



We Care

A young boy with light hair and blue eyes is the central focus of the image. He is wearing a dark t-shirt with a red and white graphic that includes the word "Roller" and a stylized tongue. He is holding a large, intricate structure made of colorful geometric sticks (blue, yellow, green, red) connected by red plastic joints. The structure is a complex, multi-layered lattice that partially obscures his face. The background is a blurred indoor setting, likely a classroom or playroom, with shelves and various items visible. The top of the image has a green background with a blue wavy border.

**PARENT
HANDBOOK**

Our Mission

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

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 colearners 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.

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 warm and responsive staff. Children will be offered experiences that promote social/emotional, intellectual, cognitive, fine/gross motor development. Opportunities are provided to understand the differences and the rights of others 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, enhanced program support, or Individual Safety Plans are needed, the Program Supervisor or the Executive Director will consult with the parents and/or guardians to determine how our organization can support your child(ren) and family.

Locations

Program	Location	Contact
Dutton Child Care Centre Infants, Toddler, Preschool	3 Lions Rd. Dutton, ON NOL 1J0	Phone: 519-762-2399 Email: mindy@duttonchildcare.ca
DDPS Before & After School PD Day, Winter, March Break, and Summer Camps offered at this location	239 Miller Rd. Dutton, ON NOL 1J0	Phone: 519-870-3904 (call or text) Email: ddps@duttonchildcare.ca
Aldborough Before & After School *PD Day, Winter, and March Break Camps offered at this location	11443 Furnival Rd. Rodney, ON NOL 2C0	Phone: 519-870-3944 (call or text) Email: aps@duttonchildcare.ca
Aldborough Child Care Centre Infants, Toddler, Preschool	11443 Furnival Rd. Rodney, ON NOL 2C0	Phone: 519-914-2399 Email: jessica@duttonchildcare.ca

Hours of Operation

Dutton Child Care is open twelve months per year, Monday through Friday, with hours of operation as follows:

Program	Hours of Operation
Dutton Child Care Centre <i>(Infant, Toddler, & Preschool Programs)</i>	7:00 AM – 6:00 PM
Dunwich-Dutton Before & After School	7:00 AM – 9:00 AM & 3:30 PM – 6:00 PM
Aldborough Child Care Centre <i>(Infant, Toddler, & Preschool Programs)</i>	7:00 AM – 6:00 PM
Aldborough Before & After School	7:00 AM – 9:00 AM & 3:30 PM – 6:00 PM
Day Camps <i>(PD Day, Winter, March, and Summer Break)</i>	7:00 AM – 6:00 PM

All programs will be closed for the following statutory and non-statutory holidays:

New Year's Day
Family Day
Good Friday
Easter Monday

Victoria Day
Canada Day
Civic Holiday
Labour Day

Thanksgiving Day
Christmas Day
Boxing Day

If any of the statutory and non-statutory holidays above land 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.

Note: The centre will be closed for the week between Christmas Day and New Year’s Day. Families will NOT be billed for non-holiday days during this closure.

Program & Number of Educators Required

Program	Age	Ratio
Infants	0-18 Months	1:3
Toddlers	18 Months – 2.5 Years	1:5
Preschool	2.5 Years – 4 Years	1:8
Kindergarten	JK/SK	1:13
School Age	6 – 12 Years	1:15

Admission and Discharge Policy

Due to the overwhelming need for child care, our waitlists are approximately 18 months long. This is why it is a priority of Dutton Child Care to accommodate families who require full-time, Monday to Friday care. In **very rare** circumstances, families who require part-time care may be matched up with other part-time families who are close in proximity on the waiting list to equal one full-time spot. In the event that one of the part-time families withdraws, the persons holding the other part-time spot will be given the choice of assuming a full-time space or giving up their position. If a full-time position is not an option for your family, the child will remain in the part-time position for two weeks in order for your family to make other arrangements.

