

Children's Choice Daycare

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PHILOSOPHY

Our goal as Early Childhood Educators is to provide engaging learning environments and teach life skills and social skills. Early Childhood Education prepares a child for later education; it provides the basics of a foundation; developing self-concept and self-esteem, independence, and language. At Children's Choice, we see ourselves as an Early Learning Center where all our children, families and educators are competent, curious, and rich in potential.

As an Early Learning Daycare provider in Peel, we are proud to follow Ontario's Pedagogy for Early Learning: How Does Learning Happen. We learn from children and add to our knowledge of child development as we observe children. In doing so, we are lifelong learners and co-learners with the children in our care.

A child's early experiences are important because they form the child into the adult he or she will become. Teachers of the very young are among the first important outside influences who will begin to work with aiding the child and their development. We, alongside with our local community partners have the responsibility and privilege of providing support for your children, your family and our Children's Choice Community of Co-Learners.

As Lifelong Learning Partners and Early Childhood Educators, we are committed to building programs around the following four foundations:

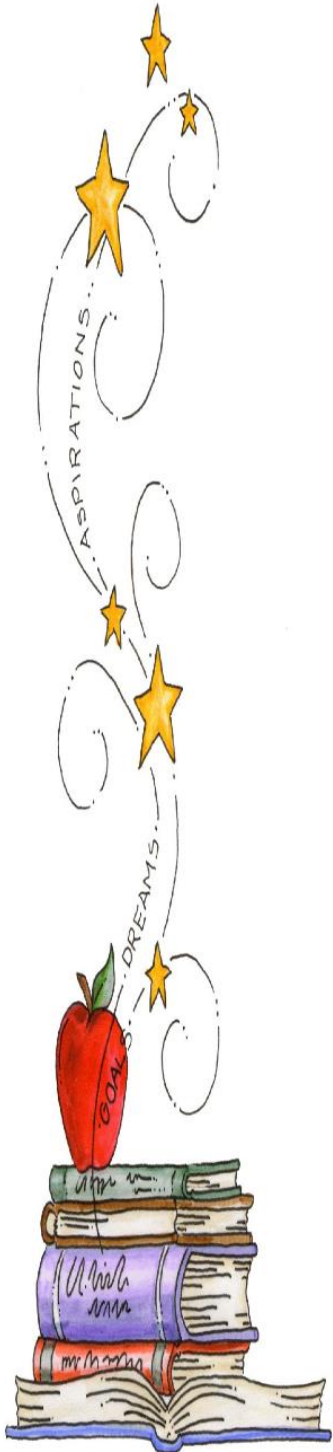
Belonging

Our teachers see every child in the group as an individual and respect their right to be who they are. We recognize that a child is coming to us from a different background, and that there may be things that have made an impression on each child in a different way. Every child is worthy of the best Children's Choice has to offer them.

Engagement

Young children go to daycare with curious minds. They want to touch, taste, learn, smell, and observe everything around them. Our teachers create environments that invite children to explore, discover and learn about themselves, their peers, and the world around them.

Our program is developed by both child-initiated and adult-supported experiences and incorporates indoor and outdoor play, active play, rest and quiet time. Every day is tailored to meet the needs and interests of each child to keep them engaged in the learning process.



Expression

As teachers, we are supportive of the development of each family within our center. Our main goal is to promote positive learning, which fosters expression in all its forms between children, parents, and staff.

We respond to individual cues with authentic responses so that the communicator knows they are heard, we facilitate communication between individuals so that they can learn how to positively interact with one another and develop their ability to self-regulate, and we craft the environment so that time, space, and materials are provided for creative expression.

Parents are an important part of our program and are encouraged to provide suggestions and feedback. We must work together to provide the best possible care for your children. Parents are welcome to join us during special events, outings, and parent meetings. Good communication between parents and the staff at Children's Choice Daycare is the key to a successful program.

Well Being

As Early Childhood Educators, we are aware of the physical, social and emotional needs of EACH child. We communicate the importance of physical and mental health and wellness, incorporating capacities such as self-care, sense of self and self-regulation skills.

We provide healthy snacks and meals, promote physical activity throughout the day and limit sedentary activity. We provide stimulating outdoor activities and space and work with parents and community partners to encourage the well-being of the children in our care.

