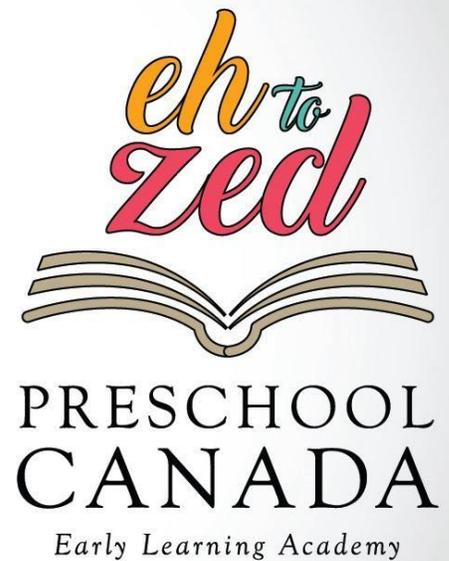




Welcome to
Eh to Zed Preschool Canada
Aurora



108 Hollidge Blvd. Aurora, On L4G 8A3



These are the things I learned:

Share everything. Play fair. Don't hit people.

Put things back where you found them.

Clean up your own mess.

Don't take things that aren't yours.

Say you're sorry when you hurt somebody.

Wash your hands before you eat.

Flush.

Warm cookies and cold milk are good for you.

**Live a balanced life--learn some and think some and draw and paint and sing and
dance and play and work every day some.**

Take a nap every afternoon.

**When you go out into the world, watch out for traffic, hold hands,
and stick together.**

Excerpt from Robert Fulghum



PROGRAM INFORMATION

Program Statement

At Preschool Canada Early Learning Centers, we view each child as being competent, capable, curious, and rich in potential. We understand the uniqueness and different attributes each child brings to the Centre. We also understand that each child has a different background, and we encourage their differences to come forth in daily activities in the Centre. Each child has the ability to grow, develop, and participate in our program to its full capacity. Every day, we work diligently with the children to ensure our goals are met. We strive to allow each child to be resilient, to be curious, and explore through hands-on activities. Our goal is to observe and understand each child, so we may plan learning engagements and activities based on their interests and abilities. We wish each child to come to Preschool Canada and learn something new each day, or take a step in a different direction each day. We want them to be independent and learn how to help themselves. Our staff is committed to this goal by nurturing the children and teaching them to be confident in their ability to perform self-help tasks. Our focus is on planning and providing an environment that the children require and want, in connection with the Ministry of Education document “How Does Learning Happen.” This document is used to guide all licensed child care programs and can be found on the Ministry of Education website, childcare section.

We will strive to promote the health, safety, nutrition, and well-being of every child in our care. We will do this in many different ways. Providing a well-balanced, home-cooked menu, which follows Canada’s Food Guide, will ensure your child is well-nourished throughout the day here with us at Preschool Canada. We offer a variety of snack and meal options that the children enjoy. Following the ratio regulations as set out by the Child Care and Early Years Act will allow for optimal supervision of the children. Ensuring each room in the center has materials that are in good working order will also assist in maintaining the well-being and safety of each child, The environment we provide here at Preschool Canada is set up in a way that allows each child to be curious, choose activities they would like to do, which fosters their well-being and allows them to feel success in making decisions for themselves. We do daily health checks of the children upon their arrival and assess their health, activity level, and overall demeanor throughout the day. We are diligent in following the local health department’s policies and procedures, regarding children who are sick and need to be excluded. Our staff are all CPR and First Aid certified and trained in how to handle simple first aid



procedures as well as emergency situations. We keep stocked first aid kits in every room and the kitchen. We also have access to a thermometer so we can monitor children who are not feeling well for fever. Our day involves many routine transitions from one event to the next. We make constant observations of children who are not acting as they normally would as this is a sign that they are not feeling well. Children engage in outdoor play as part of our program. We maintain proper staffing ratios on the playground to, again, allow for optimal supervision and play experiences. We perform daily, monthly, and annual inspections to make sure the playground offers a safe environment where children can develop their gross motor skills and explore the environment around them. The teachers engage children in gross motor games and activities which follow their interest and allow for choice and also offer free play with a variety of outdoor materials. At Preschool Canada, we are committed to ensuring each child is safe, providing healthy food, and their overall well-being is of utmost importance to us.

At Preschool Canada we strongly believe that children are bright and competent individuals that strive to be the best they can be, our educators ensure that the children are constantly challenged based on their interests, our program statement describes the goals that help guide our educators to assist children in their development through our programs. The approaches we use help to:

Goals & Approaches:

A) Promotes the health, safety, nutrition, and well-being of the children.

Preschool Canada will support the goal (a) by keeping children healthy and safe as a priority. We understand that the well-being of their child is a parent/guardian's utmost concern. Therefore we have developed research-based procedures that provide the basis for our staff to support children's well-being.

Preschool Canada staff's approaches to promoting children's health and well-being are woven into the compliance of policies and procedures, which include practices such as:

- Safe supervision of children
- Child Protection procedures and training
- Menu planning following the Canada Food Guide
- Emergency procedures

B) Support positive and responsive interactions among the children, parents, childcare providers, and staff.

Preschool Canada will support goal (b) by understanding that young children flourish in all areas of development when they are in positive and responsive relationships with adults. Preschool Canada staffs incorporate the following approaches to support positive and responsive interactions:

- Educators will build a foundation of trust with children by being available, sensitive, responsive, and caring.
- Educators will create an inclusive and respectful environment to foster positive, equitable, and collaborative relationships.
- Educators will interact and communicate with parents on a daily basis sharing observations, documentations, and reflections



C) Encourage children to interact and communicate in a positive way and support their ability to self-regulate.

Preschool Canada supports goal (c) by believing that it is the role of the adult in a child's life to support them to learn how to interact effectively with the world around them including other children, adults, and the environment. This includes self-regulation and the development of a sense of self as being capable and able to manage their emotions and behavior.

Approaches implemented by Preschool Canada staff to set the stage for positive interactions among children include:

- Educators will provide small group experiences that allow for more individualized adult attention.
- Educators will role model inclusive, respectful, and collaborative interactions with children and other adults.
- Educators will ensure that sufficient and appropriate toys, equipment, and materials are available to children at all times.
- Educators will ensure that children are given the freedom to make choices.

