

An Apple A Daycare



Parent Handbook

November 2022

Parent Handbook

645 Gardiners Rd. Unit 111
Kingston ON
K7M 8K2

Phone Number: 613-507-5437

Hours of Operation: 7:00am – 5:30pm, Monday – Friday

Owner/Operator: Dina Roumanis

Supervisor: Betty Read

Center Email for Payment/Business Inquiry: anappleadaycare@hotmail.com

Center Email for Childcare/Staff Inquiry: anappleadaycare@outlook.com

Center Emergency Evacuation Site: Raxx Billiard Bar & Grill

665 Development Drive, Kingston, ON, K7M 4W6

Table of Contents

| | |
|---|----|
| Welcome to An Apple A Daycare | 5 |
| Program Statement | 6 |
| Enrollment Policies | |
| Wait list Policy..... | 12 |
| Enrollment Forms | 13 |
| Custody Arrangements | 13 |
| Withdrawal from Program | 13 |
| Termination of Care | 13 |
| Tuition, Associated Fees and Payment Terms | |
| Registration | 14 |
| Tuition Rate | 14 |
| Increase in Fees | 14 |
| Payment of Fees | 14 |
| Fee Subsidy Child Care | 14 |
| Vacations/Illness | 15 |
| Late Pick-Up Fees | 15 |
| Beginning your Journey at An Apple A Daycare | |
| Orientation and Transitions..... | 16 |
| First Day: What to Bring | 16 |
| Please DO NOT Bring | 16 |
| Key Contacts | 16 |
| Communication | 17 |
| Updating Your Contact Information | 17 |
| Accident reporting..... | 17 |
| Health & Wellness | |
| Immunizations | 18 |
| Daily Health Checks and Covid Screening | 18 |
| Reporting Absences | 18 |
| Common Illnesses | 18 |
| Outbreaks | 19 |
| Medication | 19 |
| Anaphylaxis, Allergies and Medical Conditions | 20 |
| Nutrition | 21 |
| Dietary Restrictions and Food from Home | 21 |

| | |
|--|----|
| Child Behavioural Guidance | 22 |
| Key Policies | |
| Arriving at the Center/Signing In | 23 |
| Releasing Your Child | 23 |
| Appropriate Clothing | 23 |
| Emergency Policies | |
| Communicating with Parents and Guardians During an Emergency | 24 |
| Severe Weather and Center Closures | 24 |
| Evacuation | 24 |
| Security Threats and Lockdowns | 25 |
| General Policies | |
| Lost Property | 26 |
| Inclusion | 26 |
| Photography & Video's | 26 |
| Statutory Holidays/Center Closures | 27 |
| Indoor and Outdoor Activities | 27 |
| Smoking and Vaping | 28 |
| Alleged Intoxication, Drugs or Alcohol, Medical Concerns | 28 |
| Students & Volunteers | 28 |
| Parent Code of Conduct | |
| Communication and Addressing Concerns | 29 |
| Professional Relationships | 30 |
| An Apple A Daycare's Corporate Standard | |
| Licensing Ratios and Maximum Group Sizes | 31 |
| Reduced Ratios | 31 |
| Confidentiality of Information | 31 |
| Mandated Reporting of Suspected Child Abuse or Neglect | 32 |
| Serious Occurrence Reporting | 32 |
| Parent and Community Issues and Concerns Procedure | |
| Concerns About Suspected Abuse or Neglect of a Child | 33 |
| Procedure for Raising Concerns | 33 |
| Escalation of Issues or Concerns | 35 |

Dear Parents/guardians,

Welcome to An Apple A Daycare!

The introduction to childcare is an important step in the life of your child. We want to ensure that your child feels safe, secure and gains a lifelong interest to learn and discover the world around them.

Our educators are dedicated to upholding a warm, accepting environment where children can develop socially, creatively, physically, and intellectually at their own pace.

Our goal is to ensure that we partner with you to ensure your child's transition to An Apple A Daycare is as smooth as possible. Our Management team, Educators, and other team members are experienced and have a passion to see children grow and learn.

It is very important for the lines of communication to be open and clear. We provide daily updates on the activities and routines. We host several zoom meetings to update you on your child's progress and to discover any concerns that you may have.

We work diligently to ensure that we meet and often exceed the requirements set up by our local licensing bodies including the Ministry of Education, Child Care Quality Assurance and Licensing, Early Years and Child Care Division, KFL&A and the City of Kingston Fire department.

Our team endeavors to provide the highest Quality childcare program. We are pleased to be the recipient of the "Consumer Choice Award, Business Excellence for 2022" chosen by consumers in Kingston for the Best Daycare/Childcare in our community.

Please contact any of the management team with any questions at 613 507 5437. We look forward to partnering with you and your child as they grow with us.