Children's Choice is committed to Lifelong Learning through Continuous Professional Development. We are constantly engaging in workshops and reflective practice to ensure that our program, teaching style and philosophies are indicative of top-quality care.

BEHAVIOR MANAGEMENT:

Positive Guidance is designed to assist the child to learn appropriate behavior, not to punish inappropriate behaviour. It is used in a positive and caring manner to ensure the fostering of each child's self-esteem. It is also related to the nature of the troublesome behaviour.

Depending on the seriousness and frequency of the inappropriate behaviour, the consequences may include a reminder of appropriate behaviour, notification of further consequences, time away from the group, and a meeting with the parents and the Supervisor.

Under no circumstances will any form of physical punishment be permitted at Children's Choice Daycare.

The intent of the behaviour management guidelines and monitoring procedure is to ensure that all persons who interact with children enrolled with Children's Choice Daycare use positive and consistent methods of behaviour management which are appropriate to the children's developmental levels and actions.



Children's Choice will not permit the following prohibited practices.

- Corporal punishment of a 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 for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- Inflicting any bodily harm on children including making children eat or drink against their will;



No employee or volunteer of Children's Choice, or student who is on an educational placement shall engage in any of the prohibited practices set out above with respect to a child receiving child care.

Methods of child management are discussed at staff meetings and occasional workshops to ensure that all staff share common philosophical beliefs.

DAYS AND HOURS OF OPERATION

The program is offered from 7:00 a.m. - 6:00 p.m. five days a week. Note: A late fee of **\$2.00** per minute will be charged if your child is picked up after 6:00 p.m. Money is to be given directly to the staff detained within 2 days. No e-transfers will be accepted.

REGISTRATION PROCEDURE:

Parents/Guardians are encouraged to call the Supervisor and set up an appointment for an initial consultation. During this appointment, we ask that you talk with the staff and discuss the policies and procedures and the program that is offered. This will allow you to determine if our program is the one you are looking for. You will receive several forms which need to be completed before care can be given.

You are also encouraged to bring your child for a few visits during the week prior to the admission date. This allows the opportunity for your child to become familiar with the center and to make new acquaintances before the first day of school.

The following must be completed prior to the admission of each child:

1. Registration Form
2. Medical Information/Medication Agreement
3. Consent Form
4. Tell me about Yourself Form
5. Financial Agreement
6. Immunization Record

STAFF:

Teachers are [Registered Early Childhood Educators](#) with specialized training and experience in specific program areas. We also employ teachers who are working towards obtaining their Early Childhood Education credentials; as well as teachers who acquire specialized training relating to children. Supply staff are called upon occasionally when teachers are not able to attend work. The Supply staff do not necessarily have their E.C.E but have been hired based on their experience working with children. We also facilitate the training of Early Childhood Education students by providing practical placement opportunities. Volunteers and Students will be always supervised by an employee and is not permitted to be left alone with any child.

SCHOOL HOLIDAYS:

Children's Choice Daycare will **not** be open the following statutory holidays:

New Year's Eve - closed, New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labor Day, Thanksgiving, Christmas Eve - closed, and Boxing Day.

The school will be closed 1 day in October and on the Friday before the labor day weekend as a professional development day for the teachers. **Regular fees for all listed dates above are required.**

Effective 2024 - The daycare will be closed two weeks for the Christmas Holiday to align with the public/catholic school calendar. Our attendance is very low during this time.

Parents are required to pay for these weeks. (Dates will be clarified on a yearly basis)



Canada-wide Early Learning and Child Care

We are pleased to share that Children's Choice is enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada.

The CWELCC system is intended to support quality, accessibility, affordability, and inclusivity in early learning licensed childcare. The key objectives of this program include lowering childcare fees for eligible children, improving wages and increased access to quality childcare programs.

We believe that childcare provides a strong foundation for early childhood development and the well-being of children while parents work, and we are committed to providing child care services that meet the needs of our children and families.

CWELCC is a five-year plan that is based on equity and inclusion. All families, including those with fee subsidy will have access to CWELCC programs by 2025.

On the expectation funding has been received, families at Children's Choice will see a fee reduction by 25% by mid November. A further reduction can be expected by the end of December 2022, reducing fees by 50%. The next reduction will be implemented in September 2024, and the final reduction to \$10/day childcare, on average, in September 2025.

Fee reduction through the CWELCC is for children under six years old (and any child who turns six years old between January 1 and June 30 in that calendar year).

