



# Parent Handbook

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## WHO WE ARE

Norfolk Little People's Daycare (NLPD) was originated by a group of professionals to provide a very much needed childcare program in this community. Norfolk Little People's Daycare is a ministry run daycare governed by the Board of Directors comprised of a President, Secretary, Treasurer, and Directors. The Board of Directors oversees all policies and procedures along with the Supervisor, which govern the daycare, under the guidelines set forth by the Ministry of Education, Family and Children's Services and the Child Care Early Years Act.

### Program Statement

Norfolk Little People's Daycare views children as being competent, capable, curious and rich in potential. To fulfill the needs of children we offer a program to enrich the lives of them by promoting active, play-based learning that follows the ministry guidelines and *How Does Learning Happen?* This is a program that follows the interests of the child to allow them to explore and learn their interests through play-based inquiries. The program statement can be found in its entirety in appendix 1.

### Supervision

Norfolk Little People's Daycare follows the ratios outlined in the Child Care and Early Years Act. The children will only be supervised by NLPD staff. Students and volunteers will not be left alone with the children at any time. Every child is in the presence of a qualified staff at all times.

### Prohibited Practices

The Ministry of Education outlines in the Ontario *Child Care and Early Years Act* a list of "prohibitive practices" for licensed childcare operators. At no time would Norfolk Little People's Daycare allow for the following:

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

If a staff member is exhibiting a Prohibited Practice there will be drastic measures taken immediately by the supervisor followed by the Board of Directors.

### **Duty to Report**

Every person in Ontario is required under the Child and Family Services Act to report his/her belief that a child may be in need of protection: “A person who believes, on reasonable grounds, that a child is, or may be in need of protection shall forthwith report the belief and information, upon which it is based, to a society.”

The legislation specifically requires individuals who perform professional or official duties with respect to children such as the “operator or employee of a day nursery” to report suspicions of child abuse. If in the course of their professional duties, the supervisor and/or staff of the centre have reasonable grounds to suspect that a child may have been abused, the suspicion, and the information upon which that suspicion is based, must be reported immediately to a Children’s Aid Society. A professional who works with children can be charged and fined for failing to report. It is the responsibility of the child protection agency to investigate and follow-up on the situation, as necessary.

### **Communication**

Norfolk Little People’s Daycare values communication between the centre and its families. We ask that you contact us with any questions concerns right away to ensure we address the situation in a timely manner. Any issues can be brought to the child’s primary caregiver. If further assistance is required, please see the supervisor. The parent communication policy can be found in appendix 2.

### **Individual Needs**

We strive to meet the individual needs of all children and families in our program. We will work in conjunction with your family and any special services required to ensure that all needs are accommodated.

# WHAT TO EXPECT

## Wait Lists

Families looking for care must register on Haldimand County OneList. As spaces become available, the families will be contacted in order of placement on the waiting list. Due to Ministry requirements, special needs spots are limited. Therefore, there is a separate waiting list for those children with special needs. You will be removed off the wait list if family is unreachable after 4 phone call attempts have been made within a 5 day period, at the parent's request, or when children are over the age limit. Staff will be given first priority on the waitlist, then it is a first come first serve basis. Parents may call to inquire where they sit on the wait list and a possible time line to start; parents do not pay to be on the wait list, and cannot pay to be put to the top of the list. Priority is given to siblings of children currently registered in the program.

## Hours of Operation

At NLPD Childcare is offered 7:00am to 5:30pm, Monday through Friday. The childcare centre will be closed on all statutory holidays. Christmas holidays to be determined annually. Before school care starts at 7:00am.

## Behaviour Management

NLPD strives to create a safe space for children, families and staff. Educators use positive redirection to help children cope with stressful situations and work with the children to build self-regulation skills and strategies. In the event of extreme behaviour, our Behaviour Management Policy is implemented. It can be found in its entirety in appendix 3.

## Arrival and Pickup

### Arrival

When your child arrives at the centre, bring them to their classroom door and wait for a staff member to speak with you. You will need to follow the screening process and if permitted to stay, please let us know: how was your child's night, their morning, their health?