Dina Roumanis - Owner

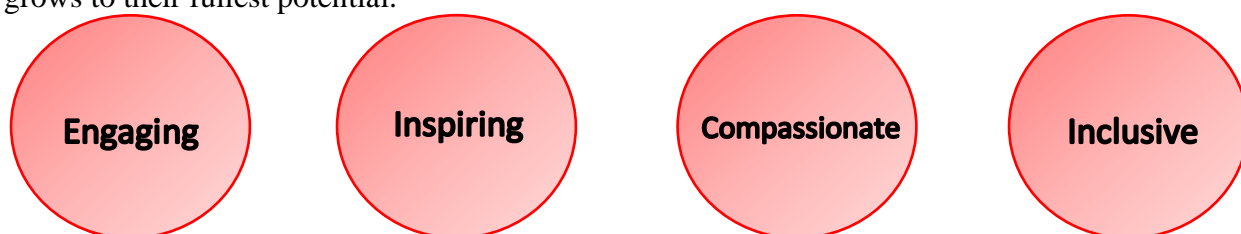
An Apple A Daycare Program Statement

An Apple A Daycare offers a program that is consistent with the Ministry of Education policies, pedagogy, and curriculum. In designing our program, we used the following documents to base our strategies on:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years 2014
- Ontario Early Years and Child Care Policy Framework 2017
- Ontario Early Learning Framework 2013
- Think, Feel, Act: Lessons from Research About Young Children 2013
- Early Learning for Every Child Today (ELECT) 2014

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.

Our program is built on the following core principles, to ensure that each child develops and grows to their fullest potential.



This policy statement will be reviewed by staff, students, and volunteers prior to interacting with children and annually by the management team as well as all staff, volunteers, and students.

1. Children are competent, capable, and rich in potential

Our program was designed out of a passion to provide an environment where children feel at home, feel safe, and have opportunities to explore and discover.

We recognize that children and their families are unique and are competent, capable and rich in potential. Our program reflects the inclusion of all families. We offer a program that is based on developmentally appropriate practices. Our educators aim to provide a mix of child directed activities and teacher led activities, that offer opportunities to explore, investigate and learn in a meaningful way.

Our environment both indoor and outdoor along with our educators utilize the “Four Foundations of Learning” to ensure that each child:

- Feels a sense of **Belonging**. Educators warmly greet every child daily to ensure that they feel valued, cared for, and accepted as they are. We want to ensure that all our families feel valued and that they belong.
- Has a sense of **Well-being**. We provide nourishment for their bodies, develop routines of self-care, self regulation and encourage they grow at their own pace.

- Has opportunity for **Engagement**. Our educators ensure that their discussions and activities with children encourage problem solving, creativity and promote engagement. We encourage our parents to be actively involved in our program.
- **Expression** is a very important part of our communication with children. The educators encourage expression through the words they use, music and movement, and creative opportunities. We offer opportunities for children to build lasting friendships with other children in the program. We use HiMama as a tool to ensure that parents can message the educators and the management.

2. Nourishing the body

We provide 2 snacks and lunch daily. Our nutritious menu plans are based on a 4-week rotation and are changed seasonally. The menu is based on the most recent Canada Food Guide along with guidelines of Kingston, Frontenac, Lennox & Addington Public Health (KFL&A). Our menus are based on the research and policies of KFL&A’s “Growing Little Sprouts”. Our menu limits the amount of processed food, salt, sugar, and additives. We strive to be a “nut free” facility. We support families in providing foods that support different food allergies as well as any food restrictions. The menu is posted for parents on the HiMama app to ensure that they are aware of the type and amount of food eaten every day.

Our program also develops the physical health of every child, both through indoor and outdoor activities. The children spend a minimum of 2 hours daily, outdoors if weather permits. We use the KFL&A “Physical Activity Environment Toolkit as a resource to plan our indoor and outdoor activities. We strive to provide a program that is rich in physical activity and consistent with the recommendations within the Canadian Physical Activity and the Sedentary Behaviour Guidelines for the Early Years. Through physical activity your child has fun, gains confidence, and develops basic movement skills.

Young children are also given an opportunity to rest. The infants are assigned their own crib and sleep based on their schedule from home. Infants under 12 months are placed in the crib according to the “Joint Statement of Safe Sleep (placed on their backs etc) unless otherwise recommended in writing by a physician. The educators stay in the sleep room when infants are present and all infants that are sleeping have a close direct visual contact every 15 minutes. The sleep schedule and visual screening is documented on HiMama.

Each child in the toddler and preschool rooms is provided with an individual cot for their rest period of up to 2 hours. Once children are getting ready to attend kindergarten, with the approval of the parents, we start to eliminate the rest period.

Ensuring the safety of every child is important to us. We have developed several policies and procedures to ensure compliance with the Ministry of Education Child Care Quality Assurance and Licensing. These policies and procedures include anaphylaxis, medication administration, fire safety, and many more. Our educators review these policies prior to employment as well as yearly thereafter, or whenever there is a change in a policy.

We receive regular visits from KFL&A Public Health as well as the Fire department. We are licensed at least once a year by the Ministry of Education.

We have a secure location, with a security system. Parents are provided with the access code and there is a doorbell for other visitors and for when the door is locked.

Monthly Fire drills are a routine requirement that ensures that the children and staff are aware of the emergency processes to follow.

Our educators are trained in Standard First Aid Level C with Infant/child CPR that is renewed as required.

All our staff, students, volunteers must provide a Police Check with Vulnerable Sector screening prior to employment.

3. Relationships are Key

We enjoy several key relationships within our program. We build relationships with staff, children, parents, and community members.

Our intention is to start building those relationships with your first contact with us. You are entrusting us with your most valuable position, your child. We take that commitment seriously. From our first “Hello” to our last “Goodbye” we hope you will feel valued and part of our family.

Our staff provide a very calm, relaxed atmosphere and warmly greet everyone that arrives at our centre. We ensure that our words are encouraging, uplifting and positive.

Educators position themselves throughout the learning environment and when speaking to the children they get down to the child’s level for face-to-face interactions. Educators show interest and expand on every child’s learning by asking meaningful questions. Is an active play partner. Truly listening to children and families is key. A positive self-esteem is a result of careful listening and responding to every child in a positive manner. We encourage the children to problem solve when possible.

