



Gore Bay/Assiginack Child Care

# Parent Handbook

## Policies & Procedures

Welcome to Gore Bay/Assiginack Child Care Centre

Dear Parents/Guardians,

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

Gore Bay/Assiginack Child Care Centre is a non-profit organization with a parent and community Board of Directors. We offer care for the children in our communities for children 8 months to 12 years.

For many children, this will be their first time leaving the comfort and familiarity of their home to venture into a new and exciting world of discovery. Our goal at Gore Bay/Assiginack Child Care is to ensure that each child feels comfortable and secure while they embark on this journey.

Our Educators will work hand in hand with each family to ensure the transition from home to Centre goes smoothly. We feel it is important to keep you updated daily on your child's activities and routines, as well as provide observations related to their development. All members of our team are available as resources.

We are licensed by the Ministry of Education and must meet the requirements of the Child Care and Early Years Act.

This handbook has been prepared to help parents/guardians better understand the Centre's policies and procedures. Please feel free to contact the Director on any questions regarding our Policies or Procedures.

We look forward to sharing your child's early years with you and your family.

## **Mission Statement**

“Our model of care will provide the best intellectual, social and physical child development, delivered by capable and nurturing personnel within the best environment.”

## **Program Statement**

Gore Bay & Assiginack Child Care Centre offers an early learning program that incorporates the support and guidance from the Ministry of Education document “How Does Learning Happen: Ontario’s pedagogy for the early years”. We are inspired and continue to learn from the schools in Reggio Emilia, Italy. Continual study and reflection of these approaches influence our pedagogy, curriculum and policies and procedures.

*The curriculum we offer follows an emergent, play-based approach to learning that focuses on children’s natural inquiries. Our programs offer a place where children can be curious, explore and engage in rich learning opportunities through their play.*

**At our centers we view each child as competent, capable, curious and rich in potential. This view of children guides the way we interact with the children, design our environments and plan our programs.**

## **Well-Being**

*We believe in providing a safe environment where children’s sense of health and well-being is nurtured both physically and emotionally.*

Nutritious snacks and meals are offered throughout the day and are based on Canada’s Food Guide. Our Educators provide a positive dining experience for children by taking the time to sit with children and allow for opportunities such as serving themselves where they are able to practice their developing self-help skills.

Our indoor and outdoor spaces are designed and developed with the children’s safety in mind. We allow for opportunities where children can take reasonable risks. We believe that these opportunities will build a child’s self-confidence and develop the competence to assess future risk.

We recognize that each child is developing a sense of self and we strive to nurture each child’s

unique personality. Educators support children as they begin to regulate their feelings and emotions by providing a calm, responsive environment. Children are encouraged to recognize what they may be feeling and consider the impact their choices or actions may have on others.

## **Relationships**

*We believe that building relationships is at the core of everything we do. Building a sense of belonging amongst children, families and educators builds the foundation for children's learning, development and well-being.*

We believe that families know their children best and we continually seek ways to work in partnership together. By getting to know our families and regularly communicating with them in person and through the Himama app, we strengthen this sense of belonging amongst children, family and educators.

We are an inclusive program where the uniqueness of each child, family and Educator is considered in our daily practice. Our Educators strive to be kind, caring, empathetic, responsive and calm in all of their interactions with children, staff and families. We recognize that these positive interactions strengthen children's capacity to learn and their ability to feel safe, play and explore the world around them.

We work in partnership with resource consultants, as well as a variety of therapists who specialize in different areas of need. This approach allows us to better support the development of the whole child.

## **Learning Environments**

*We are dedicated to providing experiences that foster exploration, play and inquiry within our carefully designed indoor and outdoor environments.*

Our Educators recognize the value of balancing active play with rest and quiet time, tailored to the individual needs of each child in our care. We believe in the importance of child-directed learning, where children are encouraged to take the lead in their own discoveries while our educators provide guidance and support.

We strive to provide a warm, welcoming environment that reflects our image of children as competent, capable and rich in potential. Our days are filled with open-ended experiences where children are provided with rich materials and opportunities to create, build, pretend, problem solve and explore.

Within both our indoor and outdoor environments we strive to connect children to nature and experience the wonder and joy of the world around them. We do this by providing opportunities to explore and care for the natural world.

## **Documentation**

*We strive to capture children's moments of curiosity, creativity, and discovery through careful observation and thoughtful documentation.*

Documentation is a way of listening to children. It helps us learn about children during the course of their experiences and to make this learning visible to others for interpretation.