FEES

A non-refundable registration fee of \$25.00 (CWELCC - \$11.81) per child and a one-week fee payment, in advance, is required upon admission. Fees are payable by pre-authorized payment to be debited from your account every Monday of every week. There are charges for late payment of fees, and late pick-ups. There will be no refund of fees if the child is away for any length of time. Please refer to the financial agreement form for further details. Fees are subject to change due to the operation costs of the center.

A fee structure has been set up as follows:

Toddlers 15 months - 2 1/2 years old

- 5 days - \$273.00/wk (CWELCC - \$128.99/WK)
- 3 days - \$200.00/wk (CWELCC - \$94.50/WK)
- 2 days - \$147.00/wk (CWELCC - \$69.46/WK)

Pre-School 2 1/2 - 5 years old

- 5 days - \$257.00/wk (CWELCC - \$121.43/WK)
- 3 days - \$190.00/wk (CWELCC - \$89.77/WK)
- 2 days - \$137.00/wk (CWELCC - \$64.73WK)

Kindergarten

- \$257.00/wk (CWELCC - \$121.43/WK)

School-Age Program - summer program \$275.00/wk and must provide own lunch (Program availability will be determined yearly)

| <i>Non-Base Fee</i> | <i>Base-Fee</i> |
|----------------------------------|--------------------|
| - Sunscreen Fee | - Registration Fee |
| - Late Fee | - Deposit Fee |
| - NSF Fee | |
| - Extra Curricular Fee | |
| - Field Trip & Special Event Fee | |

Fees are paid by pre-authorized withdrawal every Monday of each week. There is a \$25.00 charge for insufficient funds return. There will be no refund of fees if the child is away for any length of time. Fee increases are expected to go up in January of each year due to cost of living increases and the operation costs of the center.

WAITLIST

Our wait list is a living document that is in a state of constant change. The following policy and procedure is how we at Children's Choice Daycare choose to maintain our wait list.

- Children's Choice Daycare will strive to accommodate all requests for the registration of a child at the child care center.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Children's Choice will receive parental requests to place children on a waiting list via phone call, online website registration or email.

Placing a child on the Waiting List

- Children's Choice will place a child on the waiting list in chronological order, based on the date and time that the request was received. (Please note, a family must speak directly with, or hear back from a Daycare Administrator in order for seniority to be established)
- Once a child has been placed on the waiting list, CCDC, will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

When space becomes available in the program, priority will be given to

- Children who are currently enrolled and need to move to the next age grouping
- Siblings of children currently enrolled
- Children of Staff Members
- Children that are a referral to CCDC

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via phone call or email that a space has become available in their requested program. If the center is unable to contact the family, or if CCDC does not hear back from the family their name will be removed from the waitlist.
2. Parents will be provided a timeframe of 48 hours in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, CCDC, will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. Office Staff, will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. Office Staff, will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Additional Procedures

- If a Parent contacts the centre, after their timeline to respond, the Parent can remain on the waitlist.
- If a Parent, does not contact CCDC back within 48 hours, their name will be removed from the waitlist.
- Every couple of months, CCDC, will contact families on the waitlist to see if they would like to remain on the waitlist. If a Parent does not respond back within 48 hours, they will be removed from the waitlist.

DROP OFF - PICK UP

The program starts at 7 am and ends at 6 pm. Please bring your child into the classroom and make us aware that he/she is present. Similarly, come inside the school area when you pick up your child and make sure the staff is aware that you are leaving. **We strongly request that you have your child at school before 9 am.** If you are dropping your child off after 9 am, you must call the daycare to let the Teacher's know. Children arriving after 10:00 am without reasonable request may not be accepted for the day. Please refer to Safe Arrival and Dismissal Policy for further details.

No child will be released to any person, other than the persons named on the registration forms, without the consent of the parent or guardian. You must call the daycare to let them know if someone else is picking up your child for security reasons. Safety is one of our primary concerns.

HEALTH AND SAFETY OF YOUR CHILD:

Your child's health and safety is very important to us. Upon enrollment of your child, a Medical and Emergency information form must be completed before your child starts school.

To prevent the spread of infectious illness among children, a daily health check is given upon each child's arrival at the center by a staff member. It is your responsibility to acknowledge the arrival and departure of your child to a staff member on duty. You must bring your child into the classroom. Under no circumstances should they be dropped off in the car park, front door, or hallway.