Our learning environment is inclusive, and we welcome children of all abilities. We respect diversity, equity, and inclusion. We respect and value the uniqueness of every family regardless of ethnicity, culture, language, gender, religion, family environment and developmental needs.

How we support relationship building

- We work collaboratively with community agencies such as Community Living and Kids Inclusive to support children and families in reaching their goals.
- Educators model positive and respectful relationships with all children and families.
- Children are supported to make friendships through activities involving turn taking, sharing of materials, and working on common goals during projects.
- Educators ensure that there are enough learning materials for all children and by modeling positive interactions with children.
- Educators involve children in problem solving, caring, and cooperating with others.
- We encourage regular communication with parents with our HiMama app that allows educators to inform parents of details about their child’s activities during the day, meals, rest, and bathroom.
- Provide an annual Parent survey to receive feedback from all parents.
- Regular Zoom meetings with parents to discuss their child’s growth and development.
- Special events such as Spring Parade, Holiday Festival, Graduation etc are held yearly to involve parents and provide opportunity for them to be actively involved with their child.

Prohibited practices in the centre include:

- corporal punishment of the child
- physical restraint of the child, such as confining the child to a highchair, 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 childcare 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.

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,
- Staff complete 10 Professional Learning activities yearly with a "Reflection Activity" completed on each.
- Provide time during the day for professional development opportunities as they are provided in the community

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 through pictures, videos and children's drawings in the child's Hi Mama app, 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)

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 Daycare 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

- 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.

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 enrollment 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 sign 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

“Encouraging a child means that one or more of the following critical life messages are coming through, either by word or by action: I believe in you, I trust you, I know you can handle this, you are listened to, You are cared for, You are very important to me.”

~ Barbara Coloroso

Enrollment Policies

Wait List Policy: An Apple A Daycare will strive to accommodate all requests for the registration of a child at the child care centre.

Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.

No fee will be charged to parents for placing a child on the waiting list.

The Supervisor/Designate will be responsible for updating the wait list

During Mandated limitations to enrollment the “Limited Capacity Guidelines” will prevail.

Procedures

Receiving a Request to Place a Child on the Waiting List: The Supervisor or designate will receive parental requests to place children on a waiting list via phone or email.

Placing a child on the Waiting List: Parents will be advised to join the wait list on the City of Kingston wait list for childcare (CCRIS).

Determining Placement Priority when a Space Becomes Available: When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space: Parents of children on the waiting list will be notified via phone and or email that a space has become available in their requested program.

Parents will be provided a timeframe of 48 hours in which a response is required before the next child on the waiting list will be offered the space.

Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child’s Placement on the Waiting List: The Supervisor or designate will be the contact person for parents who wish to inquire about the status of their child’s place on the waiting list.

Enrollment Forms: Documents for enrollment must be filled out and returned to the center on or before your child(ren)'s first day at the center. These documents include:

- Enrollment Forms Pages 1-7
- HiMama participation agreement
- KFL&A Immunization Form
- Copy of your child(ren)'s Immunization Records
- Anaphylaxis Plan – ***IF APPLICABLE***
- Medical Needs Form – ***IF APPLICABLE***
- Feeding Instructions for Children Under 1 Year of Age – ***IF APPLICABLE***

Custody Arrangements: If there are legal agreements, now or any time during your child's enrollment, pertaining to the custody of, or access to your child, the center requires a copy of these records. An Apple A Daycare must legally abide to the agreements outlined in these records. Parents/guardians are responsible to notify the center immediately if the legal circumstances change.

At the time of registration or any time during the child's enrollment, 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 (ie. 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.

Withdrawal from Program: A minimum of 14 days written notice is required to withdraw your child from the program. In the event of insufficient notice, full fees for the required notice period will be charged. You must notify the centre as well as your Fee Subsidy worker at the City of Kingston. *Please note: If you are a fee subsidized family and you fail to provide adequate notice, this will impede future subsidy applications until fees have been paid to An Apple A Daycare.*

Termination of Care: An Apple A Daycare reserves the right to terminate your services without notice, should you, or your child, threaten the safety or welfare of others at the center. All families must abide by the policies and procedures set forth; failure to do so may also result in termination of services.

Tuition, Associated Fees & Payment Terms

Registration: To secure your child(ren)'s space, a non-refundable \$250.00 deposit per child, must be paid to anappleadaycare@hotmail.com. This deposit will be deducted from your child's last month of care with us. For parents applying for Child Care Subsidy the deposit is still required. If your parental contribution is determined by the City of Kingston to be \$0.00, your deposit will be refunded to you. If you have a parental contribution above \$0.00, we will keep the deposit and use it towards your parental fees.

An Apple A Daycare charges an extra \$15.00 on your first invoice to cover the cost of a personalized clothing stamp. We use this stamp during your child's time with us to clearly label their belongings and ensure they stay organized. At the end of your child's enrollment, the stamp is given to you to use as you like.

Tuition Rates: As of September 1st, 2021, the tuition rates are as follows:

At this point in time An Apple A Daycare is unable to participate in the Canada Wide Early Learning & Child Care Program (CWELCC)

| | |
|-------------------------------------|-------------|
| Infant Care (0 – 18 months) | \$69.95/day |
| Toddler Care (18 – 30 months) | \$59.95/day |
| Preschool Care (30 months – 4years) | \$56.95/day |

Increase in Fees: An Apple A Daycare reserves the right to adjust childcare fees. 2 months written notice will be provided to your family in the event fees will be changing.