Our Educators collect documentation and share it throughout rooms, on our documentation panels and in each individual child's portfolio. Documentation serves as a way to reflect, ask questions and make decisions about future explorations. As we share our documentation with families and other Educators we invite and value the response and reflection of others. Through sharing each other's perspectives and interpretations we can gain insight and a deeper understanding of the children and how they learn.

## **Professional Learning**

*We believe that learning is happening all around us, all of the time for both children and educators.*

We encourage our Educators to participate in reflective practice both individually and as a community. Ongoing reflection allows us to be more intentional and in turn, provide a curriculum that is responsive to the children and families. Our Educators are given time each week to plan, document and reflect based on the observations made during their time with the children.

Educators are also supported in regular goal setting throughout the year where they are encouraged to identify areas they would like to learn more about. Regular opportunities will then be offered to support this on-going learning. These opportunities come in the form of workshops, webinars, conferences and regular reflective staff meetings.

As an organization we are committed to seeking out the latest research as we come to understand what theory looks like in practice. We are dedicated to continually reflecting on our values and revisiting our approaches to learning as we evolve and grow together.

## **Ages of Children Served**

Infants Younger than 18 months

Toddlers 18 months or older but younger than 30 months

Preschool 30 months or older but younger than 6 years

Kindergarten 44 months or older but younger than 7 years

School Age 68 months or older but younger than 13 years

## **Programs available**

Full day, before and after school and socialization (when staffing allows and only between the hours of 8am to 12pm).

## Hours of operation

7 am to 5 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**  
**Last week of August for Professional Development**

## Fees and Billing

Fees are subject to change annually.

<b>Infant Program Fees 8 months - 18 months</b>	
Full Day	\$17.55
<b>Toddler Program Fees 18 months - 30 months</b>	
Full Day	\$15.00
<b>Preschool Program Fees 30 months - 5 yrs</b>	
Full Day	\$12.50
<b>School Age Program 5 yrs - 12 yrs</b>	
Before School	\$5.10
After School	\$10.80
Before & After School	\$10.80
Full Day Under 6	\$12.00
Full Day 6+	\$21.60
<b>Socialization Rate (up to 4 hours between 8am-12pm)</b>	
Socialization Rate under 6	\$12.00
Socialization Rate 6+	\$16.20

Child care fees will be billed on the first day of each month for the previous month. We require payment by cheque, e-transfer or cash. 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 February. These must be retained for income tax purposes. No other statement will be issued.

## Canada-Wide Early Learning and Child Care System

The Canada-Wide Early Learning and Child Care (CWELCC) system supports quality, accessibility, affordability, and inclusivity in licensed child care. It was initiated and funded by the [Government of Canada](#) and CWELCC is a five-year plan to reduce the cost of child care to an average of \$10 per day by 2026. Our centres have enrolled in this program.

## **Late Fees**

Parents/Guardians understand that a late fee will be charged to their account or will need to be paid directly to the centre, when their child is picked up late, unless special arrangements have been made with the agency.

**After you have been late 2 times the following charges will be billed.**

**3 times it is \$2.50/child per minute,**

**4 times it is \$5.00/child per minute**

**5 times it is \$7.50/child per minute**

**6 times it is \$10.00/child per minute**

**This is in an effort to minimize staff costs and to keep the cost of providing care as low as possible.**

## **Overdue Accounts**

If your account is overdue by 60 days (2 months) 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/Assiginack 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](http://www.msdsb.net/cs-how-to-apply), fax to 1-866-397-3334 or call 705-368-0238.

## **Sick Day Policy**

Full Fee and subsidized families will have a total of 36 sick/absent days a year. Part-time enrollment (under 3 days/week) will have 18 sick/absent days a year. Sick days are pro-rated from when you start using care.

It will be up to the families to track their sick/absent days. If there are any discrepancies the attendance records on Himama will be consulted.

## **Vacation**

Children will be given 10 days' vacation for the year. Parents will not be charged when 2 weeks' notice is given.

## **Arrival and Departure**

Children must be escorted into the Centre and 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. If you are unable to pick up your child by 5 pm we ask that you make alternate arrangements. Late pickups will be documented and failure to comply will result in automatic withdrawal in service.

Parent(s) will comply with the arranged days and hours of care based on the enrollment schedule. Child care is provided only for the hours the parent(s) are working/attending school and reasonable transportation time to and from child care.

Children are not to arrive before 7:00 am and must be out of the building by 5:00 pm.

Once your schedule is submitted these times will be used to charge late fees. If you drop off earlier or pick up later, unless prior communication was had with management, a late fee will be applied.

