

# Dutton Co-Operative Child Care Centre Inc. PARENT HANDBOOK

## **Mission Statement**

Our mission is to provide inclusive, high quality child care programs, educational learning experiences & family resources in collaboration with area partners to help build a healthy community.

## **Program Statement**

Dutton Co-Operative Child Care Centre Inc. provides a positive learning environment fostering children's well-being, learning and development through experiences that are initiated by the child and supported by reflective and responsive educators. Children will explore environments through play that will encourage:

- Curiosity, creative initiative and independence
- Self-esteem and well-being
- Positive interaction and problem-solving
- Active play and self-regulation
- Cognitive and fine motor development

in collaboration with community partners.

Children are competent, capable of complex thinking, curious and rich with potential.

Through this view, programs are developed to meet the child's needs, interests and sense of belonging. Environments and activities support active play, rest and quiet time and are geared to each individual's needs and interests. Children choose the activities and areas that they want to participate in during their indoor play and 2 hour outdoor play time. (Before and/or after school programs will have at least 30 minutes of outdoor time each day weather permitting.)

Educators support children to self-regulate by encouraging self-help skills, providing positive interaction, resources and activities such as turn taking, social interaction and problem solving. These interactions help children develop the skills to manage their emotions, control bodily functions and maintain focus and attention.

Educators are competent and capable, curious and rich in experience.

Through education, experience and reflective practices, they create engaging environments and programs that foster every child's learning and development. Weekly programming is influenced by the child's interests that have been documented and observed by the educators. Each child has their own documentation portfolio that is shared with other children, families, and educators inspiring each child with a sense of accomplishment and belonging. A daily report is sent home with each family to share the child's experiences. Educators communicate daily with families about developmental accomplishments and interests. Classroom news and events are provided monthly to each family.

Educators use a warm, responsive and inclusive approach, building positive relationships with children, families, other educators and community partners. Educators participate as co-learners with families and children; learning with children about children, and from children by

listening, playing and talking with them. Educators provide a safe environment through supervision and inspections therefore reducing hazards that may cause injuries.

All educators, administrators and the Board of Directors seek and engage in continuous professional learning opportunities. It is our goal to provide quality child care programs to the families in the community.

Families are composed of individuals who are competent and capable, curious and rich in experience.

The Dutton Child Care Centre recognizes that families are the experts on their children and they are the first teachers. New families are welcomed by providing information about the centre and the programs through an individual parent tour. The parent tour provides an opportunity for engagement with the educator and other children and delivers a warm sense of belonging to the new family and child.

The educators communicate with families to share individual characteristics, knowledge and support. They incorporate this information to reflect a cultural and diverse program that is unique to our community.

Dutton child care centre promotes the health, safety, nutrition and well-being of the children through nutritious meals and snacks that meet the CCEYA and follow Canada's Food Guide. Meals and snacks are planned and prepared by a Certified Food Handler and reviewed by a Registered Dietician every 3 years. Children have access to drinking water throughout the day. Educators eat with the children during meal times and encourage tasting, self-serving and group discussion.

Planned menus are posted in prominent locations with any substitutions noted on the posted menu. Menus are also posted on the child care centre's website.

All food allergies and food restrictions are posted in the kitchen, staff room, each classroom and emergency binders. For health and safety reasons, no outside food is permitted beyond the administration area of the centre unless specific dietary needs are requested. Educators will familiarize themselves with all information concerning the children and their conditions.

Dutton Co-Operative Child Care Centre strives to ensure that your children have a safe and positive experience that promotes their inner most potential. The Director and/or Program Supervisor will observe adult-child interactions to ensure they align with our program statement and the behavior management policy of the centre. We do not support the following prohibited practices:

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 or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;

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; or  
inflicting any bodily harm on children including making children eat or drink against their will.

Dutton Co-Operative Child Care Centre takes pride in networking with community partners and collaborating on community barriers and community awareness. We provide in kind space to partners so they can deliver their services to a broader area and increase access for families. Dutton Child Care provides workshop opportunities for families and the community and enjoys hosting an Open House that gives community partners an opportunity to promote their organization and the activities they offer.

The Dutton Co-Operative Child Care Centre Inc. will implement the program statement goals on a daily basis through programming and physical operations of the centre. Monitoring of the program statement will be conducted daily by management, through parent communication, surveys and through monthly classroom monitoring. Community involvement will be conducted and evaluated through collaboration with community partners and participation in community events.