Your child will **ONLY** be released to a person authorized by you. Children's Choice Daycare requires written and/or verbal authorization for any changes in this respect. Please do not send children under eighteen years of age to pick up your child.

If your child develops any symptoms of illness during the day, your child will immediately be isolated from the other children and you, or your emergency contact, if you are unavailable, will be contacted to make arrangements to pick up your child.



Children who are well enough to come to school are expected to participate in all areas of the program, including outdoor time.

Please keep your child home if he/she:

- * has a fever or has had one during the previous 24 hour period – 24 hours fever free without medication
- * has heavy nasal discharge
- * has an acute cold, severe cough
- * is vomiting - 48 hours symptom free
- * has diarrhea - 48 hours symptom free
- * has red or discharging eyes or ears
- * has an undiagnosed skin rash
- * has any symptoms of a communicable disease



Please notify the center if your child has been diagnosed with a communicable disease. Staff may also request a doctor’s note stating that your child is healthy enough to attend Children’s Choice Daycare after an illness.

MEDICINE POLICY:

We recognize that there are times when your child may need medication during the day. With your child’s safety in mind, staff will administer **prescription medication, that is in its original container, dated and labeled with your child’s name and dosage.** We ask that you complete the Medication Authorization form for each medication required. These forms are kept in your child’s file. Please assure that you have given the form and medication to your child’s teacher.

All medications are kept inaccessible to the children, in a locked container, in either a cupboard or the refrigerator. Parents **MUST HAND** any medication directly to a staff. Some medications may be carried by a staff member in order for prompt admission.

ALLERGIES:

Allergies are common among children. If your child has an allergy, please discuss this with the Supervisors and/or staff members in detail. We will take appropriate precautions to protect your child’s health. This should be noted on your child’s Medical Information Form upon registration. Please note that we are a **“Nut Free” environment.** To protect the children we ask you NOT to bring any food into the center with your child. This includes unfinished breakfast from home.



NUTRITION

Children’s Choice is catered by Wholesome Kids Catering. Morning snack, lunch, and an afternoon snack will be provided for your child depending upon the hours of his/her stay at the center. Please refrain from sending any food to the center with your child unless special arrangements have been made with the Director. Menus are posted weekly for your review.



REST PERIOD:

It is a requirement of the Ministry of Education that all children attending a licensed child care center for more than six consecutive hours in a day be provided with a rest period. It is not necessary that your child sleep, but he/she is encouraged to rest quietly on his/her bed for approximately one hour. After this time, your child will be given the opportunity to engage in quiet activities while others sleep. **Personal preference of how long your child rests or home sleeping habits will not be recognized.**

EMERGENCIES AND ACCIDENTS:

Should an accident injury occur, the center staff will immediately seek the necessary medical assistance and then contact you. You will be informed in the event that your child has been taken to the hospital or a physician's office. In the best interest of the child, we will seek emergency medical treatment if we cannot contact you. There is a consent form to be signed upon registration allowing us to follow through with emergency procedures. **It is critical that you keep us up to date on phone numbers, emergency numbers and other pertinent information.**

The staff will complete an Accident Form describing the nature of the accident and you will be requested to sign this form to acknowledge that you were informed of the incident. You will also receive a copy of the report.

Children's Choice has an emergency management policies and procedures. In the event of an emergency which requires the evacuation of the center, the children will be taken to 34 Pantages Court, Brampton. Parents/Guardians will be notified by phone and on message via the Lillio app.

FIELD TRIPS:

Throughout the year, your child may have many opportunities to join classmates for enjoyable trips to special places of interest. Field trips are an important learning experience about the world around us.

You will be required to fill out a permission form for your child to attend. Occasionally there may be fees related to the field trip. You will be notified in advance of all excursion information including destination, date, time.

If a trip is planned on a day that is not your child's regular scheduled day of care and you would like your child to attend, you must check with the office if there is space to accommodate your child. We must follow regulations and maintain our child-teacher ratios. The daily daycare fee would be required before the day of the fieldtrip.

If you do not wish for your child to attend the field trip you will be required to find alternate care at your expense.

Parents wishing to join us on our excursions must submit a vulnerable sector criminal reference check obtained at the Peel Police Headquarters. Only when this is submitted will a parent be able to accompany us on a field trip.