If you will be later than your scheduled drop off time, you need to communicate this with management before 8:30 am. After this time we will not hold their place and it will be offered to a family that needs care that day or a socialization spot.

Parents/Guardians are expected to contact the Centre if their child will not be in attendance as scheduled.

Once you submit your schedule and book your days you can not cancel without 2 weeks notice. If canceled without 2 weeks notice you will be billed as though your child attended.

We reserve the right to determine hours of care for children attending for socialization. Should your child be absent for more than 2 weeks with no verbal notice or contact given to the centre, we will assume that you have chosen to withdraw from the program, and therefore your space will be given away. You will also be charged that month's fee.

If you do not use care as scheduled and you are not communicating with us, we reserve the right to terminate the arrangement. You would then need to re-enroll to use our service.

### **Admission and Discharge Policy**

A tour is encouraged to be arranged to familiarize yourself and your child/ren with our centres environment and an introduction to our curriculum. Completed registration forms, as well as a copy of your child's up-to-date immunization record are required prior to admission. As per our wait list policy admission to the child care centre will be offered to families when a space is available and we will follow the waitlist policy when admitting, which outlines how we approach filling vacancies. Families are free to withdraw their child at any time from the program by submitting written notice to the centre Supervisor at least two weeks prior to the expected last day. Failure to give adequate notice will result in the family being billed for this period. We reserve the option to terminate services for the following reasons:

- Non-payment of program fees
- Chronic late pick up

- Situations that require specialized services that we are unable to provide
- Parents or children who exhibit abusive behaviour towards staff, volunteers other children and families.

## **Zero Tolerance Policy**

Gore Bay/Assiginack Child Care Centre is committed to providing a safe, secure and respectful environment for all children and staff. Words or actions that make others feel threatened or demeaned will not be tolerated and immediate action will be taken to protect children and staff.

## **Inappropriate Words (in person, or by any means of communication)**

- Abusive language and yelling
- Disrespectful, discriminatory or demeaning comments
- Threats or threatening behaviour
- Bullying

## **Disruptive Behaviour**

Disruptive behaviour will result in immediate action. Individual(s) will be asked to leave, the police may be called, and/or Gore Bay/Assiginack Child Care Centre may decline further services.

Gore Bay/Assiginack Child Care Centre considers the use of inappropriate words, actions or inactions as disruptive behaviour.

## **Inappropriate Actions/Inactions**

- Physical attacks
- Intimidation
- Throwing or damaging property
- Unwelcome physical contact
- Refusing to leave the property

## **Waitlist Policy**

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

This waitlist maintains the privacy and confidentiality of the children listed on it and allows the position of a child on the list to be ascertained by the affected persons/family.

Parents interested in a space in either of our sites needs to provide the following Information:

- a) the name, address and phone number of the parent
- b) Child's name and date of birth



- c) Details of type of care needed
- d) Start date and the date of intake.
- e) Town of preferred care

## **Determining Placement Priority when a Space Becomes Available**

1. When space becomes available in the program, priority will be given to
  - Children of staff
  - Siblings of children currently enrolled
  - Spaces within room availability
  - Children identified as needing socialization, early intervention or needs by a licensed agency (eg. CAS, KINA)
  - Date placed on waitlist.

## **Clothing and Possessions**

Your child should be dressed in clothing that is appropriate for physical activity, the weather and the season. Full day programs are required to be outside for a minimum of 2 hours per day, weather permitting and School Age Care programs are required to be outside for a minimum of 30 minutes each day. Please ensure that as well as having access to weather appropriate outdoor clothing your child has access to proper indoor clothing (a change of clothes and indoor shoes)

We ask that children keep their personal items at home as they are often a source of conflict and we can not be responsible for lost or broken toys/items brought to the program.

## **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. Children who cannot sleep are encouraged to rest quietly.

## **Activities off the Premises**

As part of our program we regularly use the community assets surrounding our child care programs including but not limited to, trails, parks, library and shopping areas. Parents consent to their child participating in such activities at the time of enrolment on their registration form. In instances where staff take children off of the premises they are responsible for having each child's emergency contact information with them as well as a first aid kit and a cellular phone in order to contact emergency services if needed. In the case where the outing requires transportation, specific field trip forms will be provided for parents to offer permission for their child to participate. The field trip form will outline the safety precautions being taken for that specific trip.

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.

## **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.
- Modeling: 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.

Rather than reprimanding children for undesirable behaviours, assist them in finding new ways to achieve their goals (e.g., look for the root cause of behaviour; reduce stressors; support children's efforts to initiate and join in play with others; notice, acknowledge, and document positive interactions and attempts at self-regulation and share the information with children and families to gain new insights).