### **Philosophy**

The Dutton Co-Operative Child Care Centre provides a positive learning environment where children can enhance their level of development through experiences under the guidance of specially trained staff.

Children will be exposed to situations that will stimulate:

- 1) Social/Emotional Development
- 2) Intellectual Development
- 3) Cognitive Development
- 4) Fine/Gross motor Development

Opportunities to develop respect and acceptance of the differences and the rights of others are provided while supporting the health, safety and well-being of each child.

The Co-Operative philosophy which provides a criteria for parent participation is the foundation of this organization. The basic structure and goals of a co-operative is to create the dynamics that allow for **excellence** and a strong **commitment** for parents to give themselves for the benefit of all.

### **Inclusive Care**

Dutton Co-Operative Child Care provides inclusive care for children 0-12 years of age. If special assistance or enhanced program support is needed, the Program Supervisor or the Executive Director will consult with the parents and/or guardians to determine how the centre can support the child and the family.

### **Locations**

Dutton Co-Operative Child Care locations in the community are as follows:

***Dutton Child Care Centre 3 Lions Rd, Dutton*** – Full and part time programs for infants, toddlers, & preschoolers. Phone **519-762-2399** Fax **519-762-0128**

Dutton Dunwich Public School 239 Miller Rd. Dutton **519-870-3904 (call or text)**  
Aldbrough Public School 11443 Furnival Rd., Rodney **519-870-3944 (call or text)**  
Both of these programs are located in the schools and offer Before & After Programs, PD days, March break camp and Christmas camp (after Jan 2<sup>nd</sup>).

**Hours of Operation**

7:00am until 6:00pm Monday to Friday.

The centre will be closed for the following holidays:

New Year's Day	Labour Day	Canada Day
Family Day	Thanksgiving Day	Boxing Day
Good Friday	Christmas Day	Victoria Day

Please note: the centre will also be closed Easter Monday and the Civic Holiday in August. Parents **will not** be billed for those two days as it is the Board's decision to close the centre.

**Note**: The centre will be closed for the week between Christmas Day and New Year's Day.

**Program Description and Ratios: Children/Teacher**

(approximate ages)

Infants: 0-18 months	3:1
Toddlers: 18 months – 2 ½ years	5:1
Pre-School: 2 ½ - 4 years	8:1
Kindergarten: JK and SK	13:1
School Age:	15:1

We encourage parents to visit all programs prior to entry into the centre. If there are any questions, please contact the office or speak to a staff.

**Our Enrollment Options**

We offer Full Time and Part Time enrollment for children requiring care on a daily basis. Fees for these options vary according to each option and they are listed in the Registration Package. Subsidy from the City of St. Thomas is also available to parents who qualify. The parents may contact 519-631-9350 press option #3 to schedule an appointment with the subsidy office.

**Fee Structure**- [www.duttonchildcare.ca](http://www.duttonchildcare.ca) or registration package page #16 for current fees.

It is a priority of Dutton Child Care to accommodate parents who require full-time care before those requiring part-time care within the centre. Dutton Child Care will make every effort to try to match up part-time families to equal one full-time spot.

If a full-time spot is required, the persons holding the part-time spot will be given the choice of assuming a full-time space or giving up their position.

In the event that full-time is not an option, the child will remain in the part-time position for two weeks in order for the family to make other arrangements.

## **Registration**

A completed package is required **1 week prior** to your child's start date. Parents are encouraged to visit with their children for "play visits" prior to starting care. To help alleviate and reduce the anxiety of a new situation for both child and parents, we recommend that parents bring their child(ren) to the child care centre for a few hours at least 2 times prior to their start date. Please speak with the Program Supervisor to set up times for these visits.

## **Late Pick-Up**

If a parent is scheduled for a ½ day and is late picking up their child, they will be billed \$5.00 per half hour for the additional time.

If the parent is late picking up their child after **6:00 pm**, they will be **billed \$1.00 per minute per child**. This money shall be paid directly to the teacher upon pickup. If it not paid upon pickup, the administration will add this fee directly to the families account. Parents will be asked to sign a late fee slip at time of arrival.

