



An Apple A Daycare



Parent Handbook 2018



645 Gardiners Road
Kingston, Ontario
K7M 8K2
613 507 5437
www.anappleadaycare.ca

Welcome to An Apple A Daycare!

I would like to welcome you to An Apple A Daycare. It is exciting to have you join our centre and we look forward to partnering with you and your child/ren as they spend their days with us and grow with us.

This centre was established in 2016 out of my desire to find a program for my two children. We have continued to grow since opening and the staff and I are so excited to provide a service that we are all proud of.

An Apple a Daycare is happy to provide a quality child care program to Kingston and the surrounding area. Our staff is dedicated to uphold a warm and accepting environment where children can develop socially, creatively, physically and intellectually at their own pace.

We aim to make your child's time at An Apple A Daycare the best experience it can be for them as well as you, the parent/guardian. Our centre provides a full day program for Infants, Toddlers and Pre-school aged children. We are licensed by the Ministry of Education and our operation is guided by the Child Care and Early Years Act.

I sincerely hope that you feel welcome here, and that your child/ren feel safe, secure and gain a life long interest to learn and discover the world around them. These are important years for discovery.

Dina Roumanis

An Apple A Daycare Program Statement

At An Apple A Daycare we value each child and their family offering a quality early learning and child care program that provides children with the best start in their learning experience. We provide a program to support children that are from 6 months old to 6 years of age.

We take pride in providing an environment that fosters children's natural curiosity and allows them to explore new ideas, learn and try new experiences, all while learning and developing at their own pace.

Through our program, we ensure that we promote health, safety, nutrition and well-being of children both indoors and outdoors. This includes times of active play as well as rest to ensure the needs and health and well-being are promoted. This Program Statement is consistent with the Minister of Education's policy statement on programming and pedagogy.

This policy statement will be reviewed prior to interacting with children and annually by the management team as well as all staff, volunteers and students. Our staff and the management team maintain the following goals and values for your child:

- To provide a caring and nurturing environment so that your child feels like they are in a home away from home
- Promote health, safety, nutrition and well-being of all children
- To be immersed in a fun engaging program both indoors and outdoors, that is based on the concept of discovery and play
- To enhance confidence and self-esteem through constant encouragement and positive reinforcement.
- To develop social awareness through interaction with other children and caring, knowledgeable adults
- To expand language and early math skills
- To uphold a healthy balance of freedom and structure where children can express their individuality
- To strengthen gross and fine motor skills through stimulating and accessible indoor and outdoor activities
- To promote independence and master life skills
- Engage families and provide open confidential communication with families
- To promote ongoing Professional Learning opportunities for all staff

An Apple A Daycare Program Statement

Continued

Goals and Approaches to meet our Program Statement

How do we promote health, safety, nutrition and well-being?

This is achieved by staff/students/volunteers:

- adhering to all legislative requirements of the Child Care and Early Years Act (i.e. playground inspections, safe food handling etc)
- observing the environment and making changes to ensure safety
- encouraging and modeling behaviour
- observing children and adhering to the Duty to Report requirement
- revising the schedule as required to meet the needs of the children
- engaging community supports when there are concerns about a child's development

All staff that are hired are caring, knowledgeable and responsive to each individual child and family

Staff are all trained in First Aid, infant and child CPR Level C that has been approved by WSIB, as well as the use of an Epi-pen

All staff, volunteers and visitors have a completed Criminal Reference check with Vulnerable Sector screen prior to interacting with the children and every 5 years subsequent to that. All staff sign the Offence Declaration on an annual basis. All support staff (i.e. speech therapists, Resource Workers etc) will provide an Attestation from their employer prior to interacting with the children

At least one educator in each class is a Registered Early Childhood Educator (RECE). The other educators have a variety of training and experience that include: Child & Youth worker, Primary Education Studies, etc.