D) Foster children's exploration, play, and inquiry.

Preschool Canada supports goal (d) noting that children are born with a natural sense of curiosity and wonder. They play naturally. Children explore their world through their senses, repetition of tasks, imitation, asking questions, and pretending. We believe that our role is to support play so that learning and development flourishes.

Preschool Canada staff use the following approaches to foster children's play, exploration, and inquiry:

- Educators will be active participants in play.
- Educators will adapt to the environment in response to children's interests and curiosity.

Educators will encourage children to decide where, when, what and how they play.

E) Provide child-initiated and adult supported experiences.

Preschool Canada supports goal (e) with a curriculum focused on play-based learning, allowing the child to take the lead and then focusing on his or her interest to develop learning experiences. When this approach to learning takes place, along with the educator's understanding of child development, the child's competence, capacity and potential are maximized.

Approaches used by Preschool Canada staff to provide child-initiated and adult-supported experiences include:

- Children and parents/guardians are warmly greeted by educators upon arrival, and children are invited to share news of their day.
- Educators will take opportunities to ask the children open-ended questions and engage discussion that expands their curiosity, learning, and interests.
- Educators will set up the room with a variety of activities and materials that support the observed interests of the children.

(f) plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans. .



Preschool Canada supports goal (f) as we understand the importance of the learning environment and planned experiences as an integral part of supporting children's play so that early learning and healthy development is maximized.

Preschool Canada staff will use the following approaches to plan for positive learning environments and experiences:

- Educators will design learning Centre's to be flexible and responsive to the needs and interests of all the children including children with individualized plans.

- Educators will strive to create home-like environments that include soft furnishings, items from nature, family and Centre photographs, and accessories that are intended to make children feel comfortable and confident.

G) Incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to the individual needs of the children receiving childcare.

Preschool Canada supports goal (g) by understanding that a daily schedule should meet the needs of all the children and provide a balance of activities throughout the day.

Preschool Canada approaches to providing variety and balance throughout the day will include:

- Educators will ensure enough time is allotted for children to explore, play, and enjoy activities both indoors and out.

- Educators will keep transitions from activity to activity to a minimum, so children get to play more.

- Educators recognize that young children in our toddler and preschool programs thrive on regular schedules and feel secure when they can predict what will occur throughout the day; therefore educators in these programs will ensure snacks, meal times and rest periods are consistent.

H) Foster the engagement of, and ongoing communication with parents about the program and their children.

Preschool Canada supports goal (h) as we understand that a parent/guardian is the most important person in a child's life. Our staff plays a supporting role while the child is in our care. We recognize that our engagement and communication with parents/guardians help a child to feel a greater sense of belonging and is key as we strive to build relationships with the families.

Approaches implemented by Preschool Canada staff to foster engagement and communication:

- Educators will communicate with parents/guardians on a regular basis about children's activities and health.

- Educators will share children's artwork, sculptures, creations, and photographs of the children at play.

- Educators will make program plans available that include observations of children's interests, activities, and their connection to learning.

I) Involve local community partners and allows those partners to support the children and their families and staff.

Preschool Canada will support goal (i) by working closely with local community agencies and partners in order to support the children and families in our programs.



Preschool Canada staff will include the following approaches to involve community partners:

Educators will seek out opportunities to share our knowledge and to learn from others in the community through formalized options and informal networking. Educators will work in close co-operation with specialized services when required.

J) Support our staff or others who interact with the children at a childcare Centre in relation to continuous professional learning.

Preschool Canada is committed to the ongoing professional development of all our educators.

Approaches to support continuous professional learning include:

Educators will attend a wide spectrum of training sessions throughout their career with the various workshops offered by the region, including childcare curriculum, legislated training requirements.

K) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and families.

Preschool Canada is committed to supporting children to grow to their fullest potential in a safe, caring, and nurturing environment. This Program Statement describes Preschool Canada specific goals for children's learning and development and the approaches that will be implemented. Each member of the program team holds a role and responsibility in ensuring the approaches in the Program Statement are implemented.

Approaches by management, supervisors, and educators in the implementation and monitoring of the Program Statement will follow a specific outline:

All new educators, students, and volunteers will be oriented to the Preschool Canada Program Statement before they interact with children. A sign off sheet including signatures of educators, students, and volunteers with witness signature and date of orientation will be kept on file.

Educators, students, and volunteers will be required to formally review the Preschool Canada Program Statement annually or when there are substantive changes to the Program Statement. Recorded verification of the review will be signed and dated by all educators, students, and volunteers.

All educators, students, and volunteers will be monitored and observations documented for the implementation of approaches as set out in the Program Statement. For the 2017 year, a minimum of 3 observations in each period of January to April, May to August, and September to December, will be recorded. Goals related to the implementation of and observation(s) related to the Program Statement will be incorporated into the ongoing process of performance management.

Preschool Canada shall ensure that the approaches set out in its program statement are implemented in the operation of its program at each childcare Centre it operates. Subsection 55 (3) of the Child Care and Early Years Act, 2014 (CCEYA) authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding licensees of childcare and early years programs and services in developing their programs and services.



Under this authority, the Minister has named How Does Learning Happen? (HDLH) as the common provincial framework to guide programming and pedagogy in licensed childcare settings.

Each classroom at Preschool Canada is equipped with their own copy of “How Does Learning Happen” to assist and ensure our staff is following ministry approved programming reflecting the pedagogy in our childcare Centre. All staff is required to fill out daily program plans that reflect back onto the children interest-based activity. HDLH is a professional learning resource that provides a common framework to help licensees focus on knowledge from research, theory, and practice on what’s most important for children. It encompasses a broad range of program philosophies and approaches, and may look quite different when put into practice in a variety of settings.

Emergency Management Policy and Procedures

Purpose

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return



to the child care centre.

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).

Meeting Place: the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

Staff: Individual employed by the licensee (e.g. program staff, supervisor).

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.



Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located outside of:

Tim Horton's 170 HOLLIDGE
BLVD ON L4G 8A3

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, The Program Director will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by The Program Director in the daily written record.