Payment of Fees: Payment of childcare fees are due on or before the first of each month for the coming month. For example, October's fees are due on or before October 1st. Should your child start mid-month, payment will be due prior to your child's first day of care. Payments can be made via e-transfer to anappleadaycare@hotmail.com. Should your payment be returned for whatever reason, the NSF fee charge will be your responsibility and added to your next months invoice. Failure to pay your fees by the 5th of the month will result in a \$5.00/day late fee. If payment becomes an issue, An Apple A Daycare reserves the right to suspend your childcare services until fees are paid.

Fee Subsidy Childcare: An Apple A Daycare has a purchase of service agreement with the City of Kingston, Lennox and Addington and Leeds and Grenville. Subsidy approval is a parent/guardian responsibility and should be applied for, prior to your child(ren)'s start date. Parents are responsible to pay full childcare fees until a subsidy approval letter is received by the center. Similarly, any additional fees that are not covered by your subsidy program, will be due

on the 1st of each month at the parent/guardian's expense. The renewal of your subsidy contract is the responsibility of the parent/guardian. Failure to renew your contract or provide the subsidy office with the required documents may result in the closure of your subsidy file. Upon file closure, fees will again become the responsibility of the parent/guardian.

Vacations/Illness: Full monthly fees are required irrespective of days missed for vacations, illness, and statutory holidays. Monthly fees cover both actual care and the guaranteed space. Credit will not be given for any missed days. When absences are a result of covid-19 related illness, An Apple A Daycare will apply for funding and reimbursements will be made accordingly. Funding for these days is not guaranteed, and therefore neither is reimbursement.

Late Pick Up Fees: An Apple A Daycare is CLOSED as of 5:30pm. Any children who are picked up after 5:30pm will be charged late fees of \$1/minute for every additional minute they are in care past 5:30. Late pick-ups cause hardships for our educators as they have classes, families, and regular personal commitments to attend to after their shift. Late pick up is not a regular program option and is considered an exceptional occurrence. If you know you are going to be late, please contact the center to advise them (late fees will still apply). Weather, traffic etc. DOES NOT serve as an exemption for late fees.

Research has shown time and time again that infants who receive the high-quality childcare and early education programs do better in school, have more developed social skills, and display fewer behavior problems.

Beginning your Journey at An Apple A Daycare

Orientation and Transitions: Transition visits can be organized to help aid in a smooth transition for your child, to An Apple A Daycare. Our center offers two visits prior to your child's first day at no additional cost to your family. Visits are from 9:00am -11:00am and are based on the center's availability. These visits allow your child to meet their educators and peers and adjust to an environment outside of their norm.

First Day: What to Bring:

- Indoor shoes - these are required to stay at the center
- Rest time blanket – this is required to stay at the center and will be washed weekly or as needed on site
- Diapers, Wipes and Diaper Cream if applicable
- Weather appropriate spare clothes ex. Pants/long sleeves in the winter and shorts/t-shirts in the summer
- Outdoor Wear
- Sunscreen – must have a clear expiry date
- Reusable water bottle

Please DO NOT Bring:

- Toys from home
- Electronic devices
- Outside food – An Apple A Daycare has several children with various allergies. We ask that under no circumstances do you allow your child into the center with food. We aim to provide the safest environment possible for all children.

Key Contacts: For any questions/concerns regarding the daily operations of the center, please use this hierarchy whenever possible:

Owner/Operator – Dina Roumanis *email:* anappleadaycare@hotmail.com

Supervisor – Betty Read *email:* anappleadaycare@outlook.com

Classroom Educators – Please use the HiMama messaging services to contact your child's educators.

Communication: An Apple A Daycare understands how difficult the adjustment can be for parents/guardians, as their child attends a new childcare center for the first time. Our center encourages families to contact us via HiMama to check in on their child's progress at any time. An Apple A Daycare offers our parents/guardians daily reports on their child's day, which also come through our HiMama app. Daily reports include details on your child's day such as toileting, fluid and food intake, sleep time, activities, and other notes/messages when necessary. Our center also offers several parent and educator zoom nights where families have the opportunity for one-on-one conversation with their child's educator on the progress of their child and any compliments, concerns, or questions either party may have.

Updating your Contact Information: It is the parent/guardian's responsibility to ensure the childcare center has the correct contact information on file. Any changes to your contact information, emergency contacts, mailing address or anything regarding the custody or access to your child(ren) must be given to An Apple A Daycare in writing, as soon as possible.

Accident Reporting: Despite our diligent supervision, there may be times when your child trips, falls, or gets hurt. As soon as this happens the Educators message parents on the HiMama app with a short description of the incident. A full incident report is completed, and a copy is signed by management team and sent to the parent via HiMama. The parent will be asked to sign the report at pick up.

In the case of a serious illness or accident of a serious nature, we will immediately call 911 and the child will be accompanied to the hospital and parents will be advised to meet us at the hospital.



Health and Wellness

Immunizations: We are responsible for ensuring that we have up to date immunization records for all children and staff attending the center. Please advise a member of the management team when there are updated immunizations for your child.

For parents that choose not to immunize, the following is required:

Medical Exemption: a legally qualified medical practitioner must complete a “*Statement of Medical Exemption Form*”

Religious or Personal Reasons: a notarized form “*Statement of Conscience or Religious Beliefs*” form must be completed in front of a commissioner for taking affidavit.