All Staff/students/volunteers follow all applicable legislative requirements including the Child Care and Early Years Act, KFL&A public health department, Fire safety guidelines

The entry to our facility is locked and only accessible by ringing the door bell. All areas of the building are on closed circuit t.v. and no one enters without the knowledge of the staff

We ask parents/guardians to please ensure that they do not allow any other adults into the building when entering, unless you know that they are parents/guardians of an enrolled child

religious food requirements for children in our program

The classrooms are cleaned and sanitized daily. Toys are cleaned and disinfected weekly or more often as necessary (i.e. after being mouthed)

An Apple A Daycare Program Statement

Continued

- We ask all families to ensure the door closes and secures when they enter and exit.
- We provide nutritious meals and snacks based on a 4 week rotational menu that changes seasonally and is based on the Canada Food Guide. The full time cook prepares meals and snacks onsite. There is alternate Vegetarian and Gluten free menu. We are willing to accommodate dietary or religious food requirements for children in our program
- The cook as well as the owner is Food Handlers Certified
- We are a nut free centre and ask that anyone that consumes peanut butter prior to coming to the centre, thoroughly washes their hands and face as well as brush their teeth. Parents are not to bring any food into the centre that may contain nuts.
- The classrooms are cleaned and sanitized daily. Toys are cleaned and disinfected weekly or more often as necessary (i.e. after being mouthed)
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Prohibited practices in the centre include:

- corporal punishment of the child
- 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
- locking the exits of the child care centre 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;
- 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;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- inflicting any bodily harm on children including making children eat or drink against their will.

It is the staff's legal responsibility, to the extent that this is possible, not to release a child to an unauthorized person. If this is your first time picking up your child from a new staff, they will ask for photo i.D. to ensure that they are releasing the child to the appropriate person

An Apple A Daycare Program Statement Continued

We recognize that families may be dealing with custody and access issues in regard to a child(ren) attending An Apple A Daycare. Therefore we have set the following guidelines in place to ensure that a child is not released to a person who is not authorized to have access due to custody arrangements.

At the time of registration or any time during the child's enrolment, the enrolling parent must notify the Supervisor of an existing Custody Agreement. The Supervisor will ask for a certified copy of the most recent Court Order. If the other parent is not permitted to pick up the child, we will need to verify this through the custody document which will include clear access directions. Without a court document, both parents have equal rights to custody and we cannot accept the responsibility of deciding which parent has legal custody. If custody documents are in the process of being established, we will accept a written agreement signed by both parents confirming who can pick up the child and on what days and times.

If there is a custody disagreement/dispute, An Apple A Daycare is legally bound to respect the wishes of the parent with legal custody. To best support the child in a family conflict situation (i.e. custody, divorce, separation), it is An Apple A Daycare's policy to remain neutral. Therefore, we will not issue letters of support/character references to either parent/guardian.

What are the measures used to deal with contraventions of our Policies and Procedures and with the commission of a prohibited practice?

Everyone including staff, students, volunteers and parents are expected to comply with the program's stated policies and procedures and the requirements of the CCEYA. Failure to comply could result in:

For Students and Volunteers:

- Step 1) A verbal warning from the Owner or Supervisor
- Step 2) A meeting with the Owner and Supervisor to discuss further action.
- Step 3) A termination of the placement.

For Staff:

- Step 1) A verbal warning.
- Step 2) A written warning and meeting with the Owner and Supervisor
- Step 3) Suspension without pay (if the policy not followed is of a serious nature, the suspension may be skipped and lead directly to Step 4
- Step 4) Dismissal

For Parents and other visitors:

- Step 1) A verbal warning
- Step 2) A written warning and meeting with the Owner and Supervisor
- Step 3) Appropriate action not limited to the person no longer being permitted on the premises of An Apple A Day-care Inc.

Disciplinary measures are normally a three step process. The exception is for certain kinds of conduct, which because of its seriousness, justifies omitting one or more of the steps. When determining which disciplinary measure(s) will be taken, the following criteria will be considered by the supervisor/licensee:

- the seriousness of the offence
- the actual or potential risk, or harm to the child
- the past and recent performance of the individual
- the frequency of occurrence
- previous disciplinary action taken

Where action is necessary, it will be taken IMMEDIATELY by the supervisor in the case of the staff, students, volunteers, parents and others, and by the owner in the case of the supervisor.

An Apple A Daycare Program Statement Continued

NOTE: With regard to children, see CFSA Sections 37 and 72, with respect to a child in need of protection and the duty to report. Any concerns regarding abuse of a child or suspicion of abuse of a child must be reported immediately to the local CAS (Family and Children's Services of Frontenac, Lennox and Addington) by the individual who observes or suspects the abuse.