Registration packages must be completed and submitted to the Program Supervisor at least **one week prior** to your child(ren)’s start date.

If you are withdrawing your child(ren) from any of our programs we require 2 weeks written notice submitted to the Program Supervisor. Payment is required for those two weeks.

Fee Structure

We are pleased to inform you that our centre has enrolled in the Canada Wide Early Learning and Child Care Agreement (CWELCC) which will be used to build and leverage the success of Ontario's existing early learning and child care system by increasing quality, accessibility, affordability and inclusivity in early learning and child care. Our fees are as follows:

January 2023 Base Fees for Children <u>6 Years and Under</u>						
Program	Full-Time Daily Fee			Part-Time Daily Fee		
Infant	\$24.98			\$24.98		
Toddler	\$21.82			\$21.82		
Preschool	\$20.37			\$20.37		
	Before	After	B & A	Before	After	B&A
Before & After School	\$8.92	\$11.18	\$12.00	\$9.30	\$11.60	\$12.00
PD Day Camp				\$14.41		
<i>Winter, March, & Summer Break Day Camp</i>	\$14.41			\$14.41		
One Time Membership Fee	\$13.13					
Non-Base Fees						
Parent Participation Bingo Fee	\$150.00/year billed in February					
Non-refundable Summer Camp Registration Deposit (applied to fees)	\$25					
Absent From AGM Fee	\$50					
Late Pick Up Fee	\$1.00/minute per child					
Service Charge for NSF	\$50.00					
Interest Charges on accounts over 30 days past due	2% of total owing per month until balance is paid					
January 2023 Fees for Children <u>6 Years and Older</u>						
Program	Full-Time Daily Fee			Part-Time Daily Fee		
	Before	After	B & A	Before	After	B&A
Before & After School	\$8.92	\$11.18	\$16.92	\$9.30	\$11.60	\$19.60
PD Day Camp				\$30.50		

Winter, March, & Summer Break Day Camp	\$30.50
Parent Participation Bingo Fee	\$150/year billed in February
One Time Membership Fee	\$25
Non-refundable Summer Camp Registration Deposit	\$25/week for Non-Members
Absent From AGM Fee	\$50
Late Pick Up Fee	\$1.00/minute per child
Service Charge for NSF	\$50
Interest Charges on accounts over 30 days past due	2% of total owing per month until balance is paid

Subsidy from the City of St. Thomas-Elgin is still available to parents who qualify in addition to CWELCC funding. Contact 519-631-9350 press option #3 to schedule an appointment with the subsidy office.

Fee Payment Policy and Options

Payment for child care fees are due the 1st and the 15th of each month. Enrolment is conditional on full and timely payment of all fees. E-Transfers can be sent to: finance.admin@duttonchildcare.ca, VISA, Mastercard, American Express or Debit card is accepted at our physical terminal at the Dutton Child Care Centre located at 3 Lions Rd. in Dutton. We do not accept cash or cheque payments. Accounts 15 days past due will receive a reminder. Accounts 30 days past due will have child care terminated and will be reinstated after past due balances are paid in full. 2% interest charges are applied to accounts 30 days over. A \$50.00 service charge will be applied to all NSF payments.

Late Pick-Up

In an emergency situation please advise the centre as soon as possible if you will be late picking up your child(ren). If a child is not picked up by 6:00 PM, every effort will be made to contact the parents, guardians and emergency contacts. If there is no contact made by 7:00 PM, Elgin Children’s Aid Society will be contacted. Families will be **billed \$1.00 per minute per child after 6:00 PM**. This fee will be directly billed to your account.

Sick & Absent Days

If your child is sick or will be absent from their program, we ask that families connect with their child(ren)'s educator by 9:00 AM on the day of their absence. If we do not hear from families regarding these absences, educators will reach out to confirm the reason for the absence either through HiMama, email, or phone call. The daily fees for the day are still required.