### Pick Up

At the end of the day an Educator looks forward to filling you in on observations and activities.

Notify the staff that you are there to pick up your child.

When in the parking lot with your child, please carry or hold their hand until they are securely in the vehicle.

Unless otherwise arranged, CHILDREN WILL NOT BE RELEASED TO ANY PERSON OTHER THAN A PRIMARY CARE GIVER (PARENT/GUARDIAN). Please notify the centre in advance that someone on the registration form will be picking up your child. If an Educator is unfamiliar with the person picking up your child, they will be asked for photo ID.

If there are custody issues where a parent or family is not allowed to be in contact with the child, the daycare requires legal court ordered documentation that will be kept in the child's file.

We reserve the right to not release a child to any person who is impaired or otherwise unable to suitably and safely care for a child.

## **Clothing and Possessions**

Your child should be dressed in clothing that is appropriate for indoor and outdoor activities ALL YEAR ROUND. Hats are expected to be worn outside.

**Please make sure all items brought to daycare are labelled.**

## **Excursions and Field Trips**

Occasional trips will take place off premises. This includes walking trips through the community and bus trips to various locations; parents will be notified when trips take place a head of time. When attending trips parents will have to sign a form that gives Norfolk Little People's Daycare consent for their child to leave the property. Children will be closely supervised by staff and attendance checks will be done regularly to ensure all children are within the group.

# HEALTH AND WELLBEING

## Nutrition

There is an onsite cook who provides morning snack, lunch and afternoon snack for the children. We are a peanut free facility. We follow a rotating menu that is posted on our website, Sandbox and the monthly newsletters. Any food substitutions that need to be made to the menu will be documented.

Any infants who are unable to eat the provided food are to bring in their own food from home.

## Sleep, Rest and Quiet Time

Toddler and preschool quiet time is from 12:30-2:30pm. The lights will be out and calming music will be playing. The Ministry requires that all children partake in a period of rest. Children who are awake can partake in quiet activities.

Infants have a sleep room that is available to them any time. Infant naps are determined by the need of the child and the parent's wishes. The infants are physically checked every 15 minutes while sleeping and it is documented in a log.

## Outdoor Play

Regulations require daily outdoor play for each child. If the weather is within our ministry guidelines we will be outdoors in the morning and the afternoon every day. Our playground offers shaded areas, and a natural learning environment. We also go on community walks. We have strollers for the infants and toddlers.

## Sanitary Practices

At Norfolk Little People's Daycare, we believe sanitary practices are of the utmost importance. The educators model hand washing skills and ensure all hands are washed before and after meals, after diaper changes and toileting and during food handling and preparation. Toys are sanitized weekly, but any mouthed toys are removed from the program and sanitized before returning. Children's sheets and blankets are washed weekly.

## Sick Policy

Our first objective is to minimize the possibility that an illness will be brought into the Centre. We ask that you do not bring a sick child to the Centre. We recognize that it is not possible to always know whether your child is sick, or just having an "off" day. If you have concerns about your child's health, please discuss these with your child's educators when the child comes into the Centre. If you keep us informed, we will be better able to monitor your child's activities throughout the day, and to react appropriately to her or his needs.

Our second objective is to minimize the spread of any illness that does appear in the Centre. The Centre has specific policies and procedures that determine if a child may be permitted to attend if ill. Our policies are in keeping with guidelines and policies of the local Health Units, and are designed to maintain a safe and healthy environment for all of the children, while recognizing the impact illness has on a parent's schedule.

If a child is too sick to attend daycare, please keep him/her home. There is no "sick room" at the daycare, and the best place for a child to be recuperating from an illness is at home. There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities. If your child experiences any of the following please keep them home until they are better, or are well enough to participate in normal everyday activities:

- Fever greater than or equal to 100° Fahrenheit (38° Celsius)



- Excessive drainage (clear or discoloured) from the mouth, nose, eyes, or ears
- Red discoloration to the whites of the eye(s)
- Undiagnosed skin rashes or infections
- Severe abdominal pain, vomiting or diarrhea
- A deep, hacking cough
- Difficulty breathing or untreated wheezing
- Cuts or openings on the skin that are pus-filled or oozing
- Live lice