Fire Safety Procedures:

All employees, students, and volunteers will be instructed as to their responsibilities in the event of a fire or emergency evacuation prior to commencing with Preschool Canada. All staff will review and sign off of the procedures and the Director will go over the procedures to ensure that everyone understands their roles.

Fire Drills will be conducted on a monthly basis and recorded in the office, each classrooms daily log book .

All fire equipment will be tested on a monthly basis as well; this will be recorded and kept in the office. A letter will be kept in the Licensing Binder from the emergency shelter, confirming that the location is available for use during the centre's operating hours.

Procedures

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
<p>Lockdown When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location. 3) Staff inside the child care centre must: <ul style="list-style-type: none"> • remain calm; • gather all children and move them away from doors and windows; • take children’s attendance to confirm all children are accounted for; • take shelter in closets and/or under furniture with the children, if appropriate; • keep children calm; • ensure children remain in the sheltered space; • turn off/mute all cellular phones; and • wait for further instructions. 4) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> • close all window coverings and doors; • barricade the room door; • gather emergency medication; and • join the rest of the group for shelter. 5) The Program Director will immediately: <ul style="list-style-type: none"> • close and lock all child care centre entrance/exit doors, if possible; and • take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</p>



<p>Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. 4) The Program Director must immediately: <ul style="list-style-type: none"> • close and lock all entrances/exits of the child care centre; • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the child care centre. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>
<p>Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat or Preschool Canada must: <ul style="list-style-type: none"> • remain calm; • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children’s attendance to confirm all children are accounted for. A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel. B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.

<p>Disaster Requiring Evacuation</p> <p>A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre’s fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children’s emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions; • escort children to the meeting place; and • take children’s attendance to confirm all children are accounted for; • keep children calm; and • wait for further instructions. <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. <p>4) Designated staff will:</p> <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the Program Director and ensure their required medication is accessible, if applicable; and • wait for further instructions. <p>5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>
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<p>Disaster – External Environmental Threat</p> <p>An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. <p>3) The Program Director must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
<p>Natural Disaster: Tornado / Tornado Warning</p>	<p>1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</p> <p>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>3) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children; • go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways; • take children’s attendance to confirm all children are accounted for; • remain and keep children away from windows, doors and exterior walls; • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions.

<p>Natural Disaster: Major Earthquake</p>	<ol style="list-style-type: none"> 1) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • instruct children to find shelter under a sturdy desk or table and away from unstable structures; • ensure that everyone is away from windows and outer walls; • help children who require assistance to find shelter; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • find safe shelter for themselves; • visually assess the safety of all children.; and • wait for the shaking to stop. 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: <ul style="list-style-type: none"> • gather the children, their emergency cards and emergency medication; and • exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building. 4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to the Program Director and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
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Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, the Program Director must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:

Local Police Department: 911 or 905-830-0303

Ambulance: 911

Local Fire Services: 911
Non-emergency calls: 905-895-922

Site Supervisor: Sandra

Licensee Contact(s): Kristen

- 4) Where any staff, students and/or volunteers are not on site, The Program Director must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) The program must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre. 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre. 3) Staff must: <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. 4) The Program Director will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) As soon as possible, The Program Director must notify parents/guardians of the emergency situation and that the all-clear has been given. 2) Where disasters have occurred that did not require evacuation of the child care centre, the Program Director must provide a written notice of the incident to parents/guardians. 3) If normal operations do not resume the same day that an emergency situation has taken place, the Program Director must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

8b) Procedures to Follow When “Unsafe to Return” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) The Program Director will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, the Program Director will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, The Program Director will update the child care centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

Phase 3: Recovery (After an Emergency Situation has Ended)

Procedures for Resuming Normal Operations	The supervisor of the center will prepare a letter to go home to families as soon as possible informing them of the emergency. Normal operation of the childcare center will occur as soon as possible following an emergency.
Procedures for Providing Support to Children and Staff who Experience Distress	When recovering from an emergency, staff will discuss the emergency with the children and comfort them and make them feel safe. This will occur as soon as possible following the emergency. The Early years specialists will also be contacted for providing support to staff and children who may be in distress following an emergency. The EYS will be able to direct us to the correct agency for further assistance.
Procedures for Debriefing Staff, Children and Parents/ Guardians	The Program Director must debrief staff, children and parents/guardians after the emergency.

Regulatory Requirements: Ontario Regulation 137/15

Emergency management

68.1 (1) In this section,

“emergency” at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. O. Reg. 126/16, s. 42.

(2) Subject to subsection (3), every licensee shall ensure that each child care centre it operates has written policies and procedures regarding the management of emergencies that,

- (a) set out the roles and responsibilities of staff in case of an emergency;
- (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
- (d) set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;
- (e) set out requirements regarding communications with parents;
- (f) set out requirements regarding contacting appropriate local emergency response agencies; and



(g)

(g) address recovery from an emergency, including,

- (i) requiring that staff, children and parents be debriefed after the emergency,
- (ii) setting out how to resume normal operations of the child care centre, and
- (iii) setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.

(3) Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,

- (a) the child care centre is located in a school, the licensee uses or adopts the school's emergency management policies and procedures and those policies and procedures address the same matters as described in subsection (2); or
- (b) the licensee is otherwise required to have a plan that addresses the same matters as described in subsection (2). O. Reg. 126/16, s. 42.

Intent

The intent of this provision is to require licensees to have policies and procedures that protect the health and safety of children and staff in the event of an emergency.

The provision requires that staff roles and responsibilities be clearly outlined in the event of an emergency.

PROGRAM PLANS and Pedagogical Documentation

All information regarding our programming is located on our parent board. At first you will see program plans that will outline the observations done on the children's interests, what programming we plan to do and the programming we actually did. As the staffs learn more about "How Does Learning Happen", you will begin to see pedagogical Documentation in the forms of reflection, pictures and observations, as well as documents about activities and "projects" the children have completed. Thank You in advance for your support during this time!

LICENSE

Our center is licensed and inspected under the Child Care and Early Years Act, administered under the Ministry of Education. We are also subject to public health and fire inspections..