Child Care Scheduling Calendars

Part-Time Children:

Child care scheduling calendars are to be handed in by the 15th of the previous month's calendar i.e. September calendars are to be handed in by August 15th. You are required to fill in the days you need care, and you will be responsible to pay for these scheduled days.

Full-Time Children:

If your child is full-time, you are not required to submit a monthly calendar. We just ask that if your child will be absent for any reason that you inform their educators by 9:00 AM the day of the absence.

Vacation Time

As of December 31st, 2023, our vacation time program will dissolve and we will no longer be offering vacation days.

We recognize that this program has been a benefit to many families through the years, however with the relief that the CWELCC program will bring, this decision was made in order to protect the financial viability of our organization. We will begin a phase out starting in January 2023 where there will be **5 vacation days** allotted for the year (or prorated for families beginning care throughout the year). These will be scheduled days off indicated on your scheduling calendar where you will not be billed. We appreciate your understanding through this transition.

Children's Belongings

Please send your child in weather appropriate play clothing and provide a change of clothes in your child's cubby. In the summer months parents are asked to supply a hat and sunscreen. In the winter months your child will require boots, hats, mittens, warm coat, and snowpants. It is the parent's responsibility to provide diapers/pullups, wipes and diaper creams. When so many children are sharing cubby areas, it is so easy for things to go missing. This is why it is imperative that you **please label your child(ren)'s items.** We have a fundraiser with Mabel's Labels to help with labeling your child(ren)'s belongings! Go to the website listed on the right and search for Dutton Co-Operative Childcare Centre Inc.

The graphic features a light grey background with colorful starburst icons. The main text reads "We're Fundraising with Mabel's Labels!" in a teal font. Below this, it says "Personalized waterproof name labels for your kids' stuff!". A three-step process is shown with numbered icons: 1. A magnifying glass icon with the text "Visit campaigns.mabelslabels.com and search for our organization". 2. A shopping cart icon with the text "Purchase your labels". 3. A delivery truck icon with the text "Labels ship right to your door!". At the bottom, a dark grey bar contains the slogan "You get labels, we raise funds." and the "mabel's labels FUNDRAISING" logo.

Arrival and Departure

Each parent is responsible for bringing their child into their program so that a staff member is aware of the child's arrival. The program assumes responsibility for your child(ren) after this point. The reverse applies when going home. At this point the program returns responsibility to the parent.

Children must be brought to and picked up at the child care centre by a responsible person 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.

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 your child(ren)'s educators in advance of any special arrangements for release. We reserve the right to verify information.

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 and we follow the recommendations from Public Health. At this time, the following guidelines are in place:

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 during program, parents will be notified and the child must be taken home. The child can only return when they've been 48 hours since their last bout of diarrhea.

Fever:

If a child has a fever that is higher than 37.8 C / 100.4 F the child **should remain at home**, or will be sent home. The child can only return when they've been fever free for 24 hours without the aide of medication.

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 if not diagnosed prior to the child returning to the classroom.

Vomiting:

If a child has one episode of vomiting parents will be notified and the child must be taken home. The child can only return when they've been 48 hours since their last bout of vomiting.

Medication

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.

If your child requires an “**over the counter**” medication (ie. Tylenol, Benadryl, etc), the centre will require written authorization from your family physician or nurse practitioner in the form of a doctor’s note.

Medication must not be left in a child’s cubbie. All medications (including Salbutamol inhalers) must be handed to a staff and stored in a locked container unless otherwise directed on the child’s emergency plan (eg. storing EpiPen on the staff, or in a fanny pack on the child).

Only medication with a current date that are prescribed by a doctor and are in the original container will be administered to your child.

Behaviour Guidance

Our organization recognizes that a deep understanding of child development provides a body of knowledge that can help us to recognize and articulate children’s observed behaviours and discuss their emerging skills with families and others. This is why each child in our care is supported individually and no behavioural situation is approached the same way. We strive to create indoor and outdoor spaces that invite the children in our care to investigate, imagine, think, create, solve problems, and make meaning from their experiences. This approach encourages their growing autonomy and independence which helps alleviate challenging behaviours.