CHILD ABUSE:

The staff of Children's Choice Daycare have a legal obligation to report on observed cases or suspected cases of child abuse to the Children's Aid Society.

CLOTHING:

Since your child will be active both indoors and outdoors, it is in your child's best interest to provide clothing that is comfortable and free of complicated fasteners. Play clothes should be ready for food spills, paint, sand and water. Please provide a variety of clothing that will keep your child warm when it gets cold, and cool when it gets hot. Extra clothing is essential in the center. Please label all pieces of clothing with your child's name. If your child is a toddler, we urge you to provide us with sufficient changes of clothing.

When clothing is loaned to your child, to enable your child to return home in dry clothing, you are expected to wash and return it the following day. Children's Choice Daycare will not assume responsibility for lost clothing.

A bag will be provided by the daycare for your child's belongings. This bag is to remain at the daycare and should be the only bag in your child's cubby.



TOYS AND PERSONAL BELONGINGS FROM HOME:

We have a variety of toys for your child to enjoy and manipulate at the center. Except for toys that are needed for special days or that are requested by staff, we ask that you leave your child's toys at home or in the car. Toys not needed at home anymore can be donated to the center. Children are encouraged to share all materials and toys as part of their learning. If an item is brought to the center, we cannot be responsible for it.

BIRTHDAYS:

Your child's birthday is a special event. The daycare will provide a gift (book) for your child purchased through fundraising money earned throughout the year. You can also purchase a cake through the catering company that serves us. Three weeks' notice must be given before your child's birth date to reserve the cake. Forms are available.



VACATION DAYS ABSENCE: **Full fees are required!**

If your child is absent due to vacation, **full fees are still required**. We ask that you make the office aware of the absence before it begins and the date of your child's return.

WITHDRAWAL:

If you wish to withdraw your child from Children's Choice Daycare, **written notice is required one week prior to your child's last day**. If notice is not given, your initial deposit will be used to cover the notice period.

If Children's Choice Daycare sees that after implementing a Continued Placement Process and the program is not benefitting a child, and/or the family; and parents are not fulfilling their contract procedures, one week's notice will also be given for the withdrawal of the child.

PARENT INVOLVEMENT:

At Children's Choice Daycare we believe that parent involvement and communication strengthen the bond between all involved - parents, teachers, and children to provide the best possible care and learning experiences. To ensure open communication, the following is offered:

- * Newsletters and bulletins
- * Program evaluation surveys
- * Parent information nights
- * Open houses, workshops
- * Individual parent/staff discussions



Good communication between staff and parents is the key to a successful program. If you have any questions or concerns about our program, please feel free to speak to your child's teacher, the supervisor, or the director. We are always available and are committed to being a partner in the nurturing and learning development of your child.

Website – www.childrenschoicedaycare.ca



Safe Arrival and Dismissal Policy and Procedures

Purpose:

This policy and the procedures within help support the safe arrival and dismissal of children receiving care. This policy will provide Staff, Students and Volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the Child Care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Policy Statement:

Children's Choice Daycare will ensure that any child receiving Child Care at the Child Care centre is only released to the child's Parent/Guardian or an individual that the Parent/Guardian has provided written authorization to the Child Care Centre may release the child to.

Children's Choice Daycare will only dismiss children into the care of their Parent/Guardian or another authorized individual. The centre will not release any children from care without supervision.

Where a child does not arrive in care as expected or is not picked up as expected, Staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

All children must be escorted by a family member or designate into their classroom to a program Staff. The family member is to greet the Teacher to ensure they are aware of the child's arrival. Program Staff are only responsible for children when they are signed in for care.

1. When accepting a child into care at the time of drop-off, program Staff in the room must:
 - a. Greet the Parent/Guardian and child
 - b. Ask the Parent/Guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (example, someone other than the Parent/Guardian picking up). Where the Parent/Guardian has indicated that someone other than the child's Parent/Guardian will be picking up, the Staff greeting the Parent will ask the Parent to send a Lillio message indicating the individuals' first and last name who will be picking up, along with the time.
 - c. Sign the child in on the classroom attendance record.
 - d. Where a child is dropped off during mixed ratio in the morning, the morning Staff will let the child's Teacher know of any changes to the child's drop off or pick up schedule.
 - e. The Program Staff will document the change in procedure in the daily written record.