Educators can play an important role in supporting self-regulation by providing environments that reduce stressors while recognizing and supporting children's efforts and increasing ability to self-regulate. Educators can also support children's developing ability to self-regulate by being responsive and attuned to children's individual cues, arousal states, and responses to various stressors.

They can help children learn strategies for becoming or staying calm and focused by enabling them to recognize and modulate their emotional states and impulses and become more aware of the effects of their actions on others. (How Does Learning Happen)

## **Prohibited Practices**

The following practices are not observed in the program:

- (a) corporal punishment of the child;
- (b) physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purpose 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 it 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 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; or

(f) inflicting any bodily harm on children including making children eat or drink against their will.

And staff confirm that these practices are not allowed and do not occur in the program.

## **Parents/Guardians**

Quality child care is a partnership between parents/guardians 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.

## **Supervision of Volunteers and Students**

Gore Bay/Assiginack Child Cares adheres to the guidelines set out by the Ministry of Education regulations on volunteers and students. These provisions are in place to support the safety and well-being of children attending our center.

## **Policy**

1. No child is supervised by a person less than 18 years of age
2. In licensed programs, only employees will have direct, unsupervised access to children. No volunteers or student are to be left alone with children.
3. Volunteers and students may not be counted in the staffing ratios for licensed Child Care
4. Volunteers and/or students must be supervised by an employee at all times. Staff must verbally confirm that no volunteer or student is left unsupervised with children.
5. Room Leads or Designate are responsible for supervising volunteers and students in their respective classrooms.

## **Procedure**

- Volunteers and students must review and sign off on our behaviour management policies, anaphylaxis and emergency policies before they begin and annually afterwards.
- The supervision policy for volunteers and students will be reviewed with volunteers and students before they begin and annually afterwards.
- Vulnerable Sector Screenings are required for all volunteers and students who have direct contact with children in the centre every 5 years and an Offence of Declaration will need to be completed annually.

## **Roles and Responsibilities**

### Supervisor

- Ensure that the policy is reviewed with volunteers and students who will be in the centre.
- Provide an orientation to all volunteers and students who will be attending the centre. Orientation will include a tour of the centre both inside and outside, review the emergency evacuation procedures, review the centre's Policy and Procedures Manual and a discussion regarding the needs of individual children.
- Designate a Lead for each group of children in the centre who will be responsible to supervise volunteers and students and ensure this staff person's responsibilities in regard to volunteers and students is clear.

### Volunteers and students

- Review all required policies, procedures and documentation before they begin and at least annually afterwards.
- Participate in an orientation with the supervisor before they provide care or guidance to children at the centre.

### Licensees

- Ensure that the centre's insurance covers volunteers and students
- Review the policy at least annually to ensure that it remains current
- Ensure that the policy is reviewed with employees before they begin employment and at least annually afterwards.

## **Emergency Management Policies and Procedures**

Gore Bay/Assiginack Child Care Centres have Emergency Management Policies and Procedures in place. 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 Supervisor or Designate will notify all parents/guardians through the Lillio Program of the emergency situation, evacuation and the location to pick up their children. If needed, a follow up phone call will be made following the message on Lillio.

Where possible, the Supervisor 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 Supervisor or Designate must notify parents/guardians of the emergency situation and that the all-clear has been given. This will be sent through the Lillio Program.

Where disasters have occurred that did not require evacuation of the child care Centre, the Supervisor 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 Supervisor or Designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

### **Service Interruption Procedure**

Each Centre will make every effort to remain open. The Child Care Early Years Act regulates a specific standard of health and safety measures that must be met at all times in order to operate. If these measures will not be met because of severe weather or facility/utility failure, we are required by law to send children home and close.

If conditions warrant closing the program, parents will be notified individually where able. Families can also listen to the local radio stations; check our website and other social media sites or call their program directly.

### **Nutrition**

We strive to ensure the nutritional needs of the children while in our care are met. Adequate and appropriate nutrition is vital to children's health, growth, development and well-being. Canada's food guide is used to make informed decisions when creating menus provided by the centre. Children in full day child care will be provided with a morning and afternoon snack as well as a midday meal prepared on site.

Special dietary needs and allergies will be posted in the food preparation area and will be accessible as a reference to staff at all other times to ensure that children receive the correct food.

Any child requiring a special dietary arrangement must provide written instructions to the center Supervisor either at the time of registration or at the time such requirements come into place. If the centre can not accommodate the required arrangements, parents/guardians may be asked to supply items. If items are supplied they must be labeled. Items brought in daily are required to have the child's name. Items stored at the center for future use require the child's name and the date the item was supplied.