MEET OUR TEAM:

Our staff has been chosen because of their education, experience and their dedication to children. All of our ECE staff have ECE certification, teaching degrees or are working towards higher education. All of our employees are CPR and First Aid certified and are required to provide updated Criminal reference checks with vulnerable sector screen at start of employment and every 5 years thereafter, Ministry of Education requires all licensed child care staff to sign an Offence Declaration every year, listing any convictions under the Criminal Code, in the 4 years between Criminal Reference checks

STUDENT AND VOLUNTEERS

Students and Volunteers are always welcome at Preschool Canada Early Learning Centre. We believe in working with the community and guiding students to become great Early Childhood Educators. Preschool Canada is committed to the safety and well-being of every child in our care. Therefore, direct, unsupervised access of children is not permitted for persons who are not our employees. All students and volunteers will be supervised by our qualified staff, and never left unsupervised with children. These students and volunteers are also never counted as ratio. To ensure this will always happen, we have created a policy regarding the supervision of students and volunteers. All employees, volunteers and employees must read and sign off on their understanding of this policy. This policy is reviewed at the beginning of an employee, student or volunteer's time at Preschool Canada as well as after the first 6 months and then annually thereafter.

HOURS OF OPERATION

Full Day Program- 7:00 am -6:00 pm

Infant (6 months – 18 months)

Toddler (18 months – 30 months)

Preschool (2.6yrs – 5yrs)

DAYCARE CLOSURES

Statutory Holiday closures:

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, from Christmas Eve to New Years Day Inclusive.

Inclement Weather closures:

If the schools are closed in our area, we will also be closed for the day.

If you are unsure if it is a snow day please visit the local news website or the local school board website. You can also check our closed Facebook page.

ADMISSION AND DISCHARGE POLICY

ADMISSION:

An initial visit will be given to all parents interested in bringing their children to Preschool Canada. During this visit a tour of the Centre will be given; you will be able to see the classrooms, meet the staff, look at our menu and discuss any concerns or questions that you may have. A registration package and Parent Handbook will be given to you. The registration package, as well as a copy of updated immunization and completed pay agreement must be returned prior to your child's first day.

Before your child's first day, we encourage parents to have their child come for a couple of visits. This will allow your child to become familiar with the staff and children, as well as the daily routine, while having the comfort of a family member with them. This will help in making the first day less stressful for the children and their families. Parents are required to stay for these visits.

Only children with complete registration packages, including all signatures, completed forms, up to date immunization records, and post-dated cheques will be permitted in our program.

Wait List Policy

(Implemented January 01, 2017)

Preschool Canada maintains a wait list for admission. The wait list indicates the date of the visit/inquiry, name of the parent, age of the child, phone/email contact information for the parent and program requested. Admission will be offered off the wait list based on a first come first serve basis. That means, we go chronologically by the date of visit/inquiry and offer spaces as per the date of the addition to the wait list. In the event that we call someone on the waitlist to offer a spot and we have to leave a voicemail, we offer 48 hours, to hold a space for them. If we do not hear back from them within 48 hours, we move on to the next client on the list.

The position on the will be disclosed as people inquire. We will not show other clients the wait list as it contains confidential contact information. We will disclose a child's position on the wait list by counting how many clients are in front of a particular child. The wait list will be kept in a file in the office so it is only accessible to the director and owners.

There is no fee for being placed on the waitlist and no obligation for registration once place on the wait list.

WITHDRAWAL:

We ask that you give 1 month notice prior to your child's discharge. Less than 1 month notice will result in full payment for the next month. This notice must be in writing.

DISCHARGE:

All children and families are welcome at Preschool Canada. We strive to create a learning environment that is fun, safe and that all children's needs are being met. When concerns arise over an individual child's needs, and the safety of the other children, we will work together with the family to create a plan that will resolve the situation-helping the child with their individual needs as well as keeping all of the children safe. Consultations with outside agencies may also occur to ensure that everything possible is being done for all of the children in our care.

After all avenues have been exhausted, and there has not been any progress, we may advise the family that our services may not be in the best interest of the child and the other children in our Centre. Preschool Canada will give families a minimum of two weeks written notice that the child will be discharged from our program. We will work with the family to find suitable alternate care.

SUSPENSION

The safety of all children in our care is of the outmost importance. If a child's health and safety is at risk due to another child in our care, we will work with both families to correct the situation. Consultations with outside agencies may also occur to ensure that we are doing everything possible to correct the situation. The Director can at their discretion suspend a child if the child has violated another child or has done something that the management feels warrants suspension (all suspensions must be approved by the

owners of the Centre prior to suspension). Suspensions are used as a last resort when either the child or parents are not cooperating.

Suspensions are done in the following manner:

- ❖ 1 day with a note in the child's file and interview with parent and director and or owners
- ❖ If situation/behavior has not improved, a 3 day suspension with a note in the child's file and interview with parent and director/owners.
- ❖ If situation/behavior has still not improved a 7 day suspension with a note in the child's file and a letter to the Centre's Program Advisor at the Ministry of Education. At this point a child is only allowed to return after an interview is held with parents. There is zero tolerance after this point. After the 7 day suspension the child will be terminated from program with no re-entrance.
- ❖ If another child's well-being is ever at risk the Director can (with approval from Owners) skip to terminating a membership.

After all avenues have been exhausted, and there has not been any progress, we may advise the family that our services may not be in the best interest of the child and the other children in our Centre. Preschool Canada will give families a minimum of two weeks written notice that the child will be discharged from our program. We will work with the family to find suitable alternate care

FEES:

Fees are paid via postdated cheques. Upon registration we will collect postdated cheques for the year. In order to hold a space, we ask for first month payment upfront. This deposit is non-refundable. NSF fees of \$45.00 will be charged for all returned cheques. Outstanding accounts may result in termination of care, unless suitable arrangements have been made with the supervisor and owner.

*Fees are due on the first day of each month. A reminder email will be sent on the second day of the month. If tuition fees are not paid in full by 5:00PM on the third day of the month, a 5% late fee charge will be assessed to your account until fees are paid in full. If tuition fees are underpaid and/or overdue for two consecutive weeks child care may be suspended until full payment is received.

Parents are required to pay for any days off, vacation days, sick days, statutory holidays and any unforeseen closure days (inclement weather, etc)

Income Tax receipts will be issued every February.