Please note: If your child is not immunized and there is a positive case, your child will need to stay away from the center for a length of time determined by KFL&A.

Daily Health Checks and Covid Screening: Parents/guardians are required to complete daily covid screening for their child(ren). The link to the daily covid screening is <https://covid-19.ontario.ca/school-screening/> If you receive the large green checkmark proceed to childcare.

Reporting Absences: If your child is going to be absent, you must notify the Centre no later than 9am. If your child is ill, please notify us as to the nature of the illness, particularly if it is contagious.

Common Illness: Our goal is to ensure the health and safety of all children and staff. Despite all our efforts to clean and sanitize the center, illness will occur here as well as at home. Managing illness involves working collaboratively with parents and KFL&A public health. When illness occurs, the educators and management must balance the needs of the ill child and the health of other children and staff.

We understand that parents are torn by the demands of work and the health and wellbeing of their child. We recommend developing a plan for if your child gets sick, as they may require additional care during the illness. Children must be able to always participate fully in our program during the day to attend. Your child must be kept home if they have: a fever, vomiting, diarrhea, cough, runny nose with green or yellow discharge and/or pink eye or displaying signs of low activity, decreased appetite, need additional emotional support, does not sleep at night, or has a change in behaviour.

| Illness | Exclusion Period |
|---|---|
| Diarrhea/Vomiting | A full 48 hours symptom free. |
| Fever | A full 24 hours fever free without medication. |
| Hand, Foot and Mouth Disease | The child must stay home until sores are NOT oozing, the sores must be dried up and the child must not be picking at them. The child must be fever free for a full 24 hours, and no other worsening symptoms. |
| Impetigo | A full 24 hours after antibiotics. |
| Pink Eye | A full 24 hours after antibiotics, or 21 days if untreated. |
| Strep Throat | A full 24 hours after antibiotics, or 21 days if untreated. |
| Unwell for any reason- Tired, only wants to sleep, crying more than usual, just generally off | Home until symptoms are improving for 24 hours without the use of medication. |
| Whooping Cough | A full 5 days on antibiotics until they are completed. If untreated then 21 days. |

Outbreak: An outbreak is declared when there are multiple children and or staff in a centre that have similar symptoms during the same period.

During an Outbreak, parents are notified of the signs and symptoms to watch out for. We are responsible to inform KFL&A daily with a list of all children and or staff with symptoms. There are several protocols that we follow during an outbreak to reduce the spread.

Medication: The Owner/Supervisor will administer prescription medication to your child with your consent and with your written instructions. In cases where the Owner or Supervisor are absent, the Assistant Supervisor will administer medication. Written consent may only be submitted on a “Authorization to Administer Medication” form that is located for parents on the Parent Board and MUST be completed prior to giving medication to the centre. Every medication must be in the original bottle with the original labels including the child's name. All medication is to be given directly to the Supervisor, Owner or Assistant Supervisor. During times when the office is closed, the medication is to be given directly to the “Opening Staff”.

Please note: The Ministry of Education will not allow us to “hold” a medication during the day that we are not administering. If we aren’t administering the medication, you will need to have the pharmacy put the medication in 2 separate labelled containers and you will need to give the 2nd bottle to the other parent/guardian.

Under no circumstance is medication of any kind, including Chapstick, sunscreen, diaper cream to be left in your child’s backpack.

We DO NOT administer Over-the-counter medication, unless it is fever-reducing medication for febrile seizures and comes with a doctor's note stating that 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.

Anaphylaxis, Allergies and Medical Conditions:

- All children with Anaphylaxis are required to meet with the Supervisor or owner to complete all paperwork associated with the anaphylaxis, prior to the first day of attendance at the centre. Prior to Admission, all children with anaphylaxis will be required to have a completed “Anaphylaxis Emergency Plan” signed by the parent as well as a physician, 2 epi-pens, “Authorization to administer medication” form for epi pens as well as any other medication required. Any special information or instructions for during an emergency will also be included on this form. Staff will be required to sign that they have read and understand how and when to administer epi-pen to the child.
- All children with Other Medical Needs, (ex. diabetes, asthma, seizures, etc.) are required to meet with the Supervisor or owner to complete all paperwork associated with the medical need, prior to the first day of attendance at the centre. Prior to Admission, all children with medical needs will be required to have a completed “Individualized Plan for a Child with Medical Needs” form signed by the Parent/Guardian as well as the Supervisor. If there are medications required, the “Authorization to administer Medication” form must be completed. Any special information or instructions for during an emergency will also be included on this form. Staff will be required to sign that they have read and understood the specific medical condition as well as know which child and classroom it affects.
- All children with Special Needs, (ex. speech delay, behavioural concerns, mobility concerns, whether diagnosed or not) will be required to meet with the Supervisor to complete the “Individualized Support Plan (ISP) for a child with Special Needs”. This report will be completed with the assistance of the Supervisor, the parent and any other professional involved with the child/family. The plan will include supports necessary for the child, any modifications to the physical environment, social environment, learning environment, as well as any additional information required such as what assistance is required during an emergency (ex. fire, evacuation).

Nutrition: Nutrition plays a vital role in your child’s ability to grow and develop. We take our role in the nutrition of your child seriously and serve two snacks and a lunch homemade daily, using fresh ingredients. We limit the amount of sugar, salt, and additives in all that we serve. Homogenized milk is served to children 2 and under and 2% milk is served to the older children. Our menu is multicultural in nature and is updated and changes seasonally. Each season has a 4-week menu rotation. The menu is listed on the HiMama app, and the educators document your child’s food and fluid intake, daily. Milk and water are our main fluids served and An Apple A Daycare does not offer juice during our regularly scheduled program.