Should an allegation of abuse be made against a staff of the centre, the staff will be immediately placed on paid leave pending the outcome of the investigation. If an allegation of abuse is made against a student or volunteer, the individual's placement will be temporarily suspended pending the outcome of the investigation. A serious occurrence will be filed in CCLS within 24 hours.

How do we provide a caring and nurturing environment?

- Educators will greet each child and parent on arrival and departure
- There is an open door policy with parents
- Our inclusive environment leads to children's sense of belonging by providing positive learning environments and practices that are focused on play-based learning
- We encourage self-expression, self regulation and the child's ability to identify their feelings and deal with stress
- Educators in our programs help meet the children's need to develop trust in the world and people by interacting with a positive, cheery demeanor
- Interactions are inclusive and positive
- The environment and play areas are not gender defined and children are encouraged to experience all areas of the classroom
- Educators will encourage self help skills as we believe children are capable and educators allow each child to develop to their potential. We will assist them as required to prevent frustration and becoming discouraged
- Educators use positive language when speaking to the children and will guide behaviour through positive language and encouragement
- Ensure that the environment, both inside and outdoors, promotes collaborative experiences, stimulate inquiry, interaction amongst other children and educators

An Apple A Daycare Program Statement Continued

How do we engage parents/guardians and encourage open communication?

- Open door policy for all parents/guardians. We are also available by phone/email
- Each child has a Communication Daily Log that the educator will use to inform families of information regarding their child's day
- Provide parents/guardians with access to a private "An Apple A Daycare "Parents and Staff" Facebook page. This site provides pictures, daily activities, messages to parents/guardians, posts current menu on a weekly basis
- Parent/teacher meetings are available when required
- Monthly newsletter

How do we document and review the impact of An Apple A daycare?

- Staff engage in daily observations of all children in the program and use this information to document and plan future activities
- Staff use self-reflection as a tool to provide ways to enhance interactions and activities that they have provided
- Conduct yearly Parent Satisfaction surveys
- Documentation is provided in the child's Daily Log, on the Private Facebook page for Parents, on the parent board located in the hallway, posted on the bulletin board outside of the classroom
- We also use formal assessment tools such as the Nipissing District Developmental Screen, the Infant and Toddler Environment Rating Scale (ITERS) and Early Childhood Environment Rating Scale- Revised (ECCERS-R)
- Early Learning for Every Child Today (ELECT), "How Does Learning Happen" are used to develop our practice
- The main way that we document learning is through photos, videos and children's drawings.
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How do we promote and support staff in Continuous Professional Learning?

- Hire staff that have shown interest in continuous professional learning
- Opportunities for growth are supported
- At the monthly staff meetings there is time spent on expanding the staff professional learning.
- Supervisor provides coaching and mentoring to all staff
- Supervisor observes staff on a regular basis and document areas for reflection and enhancement of staff practices
- Provide Professional Learning materials, i.e. articles, magazines,
- Provide time during the day for professional development opportunities as they are provided in the community

An Apple A Daycare Program Statement Continued

How do we implement the Program Statement?

- Staff, students and volunteers will be provided a copy for review and sign off before interaction with children and yearly thereafter.
- Supervisor will discuss a part of the program statement at each staff meeting for reflection and discussion
- The management team meet yearly to review and update the program statement
- A review of all policies and procedures including the Prohibited practices is reviewed and signed off by every staff, student, and volunteer prior to contact with children and yearly thereafter as per the Program Statement Implementation Policy.

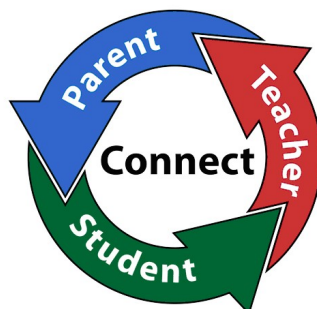
How do we ensure Confidentiality?