**A child cannot return to care until they have been free of fever, vomiting, and diarrhea for 48 hours. If your child has live lice, they cannot return to care until they have been treated with an insecticide shampoo and combed through for nits.**

**\*A new screening protocol is now in place, since the beginning of the Covid-19 Pandemic. Please see the Covid Handbook for clarity and for reference on our daycare policy. The policy and all screening tools will be used daily at drop off at all of our programs.**

## **Medication**

The childcare centre will administer prescription drugs to children under the following guidelines:

1. The parent is to provide written authorization, including Doctor's name, drug name and instructions for administration. Forms are available to be filled out completely.
2. Medication will only be administered from the original container, clearly labeled with the child's name, name of drug, prescription number, dosage, indications for use, the date and the instructions for storage.

It is the parent's responsibility to ensure medication is not left in the cubbies. All medication must be given to a staff member so that it can be locked up securely.

It is the parent's responsibility to ensure that their child does not return to the centre with contagious conditions until medication has been administered in accordance with the health department guidelines.

It is the parent's responsibility to ask for the medication at the end of the day.

In order for a child to return to the centre they must be on new medication for 24 hours to minimize risk of reaction while in care.

## **Immunization**

Norfolk Little People's Daycare is required to follow the guidelines of the Child Care Early Years Act and the recommendations of the local Health Unit with respect to immunization practices. When enrolling your child in the program please provide either their immunization records or a notarized, Ministry approved statement of conscience or religious beliefs or statement of medical exemption.

## **Accident/Aggression Reports**

Though staff makes every effort to protect each child's safety, accidents do happen. Should an accident or injury occur, an Accident Report will be completed by the staff and will be placed in your child's cubby to be signed and returned to the staff. Please ask for a copy if you want one for your records. Typically, you will not be notified immediately unless the accident is of a serious nature. Any aggressive behaviour will be documented and followed with an aggression report to be signed by the parent.

## **Sun Safety**

We do everything we can to protect the children from the sun. Sunscreen is applied in the morning and afternoon before outdoor play. Each child is charged \$5.00 in the spring to cover the cost of sunscreen. This charge will show up on your invoice.

## **Child Abuse**

Norfolk Little People's Daycare is required by law to report any suspected child abuse to the Children's Aid Society. Please see appendix 2 for full clarification on the Duty to Report.

## **Emergency Procedures**

At NLPD we strive to create the safest environments possible for your child. In the event of an emergency we will follow our emergency management plan which may include evacuation from the centre to a pre-designated shelter. If this occurs we will make every effort to contact you by phone as soon as possible using the numbers you provided during registration. It is important that you make sure to keep this information as current as possible.

## **Evacuation Procedures**

In case of emergency (fire/flood/otherwise), children and staff will be evacuated to the Langton Arena (30A Albert St, Langton). This is just short walk from the centre, and that will be how the children will be transported there. Emergency contact information will be transported along with us, so you will be contacted to pick up your child at the alternate location.

## **Fire Safety**

Due to Ministry Guidelines, fire drills will be performed at least twice a month. Staff will not be made aware of the time or the day. Staff will be timed and a written record of the occurrence will be made.

## **Emergency Closures**

In case of an emergency closure i.e.; no hydro, no water, no buses, schools are closed. If the hydro was to go out or we had no water for more than 1 hour parents will be contacted. We will start calling alphabetically. If you are not able to pick up your child you will be responsible to make alternate arrangements.

Parents are not charged for emergency closures.

## **During the Winter Months**

NLPD will be closed if the buses are not running and the schools are closed in ZONE 1. If we are closed due to inclement weather, there will be no charge to parents. If we are open and you chose not to bring your child you will have to pay for the day if it was your regular scheduled day.

# FINANCIAL

## Contracted Hours of Care

Norfolk Little People's daycare is open from 7:00 am to 5:30 pm. The School Age program located at Sacred Heart Catholic School is open at 7:00 am (before school program) and closes at 5:30 pm (after school program). The summer camp program runs from 7:00 am to 5:30 pm.