Dietary Restrictions and Food from Home: We strive to be a nut-free facility and request that no food is brought into the center to ensure the safety of all our children. Please inform us prior to registering your child if they have any food allergies, sensitivities, religious restrictions, dietary restrictions, or food preferences. We will do our best to accommodate your request. A list of all children with food allergies or restrictions is posted in all classrooms, classroom backpacks, the kitchen, as well as our management office to ensure that your child is kept safe. Our cook as well as several other staff have completed and passed the “Safe Food Handlers” course.



Child Behavioural Guidance

Our goal is to ensure that every child feel accepted, loved and cared for when they are with us. We also want to ensure that they treat everyone and everything with that same acceptance, love, and care to those around them.

Our educators set age appropriate, safe, and reasonable limits and boundaries. There are times when all children experience some frustration or test those boundaries. During those times our educators will take into consideration the developmental age of the child and the situation and will provide appropriate action that may include:

- Redirection to another activity
- Direction that is positive and consistent
- Directly related to the behaviour
- Learning what the appropriate behaviour is
- Appropriate for the age and development of the child.

For any child that has consistent recurring behaviours the following steps will be taken:

- Staff will make extensive observations to see what precedes the behaviour, and what follows the behaviour.
- There will be an “Action Report” completed daily and sent home, indicating the behaviour.
- A zoom meeting will be arranged with the parents to discuss a plan to reduce the behaviours and develop a plan of action. This plan may include, with parental permission a referral to a support agency.
- A follow up letter detailing the action plan as well as the child’s ability to continue at our location.

In some situations, group care may not meet a child’s needs. If there is a situation where the safety of other children or staff are compromised, we may ask that the child be removed from our program. Removal from our program is a last resort and occurs once all other approaches and the action plan have been attempted.

“No significant learning occurs without a significant relationship.”

~James Comer

Key Policies

Arriving at the Center/Signing In: Parents/Guardians and children enter the centre and go directly to the child's classroom or to the playground if the class is outside at the time of arrival.

An Apple A Daycare does not accept any child(ren) past 10:00am unless due to a medical appointment (doctor, dentist, specialist etc.) and prior notice has been given to the center.

This is to prevent any disruptions to the daily routines of the program. There are no exceptions to this policy. If children need to be picked up, and brought back to the center after their appointment, it is important to note that we do not accept children back between the nap time hours of 11:30 – 2:00. This again is to prevent any disruptions to the routine of children in attendance.

Releasing your Child: The safety and security of our children is of the utmost importance at An Apple A Daycare. In our efforts to ensure all our children are cared for to the highest extent, children will not be released to ANY person who is not documented as an authorized pick-up on their enrollment forms. If your child is being picked up by an authorized adult other than a parent, we request that you inform the center prior to pick-up either verbally or in writing. Should someone who is NOT an authorized adult be picking up your child, An Apple A Daycare requires a written notice to keep on file and refer to at the time of pick-up. All unknown persons who arrive to pick-up a child will be asked for photo identification to verify that your child(ren) is being released to the correct person. New staff or staff that have not seen/met a parent before will also ask for photo ID.

Appropriate Clothing: We encourage messy play, and therefore ask that you not send your child in designer clothes. We can not be held responsible for lost or damaged clothing.

An Apple A Daycare goes outdoors to play in all types of weather. To ensure the comfort, fun, and best learning environment of the children, it is important that they are dressed appropriately for outdoor play. Please see below for a list of outdoor clothing required in certain seasons.

Winter → snow pants, winter jacket, snow boots, warm hat, waterproof mittens, scarf/neck warmer

Spring/Fall → rain jacket, splash pants, rubber boots, light hat, light mittens

Summer → sun hat, closed-toed shoes, sunscreen

Classrooms may also request swim clothes and a towel in the summer months to make water play more comfortable for your child.

“Messy moments are moments every child should have”

Emergency Policies

Communicating with Parents and Guardians During an Emergency: Ensuring the safety of our children and staff is our primary concern during any emergency. Our staff are trained in all emergency procedures that could be encountered including: inclement weather, power outages, fire, and toxic air emergencies, etc. We review our procedures at regular staff meetings, through policies and procedures that are reviewed at least annually.

We update parents as soon as we are able in the quickest way to reach everyone possible so that is, via HiMama, and our Private Facebook page “An Apple A Daycare Parents and Staff”. Once those notices have been posted, we will start to call/email parents. We ask that parents not call the center as that will take away from our time dealing with the emergency.

We require that you provide us with your email address at the time of registration and to update it when changes are made. This is to ensure that you receive the Emergency alerts in the most efficient, quickest way possible. We have 53 families to contact and that takes a long time to phone every one of them.

Severe Weather and Center Closures: We take the safety of our families and staff very seriously. Therefore, An Apple A Daycare will follow the direction of the Limestone District School Board to determine if the center will close due to inclement weather.

If the school buses are cancelled, we will remain open. If, however the local schools are closed, An Apple A Daycare will also close.

If severe stormy weather arrives while the center is open, we ask that parents plan to arrive early to pick up their child. We will then be able to send our staff that live farther away home early. Please watch or listen to the local radio or TV channels to hear announcements of inclement weather.