## **Termination of Care**

We require 2 weeks written notice submitted to the Program Supervisor when withdrawing from the centre. Payment is required for those two weeks.

## **Fee Payment Policy and Options**

Payment for child care fees are due the 1<sup>st</sup> and the 15<sup>th</sup> of each month. Enrolment is conditional on full and timely payment all fees. Accounts 15 days past due will receive a letter and a late fee of \$25 will be charged to their account. Accounts 30 days past will have child care terminated and be sent to collections. Personal cheques, visa, master card, American express, cash and debit are all acceptable forms of payment. 2% interest charges are applied to accounts 30 days over. \$25 service charge to all NSF cheques and the privileged to pay with cheques will be lost.

## **Statutory Holidays**

Dutton Child care Centre observes all 9 statutory holidays. If the statutory holiday falls on a day that your child would regularly be scheduled to attend, your account will be billed for the daily rate for that day. If your child **would not** regularly be scheduled on that day, your account **will not** be billed the daily rate.

**Sick & Absent Days:** If your child is sick & absent from the centre, parents will pay the daily rate for the scheduled day.

## **Child Care Scheduling Calendars**

Child care scheduling calendars are to be handed in by the 3<sup>rd</sup> Friday of the previous month's calendar. You are required to fill in the days you need care and you will be responsible to pay for these scheduled days. You will not be given credit for days canceled after the child care calendar due date has passed. Child care calendars secure your child care space for that month. Late calendars will not guarantee child care spaces.

## **Vacation Time**

Full time (5 days per week) children will receive 10 days per calendar year for vacation time. These will be scheduled days off indicated on your scheduling calendar. These days will expire December 31<sup>st</sup> of that year.

## **Parent Involvement**

To achieve the quality of care described in our program, we feel parents and staff should work together. You can become involved by:

1. Alerting yourself to Parent Information and Parent Participation bulletin boards.
2. Read the monthly newsletter provided to you from your child's classroom.
3. Participate in projects and fundraising.
4. Voice suggestions and ideas
5. Attend Annual General Meeting

## **Children's Belongings**

Please send your child to school in weather appropriate play clothing and provide a change of clothes in your child's cubby. It is the parent's responsibility to provide diapers or pull-ups, wipes and creams that your child may need.

Parents are also asked to supply a hat, sunscreen and a pair of indoor shoes and outdoor shoes daily in the summer months.

In the winter months your child will require boots, hats, mittens, warm coat, snowpants, and a pair of indoor shoes daily.

**Please label your child's items.**

## **Policies and Guidelines**

These guidelines are set up for the health, safety and well-being of the children and the staff.

1. We are a **Smoke Free Environment**.
2. We are a "**NUT FREE**" environment. **For allergy reasons, no food is allowed to be brought in the Main Centre** with the exception of the Infant Room. "Nut Free" bag lunches are allowed for the School Age Program, PD Days and Summer Camp. Please label your child's lunch bag with their name.
3. All children must have indoor and outdoor shoes. Flip Flops are not permitted. Both indoor and outdoor shoes must have a strap on the back for safety reasons. Indoor shoes may be left at the centre so they are always available.
4. Children must dress appropriately for the weather. All clothing must be labeled with your child's name. In the summer months children must wear a hat and at least an SPF 15 Sunscreen, 30 SPF is much more beneficial for outdoor play. In the winter it is helpful if a second pair of mittens are kept in your child's cubby.
5. Visitors will not be allowed in the classrooms without authorization from the Program Supervisor.
6. All persons entering the Centre are asked to remove their outdoor footwear during the winter months and rainy, muddy days. This helps keep our floors dry, clean and slip free.