- The information requested in the enrolment process and thereafter is collected for the purposes of supporting the health and welfare of each child and ensuring the safety of each child. The information is collected pursuant to Child Care and Early Years Act, 2014, S.O. 2014, c. 11, Sched. 1, as amended, and the regulations there under. For further information relating to the collection of personal information please contact the Supervisor at anappleadaycare@outlook.com
- Protection of Personal Information is committed to implementing processes and practices to ensure personal information of children and families is protected. All files are kept in a locked filing cabinet.
- Every staff member/student/volunteer signs a “Confidentiality Policy” to ensure that information concerning every child and family is kept in strict confidence. This policy is signed prior to interaction with the children and yearly thereafter

Our Staff

Our educators are first and foremost warm, caring, responsive individuals that concentrate on building positive relationships with children, families colleagues and the community. They are knowledgeable of Early Childhood Development and use reflective practice to listen, observe and document the children’s learning.

They have various qualifications including a desire to provide a stimulating environment that ensures the children are engaged and exploring the world around them. All of the Early Childhood Educators are Registered with the College of Early Childhood Education. The other educators qualifications include Primary Education Studies, Child & Youth Worker.



Nutrition, Allergies and Dietary Concerns

An Apple A Daycare is dedicated to providing nutritious meals and snacks, that meet the requirements of the Child Care and Early Years Act and follow Health Canada recommendations. We provide a home cooked lunch as well as 2 snacks every day. For parents/guardians that arrive early, there is an option to pay for breakfast for your child that is served prior to 8:00 am at a cost of \$3 per breakfast.

We have a fully functional kitchen with a cook that is certified in “Safe Food Handling” from the KFL&A health department. Our menu is based on a 4 week rotation and is updated seasonally. We try to include cultural diversity as well as a vegetarian option. Please inform the Supervisor if your child/ren have any dietary restrictions.

An Apple A Daycare will follow the dietary needs and concerns of your child according to the written consent of the parent and/or a doctor. All allergies and dietary concerns will be clearly posted in the kitchen and in every room.

When Parents register, they are asked about medical conditions, including whether children are at risk of anaphylaxis and asthma.

It is the responsibility of the parent to:

- Inform the centre supervisor of their child’s allergy (and or asthma).
- Before the child attends the centre, complete medical forms and the Anaphylaxis Emergency Plan, which includes a photograph, description of the child’s allergy, emergency procedure, contact information, and consent to administer medication. The Anaphylaxis Emergency Plan is posted in key areas such as in all classrooms, the office, and the food preparation and serving areas and a copy attached to the child’s epi-pen.
- Ensure that updated medications are provided to the centre before existing medications reach their expiry date.
- Advise the centre in writing of any changes to their child’s emergency plan or procedure (e.g. if their child has outgrown an allergy or no longer requires an epinephrine auto-injector. (A note from the child’s allergist or physician is also required.). Any child with anaphylaxis is not permitted to be in attendance without their emergency medication or if the medication is expired.

We encourage you to have your child wear medical identification (e.g. Medic Alert ® bracelet). The identification could alert others to the child’s allergies and indicate that the child needs or carries an epinephrine auto-injector. Information accessed through a special number on the identification jewellery can also assist first responders, such as paramedics, to access important information quickly.



Program Details

Hours of Operation

Monday to Friday 6:30 am to 5:30 pm

** Please note that children are to arrive by 10:00 am at the latest**

Unless they have a Doctors appointment

Under No Circumstances will a child be able to arrive between 12:00 and 2:30 pm

****If you arrive after 5:30 pm to pick up your child, there is a late fee of \$1.00 per minute per child****

Daily Fees

Infant: \$65.95/day
Toddler: \$55.95/day
Preschool: \$50.95/day
Before Care (for siblings): \$11.00/day
After care (for siblings): \$14.00/day
PA Day care \$50.95

Late Payment Penalty Fees

If your monthly payment is not received by the 5th of the month a \$5/day late payment fee will be added to your account. If the total balance is not paid within 10 days, your child's care will be suspended until fees are paid. (regular charges apply to missed days of care due to late payment suspension)

Subsidy

Please visit the City of Kingston website to see if your family qualifies for Subsidy.

Payment

All fees are due the month preceding childcare services. Method of payment preferred is via email money transfer to anappleadaycare@hotmail.com Please make the password for the transfer kingston (all lower case). We also accept cheques.

Health, Safety & Well being

Please notify us prior to 8:30am, if your child is exhibiting signs of illness and will not be able to attend child care. If your child is too sick to participate in all of our scheduled activities, we ask that you keep him/her at home.

We are committed to maintaining a clean and healthy environment for every child enrolled in our daycare and we assert that the best place for a child to recuperate from an illness is at home.