NOTE:

Enrolment fees may go up yearly

REGISTRATION OPTIONS AND FEES:

Infant: 6 months – 17 months 7:00 am – 6:00pm

- 2 days per week (Tues. & Thurs.) \$680.00/month
- 3 days per week (Mon, Wed, Fri.) \$900.00/month
- 5 days per week (Mon – Fri.) \$1,480.00/month

Toddler: 18month – 30 months 7:00am – 6:00pm

- 2 days per week (Tues. & Thurs.): \$600.00/month
- 3 days per week (Mon, Wed, Fri.): \$790.00/month
- 5 days per week (Mon – Fri.): \$1150.00/month

Preschool: 2.5yrs. - 4yrs. 7:00am – 6:00pm

- 2 days per week (Tues. & Thurs.): \$555.00/month
- 3 days per week (Mon, Wed, Fri.): \$735.00/month
- 5 days per week (Mon – Fri.): \$1095.00/month

SAFETY AND SECURITY

Arrival and Departures

All children need to be signed in and out of the Centre daily. Therefore, it is imperative that parents make contact with a staff member to let them know that they are dropping off or picking up their child. This will ensure the safety of all children.

ALTERNATE PICKUP

Children will not be released to anyone except their parent or guardian, or other persons specifically authorized by their parent or guardian. Photo Identification will be required of those authorized to pick up children who are unfamiliar to staff.

If you wish to have another adult pick up your child, then you must provide written permission in advance, or a phone call, to verify the arrangement. Otherwise, the child will not be permitted to leave. Please advise them of the pickup and drop off procedures. We will not release children to anyone under the age of 16 years.

LATE PICKUPS

It is the parent's responsibility to ensure that children are picked up before the Centre closes. If you are unable to pick up your child, then alternate arrangements should be made. The Centre will need to be contacted to inform us of who will be picking up your child. Remember that anyone new coming to pick up a child will need to show photo ID, Staff will not release a child unless that ID is given. In the event that you will be a few minutes late, please contact the staff to inform them. Parents will be charged \$2 a minute after 6:00 pm on the Centre clock. This is to be paid to the staff on duty at time of pick up. If the parent does not have the payment with them, then the payment should be made to the staff in 24 hours

PROCEDURE TO RESOLVE ISSUES:

General

Parents/guardians are encouraged to take an active role in our child care center 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 Preschool Canada 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 five (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 supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

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>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<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 five (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</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"> - the supervisor or licensee. 	<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 [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-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 licensee. <p>All issues or concerns about the conduct of staff, duty 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 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</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 licensee. <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>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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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 Preschool Canada.

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.

PARENTAL INVOLVEMENT & COMMUNICATION

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.

Reporting to parents, both formally and informally, is an important aspect of our program. Our staff will encourage informal contacts with the parents when children arrive and or leave the Centre.

All children are provided with a daily communication booklet that remains at the Centre. We encourage parents to look at this booklet on a daily basis.

All newsletters, notes, reminders will be posted on our parent board and handed out to all families. Our closed face book page which is restricted to current members in our program will also contain information regarding upcoming events, special days, closures, as well as pictures of your children having fun throughout the day. It is the parent's responsibility to read this information as well as share any relevant information that we may need to help the child throughout the day.

On occasion, we may email important information, please ensure we have the most up to date email for all legal guardians.

In the case of separated parents it is the responsibility of the parent that receives the email, field trip information daily communication booklet, information from teacher or art to communicate it with the other parent. We are not responsible for miscommunication between the parents.

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PARENT VOLUNTEERS

We love to have parent volunteers join us on field trips that we take throughout the year. In order to have parents accompany us the Ministry Of Education requires that **ALL** volunteers provide us with a vulnerable sector police check. It may take up to 6 weeks to receive your report so we highly recommend requesting one right away. You can do so by going to your local police office.

Are you a Nursery School Member? Although we are not a “Co-operative” Centre, we encourage parents to participate in the program and visit the Centre during their free-time. Every April the head teacher will schedule meetings with the parents to discuss the development of the child in our program.

PARENT / TEACHER MEETINGS

If you have any concerns regarding your child at any time please do not hesitate to ask to speak to the Director. This can be an informal or formally scheduled meeting at your convenience.

COMMITMENT TO OUR STAFF AND FAMILIES

Our company will not tolerate abuse of any form towards the teachers, other parents or children, program or owners. Any parent making any ill comments will be expelled from the program immediately.

NUTRITION

All food and snacks are provided by Preschool Canada. We follow a monthly menu rotation that changes for Spring/Summer and Fall/Winter. This menu is posted on our parent board and accessible to all families. Occasionally, we will need to change a daily menu item; this will also be posted to ensure the families are aware of what their children are eating.

Our menu is prepared by our in house cook. The menu is inspected by a licensed dietician, according to Canada’s Food Guide. The Dietician sends us an approval letter, which is also posted beside the menu. We have broken down the menu into the 4 food group requirements for children.

If a child enters our programs with any dietary restrictions or allergies, we will work with the families to ensure that their children will receive nutritious meals and snacks. It may be necessary, depending on the allergy or restriction to have the families supplies some of the food the child needs. For example, a parent will be asked to supply lactose free milk products; gluten free products (pasta, bread, etc)

We ask that your child bring a refillable, washable bottle with water for the day **labeled** with your child’s name. This bottle will be refilled throughout the day; these bottles will be sent home every evening to be washed.

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EMERGENCY MANAGEMENT

Preschool Canada Early Learning Center has emergency management policies which have been approved by the Ministry of Education. All staff have been trained on our emergency management procedures. In the event of an emergency, parents will be notified by phone as soon as it is safe to do so. Our emergency evacuation location is the Hampton Inn in the Daycare parking lot. If the emergency does not involve evacuation, or all of the children (e.g. A medical emergency with 1 child), a letter will go home describing what happened with no identifying information in it so you may discuss what happened with our child if they witnessed the emergency.

CLOTHING

Your child should be dressed in appropriate clothing for playroom and outdoor activities. We try to encourage the children to be independent, giving help when necessary; therefore, children's clothes should be free of complicated fastenings for washroom routine. This will allow your child to be successful in their independence! Children are welcome to wear treaded non marking shoes or play slippers that remain at the Centre. You will also need appropriate outdoor clothes (full winter gear including a warm coat, snow pants, boots, waterproof mittens and a hat; or for spring/summer a sunhat and sunglasses. Please ensure everything is labeled with your child's name.