## **Arrival and Departure**

1. Each parent is responsible for bringing his/her child into the Child Care Centre and into their classroom so that a staff member is aware of the child's arrival. Parents are also responsible for signing him/her in to the computer or on the sign in sheet at the school age program. The Child Care Centre assumes responsibility for your child(ren) after this point. The reverse applies when going home. The parent must sign his/her child out on the computer/sign out sheet, pick up the child from the classroom to ensure that a staff member is aware of your child's departure. At this point the Child Care Centre returns responsibility to the parent.
2. Children must be brought to and picked up at the Child Care Centre by a responsible adult 16 years or older. Children can be dropped off or picked up by a responsible person 12-15 years with written parental consent. This consent form will be kept in the child's file.
3. Upon arrival, allow enough time to undress your child and attend to his/her needs. This will ensure that your child starts the day in a happy and relaxed manner. Upon departure in the evening, allow enough time for your child to clean up or put away their activity before closing time.
4. Please let us know by 9:00am if your child is going to be absent for any reason. If your child is ill, a description of the child's illness or a doctor's diagnosis is needed so we can watch for symptoms in other children and notify the appropriate health authorities if necessary.
5. Your child will not be released to anyone other than the parents or those authorized by the parents. Staff will check photo identification if persons are unknown to them. It is the parent's responsibility to notify the Centre in advance of any special arrangements for release. We reserve the right to verify information.
6. If you are not picking up your child at your scheduled time or if there is an emergency that prevents you from picking up your child on time, please let us know as soon as possible.

## **Illness**

For the health, safety and well-being of children and staff, the following guidelines are used to determine if a child should stay home or needs to be sent home due to illness. Reasonable precautions are taken to safeguard children against illness.

**Your cooperation to prevent the spread of illnesses or infection in the childcare centre is important.**

## **Communicable Diseases:**

The child infected must be isolated from the other children immediately and shall not attend the centre until the exclusion period has passed, or until cleared by a medical doctor.

## **Diarrhea:**

If a child has one episode at the Centre with no other symptoms of illness being present, the child may participate in programs and shall be monitored by the classroom ECE. Parents are notified of the episode when they arrive to pick up the child. If a child has two or more episodes

of diarrhea at the Centre, parents will be notified and the child must be taken home. The child must remain at home until stools are normal (without the aid of medication) for 24 hours.

#### Fever:

If a child has a persistent fever (longer than 30 minutes) that is higher than 38.5 C / 101.3 the child **should remain at home**, or be sent home, until all symptoms have cleared and fever reducing medication is no longer required to control the fever. Parents will be contacted and asked to pick up their child(ren). Child must be fever free for 24hrs. before returning.

#### Pink Eye (Conjunctivitis):

If a child exhibits symptoms of Pink Eye, the Program Supervisor is notified, the parents are contacted to pick up the child and the child should be diagnosed by a physician. If Pink Eye is confirmed, the exclusion period is 24 hours from the time the medication is administered.

#### Rashes:

If a child displays an unidentified rash, the child shall be isolated from the other children. The Program Supervisor shall be notified and the parents shall be contacted to pick up the child. The rash must be diagnosed by a physician or be completely clear prior to the child returning to the classroom.

#### Vomiting:

If a child has one episode of vomiting with no other symptoms of illness, the child may continue to participate in programs and shall be monitored by the classroom ECE. Parents are notified of the episode when they arrive to pick up the child. If the child has two or more episodes of vomiting, parents will be notified and the child must be taken home. The child must remain at home until vomiting no longer occurs (without the aid of medication) for 24 hours.

#### Medication

1. If your child requires medication while at the centre, you will be asked to complete a Medication Authorization Form giving consent for us to administer the specified medication to your child.
2. If your child requires an “**over the counter**” medication (ie. Tylenol, Benadryl, Ambesol, etc), the centre will require written authorization from your family physician or nurse practitioner. The Centre will provide you with a form to be filled out by your physician.
3. Medication must not be left in a child’s cubbie. All medications (including Salbutamol inhalers) must be handed to the Program Supervisor and stored in a locked container.
4. Only medication with a current date that are prescribed by a doctor and are in the original container will be administered to your child.

#### Guiding Children’s Behaviour

All Child Care Centre Staff, Students and Volunteers will discipline the children in a positive manner, at a level that is appropriate to their ages and their actions. Discipline should promote self-esteem and self-discipline. It should ensure health and safety, and respect for the rights of others.

Discipline is to be:

- a) Used in a positive and consistent manner. Positive interactions should be praised at all times
- b) Implemented as soon as possible and not carried on to further situations.
- c) Designed to assist the child to learn appropriate behaviour.
- d) Discipline, no matter how minor, should always be discussed with the parents in an effort to keep methods consistent for the child.