## **Allergy Awareness**

Parents are required to provide the centre with written instructions for feeding infants under 1 year, as well as for any child with special requirements related to diet/rest/exercise. Parents are also required to provide written instructions when there are any changes to these requirements.

Due to the prevalence of allergies, outside food is limited in the Child Care Centre. Staff will monitor snacks and meals to ensure food does not contain Peanuts/Tree Nuts or have come into contact with these nuts. Parents will be notified when concerns arise regarding the nutritional adequacy and/or presence of allergens. Food allergy lists are posted in programming areas where food consumption takes place and parents are to notify staff in writing with regards to any allergies or food intolerances.

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- The Cook will review the known ingredients for all food provided with the Supervisor before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent/guardian will be implemented.
- Ensure that parents label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and that parents/guardians advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children are maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.

- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.

## **Anaphylactic Policy**

Anaphylaxis is a serious allergic reaction and can be life threatening. The allergy may be related to food, insect stings, medicine, latex, exercise etc. The anaphylaxis policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents/guardians, staff, students and visitors at the child care center.

The child care will reduce the risk of exposure in the child care setting to anaphylactic causative agents that may include foods or causative agents (latex, fabrics, medicines or chemicals) that commonly produce allergic reactions.

Certain foods will be avoided on the menu and in materials/foods that may be used for activities and sensory programming, depending on the allergies of the children attending the centre.

The list will be revised as necessary depending on the life threatening allergies of the children enrolled.

## **Medications**

In accordance with the Child Care and Early Years Act, staff can only administer prescription medication prescribed to the child and is in the original container. If giving over the counter medication such as Tylenol, medication must also be in the original container and labeled with the child's full name. 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 a staff member. At no time are medications to be in the diaper bag.

## **Health and Common Illnesses**

Our program complies with public health regulations regarding contagious diseases.

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/guardian will be asked to pick up the child within 30 minutes.

Parents/guardians are encouraged to have a backup provider in case of illness.

Parents/guardians are required to call the program if their child is ill and will not be attending.

## **Diarrhea/Vomiting/Fever**

A child has diarrhea if there are more bowel movements than usual within an hour, or if stool is unformed, loose and more watery than usual. Other symptoms that may accompany diarrhea

may include fever, loss of appetite, nausea, vomiting and stomach pains. Your child must be excluded from the Centre until the bowel movements/vomiting have ceased for 48 hours. If your child has a fever at the Centre you will be required to pick them up immediately and your child will not be able to return until fever free for 24 hours.

## **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. The Centre is required to maintain up-to-date immunization records for all children attending the Centre.

Parents/guardians are required to supply proof of up to date immunization for children who are under 4. For parents/guardians who choose not to immunize exemptions are to be documented as follows on a Ministry approved form:

- For medical exemptions, a legally qualified medical practitioner must complete the “Statement of Medical Exemption Form”.
- For religious or philosophical exemptions, a “Statement of Conscience or Religious Belief’s Form” must be completed by a “Commissioner for taking avadavat” (i.e. it must be notarized)

## **Parent/Guardian Issues and Concerns**

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.

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 an 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 & Assiginack 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.



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 centres maintain 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.

**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.

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.

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.

<p><b>Contacts:</b></p> <p>Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or <a href="mailto:childcare_ontario@ontario.ca">childcare_ontario@ontario.ca</a></p> <p>Gore Bay Child Care Centre 705-282-8669</p> <p>Supervisor – Andrea Lewis 705-210-0062</p> <p>Ministry of Labour – 1-877-202-0008</p> <p>College of Early Childhood Educators – 1-888-961-8558</p> <p>Health Unit – 705-370-9200</p> <p>Police/Fire/Ambulance - 911</p> <p>Children’s Aid Society – 1-877-272-4334</p> <p>Kina Gbezhgomi Child and Family Services – 1- 800-268-1899</p>
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## **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) 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/childrenciaid/reportingabuse/index.aspx>

## **Feedback**

Parent feedback is encouraged. We have a parent representative that will address concerns and other comments. Please see our website for our current parent representative contact information.



## Gore Bay/Assiginack Child Care

Centre Enrolled In: \_\_\_\_\_

Children(s) Name(s): \_\_\_\_\_

I have received and read the Parent Handbook in full and fully understand the policies and procedures entailed in the handbook and understand my requirements regarding my child(ren).

\_\_\_\_\_  
Parent/Guardian (1) Printed Name & Signature

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Parent/Guardian (2) Printed Name & Signature

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date Signed