When supporting children in behaviour guidance we use the following strategies:

Redirection	Guiding a child away from an emotionally charged situation and refocusing their attention to an activity of interest.
Logical and Natural Consequences	Endeavour to make children aware of the results of their actions in a manner that makes sense for the event.
Boundaries	The educator can set limits for certain situations in collaboration with the child according to each situation.
Demonstration	Educators are constantly modelling the appropriate ways of interacting, supporting children in expressing their feelings and recognizing their peers' feelings.
Options	Educators provide opportunities for the children to problem solve for themselves and make decisions that support a solution to the behaviour exhibited.
Anticipation	Educators are especially good at anticipating potential triggers and are always aware of situations and environments that could trigger behavioural responses.
Ignoring	Some inappropriate behaviour may be ignored with more emphasis given to appropriate behaviour.
Positive Reinforcement	Educators will always encourage the children in their program and make a strong effort to outwardly acknowledge the appropriate behaviours they witness.

We believe through open communication, and collaboration with educators and families, there is usually a way to navigate difficult behaviours. In addition to our guidance practices, we have a strong relationship with All Kids Belong (AKB) – Merrymount. Resource Consultants from AKB provide case management for families using an integrated service model. They enhance and support skills development, overall program capacity and strengthen the relationship between the family and the program, while promoting inclusivity, communication and family-centred practice. They provide referrals to other community supports and share community information. They deliver training, facilitate transitions, support developmental screening, and support the overall integrated system of

services. Educators in collaboration with the Program Supervisor may suggest this as an option to explore for further support in the classrooms.

In very rare circumstances and as a last resort, if the child is an extreme danger to the safety and well-being of themselves, their peers, or their educators, they may be removed from the environment given an alternative space or activity to keep all involved safe.

If your child shows **intentional aggressive behaviour**, you may be called to pick him/her up. A meeting will be arranged between you, the educators involved and the Program Supervisor and/or Executive Director if there are ongoing concerns. In **extreme situations**, children who display chronic aggressive behaviour, upsetting to the emotional or physical well-being of children and staff, may be dismissed from our programs.

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

- corporal punishment of the child, such as, but not limited to, spanking, slapping, hitting, pinching;
- physical restraint of the child, such as, but not limited to, 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

We believe that creating enjoyable mealtimes and snacks in our programs will help children learn healthy eating habits and develop positive attitudes toward food. All educators participate and share the same meal as the children while they show enthusiasm for healthy foods, provide the children with self serve opportunities, and encourage conversations to support social development.

The Child Care Centres provide morning snack, lunch, and afternoon snack that all are nutritious and adhere to Canada's Food Guide.

Parents are asked to supply infants requiring formula or other specialized food outside of our menus.

Our School Age Programs provide morning and afternoon snack that are nutritious and adhere to Canada's Food Guide. For full day School Age Programs (PD Days & Day Camp), a nut free bagged lunch from home is required. We recommend using "Eating Well with Canada's Food Guide" as a guide for planning lunches. Their lunch bag should be insulated with an ice pack to keep food at a safe temperature (hot foods should be stored in an insulated thermos). Please label your child's lunch bag. We will have back up procedures if a bagged lunch is forgotten.

Our menus are posted by the Kitchen areas of the child care centres, and are posted on our website and HiMama App.

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

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, 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.

Outdoor Play

Children thrive in programs where they can engage in vigorous physical play in natural outdoor spaces and playgrounds that present manageable levels of challenge. While these environments need to be

safe, it is also important that children are provided with opportunities for a reasonable degree of risk taking.

Program adaptations and physical accommodations can be made to allow every child to participate and be challenged in meaningful ways. In addition to providing physical benefits, active play outdoors strengthens functioning in cognitive areas such as perception, attention, creative problem solving, and complex thinking.