You will be contacted to pick up your child immediately should one or more of the following symptoms appear while your child is here at the centre:

- ◆ 101.5F or higher
- ◆ vomiting
- ◆ 2 instances of diarrhea
- ◆

Young children tend to be subject to the occasional bump and bruise. Every minor injury will receive proper care and an injury report will be filled out and signed by a staff member and the parent. You will receive a copy of this report when you pick up your child.

In the case of a serious accident, the staff at An Apple a Daycare will contact emergency services as well as the parent or emergency contact/s on file. Our centre has a Serious Occurrence Policy that requires us to post information about serious occurrences that happen at the daycare. You will find this next to our license in the front hall.

We take great measures to ensure that every child is safe at all times. In the rare case of a serious incident, a notification form will be posted on the parent information board.

Administration of Medication

Our staff will administer prescription medication to your child with your consent and with your written instructions. Written consent may only be submitted on a "Permission to Administer Medications" form. Every medication must be in the original bottle with the original labels including the child's name. .

We NO NOT administer Over-the-counter medication, unless it is fever-reducing medication for febrile seizures and comes with a doctor's note IF there is a significant health risk if the child does not take it.

In respect to prescription antibiotics, children may not return to daycare until they have had a full 24 hours of the antibiotic and are healthy enough to participate in a full day of the program.

Enrolment and Fees

After you've made the decision to enroll your child in An Apple A Daycare, we will arrange an initial meeting to discuss how we can assess and accommodate your child's needs.

We strive to make the transition into An Apple A Daycare as smooth as possible for the parent, child and Educators. During this initial meeting, we will ask questions in order to get to know your child and we will provide you with an enrollment package to take home and fill out.

Please call the centre by 8:30 am if your child will not be attending the program that day.

There are 11 Holidays each year that are observed as follows:

New Years Day	Family Day	Good Friday	Easter Monday
Victoria Day	Canada Day	Civic Holiday	Labour Day
Thanksgiving Day	Christmas Day	Boxing Day	

Before your child can be officially enrolled in An Apple A Daycare, you must complete and provide the following items:

A completed Enrolment Package Includes:

- * A signed Parent Contract and Payment Agreement
- * A completed "All About Me" form
- * An up to date health and immunization Form
- * Signed consent forms
- * A non-refundable Registration Fee of \$250 per child that is registered.
- * A payment of \$5 into your child's creative supply account.

The registration fee is required so that we can reserve a spot for your child. This fee will be subtracted from the total balance of your child's first month in our Daycare.

Your child's creative supply account is used to ensure that he/she has a suitable amount of supplies at the daycare (i.e. arts & crafts supplies, daily essentials) and this amount will be applied to your monthly invoice.



Inclusion

We are an inclusive centre that is committed to supporting all children and their families. Sometimes despite our efforts and strategies, we need to consult with Community Supports. Prior to contacting a support agency we will meet with the parents/guardians to discuss strategies used at home and to inform parents/guardians of our concerns.

If your child is already working with a Community Support, we are happy to work with them to ensure that your child has a consistent approach being utilized.

If our efforts are exhausted, one weeks written notice of termination of services will be issued. In exceptional circumstances, where the children's and or staff safety is at risk an immediate dismissal may be warranted.



Withdrawal Policy

You are required to give a minimum of 2 weeks written notice prior to withdrawing your child from our program. Payment is still required even if your child does not attend our centre during that time.



Clothing and Items needed from home

“Messy moments are moments every child should have.”

We ask that your child come to our program with “Wash and Wear”, comfortable clothes that are suitable for playing and getting messy as well as indoor shoes.

In addition to this, please bring the following items for your child:

At least 3 complete sets of spare clothing including socks and underwear. Your child/rens safety is our primary concern, therefore please send your child in closed toe, rubber heeled shoes (running shoes). No Crocs please.



An Apple a Daycare is not responsible for lost or damaged clothing

***To help prevent loss please label all clothing, shoes, bottles, sippy cups.
As well as anything else you bring***

In Addition to the above please bring:

Infants

- ◆ Box of diapers, wipes, any creams or lotions for diaper rash, formula (if required), blanket or sleep sack, soother (if required), sippy cup, bottle (if required)

Toddlers

- ◆ Diapers, wipes, any creams or lotions for diaper rash, blanket, stuffed toy for naptime.

