, fax to 1-866-397-3334 or call 705-368-0238.

Illness

Staff are required, according to the Child Care and Early Years Act, to make a general health assessment on a child's arrival. If a child is ill and not able to function within the program including outdoor play, she/he should not be admitted into the program. If symptoms occur while the child is in care the parent will be asked to pick up the child **within 30 minutes**. Parents are encouraged to have a backup provider in case of illness. Parents are required to call the program if their child is ill and will not be attending.

We follow An Ounce of Prevention put out by Public Health Sudbury and Districts. Printouts of the Vomiting and Diarrhea policy have been attached.

Sick Day Policy

Families will have a total of 36 sick/absent days per calendar year per child. Sick days are pro-rated from when you start using care.

As the billing is done at the beginning of each month, if you have any absent/sick days during that month, full fee families be credited on the next month's invoice.

If there are any discrepancies the attendance records on Himama will be consulted.

Intake Process

Upon visiting Gore Bay Child Care Centre you will be given a registration package. It is essential that all the forms are completed and returned to staff before your child's first day. If you require assistance filling out the forms please see one of the office staff. Expect some changes in your child's behaviour as they adjust to being in Centre based care.

Rest

It is a requirement of the Child Care and Early Years Act that children attending centre based care have a rest/sleep period each day. Which is referenced below.

2) Every licensee shall ensure that the program in each child care centre it operates is arranged so that,

(a) each child in a licensed toddler or preschool group who receives child care for six hours or more in a day has a rest period each day not exceeding two hours in length; and

(b) each child in a licensed toddler, preschool or kindergarten group is permitted to sleep, rest or engage in quiet activities based on the child's needs. O. Reg. 126/16, s. 33 (4); O. Reg. 51/18, s. 18 (2).

Clothing

Children should be dressed in clothes comfortable to play in. Play based learning is messy business, so make sure children are dressed appropriately to learn. Indoor shoes are necessary, since we use the gym often please make sure they have running shoes. We need at least one complete set of extra clothing which include (socks, underwear, pants, and shirt). If your child is toilet training we will need 4 complete sets of the extra clothing. Outdoor play is an important part of our program so please send the proper outdoor wear as we can spend up to two hours a day outside as per the Child Care and Early Years Act.

Medications

In accordance with the Child Care and Early Years Act, 2 designated staff can only administer prescription medication prescribed to the child and is in the original container. If giving over the counter medication such, medication must also be in the original container.

You will be required to fill out an authorization form, outlining dosage and times to be given. Medication of all kinds must be given directly to the designated staff member. At no time are medications to be in the diaper bag.

Immunizations

Public health requires that all immunizations must be kept up to date. As your child receives more inoculations, please call public health and our Centre to keep us informed. Where a parent of the child objects to the immunization on the ground that the immunization conflicts with the sincerely held convictions of the parent's religion or conscience or a legally qualified medical practitioner gives medical reasons to the licensee as to why the child should not be immunized. A Ministry approved form must be submitted reflecting this.

Confidentiality

All personal information provided by parents is strictly confidential. Staff sign letters of confidentiality as a requirement of employment.

Supervision

The Child Care and Early Years Act clearly states ratios that must be maintained. Children are under the supervision of a responsible adult at all times. Every licensee shall ensure that every child who receives child care at a child care Centre it operates is supervised by an adult at all times, whether the child is on or off the premises. Every licensee shall ensure that every volunteer or student at a child care Centre it operates is supervised by an employee at all times and is not permitted to be alone with any child who receives child care at the child care Centre.

Child Guidance

A positive approach is used in guiding children. Each situation and child is dealt with individually. Methods used include;

- Redirection: guiding a child into an acceptable option when engaged in an unacceptable activity.
- Logical and Natural Consequences: are used to make children aware of the results of their actions.
- Limit Setting: The staff will develop boundaries for the group.
- Modelling: The staff will demonstrate the appropriate ways of problem solving and interacting.
- Providing Choice: children are given options around choices and encouraged to start making decisions for themselves.
- Anticipating Problems: The staff plans and prepares the environment with health and safety in mind.
- Positive reinforcement: The staff will encourage and emphasize appropriate behaviour.

Parents

Quality child care is a partnership between parents and staff.

- Parents are encouraged to visit and participate in our programs whenever possible.
- Changes in a home situation should be communicated.
- Please take the time to discuss your child's day.
- Formal Parent/Teacher conferences will be held upon request.
- At any time please feel free to call the Centre to discuss your concerns.
- It is your responsibility to inform staff of children's arrival and departure.

Field Trips

Children who wish to join us on field trips will be required to be in care at least 1 other day prior to each field trip. This will give the staff and children time to build a rapport with one another. By doing this we believe it will allow for better safety for the children when on field trips as children tend to be more rambunctious and less willing to follow the rules when there is change in their routines, which field trips certainly do.

Waitlist Policy

The Centre offers a wait list when the number exceed the licensing requirements of the program and there is NO waiting list fee applied to families awaiting enrollment of their children into the program.

Discontinuation of Services

Services may be terminated at the discretion of the supervisor for failure to abide by the above policies, or if the program is unsuitable for your child. Excluding any serious concerns where the child's safety, well-being or the safety of another child or the staff is in jeopardy. A month's notice of discontinuation of services will be given.

Parent Issues and Concerns Policy and Procedures Name of
Child Care Centre: Gore Bay Child Care Centre Date Policy and
Procedures Established: June 12, 2017 Date Policy and
Procedures Updated: June 12, 2017

Purpose

The purpose of this policy is to outline a transparent process for parents/guardians, the child care

licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care Centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Policy

General

Parents/guardians are encouraged to take an active role in our child care Centre and regularly discuss what their child(ren) are experiencing within our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Gore Bay Child Care Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally and duplicated in writing. Responses and outcomes will be provided verbally and in writing. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1-2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidential

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our Centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) or directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit
<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly or - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - Arrange for a meeting with the parent/guardian within 1-2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - 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

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>General, Centre- or Operations-Related</p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<p>the issue/concern;</p> <ul style="list-style-type: none"> - 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. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1-2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they should refer the issue or concern verbally or in writing to Gore Bay Child Care Board of Directors Chair Beverly Wright.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Contacts:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Gore Bay Child Care Centre 705-282-8669

Manager – Andrea Lewis 705-210-0062

Ministry of Labour – 1-877-202-0008

College of Early Childhood Educators – 1-888-961-8558

Health Unit – 705-370-9200

Police/Fire/Ambulance - 911

Children’s Aid Society – 1-877-272-4334

Kina Gbezhgomi Child and Family Services – 1- 800-268-1899

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, Fire Department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Emergency Management Policies and Procedures

Gore Bay and Assiginack Child Care Centre’s have Emergency Management Policies and Procedures. In the event of an emergency the following steps will be taken to notify parents.

If Unsafe to Return to Centre:

Upon arrival at the emergency evacuation site, the Manager or Designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.

Where possible, the Manager or Designate will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

When “All-Clear” Notification is given

As soon as possible, the Manager or Designate must notify parents/guardians of the emergency situation and that the all-clear has been given.

Where disasters have occurred that did not require evacuation of the child care centre, the Manager or Designate must provide a notice of the incident to parents/guardians by the next day.

If normal operations do not resume the same day that an emergency situation has taken place, the Manager or Designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.



I _____ have read the Parent Handbook and agree to the conditions and terms.

Parent/Guardian Signature

Date

Staff Signature

Date