Through active play and physical exploration, children gain increasing levels of independence, learn to persevere and practice self-control, and develop a sense of physical, emotional, and intellectual mastery and competence. Our programs include the required amount of daily outdoor time, weather permitting, as designated by the Child Care and Early Years Act.

We ask that you send your child(ren) in clothing that you don't mind getting a little messy.

Sleep Time

It is a requirement that all children attending a licensed Early Learning & Care Centre (Preschool) have a rest period each day. It is not necessary for your child to sleep, but he/she will be encouraged to rest quietly on his/her cot during this time.

Children under 12 months old are placed for sleep in a manner consistent with the recommendations set out in Health Canada's document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Death in Canada." If other sleep instructions are provided, in writing, by your child's physician, you will be advised of the obligation that Dutton Child Care Centre has to place children to sleep on their backs.

If your child is between 12 – 18 months of age, they will be assigned to an individual crib or cot in accordance with any written instructions provided by you.

A child-sized blanket from home, labeled with your child's name, is required. Children may also bring a soft comfort item from home for rest time.

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's educators will connect with their new educators and pass along any relevant information to create a positive transition. If you have any questions, please do not hesitate to ask a staff.

Extreme Weather & Emergency Closures

The decision to close our programs will be made by the Executive Director in collaboration with the Program Supervisors.

Guidelines that will help determine the decision to close programs are as follows:

- Travel on the road has been deemed unsafe
- School buses have been cancelled
- Public schools have been closed
- School strikes prevent us from accessing our designated program spaces
- Circumstances beyond our control

Any program closures will be reported on our Dutton Co-Operative Child Care Centre Inc. Facebook page, on our website: www.duttonchildcare.ca, through email communication where possible, and as a last resort a notice will be posted on our door.

If a decision to close our programs early is made, parents will be responsible to make arrangements to have any children picked up from their program within 2 hours of notification.

In the event that an evacuation happens, the Executive Director will notify the parents by phone that this has happened and confirm where to pick up your child. These are the following locations we would be relocating to:

- Dutton Child Care Centre will evacuate to **Dutton Community Centre** if there is an emergency.
- Dutton-Dunwich Public School Programs will evacuate to **Dutton Community Centre** if there is an emergency.
- Aldborough Child Care Centre & School Age Programs will evacuate to the **Rodney Community Centre**.

Serious Occurrence Notification

In the event that a serious occurrence was to take place in one of the programs of the Dutton Child Care, 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 and will provide extremely vague information on the event to protect the identity of those involved. Should you have any questions regarding a serious occurrence, please direct them to the Executive Director.

Examples of a serious occurrence might include:

- The death of a child who received child care at a child care centre, whether it occurs on or off the premises
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at the child care centre
- A life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre
- Any incident where a child who is receiving child care at the child care centre goes missing or is temporarily unsupervised
- Any unplanned disruption of the normal operations in the child care centre or adjacent school that poses a risk to the health, safety or well-being of children receiving care at the child care centre.

Students/Volunteers

All employees of Dutton Child Care must maintain Ministry approved ratios at times when children are in their care. Volunteers and students on placement with us must not have unsupervised access to the children. No child is to be supervised by anyone under the age of eighteen. All employees must obtain a Vulnerable Sector Check before commencing employment working with children and maintain a valid Vulnerable Sector Check while employed. All eligible volunteers and students must have a current Vulnerable Sector Check before commencing duties with our organization. Vulnerable Sector Checks must not be older than 6 months, prior to the first day of employment or placement.

Field Trips & Off-Site Activities

From time to time, field trips will be planned for the children. There will always be a minimum of two adults on a fieldtrip, and parent volunteers are strongly encouraged. Parents are requested to sign a permission form at least 1 week prior to the trip date. Additional costs may apply.