Positive methods of discipline used at Dutton Child Care are:

- a) **Self-Selected Quiet Time** – this technique can be used for a child who seems to have a hard time handling a stimulating classroom environment. This technique gives the child an opportunity to control the environment.
- b) **Re-Direction** – this technique can be used to involve the child in an alternate activity and is especially effective for children under the age of 2 ½ yrs old.
- c) **Special Time** – this technique can be used for a child that needs some extra attention throughout the day. Staff will set aside some time each day to devote themselves to this child. They will participate in activities that the child initiates to give them the attention that may be needed.
- d) **Ignoring** – this technique can be used to help eliminate disruptive behaviours. While ignoring is an important and powerful technique, staff understand that the removal of attention must be replaced by reinforcement of positive behaviours.
- e) **Teacher-Initiated Quiet Time** – this technique will only be used sparingly and only when children engage in aggressive or dangerous behaviours that may hurt themselves or others. If a child is having difficulty controlling his/her emotions or behaviour, the child may be directed toward a quiet activity for a short period of time under the supervision of a staff.

### **Safe Centre Policy**

Dutton Child Care Centre will make every effort to work with the parent or guardian to ensure a cooperative approach for children having difficulties with behavior and self control. We are here to serve and protect all of our children! A parent may be called at work or home at any time the child exhibits uncontrollable behavior that cannot be managed by the center's staff. The parent may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic aggressive behavior, upsetting to the emotional or physical wellbeing of children and staff.

**Initial Consultation:** The Program Supervisor or Executive Director may request that the parent or guardian meet for a conference. The problem will be defined on paper. Intervention strategies will be discussed. The best solution toward solving the problem will be agreed upon by the Executive Director, teacher, and parent or guardian. Outside agencies may be contacted for addition support and resources.

**Second & Third Consultations:** If the initial plan for helping the child fails, the parent will again be asked to meet with the Executive Director, Program Supervisor and teaching staff involved. Another attempt will be made to identify the problem, and establish a new, or revised, approach for solving the problem.

**Fourth Consultation:** When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be terminated from the center at the discretion of the Executive Director and Board of Directors

In accordance with the CCEYA, Dutton Co-Operative Child Care Centre strives to ensure that your children have a safe and positive experience that promotes their inner most potential. The Executive Director and/or Program Supervisor will observe adult-child interactions to ensure they align with our program statement and the behavior management policy of the centre.

We **do not** support the following prohibited practices:

- 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 or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

### **Snacks and Lunches**

1. The Child Care Centre provides a nutritious morning and afternoon snack and a hot lunch that adheres to the Canada Food Guide.
2. The menu is posted by the Kitchen area and the Infant room. Children are encouraged to try all foods.
3. Please inform the staff of any food allergies your child may have
4. Infant parents are asked to supply;
  - formula
  - Pabulum
  - Baby food until on table foods
5. School Age, PD Day and Summer Camp children will receive a morning and afternoon snack. Children are required to bring a labelled "nut-free" lunch.

Due to the food allergies, all children registered in the infant, toddler, preschool, kindergarten and school age programs must eat foods **at least twice** prior to their first day at the Centre.

## **BAGGED LUNCH POLICY**

Dutton Co-Operative Child Care Centre Inc. is dedicated to ensuring that children attending the full-day School-Aged Programs are receiving nutritious and healthy foods. DCCCCI is asking that lunches packed for a full-day program follow Canada's Food Guide recommendations.

### *Recommended Number of Food Guide **Servings per Day***

<b>AGES IN YEARS</b>	<b>CHILDREN</b>	
	<b>4-8 YRS.</b>	<b>9-13 YRS.</b>
Vegetables & Fruit	5	6
Grain Products	4	6
Milk And Alternatives	2	3-4
Meat And Alternatives	1	1-2

Having the amount and type of food recommended will help contribute to your child's overall health and vitality. DCCCCI will provide nutritious AM & PM snacks that meet the Canada's Food Guide requirements.

Lunches are **NOT** to contain peanuts or nut products or products that have been produced in a facility that may have come in contact with nuts.

Bagged lunches should contain:

- At least one serving of fruit or vegetable
- Beverages that are either water, white or chocolate milk or fruit juice
- A meat or substitute
- A whole grain or enriched bread or substitute

\*\*A copy of "Eating Well with Canada's Food Guide" will be included in the School Age Registration Package.

Your child's bagged lunch should be in an insulated lunch bag with a freezer pack to keep foods safe (hot foods should be kept hot in an insulated thermos).