Please leave a full change of clothing for children on site, in their cubbies.

ALL ITEMS MUST BE LABELLED

BLANKETS

Parents are asked to provide a comfortable blanket for their child during naptime. These blankets will be sent home on your child's last day of the week to be laundered and returned.

SLEEP POLICY AND PROCEDURES

In order to ensure the safety of children as they sleep, Preschool Canada will ensure that a 15 minute check is done for all children sleeping. The staff that is conducting the check must fill out a form which states the child's name and the time in which the visual check was performed as well as initialed by the staff whom is conducting the visual checks at that time. Visual checks will be done by a staff standing right beside the child looking directly at the child in close proximity. The staff will monitor each child for a minimum of 20 seconds. The staff will look to check if the child is breathing by viewing their chest and listening for breaths. The staff will also look to see if there are any obstruction to the child's breathing (for example a blanket lifted over a child's face). Preschool Canada will also ensure that the sleep room has adequate lighting, such as a night light, which will help the staff see when they are conducting the visual checks.

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Each child will have their own crib or cot which will be labelled with the child's name on both sides of the crib or cot. This will ensure that any new staff entering the classroom is aware of whose bed is whose.

If any child shows a change in sleep pattern during the visual checks they must be documented in a sleep log and any observations are noted to the parents either via daily log or verbal communication at pick up or immediately over the phone if needed. Any significant changes in a child's sleep pattern or behaviour while sleeping will prompt staff to immediately in joint efforts with the parents, adjust the manner in which is supervised during sleep. These changes can include how frequently direct visual checks should be done, and how the checks will be recorded. Parents of children will be made aware of Preschool Canada policy regarding sleep arrangements and daily routine checks upon registration. Staff will be physically active throughout the classroom and sleep room during periods of rest as ensuring sleep checks are done. When there is 1 staff in the room, that staff is accountable for sleep checks. When there are more than 1 staff in the room, a staff will be appointed to be responsible for sleep checks. In the infant room, a white board will be posted and updated as a means for staff to know which children are in the sleep room and which are in the playroom. This board will NOT replace traditional attendance, but will allow for quick glance knowing who is where.

COMMUNICATION

Preschool Canada has a communication mail system we want to tell you about. Every child enrolled at Preschool Canada will have their own Mail Bag. These mail bags will be placed on your child's hook when they start the program. Bags are to be taken home at the end of each day and **returned each morning** so parents and teachers can check them for messages. The mail bag system will have a parent teacher journal within it. The Journal is to allow for parents and teacher to communicate with each other on a daily basis of the following but not limited to:

- *Center Updates
- *Reminder to bring in extra clothing, diapers, or hat.
- *Parents with questions on the class programming
- *Wow Moments! Your child has today at the center
- *Booking a meet with teachers

The communication books are not a daily log of everything that happens at the centre during the day. Teachers are not able to list everything the children eat or drink during their time away from you. To see what your child is eating please check the menu in the hallway and then look in your communication book to see how much they ate (all their lunch, little bit, nothing). As the communication book system develops, we will continue to update you. We remain committed to providing as much information as possible to all our families.

Please be assured that we continue to have your child's safety, well-being and achievement foremost in mind.

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FIRE DRILLS

We conduct “fire drills” once a month. This procedure is in compliance with the Fire Dept. This allows the children and staff an opportunity to practice evacuating the Centre in a timely fashion. In the event of a real emergency, children will understand what is happening and stay calm, following the teacher, to safely get outside.

TOYS FROM HOME

We ask that children **do not bring toys from home** as they can be broken or misplaced. We are not responsible for lost or stolen items. Our preschool group often offers a Show and Share time, to allow children to bring something in to share. This is a great opportunity for children to share things that are important to them or that they enjoy. This is also a great way to encourage group discussion, practice vocabulary and enhance the interests of the children.

OUTDOOR PLAY

All children will play outside for 2 hours daily (weather permitting) in accordance to the rules set forth by the Child Care and Early Years Act. We will not go outside if the weather is -20 with the wind chill in the winter months and +30 including the humidex in the summer months. The Director will use his/her discretion to the length of time that children will be outside, due to the weather conditions. **Please dress your child appropriately.** Ratios will remain in accordance to the Child Care and Early Years Act for outdoor play.

CAMERAS OVER THE INTERNET

Parents will be able to view their child over the internet at Preschool Canada. The cost of the program is \$32.00 per month for full time and \$24.00 per month for part time. Cameras are located in each classroom and on the playgrounds. There is no sound available to hear what is happening but you may view all parts of the program as your child’s day progresses. (Bathroom views are never shown on the cameras). Parents will be given a password which will allow them to log onto the cameras. Passwords will be changed each month to ensure safety and authorized people are the only ones viewing. Please see the pricing form for more information on the fees.

FIELD TRIPS

Occasionally we will take the children on field trips. These trips add to our programming for the children and enhance their learning experiences.

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There may be a charge to parents to cover the cost of transportation and entrance fees. Parents will be informed about these trips through our newsletter and posted notices. There will be a permission form that needs to be signed to allow your child to attend. Parents are welcome to attend with us.

PARTIES AND CELEBRATIONS

Parents are welcome to bring in a special nut free – STORE BOUGHT treats for their child's birthday. Unfortunately we are not able to have any homemade foods/cakes brought into the Centre. All food **MUST HAVE A NUT FREE STICKER** attached from the place of purchase. Please be sure to bring enough to share with the whole class. Please advise the teacher in advance. Chapman's ice cream is a great treat to bring in to share! Their nut free products are easily identified by their "red flag".

POLICIES AND PROCEDURES

BEHAVIOUR MANAGEMENT

Our staff strives for a positive approach towards children at all times. The nurturing of each child's self-esteem is a key part of the Centre's philosophy of care. No one entering this Centre will be permitted to treat a child in such a way that the child's dignity or sense of self-worth is undermined.

In accordance with the guidelines set out in the Child Care and Early Years Act, the following **Prohibited Practices** will not be tolerated;

- (a) corporal punishment of the child;
- (b) 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;
- (c) 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;
- (d) 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;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use,

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clothing or bedding; or

- (f) inflicting any bodily harm on children including making children eat or drink against their will.