Where a child has not arrived in care as expected

Parents are required to inform the Child Care centre, **before 9:00am** everyday via phone call or Lillio message if their child will be absent for the day or will be late. Where a child is going to be late, Parents are to provide their expected drop off time for that day.

1. Where a child does not arrive at the Child Care Centre and the Parent/Guardian has not communicated a change in drop-off (example, left a voice message or advises the closing Staff at pick-up), the Staff in the classroom must:

- a) Inform the Supervisor/on site Designate of any children who have not yet arrived, and the program Staff must commence contacting the child's Parent/Guardian no later than 10:00am. Staff shall first call the Parent/Guardian, if there is no answer, they are required to leave a voicemail message if available. After the call has been made, if there is no answer, the Staff will send a Lillio message.
- b) If the Parent/Guardian does not call back within 20 minutes or send a message, Staff will reach out to another Parent/Guardian and/or emergency contacts.
- c) Staff will try and contact a Parent/Guardian or someone on the emergency card again at 1pm and 3pm.
- d) The next day, the program Staff will follow steps a) and b). If a Parent or emergency contact has not contacted the centre by 10am to notify of any absences, Staff will first inform the Supervisor/designate and then the **Police will be called.**

2. Once the child's absence has been confirmed, program Staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The Staff who is supervising the child at the time of pick-up shall only release the child to the child's Parent/Guardian or individual that the Parent/Guardian has provided written authorization that the Child Care may release the child to. Parents are to inform Staff of any changes to pick up or if someone other than the child's Parent/Guardian will be picking up. Where the Staff does not know the individual picking up the child

- Staff are to confirm with another Staff member that the individual picking up is the child's Parent/Guardian/authorized individual
- If another adult comes to pick up the child, and the Parent/Guardian has not informed Staff of the change, Staff are to first call the Parent/Guardian for approval of pick up and ask the Parent/Guardian for the adults first and last name.
- Ask the Parent/Guardian/authorized individual for photo identification and confirm the individual's information against the Parent/Guardian/authorized individual's name on the child's file or written authorization is the same.
- If Staff have never seen the Parent/Guardian/authorized individual, they must ask for photo identification first, before releasing the child to the adult.

Custody Situations

In situations where Parents are separated or divorced, CCDC, cannot follow a Parent's request NOT to release a child to the other Parent without a court order that says the other Parent cannot see the child. A court order may also state what days and times the Parent can see the child.

If a parent asks Program Staff to not release a child to the other Parent but does not have a court order indicating this, Program Staff will follow these steps:

- Tell the Parent that you cannot stop the other Parent from picking up their child, unless the centre is provided with a court order that says this.
- If the Parent is still concerned that the other Parent may come, ask that the child remain at home until this is sorted out.

If there is a court order with instructions with which days each Parent has and the Parents want to switch days, a written note must be provided to the centre, indicating who is picking up on which day ahead of time. If a Parent comes to pick up the child on a different day, program Staff will follow these steps:

- Inform the Parent who has come to pick up the child that you must call the other Parent to make sure that it is okay to release the child.
- Call the Parent who is supposed to pick up the child on that day. Ask for permission to release the child to the other Parent. Program Staff must receive a written message from the Parent agreeing to the change. **Do not release** the child until you receive the written message.

- If the Parent insists on taking the child without permission, or begins to get upset, or threatening in any way, release the child to them and call 911. Inform the Supervisor/designate as soon as the Parent begins to get upset/threatening.
- If you know that there is a restraining order, condition of bail, or prohibition order that does not allow the person to be near the child, call the police immediately when that person arrives at the centre. You cannot let a Parent visit a child if you know there is a court order against this, even if the other parent says it is okay.

Where a child has not been picked up as expected (before centre closes)

1. Where a Parent/Guardian has previously communicated with the Staff a specific time or timeframe that their child is to be picked up from care and the Child has not been picked up, the Staff shall contact the Parent/Guardian by phone call and advise that the child is still in care and has not been picked up. The Staff must leave a message if voicemail is available.

- Where the individual picking up the child is an authorized individual and their contact information is available, the Staff shall proceed with contacting the individual to confirm pick-up as per the Parent/Guardian's instructions or leave a voicemail to contact the centre.
- Where the Staff has not heard back from the Parent/Guardian or authorized individual who was to pick up the child the Staff shall, contact any emergency contact on the child's form. Wait until the program closes (6:00pm) then refer to the procedures under "where a child has not been picked up and program is closed".