Your child's lunch bag **MUST BE LABELLED WITH YOUR CHILD'S NAME.**

\*Please keep in mind that pre-packaged treat items have little nutritional value. We strongly encourage parents to consider this when packing lunches.

If your child has forgotten their bagged lunch or it contains peanut or nut items, DCCCCI will provide a nutritious replacement for your child. The fee for this lunch will be \$5.00 and it will be charged to your account.

Staff will be monitoring the bagged lunches and will take appropriate actions when there are concerns regarding the nutritional adequacy of the lunches.

## **Anaphylactic Allergies**

Dutton Child Care Centre has implemented a policy to:

- minimize the risk of an anaphylactic reaction to children while in care with us
- ensure that all staff, volunteers and students have adequate knowledge of causative

agents, immediate responses are taken by all and appropriate treatment is initiated immediately including competently administering an Epi-Pen if necessary.

-raise the awareness of anaphylaxis and how to manage this through education and policy implementation

**\*A copy of our policy will be provided to you upon enrolment if your child has an anaphylactic allergy\***

If your child has an anaphylactic allergy, you will be asked to prepare in conjunction with the Child Care Centre an "Anaphylaxis Emergency Plan". This form will contain information about the child's causative allergy, what are his/her symptoms, what emergency precautions will be taken if a reaction occurs and a list of Emergency contacts.

All staff, students and volunteers will review this plan prior to employment or placements.

### **ISP & IP (Individual Support Plan) (special needs and medical needs)**

Dutton Child Care will ensure that there is an up-to-date ISP or IP for each child or staff with special needs and/or medical needs. All ISP's and IP's must be reviewed before employment by all staff and volunteers annually and when changes occur in the individual's plan.

### **Outdoor Play**

Outdoor play, in suitable weather, is a very important part of our program. As required by CCEYA, your child will participate in 2 hours of outdoor play on a daily basis, weather permitting. Your child should be dressed in clothing appropriate to suit the weather. If your child is too ill to participate in outdoor play, we ask that your child remains at home.

During the winter months, outdoor play will be limited to 15-20 minutes if the temperature with wind chill is between -13°C and -15° C. The children will not be permitted to go outside if the temperature with wind chill is greater than -15°C. If there is a **severe weather watch, warning or alert**, the children will not be permitted to go outside.

During the summer months, outdoor play will be limited to 15-20 minutes if the temperature with humidex is between 30°C and 35°C. The children will not be permitted to go outside if the temperature with humidex is greater than 35°C. If there is a **smog advisory** listed at these high temperatures, the children will not be permitted to go outside due to respiratory concerns.

### **SUN SAFETY**

- Parents are to provide a sun hat and waterproof sun screen lotion of SPF of at least 15, preferably 30, and UVA and UVB protection. School age children apply their own sunscreen under the supervision and guidance of the staff. i.e. applying sunscreen to the child's back. **No Aerosol sunscreens are permitted.**
- During peak hours (11:00am to 4:00pm) outdoor activities are kept to a minimum.
- Infants under 6 months of age do not have sun screen lotion applied and infants 1 year of age and under kept out of direct sunlight.
- Sunscreen lotion is to be applied 20 minutes prior to going outside.

- When the UV index is 6 or higher, outdoor time is reduced according to the Public Health Unit guidelines chart below.
- Children are encouraged to wear t-shirts at all times, including during water play.
- Drinking water is available at all times during outdoor play.
- Employees, students and volunteers shall model sun safe behavior (ex. Wearing a sun hat, apply sun screen, wear protective clothing, sunglasses, etc.)

UV INDEX	SUNBURN TIME
Low (0-2)	More than one hour
Moderate (3-5)	About 30 minutes
High (6-7)	About 20 minutes
Very High (8-10)	Less than 15 minutes
Extreme (Over 11)	Rare in Canada; common in tropics & southern USA

When Index is 6 or above use caution

### Sleep Time

DCCCI will ensure:

- children under 12 months old are placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep, unless a child's physician recommends otherwise in writing.
- that staff in child care centre periodically perform direct visual checks of sleeping children by being physically present and checking for indicators of distress or unusual behaviours and initialing the **Infant Sleep Room Monitoring Log** for infants (every 15 minutes) and record in the classroom log book for preschoolers and toddlers (every hour) after performing the direct visual check.
- there is sufficient lighting in the sleep room or area to conduct the direct visual checks. No taping of the blinds to close light gaps is allowed.
- children will be assigned to individual cots or cribs. Cribs and cots must be labeled.
- parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request. E.g. reducing naps for transition to school.
- that parents of children younger than 12 months will be advised of DCCCI's obligation to ensure that children under 12 months old are placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep e.g. placed on their backs (refer to the Joint Statement of Safe Sleep in the Safe Health Children manual, Section 12.1)
- that parents of children who regularly sleep at the child care centre or home child care premises will be advised of the centre's or agency's policies and procedures regarding children's sleep at the time of registration and in the parent handbook.
- that the observance of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep, and include details regarding the performance of

direct visual checks including how frequent direct visual checks will be performed and how direct visual checks will be documented

In the infant room, sleep time occurs as the children require it. Children over 18 months are provided with a rest period up to but not exceeding 2 hours in length following lunch time. During this rest time, staff will perform a direct visual check of each sleeping child by being physically present beside the child and looking for indicators of distress or unusual behaviours. The visual check will be performed each hour (1pm & 2pm). Children who are unable to sleep during the rest period are not kept on their beds longer than 30 minutes and are then permitted to engage in quiet activities. In the preschool room, there is an awake room available for the children who do not sleep (Sr. Preschool , max. 8 children).

### **Child Transition to Next Age Group**

When your child is ready to make the transition from his/her room to the next one, you will be informed by the staff and introduced to the teachers in the next classroom. Your child will have a “transition period” that will help him/her slowly adjust to the new classroom and activities. If you have any questions, please do not hesitate to ask a staff. A transition package will be provided to each family to explain any changes.

### **Family Status**

If you have legal documents regarding custody, guardianship, etc, we would appreciate a copy of these papers to keep on file. This is for your protection and the protection of your child. If the Child Care Centre is not made aware of the situation existing in your home, we are legally bound to let your child go with either parent as both have legal rights.

### **Child Abuse and Neglect**

If the staff of the Child Care Centre have any reason to believe a child is being abused or neglected, we will contact the Family and Children’s Services to begin appropriate action. If the staff have any reason to believe a parent is under the influence of drugs or alcohol, the staff will offer to arrange a ride for the child and parent. Calls can be made to a friend, a spouse or an emergency person. If the adult insists on leaving the centre and the staff person truly believes the child may be in danger, the staff may;

1. Call the police and report that an impaired driver has just left the centre
2. Give the address to which they suspect he/she is going
3. Try to obtain the license plate of the vehicle

### **Extreme Weather Policy**

1. The decision of closing the Centre will be made by the Executive Director and Program Supervisor.
2. Guidelines that will help determine the decision to close the Child Care Centre are as follows:
  - travel on the road has been deemed unsafe and dangerous
  - school buses have been cancelled
  - Public School have been closed

\*\*\*For school closure reports please check [www.duttonchildcare.ca](http://www.duttonchildcare.ca), Dutton Child Care on facebook or by calling the programs phone number\*\*\*

4. The parents will be responsible to make arrangements to have any children picked up from the Centre within 2 hours of notification. After this late fees will apply.

### **Early Closure**

1. Should it be decided to close the Centre before the time of 6:00pm the above guidelines will be followed.
2. The After School Program will not operate if the Public School closes before the regular time of 3:30pm.

### **Students/Volunteers**

The Child Care Centre frequently has students from various educational facilities on practical work experience. These students plan and implement activities with the children. By choice of the Centre the students will be supervised by our staff at all times. Every student and volunteer must complete the necessary requirement under our quality assurance policy.

### **Confidential Policy**

1. No information verbal or written regarding a child or their family shall be released to anyone other than the legal guardians
2. In the case of an emergency or injury to a child, information may be released to the police authorities, medical staff attending to the child or in the case of abuse, the appropriate Child Welfare Department.
3. Access to a child's information records is given only to the legal guardians of the child and to the regular staff of the Centre.
4. Confidentiality of the families should be respected at all times.

### **Field Trips & Off Site Activities**

All field trips are pre-approved by the Program Supervisor. There will always be a minimum of two adults on a fieldtrip (either two staff members to maintain Ministry child: staff ratios, or one staff member and a parent volunteer). Parents are requested to sign a permission form at least 1 week prior to trip date. Additional costs may apply. Off-site activities are listed on the weekly program plans and a permission form is signed in the registration package.