Evacuation: In the event of an emergency, there are some situations that would require us to evacuate the center. Our emergency evacuation location is:

Raxx 665 Development Drive

Raxx provides us with a safe location in a separate room from the restaurant and pool table area. We will contact parents via phone once we arrive at Raxx. We ask that you or your emergency contact come as quickly as possible to pick up your child. There will be a sign on the door of the childcare center with directions to get to Raxx. There will be a staff member at the door to Raxx to direct you to where we are located.

Security Threats and Lockdowns: If there is a severe weather alert (ex. hurricane), a security threat at the center or close to the center, the staff will go into “Lockdown” procedure. All doors will be locked, all blinds drawn, and all children and staff will be located at the innermost part of the classroom, which is the washrooms. The Educators will keep the children safe and calm and have some fun too. No one will be allowed to enter or exit the building. Please do not call the center during a lockdown as we need the phone lines to be open for emergency services.

We ask parents to follow these procedures as we work diligently to keep all children and staff safe. Do not call the center and do not contact any staff member. We will notify you and keep you updated as it is safe to do so. We practice Fire Drills and lockdowns regularly to ensure that the children know what to do in case of an emergency.



General Policies

Lost Property: An Apple a Daycare is not responsible for lost or damaged property. To help prevent loss please label all clothing, shoes, bottles, sippy cups, as well as anything else you may bring.

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. An “Individual Support Plan” will be completed by Parents, Educators, Support Workers, and possibly your Family Doctor to set strategies to be used to help your child reach predetermined goals.

All children with **Special Needs**, (ex. speech delay, behavioural concerns, mobility concerns, whether diagnosed or not) will be required to meet with the Supervisor to complete the “Individualized Support Plan (ISP) for a child with Special Needs”. This report will be completed with the assistance of the Supervisor, the parent and any other Updated: December 12, 2019, professional involved with the child/family. The plan will include supports necessary for the child, any modifications to the physical environment, social environment, learning environment, as well as any additional information required such as what assistance is required during an emergency, (ex. fire, evacuation) If our efforts are exhausted, one weeks written notice of termination of services will be issued. In exceptional circumstances, where the children and or staff safety is at risk an immediate withdrawal may be warranted.

Photography & Video’s: We take the privacy and confidentiality of all children and staff very seriously at An Apple A Daycare. As a result, all photography and videography by any parent/guardian is **STRICTLY** prohibited. To ensure parents/guardians get to see their child and what they’re doing each day, staff will upload photos to your child’s HiMama profile as well as our private Facebook page (when permitted).

“In addition to providing physical benefits, active play outdoors strengthens functioning in cognitive areas such as perceptions, attention, creative problem solving and complex thinking.”

Hannaford, 1995

Statutory Holidays/Center Closures: We are open every weekday except for the following holidays:

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

Parents are required to pay their regular daily rate for all the holiday closures. If the holiday falls on a weekend, the Management team will inform parents which day will be taken in lieu of the holiday. The Centre closes at 3:00 pm on Christmas Eve and New Years Eve. This enables our staff to spend some time with their families in preparation for the festivities.

Indoor and Outdoor Activities: The Child Care and Early Years act requires that we spend a minimum of 2 hours a day outdoors. The following chart will assist us in determining when the weather is not suitable for our regularly schedule outdoor times:

| WINTER WEATHER | | |
|-------------------------|--------------------|-------------------------------------|
| AGE GROUP | TEMPERATURE | DURATION OF OUTDOOR PLAYTIME |
| Infants | -5°C or warmer | Full Hour |
| | -6°C to -20°C | Reduced Outdoor Time |
| | Below -20°C | No Outdoor Time |
| Toddlers & Preschoolers | -15°C or warmer | Full Hour |
| | -16°C to -28°C | Reduced Outdoor Time |
| | Below -28°C | No Outdoor Time |

| SUMMER WEATHER | | |
|-----------------------|--------------------|-------------------------------------|
| AGE GROUP | TEMPERATURE | DURATION OF OUTDOOR PLAYTIME |
| All Ages | 30°C or below | Full Hour |
| | 30°C to 40°C | Reduced Outdoor Time |
| | 40°C or above | No Outdoor Time |

Educators will ensure that children take their water bottles outside and water breaks will be scheduled on a regular basis during hot weather.

There are times when the Educators may choose to take the children for a walk around the building that we are located in. Parental approval will be required if the Educators take the children off our property prior to the event taking place.

Smoking and Vaping: There is no Smoking/vaping on the premises of An Apple A Daycare, this includes the parking lot.

Alleged Intoxication, Drugs or Alcohol, Medical Concerns: An Apple A Daycare staff have a legal responsibility to the extent possible to ensure the safety of all children. Therefore, if a parent/guardian/authorized pick-up person appears to be intoxicated or having a medical issue, we will not release the child to them. Instead, we will offer to call a friend, relative, or call a cab to ensure that the person and the child are taken home safely. If that person is driving, to ensure their safety, we are obligated to report the situation to the local police.

Students & Volunteers: We believe that it is important to mentor and coach students in the Early Learning field. We frequently have students in the classrooms to allow them to learn from our educators. Prior to being accepted for their placement, students are interviewed and are required to submit a Criminal Reference Check with vulnerable sector screen and review all the centre policies and procedures prior to the start of their placement. Volunteers and students are directly supervised by the classroom educators, and they are never left alone with the children. Volunteers and students do not count in ratio. The students will post a small biography with the dates of their placement outside of the classroom.