As teachers we have an obligation to ensure that we do the following:

- ❖ Clarify what we want, communicating those expectations simply and directly.
- ❖ Using proper supervision of all children, to be able to anticipate any situations before they arise. Setting limits for children
- ❖ Engaging children in a variety of activities and choices
- ❖ Let the children know what logical and natural consequences will occur as a result of their actions
- ❖ Guide and redirect children to acceptable activities when they are engaging in unacceptable activities. Providing appropriate choices to children to help them make decisions for themselves.
- ❖ Ignoring inappropriate behavior, as long as all children are safe from harm, and modeling appropriate behavior
- ❖ Treat children in the same manner that we would like to be treated ourselves.

SEPARATION ANXIETY

The Centre supports both the child and the parents as they work through their feelings of anxiety over separation. Members of the staff are sensitive to the emotions and anxiety when a child starts in a new program; they are available to help make this new situation manageable for both the parent and your child. A joint effort on the part of both parents and staff should promote a smooth adjustment period. Parents can help their child by doing the following;

- Think and speak positively to your child about beginning day care since your feelings will affect how your child adjusts to the separation.
- Help your child deal with his/her feelings
- Assure your child that you will return
- Make sure you inform your child of your arrival and departures.

REPORTING OF SERIOUS OCCURANCES

All child care programs licensed by the Ministry of Education under the Child Care and Early Years Act (CCEYA) are responsible to deliver services which promote the health, safety and welfare of the children being serviced. Child care operators are accountable to the Ministry of Education to demonstrate that their services are consistent with relevant legislation, regulations and/or ministry policy.

Serious occurrence (SO) reporting is one of many tools providing the Ministry and the child care operators with an effective means of monitoring the appropriateness and

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quality of care provided. Monitoring includes an ongoing review of child care operator practices, procedures, and training needs.

Serious Occurrences are any serious incident that may affect the health, safety and well-being of children and/or staff.

Any child care program who delivers any direct service to children under the CCEYA are required to report all serious occurrences to the Ministry of Education within 24 hours. Twenty-four hours starts at the time when any of the service provider's staff members first becomes aware of an incident and/or deems the incident to be a serious occurrence. A serious occurrence notification report will be posted near our license to make all parents aware of the incident and any corrective measures that are being taken.

CHILD ABUSE

It is Preschool Canada responsibility to report a child in need of protection.

If any staff member has reasonable grounds to suspect that a child is or may be in need of protection, the staff must promptly report the suspicion and the information upon which it is based to a children's aid society.

Health Well-being and Illness

Health checks are completed on each child daily. This allows us to monitor for any illness or possible communicable diseases. If your child becomes ill during the day, they will be separated from the other children, in a supervised area, and parents will be contacted to pick up their child. All efforts will be given to make your child as comfortable as possible until you arrive. Please remember we are not able to give any over the counter medications without a doctor's note. Children should not return to the Centre until they are symptom free for 24 hours, and are able to participate in all aspects of our program. Parents may be asked for a doctor's note to confirm their child's health.

Children may be sent home if they show any of the following signs;

- Acute cold (swelling of nasal membranes, followed by a discharge which is watery or becomes thick and green, coughing)
- Discharge from eyes or ears
- Fever (temperature which is or has been above 38 degrees Celsius). If the fever is low grade (38 Celsius) and the child is showing other signs of illness.
- diarrhea (twice in one day, or once in the event of an outbreak)
- vomiting
- unexplained rash or skin condition
- swollen neck glands
- Communicable disease
- extreme cough (frequent bouts)

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- Head Lice, Nits

If any of these symptoms are noticed by a staff member at arrival time, parents will be asked to take their child home

Preschool Canada will refer to the local health department for exclusion periods in the event a child has a communicable disease. Parents are asked to please inform the Centre if their child contacts a communicable disease or contagious illness. Steps will be taken at the Centre to increase our disinfection protocol as well as our daily observations of all children's health.

Although we do our best to clean and disinfect on a daily basis, there are times in group care where outbreaks occur. In the event that an outbreak happens at the Centre, the local health department is contacted and will advise on any precautions or protocol that needs to take place. Parents are then required to follow these precautions, as well as illness policies will be changed for the duration of the outbreak (IE- one bout of diarrhea and child will be sent home).

Illnesses, communicable diseases and outbreaks will be posted according to the guidelines set forth by the local Public Health dept.

ALLERGIES

If a child has an allergy or a food restriction this should be clearly documented in your registration package, as well as discussed with the supervisor at your initial visit to the Centre. All food allergies will be dealt with appropriately. Please note that we are a NUT FREE Center.

ANAPHYLAXIS

Anaphylaxis is a serious allergic reaction and can be life-threatening. Severe allergic reactions occur when the body's immune system reacts to a certain allergen or irritant.

When a reaction is triggered, the symptoms of anaphylactic shock may develop quickly.

The significant allergies are to peanuts and nuts. We appeal to everyone to keep peanut butter (in particular) and other peanut/nut products out of Preschool Canada. This strategy and information will be constantly monitored and updated as necessary, depending on the life threatening allergies of the children enrolled in our care. Parents will be given written notice of any other anaphylactic allergies that are present in the Centre.

For this reason, children will not be allowed to bring in food from home. If children are having peanut products before coming to the Centre, we ask parents to ensure that their children wash their hands thoroughly and make sure their clothes do not have any peanut product residue on them before bringing them to daycare.

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MEDICAL ADMINISTRATION

Administration of Medications

The Centre will administer both prescription and non-prescription medications to children, in accordance with Provincial Legislation. The medication must be prescribed by a doctor, and parents must provide:

- Written authorization, including the dosage of the drug and the times it is to be given (or symptoms that indicate a child needs medication) ; and
- Medication is in the original container, clearly labeled with the child's name, the name of the drug, the dosage, the date of purchase, and instructions for storage and administration of the drug (prescription label)
- If your child's prescription changes, it **MUST** be accompanied by a note from the doctor.
- It is your responsibility to ensure that your child's epi-pen is up to date and valid
- All parents must adhere to the following policies before the staff at the Centre will be allowed to administer medication to children:
- The Centre's Director is responsible for all aspects of medication administration;
- The Centre's Director and one other designated person are responsible for the daily administration of medications, in accordance to the instructions on the label of medication and written parental authorization. In the absence of one of these individuals, the Acting Director/Designate will perform this duty. Any staff member, student, or volunteer bringing any medication into the Centre must lock the medication in an area assigned by the Director; (kitchen in locked boxed that says medication)
- Authorized staff will administer medication prescribed by a physician;
- Non-prescription medication will be given to children only if accompanied by a doctor's note; otherwise, parents may wish to visit the Centre and administer the medication themselves. Non-prescription medication will not be stored at any time without a doctor's note

All medication must be in its original container and clearly labeled with the child's correct name, medication name, dosage, and date of purchase. All medications are to be given to a staff member for proper storage away from the children (medicine cupboard in locked boxed that says medication or in the locked box in the refrigerator). The exception being asthma or emergency allergy medication. This needs to be kept close to the child.