## Stat Days

The daycare will be closed on the following statutory holidays:

- New Year's day
- Family day
- Good Friday
- Victoria day
- Canada day
- Civic holiday
- Labour day
- Thanksgiving day
- Christmas day
- Boxing day

Parents are required to pay for stat days if their child is regularly scheduled to attend that day.

### **Vacation days cannot be used.**

We are closed Easter Monday, but there is no charge to the family.

## Vacation Days

A vacation day is a day in which you can choose to not send your child to daycare (on a regular scheduled day) and not have to pay the tuition fee.

# of days/week (regular schedule)	Vacation Day Allotment (days/year)	Vacation Day Allotment (days/year) – For children attending school in September
5	10	7
4	8	5
3	6	4
2	4	3

\*Two weeks written notice is required prior to using your **VACATION DAYS**. **VACATION DAYS** are **NOT** carried into the next calendar year. **VACATION DAYS** cannot be used in lieu of or during the (2) week **WITHDRAWAL** period.

## Absence

If for any reason your child will not be attending the daycare centre, notify the daycare by 8:00 am. You will be charged for any booked days whether or not your child attends.

## Withdrawal

Written notice of permanent withdrawal must be given in writing 2 weeks in advance. If notice is not received, full payment of fees will be required for the 2 week time period. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Therefore, your child will be placed on the waiting list. Vacation Days cannot be used as part of the 2 week notice.

## Termination

NLPD may terminate services under any of the following conditions:

- Fees are not being paid.
- If the program does not suit the child or the parent's needs.
- Policies are not being followed.
- Rude or disrespectful language has been used to a staff or board member over an issue or complaint. A meeting with the parents will be set up. If the two parties cannot come to an agreement the parent will be asked to remove their child from the centre.

## Fee Schedule

Program	NLPD Rates as of Feb 1, 2020	Fees with Child Care Fee Reduction	Half Day Rate (pick up by 11:15am for infant, 11:30am for toddler and preschool)	Extended Day Rate (over 9.5 hours)
Infants	\$44	\$39	\$34	\$44
Toddlers	\$38	\$33	\$29	\$38
Preschoolers	\$35	\$30	\$27	\$35
Before School	\$7	-	-	-
After School	\$10	-	-	-
Summer Camp PA Days March Break	\$32	-	-	\$37

- Please note that the fees are based on both the parental fee and a childcare fee subsidy from Norfolk County. Parents pay the fee with childcare reduction
- On half days your child must be picked by 11:15 for infants and 11:30 for preschool and toddler groups
- Payment for services are due in advance of services or care will be denied.
- Extra fees will occur for late pick-up

## Late Fees

Your child MUST be picked by 5:30 PM or late fees will apply.

A \$10.00 fee will occur at 5:31 PM and then an addition \$5.00 will apply in 10 minute increments, per child, based on the daycare centre clock. The emergency contacts will be called.

Example:	Time	Fee (per child)
	5:31 PM	\$10.00
	5:41 PM	\$15.00
	5:51 PM	\$20.00

If your child is still at the daycare centre at 6:30 PM the Haldimand-Norfolk Children's Aid Society will be called.

## Registration and Enrolment

Before your child will be enrolled at NLPD, you must complete and provide the following:

- Parent Registration Form
- Copy of Immunization Record (or Signed Waiver)
- Registration fee must be paid

## **Registration Fee**

Daycare- \$35.00 per child is required at the time of registration.

Before and After School Program - \$15.00 per child is required at the time of registration.

P.A Day and March Break Program- \$15.00 per child is required at the time of registration.

Summer Camp- \$15.00 (payable once a year in June).

We do require that the parent/guardian and their child visit our centre prior to enrollment. This orientation will be arranged in advance to starting to familiarize you and your child with the surroundings and staff, answer any questions and complete forms prior to enrollment. We can arrange for your child to join in the program for a couple hours before starting at the daycare. Parents will be required to stay during these visits.

## **Schedules (Infant, Toddler, Preschool)**

At registration a set schedule will be established for your child and you will be invoiced in the middle of the prior month based on the schedule. Three day minimum per week is required, except for infants.