Where a child has not been picked up and the centre is closed

1. Where a Parent/Guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm, Staff shall ensure that the child is given an activity, while they await their pick-up.

2. One Staff shall stay with the child, while a second Staff proceeds with calling the Parent/Guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual the Staff shall, contact the Parent/Guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the Parent/Guardian.

3. After trying to contact the Parent/Guardian, Staff shall call the centre Supervisor to inform them.

3. If after 15 minutes, the Staff is unable to reach the Parent/Guardian or authorized individual who was responsible for picking up the child, the Staff shall contact any emergency contacts listed on the child's emergency form. The child will be provided with a snack while waiting.

4. Where the Staff is unable to reach the Parent/Guardian or any other authorized individual listed on the child's file by 6:30pm, the Staff shall proceed with contacting the local Children's Aid Society (CAS) – 905 - 363 - 6131. Staff shall follow the CAS's direction with respect to next steps.

5. Once in contact with the Children's Aid worker, Staff will tell the Children's Aid worker that they are calling from Children's Choice Daycare and that the Staff have been unable to reach anyone to pick up the child.

6. Staff will wait for a Children's Aid worker to arrive. This may take several hours. Staff will not go out or drive the child anywhere. When a Children's Aid worker or police officer arrives at the centre, the Staff will ask for identification before letting them into the centre.

7. If the Parent arrives before the Children's Aid worker arrives, release the child. Call Children's Aid to report when the child was picked up.

8. Document the incident in the communication book.

Note: If a Parent has informed Staff that they will be late to picking up, ask for an expected arrival time. If Staff are in contact with Parent, CAS does not need to be called.



Safe Arrival and Dismissal Policy and Procedures

Please return this page back to CCDC - Please ensure the information below is correct. CCDC will be using these times based on our policy above.

I _____ (Parent's Name), Parent of _____ (Child's First and Last Name),
have read the above policy and procedures.

Expected Child Arrival Time: _____ Expected Child Pick Up Time: _____

Date: _____ Parent's Signature: _____



Parent Issues and Concerns Policy and Procedures

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.

Policy Statement:

Parents/Guardians are encouraged to take an active role in our Child Care Centre and regularly discuss what their child(ren) are experiencing within our program.

Our Staff should be available to engage in Parents/Guardians in conversations and support a positive experience during every interaction. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Procedure:

Issues/concerns may be brought forward by a Parent/Guardian 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, except when information must be disclosed for legal reasons (e.g. the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

An initial response to an issue or concern will be provided to Parents/Guardians within two 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.

If at any point a Parent/Guardian or Staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor and/or Director.

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 Director.

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, etc.) where appropriate.

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issues/Concerns | Steps for Staff and/or Licensee in Responding to Issues/concerns |
|--|--|--|
| <p>Program Room-Related</p> <p><u>For example:</u></p> <ul style="list-style-type: none"> - Schedule - Sleep arrangements - Toilet Learning - Indoor/Outdoor Program Activities - Feeding arrangements | <p>Raise the issue or concern to the classroom Staff directly</p> <p>OR</p> <p>The Supervisor/Director</p> | <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 two business days |
| <p>General, Centre or Operations – Related</p> <p><u>For example:</u></p> <ul style="list-style-type: none"> - Child Care Fees - Hours of Operation - Staffing - Waitlist - Menus | <p>Raise the issue or concern to the Supervisor/Director</p> | <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - The date and time the issue/concern was received - The name of the person who received the issue/concern - The details of the issue/concern; and any steps taken to resolve the issue/concern and/or information given to the Parent/Guardian regarding next steps or referral |
| <p>Staff, Parent, Supervisor and/or Licensee Related</p> | <p>Raise the issue or concern to the individual directly</p> <p>OR</p> <p>The Supervisor/Director</p> <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 the Parent/Guardian contact information for the appropriate person if the person being notified is unable to address the matter in that moment.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the Parent(s)/Guardian(s) who raised the issue/concern.</p> |
| <p>Student/Volunteer Related</p> | <p>Raise the issue or concern to the Staff responsible for supervising the volunteer or student</p> <p>OR</p> <p>The Supervisor/Director</p> <p>All issues or concerns about the conduct of students/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> | <p>Provide a resolution or outcome to the Parent(s)/Guardian(s) who raised the issue/concern.</p> |