- ❖ It is the responsibility of parents to pick up the medication at the end of the day by asking a staff member to retrieve it from the storage container.
- ❖ All administration of medication will be documented on the Medication form and kept in the child's file.
- ❖ After an epi-pen has been administered the child will be sent to the hospital by ambulance and a serious occurrence will be filed with the Ministry of Education and the owner of the Centre will be notified
- ❖ Should there be an error in the administration of medication and a "double dose" has been administered, 911 will be called and a serious occurrence will be submitted to the Ministry of Education and the owner will be notified.

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- ❖ Should a dose of medication be missed the medication will NOT be administered until the next scheduled dose.
- ❖ Children that become sick during the day while attending the Centre will be isolated from other children. The child will be isolated in the same room if possible as their class. If not possible then he/she will be moved to the staff room or the director's office. The child will not be left on their own at any time. Any material the child uses (toys, bed etc.) will be disinfected once they have left the Centre.
- ❖ If a number of children and staff show the same symptoms of an illness, they will all be placed in a separate location away from the regular group. Staff and children will be sent home and the Centre will monitor the illness within the Centre. A YELLOW ALERT message will be posted in the front hallway of the Centre notifying every one of the illness. All materials used by the sick children and staff will be disinfected once they have left the Centre.
- ❖ Sick children and staff may return to the Centre when they have been symptom free for 24 hours – WITHOUT MEDICATION – and when they are able to participate in all activities. If parents or staff are unclear if a child may return to the program the final decision will be made by the Director. If the person has had a communicable disease they may need a doctor's note before returning. (If the disease is common and we have information concerning the disease that states the incubation period, the parents may bring the child back to the Centre once that amount of time has passed). If the child/staff member returns to the Centre after the required amount of time off but still has symptoms of the disease, the Director may require the child/staff member to be taken to a doctor for a certificate of health before being allowed back into the Centre.

CONFIDENTIALITY

All information regarding a child and/or his family is confidential and must not be released to or discussed with anyone or agency unless a consent for release of information is signed by the parent or guardian of the child

The PARENT HANDBOOK will be reviewed on an annual basis and any changes will be shared with the parents.

The PARENT HANDBOOK will be reviewed with parents upon enrollment of their child in a program at Preschool Canada. Parents are required to sign the PARENT HANDBOOK and agree to follow our policies and procedures.

PAYMENTS

Payments for all programs are required in the form of postdated cheques.

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In order to keep your child's spot, parents are required to pay while on vacation. Failure to do so will result in your spot being given away. **Payments may only be made through cheque or cash.**

HAS ONE OF OUR STAFF MADE YOUR DAY?

If one of our staff has "Made Your Day" we encourage you to write us a note about what they have done and email it to us or simply drop it off at the office . At the end of every year (Dec) we host a party for the staff and the teacher with the most "stories" wins the "Employee of the Year Award"!

Resources for Parents

Below are some of the resources that we use from the Ministry of Education in developing our program. You may find links to all of these wonderful documents at;

Government of Ontario, Ministry of Education Website. (2015) *Child Care Information for Professionals*. Retrieved from

<http://www.edu.gov.on.ca/childcare/pedagogy.html>

The Ministry of Education website also has information for parents on finding child care and how child care is changing. www.edu.gov.on.ca/childcare

These documents are also available for parents to look at in the Centre.

2007 ELECT (Early Learning for Every Child Today) Document published by the Government of Ontario

-separated learning in to social, emotional, communication language and literacy, cognition and physical child learning

-our programming has been planned with these in mind so far, and it is still a good resource to consult.

2013 Think, Feel, Act

-collection of recently published articles on child development and education in the early years

-important points include: play as academic work of children, interactions with other children is basis for negotiation skills in later life, moving beyond checklists, having the opportunity to succeed and fail, building self-regulation skills, children having critical thinking skills

2014 How Does Learning Happen?

- Includes four foundations of learning: belonging, well-being, engagement and expression
- Belonging: each child should feel as if planning is done with them in mind, and have the thought to decide if they are interested in activities or not

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- Well-being: growing a sense of self by being in control, but also acknowledging limits
- Engagement: children explore with body, mind and senses, having them ask questions and offering them challenges is ok
- Expression: using problem solving to approach disputes fosters skills for the future (identifying feelings, coming up with solutions)

Child Care and Early Years Act 2014

These new legislations replace the Day Nursery Act. It creates new rules for child care in Ontario. The Child Care and Early Years Act applies to licensed child care Centre's, licensed home child care agencies, home child care providers contracted by a licensed agency, and unlicensed child care.

THINGS TO BRING ON THE FIRST DAY OF DAYCARE

1. Blanket, sleep toy if needed by child
2. Water bottle
3. Change of clothes to stay in cubbie (appropriate for season)

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4. Diapers or Pull ups
5. Diaper wipes
6. Winter: coat and snow pants, boots, 2 pair of mittens, hat, scarf etc.
7. Sunscreen and sun hat in summer
8. Splash pants and rubber boots in spring and fall
9. Indoor shoes

PLEASE LABEL EVERYTHING WITH YOUR CHILDS NAME

I _____
(The parent/legal guardian) of

PARENT HANDBOOK

(Name of child)

Have read and understood all contents of the parental handbook.
I understand that by signing this form, I
acknowledge and will abide by all rules and regulations written.

This form must be returned to the Centre prior to first day of
admission.

Signature of Parent/Legal Guardian

Date