Preschool

- ◆ Pull ups (if required), blanket, stuffed toy for nap time.

Weather appropriate clothing and items include:

Spring/Fall

- ◆ Rubber boots, hat, splash pants, jacket suitable for the weather

Winter

- ◆ A warm hat, sweater, two pairs of heavy mittens, boots, warm snowsuit

Summer

- ◆ Sun hat, bathing suit, towel, water bottle, sunscreen with an expiry date clearly visible.



Arrival & Departure

Please inform staff of your child's arrival/departure. All children are signed in and out by our staff upon their arrival and departure. We ask that you provide us with the full names of the parent(s)/guardian(s) who will be responsible for picking up and dropping off your child. If there are any changes, we ask that you let us know by written notice or by calling us. We will ask for ID when applicable.

If your child is not going to attend daycare as per usual, we ask that you call and inform us by 8:30am. If we are unable to come to the phone, please leave us a message.

Emergency Evacuation

In case of an emergency while the children are at the centre, we will implement our emergency evacuation process. During this process we will evacuate if necessary and go to:

Raxx 665 Development Drive,

and we will contact parents via phone from Raxx to pick up your child. We will also post on An Apple A Daycare Parents & Staff Facebook page.

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.

Confidentiality

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).



“There are two things we should give our children: one is roots, the other is wings.” – Hodding Carter

Concerns about the Suspected Abuse or Neglect of a child

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.

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/childrensaid/reportingabuse/index.aspx>

Parent/Guardian Issues and Concerns Policy & Procedures

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with 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 An Apple A Daycare 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 or in writing. Responses and outcomes will be provided verbally, or in writing upon request. 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 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.

The process and more details are on the next page.

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Management in responding to issue/concern:
<p>Program</p> <p>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 the classroom staff directly or the Supervisor or Owner.</p>	<p>Address the issue/concern at the time it is raised or arrange a meeting with the parent/guardian within 2 business days.</p> <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 the issue/concern; the details of the issue/concern; and <p>any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</p>
<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 the Supervisor or Owner.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 7 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>

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca.

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.

Contacts:

Dina Roumanis, Owner, anappleadaycare@hotmail.com

Betty Read, Supervisor, anappleadaycare@outlook.com

Local Health Department, KFL&A 613 549 1232

City of Kingston, Childcare Services, 613 546 2695, ext. 4825

College of Early Childhood Educators, 1 888 961 8558

Ministry of Environment, 1 800 565 4923

Local Fire Department, 613 548 4001

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

Questions & Answers

Q. Can I bring food from home?

A. Our centre strives to be Peanut Free. To protect the children who have life threatening allergies, we ask that Parents Do Not bring food in from outside. If you would like to celebrate your child's birthday we ask that you bring in a peanut free cake mix and we will make it in our Peanut free kitchen.

Q. How do you decide to call Parents/Guardians when a child is ill?

A. We follow direction from the KFL&A Public Health Department

Q. My child has several food restrictions and allergies. Can you accommodate?

A. Yes we can! Please speak to the Supervisor as each case is determined based on the needs of each child. Our menu includes a Vegetarian option daily.

Q. Can I request that my child stays indoors while the other children go outdoors?

A. No. We cannot keep some children indoors due to staffing ratios set by the Child Care and Early Years Act. Children that attend our program must be well enough to participate fully in all activities.

Periods of Exclusion

Anyone with the following symptoms should remain home and not attend the centre:

Diarrhea (2 or more loose or watery stools) and/or Vomiting: 48 hours after symptoms stop

Pink Eye (with discharge): until 24 hours after the start of antibiotic

Strep Throat: 24 hours after starting antibiotic

This is not an exhaustive list. Please speak to your child's Educator or Management.

We value your input

There are several ways to stay connected:

- ♦ *The office is always open*
- ♦ *Place your feedback in the “Birdcage” at the front entrance*
 - ♦ *An Apple A Daycare Facebook*
- ♦ *Join “An Apple A Daycare Parent & Staff “ Facebook page and receive photos of your child/rens day along with other updates*
- ♦ *Read the Daily log every day, it is on your child/rens cubby*

Email: anappleadaycare@hotmail.com

Or

anappleadaycare@outlook.com

www.anappleadaycare.ca

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