Community walks will be noted on your child's monthly calendar. There may be times when the group decides to go for a walk around the neighborhood if the play yard is too muddy or there is something exciting that the educator would like the children to see. During these walks the program supervisor will be notified and only if approved will the group be allowed to go (the educators will make every attempt to wait until all of the children are in program before leaving the centre).

### **Waiting List Policy**

For a family to register for the waiting list they must go to [www.onehsn.com/stThomas](http://www.onehsn.com/stThomas).

The Dutton Co-Operative Child Care Centre Inc. has a waiting list policy that states; when a parent reserves a space for child care the following information will be collected on a list. (first inquiry will be at the top of the list)

- Date of inquiry
- Child's name
- Date of birth or expected date of birth
- Parent's name
- Phone number
- Program space required
- Start date
- Full time or part time care

\*\*Full time care will take priority over part time care when spaces are limited. Parents will be contacted when they have reached the top of the list and a space is available. Parents will have 48 hours to accept or decline the space. Should they not accept the space at the time, they could request their name remain on the list. A subsequent refusal will result in their name losing priority on the list. Every reasonable effort will be made to contact the parent to offer the space. No response will indicate that the space has been declined.

Two waiting lists will be created at the time of the inquiry. One will be for administration, the other will be for public viewing. The administrative list will include all of the above information. The public list will show the following information on a list. (first inquiry will be at the top of the list)

- Date of inquiry
- Child's first name and surname initial
- Program space required
- Start date

Due to the Privacy Act, only this information will be available to the public.

For a family to register for the waiting list they must go to [www.onehsn.com/stThomas](http://www.onehsn.com/stThomas).

## **Parent Issues and Concerns**

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### **Definitions**

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

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

Dutton Co-Operative Child Care Centre Inc.

## **Policy**

### **General**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing 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 the Executive Director, Program Supervisor or designate 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 5 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 Program Supervisor and/or the Executive Director.

### **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 Family & Children's Services of St. Thomas & Elgin, 410 Sunset Dr. St. Thomas, 519-631-1492.

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>

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></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"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or Executive Director.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 5 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or Executive Director.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff, parent, Supervisor-, and/or Executive Director-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or Executive Director.</li> </ul> <p>All issues or concerns about the conduct of staff, parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>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 5 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>

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:
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> or <ul style="list-style-type: none"> <li>- the supervisor and/or Executive Director</li> </ul> - <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the President or Program Advisor.

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:**

Dutton Child Care Centre Executive Director, 519-762-2399, Program Supervisor, 519-762-2399, Program Advisor, 519-675-4781, Elgin St. Thomas Public Health, 519-631-9900, Family & Children's Services of St. Thomas & Elgin 519-631-1492.

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

**Questions, Suggestions and/or Concerns**

If at any point parents have any questions, suggestions and/or concerns, we encourage the parents to talk with their child's teacher. You may also speak with the Program Supervisor and/or Executive Director to address any issue of concern you may have. We always encourage positive feedback from parents about the centre, staff and children.

Email: [duttonco-op@golden.net](mailto:duttonco-op@golden.net) Phone: 519-762-2399

## **Emergency Management Policy and Procedure**

Dutton Child Care Centre has implemented an Emergency Management Policy and Procedure. The purpose of this policy is to provide clear direction for staff and licensees to follow to support the safety and well-being of everyone involved when there is an emergency/evacuation. Parents will be contacted verbally by telephone when there is an emergency/evacuation at the centre.

## **Summary**

These policies concern you and your child. They have been set to meet and satisfy the needs of your child(ren) and to promote and sustain the effective and efficient running of the Dutton Co-Operative Child Care Centre.

## **Parent participation**

As a member of the Dutton Co-operative Child Care Centre Inc. there are two commitments that we ask all parents to make.

1. Working one Bingo or a \$150 charge will be billed to your account.
2. You attend the Annual General Meeting or a \$50.00 charge will be billed to your account.

## **Serious Occurrence Notification**

In the event that a serious occurrence was to take place at the Dutton Child Care Centre, a notification form will be posted for parents to view. The notification will provide a brief overview of the serious occurrence that occurred and will remain up for 10 business days. This form will not include the names of those involved.