Off-site activities are generally walks in the neighbourhood (eg. to the bog in Dutton, a visit to the library, visit to the splash pad). These off-site activities will usually be spontaneous unless prior arrangements were made and a permission form is signed in the registration package. The Educators will make every attempt to wait until all of the children are in program before leaving the centre.

Waiting List Policy

The Municipality has implemented an online waitlist for Elgin County; requiring all families inquiring about childcare to register on this list by going to www.onehsn.com/stThomas, families who do not have access to technology will receive assistance.

The Dutton Co-Operative Child Care Centre Inc. has a waiting list policy that states; **full time care will take priority over part time care when spaces are limited.** It is our priority to accommodate siblings of children already registered and children of our staff team, dependent on the availability of space. Parents will be contacted when they have reached the top of the list and a space is available. Parents will have a minimum of 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 but the **parents will be responsible to update their required start date.** 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 including both email and phone. No response will indicate that the space has been declined.

Information on the wait list is kept confidential and only accessed by authorized Dutton Co-operative Child Care Centre employees.

Parents can call or email the Program Supervisor at any time to see where their child/ren are on the waiting list.

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.

You are encouraged to take an active role in our child care centre and regularly discuss what your 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 days. 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 yourself**, 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/childrensaid/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to Issue/Concern:
<p>Program Room-Related Eg: 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 <p>or</p> <ul style="list-style-type: none"> • the Supervisor or Executive Director 	<ul style="list-style-type: none"> • Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> • arrange for a meeting with the parent/guardian within 5 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> • the date and time the issue/concern was received; • the name of the person who received the issue/concern; • the name of the person reporting 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>General, Centre-, or Operations-Related Eg: child care fees, menus, hours of operation, wait lists, staffing, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> • the Supervisor or Executive Director 	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>Staff, Parent, Supervisor-, and/or Executive Director-Related</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> • the individual directly <p>or</p> <ul style="list-style-type: none"> • the Supervisor or Executive Director <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>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>

Student-/ Volunteer-Related	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> the Supervisor and/or Executive Director <p>Note: 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.
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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 of the Board of Directors 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.

<p>Contacts: Dutton Child Care Centre Executive Director: 519-762-2399 Program Supervisor: 519-762-2399 (Dutton) 519-914-2399 (Rodney) 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</p>

Parent Participation Agreement

Bingo Participation:

Dutton Child Care Centre relies on the fundraising we run throughout the year. We have a very unique opportunity with Jackpot City Bingo Hall in St. Thomas through the Ontario Charitable Gaming Association (OCGA). The OCGA represents the interests of charities and not-for-profits that fundraise through charitable gaming. As a member of Jackpot City, we receive monthly shares from their bingo revenue that help off-set the child care centre operating expenses. This annual bingo revenue is approximately **\$20,000 - \$30,000 per year** which is used to pay property taxes, insurance, playground inspections and an approved list of other expenses. This fundraising has allowed us to keep our fees as low as they are for the centre, before/after school, and day camp programs.

We ask all families to volunteer for **one** Bingo session per year. We manage this by charging all members \$150 Bingo Fee in February of each year. When members complete their volunteering shift, their fee will be reimbursed. This shift is 2 hours in length and will be alongside another volunteer from our centre. In order to be eligible to participate, all volunteers must complete a short online training session. Detailed instructions will be sent out through email.

Being a participating member at Jackpot City Bingo Hall in St. Thomas has positively impacted our ability to provide quality programs and makes us one of the most affordable child care centres in our region.

Annual General Meeting:

You are required to attend the Annual General Meeting or a \$50.00 charge will be billed to your account.

As a member of the Dutton Co-operative Child Care Centre Inc., you have agreed to the parent participation terms laid out above.

Summary

The Parent Handbook is reviewed many times throughout the year and changes are made at the discretion of the Executive Director along with the Board of Directors in accordance to the Ministry of Education and their expectations. Families will be notified of any changes within a reasonable amount of time through email communication and will have access to the parent handbook through our website.

Revised: February 2023