“Young children experience their world as an environment of relationships, which affect virtually all aspects of their development”

*National Scientific Council on the Developing child
2004, 1.1*

Parent Code of Conduct

At An Apple A Daycare we believe that strong, respectful, and reciprocal relationships with families are important. We welcome families to be engaged in their child's learning. We hold the view that parents are competent, capable, curious, and rich in experience and when we work together there is a positive impact on children.

We want parents to feel welcome and find a sense of belonging with our staff and our centre. We try to ensure that our program including our meals and snacks are reflective of the cultural backgrounds of our families. We invite parents to share with us their culture, recipes, and traditions, so that we can incorporate them into our program.

At An Apple A Daycare we expect all staff, parents, and visitors to treat one another with respect and dignity. We will not tolerate disrespect, swearing, verbal abuse or physical abuse, discrimination, prejudice, or harassment by anyone to anyone on our property. Everyone on our property is expected to follow and abide by the following Code of Conduct.

Communication and Addressing Concerns: Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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.

We expect parents and visitors to address their concerns when they arise in a professional, positive interaction, and with respect in a non-confrontational way. Harassment and discrimination will not be tolerated. If at any time a staff, parent or visitor feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor or the owner.

Parents and visitors are requested to not gossip about An Apple A Daycare to others in the community or on social media such as Facebook, Twitter, or personal blogs. Please speak to Management or the owner about your concerns so that we can offer a solution.

If a parent or visitor do not comply with the Code of Conduct, management will document the incident, share it with the owner and determine next steps. A meeting with the parents, visitors, staff involved, the Supervisor and the Owner will be arranged within 2 business days to determine if the Code of Conduct was breached. A resolution will be provided to the parent or visitor affected. If there was a breach of the Code of conduct, immediate termination of care may be the result.

Professional Relationships: The College of Early Childhood Educators of Ontario (CECE) released the “Code of Ethics and Standards of Practise July 2017” that all Registered Early Childhood Educators are required to follow. At An Apple A Daycare, we hold all Educators to the same standard. Maintaining professional boundaries with all children, families and co-workers is important to all staff and educators at An Apple A Daycare. Therefore:

- Personal relationships with families outside of the centre is not permitted unless the relationship started prior to the child, or the staff started working at the centre.
- Where a relationship with a family developed prior to the child starting at the centre, the staff member must disclose this to the Supervisor and devise a plan to address related risks.
- Staff are not permitted to socialize, with parents in person or via social media such as Facebook, Twitter, or Instagram, even on their personal time.
- Staff are not permitted to do babysitting after hours for any parent. Please do not put them in that situation to have to say no.
- Staff are not permitted to provide childcare services to a family, including personal friends (either current or previous) within a 12-month period of leaving the employment at An Apple A Daycare. This can only be waived with prior written notice of An Apple A Daycare Inc.

*“Every child deserves to have someone’s eyes light up
when they enter the room”*

Clinton, 2012

An Apple A Daycare’s Corporate Standard

Licensing Ratios and Maximum Group Sizes: An Apple A Daycare is licensed for 53 children. We offer an infant program, toddler program, and 2 preschool programs. One of our preschool rooms has the potential to be licensed as a second toddler room in the event the demand for toddler programs is much higher than that of preschool. In the event our second preschool program is acting as a licensed toddler program. As the year progresses and those children get older, the room will return to a preschool program as ages allow.

| Program | Maximum Number of Children | Ratios of Educators:Children |
|-------------------|-----------------------------------|-------------------------------------|
| Infant Program | 6 | 1:3 |
| Toddler Program | 15 | 1:5 |
| Preschool Program | 16 | 1:8 |

Reduced Ratios: Licensed childcare centers have reduced ratios during the first 90 minutes of program (6:30am – 8:00am), during the rest period (12:30 – 2:30) as well as during the last 60 minutes of program (4:30 – 5:30). The following chart indicates what the ratios are during the reduced ratio time periods.

| Program | Reduced Ratio |
|-------------------|------------------------------------|
| Infant Program | Infants do not have reduced ratios |
| Toddler Program | 1:8 |
| Preschool Program | 1:12 |

Confidentiality of Information: 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 sign 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.

Mandated Reporting of Suspected Child Abuse or Neglect: 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 at 613 545 3227.

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>

Serious Occurrence Reporting: 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 always safe. In the rare case of a serious incident, a notification form will be posted on the parent information board.

"True play is child-initiated and child-directed. It can occur on a blank playground. It can occur with a few tires. Children can play - and do play - when all they are given is space and time."

~ Heather Shumaker

Parent and Community Issues and Concerns Procedure

Concerns About 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 at 613 545 3227.

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>

Procedure for Raising Concerns:

Parent/Guardian Issues and Concerns Policy & Procedures

Name of Child Care Centre: An Apple A Daycare

Date Policy and Procedures Established: August 28, 2019

Date Policy and Procedures Updated:

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare 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 childcare 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 childcare 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, childcare 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. 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). 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, 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 at 613 545 3227. 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/childrensaidd/reportingabuse/index.aspx>

| 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 - the supervisor or licensee. | <ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail. Documentation should include: <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; |
| <p>General, Centre or Operations Related</p> <p>E.g.: childcare 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 owner | <ul style="list-style-type: none"> - the name of the person reporting the issue/concern - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. |

| | | |
|---|---|--|
| <p>Staff, Supervisor, and/or Owner Related</p> | <p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the individual directly or - the supervisor or owner. All issues or concerns about the conduct of staff, 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>Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</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 or - the supervisor and/or owner. 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>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 anappleadaycare@hotmail.com.

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 (ex. 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.