Infants are required to be a minimum four days per week. If you are not requiring full time care for your infant you will be required to pay for all 4 days. Certain accommodations/exceptions can be granted with approval from the supervisor based on availability.

If you cancel a scheduled day (for illness or any other reason) you will still be responsible for paying for that scheduled day. To change or cancel scheduled days a written note needs to be given to the supervisor 2 weeks in advance. A written note with 2 weeks' notice is required to use vacation days as well.

Alterations can be made to your child's schedule should spaces be available. Additional days may not always be available and spots will be filled with the first requests received.

To permanently change days, you must let the Daycare Supervisor know in writing. It must be signed, dated and returned.

## **Schedules (School Age)**

Children in the before and after school program require one weeks' notice to change a scheduled day without charge. Schedules for the before and after school program are required to be given to the daycare in writing, a minimum of two weeks in advance. If additional days are required with limited notice, you must contact the Daycare Supervisor by phone to ensure appropriate staffing is available to maintain ratios.

## **Payment**

Invoices will be given out mid-month for the following month's booked care. Payment is required before care can be given. Monthly or bi-weekly payment options are available. Payments can be made at the centre in the payment box. We only accept cheque, debit, and e-transfer. E-transfer can be sent to [littlepeoples@bellnet.ca](mailto:littlepeoples@bellnet.ca) with no security question required.

## **Summer Care**

In order to hold your child's spot in the daycare over the summer months you are required to use two days a week of care, or pay for 16 days of care. If you chose to withdraw your child for the summer months they will be put back on the waitlist and not guaranteed care in September. The registration fee would be required when enrolling your child back in care.

## **Full Day School Age Program**

A summer program for school age children is run out of the Langton Arena for the months of July and August. P.A. Day's and March Break care is offered for school age children out of the Langton Community Centre. NLPD staff provide engaging activities throughout the day. Children are required to bring a bag lunch for full day school age programs. The Lunch Policy is found in appendix 4.

# APPENDIX 1

## Program Statement

Date Policy Established: January 1, 2010

Date Policy Updated: December 4, 2019

Purpose: To strengthen the quality of programs and experiences that lead to positive outcomes in relation to children's learning, development, health and well-being.

Definitions:

Policy:

Norfolk Little People's Daycare bases its daily practice on the four foundations laid out in *How Does Learning Happen?* Ontario's pedagogy for the early years states that children should feel a sense of belonging, engagement, expression and well-being each day to optimize their learning. The definition of each foundation is as follows (page 7, HDLH):

Belonging refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as selfcare, sense of self, and self-regulation skills.

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they become fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

These foundations form the philosophies that Norfolk Little People's Daycare strives to implement. We view children as being competent, capable, and rich in potential. We offer them the opportunity to express themselves with both structured and unstructured invitations to explore. The educators at Norfolk Little People's Daycare engage in positive and responsive interactions, ensuring each child feels their individual value.

Provocations are set out to spark children's individual interests, and long term projects are started based on these. Offering loose parts and open ending invitations fosters play, exploration and inquiry in each child. This encourages children to guide their own learning and practice self-regulation.

Norfolk Little People's Daycare strives to create a welcoming environment that is supportive of positive interactions. We focus on the spending more time connecting with children, and less time correcting and directing them. As Dr. Jean Clinton states, "healthy development cannot happen without good relationships between children and the important people in their lives, both within the family and outside of it." By creating a welcoming and inclusive environment we are setting children up for success not only now, but in the future as well. The educators will plan for and create positive learning environments that are inclusive of all children including those with individualized plans.

The educators at Norfolk Little People's Daycare value the outdoor environment. We use our large outdoor space as the second educator, offering a natural playground for children to explore. Children have the opportunity to bring elements from the outdoors inside as well. Natural elements are visible throughout the program and allow children the chance to foster a love of the environment.

Families are at the centre of our program. We strive to build authentic relationships with each family in our care. Parents and guardians are the experts and we appreciate all information they can share with us to offer a fluid day to the children in our care. The educators at Norfolk Little People's Daycare, as well as the leadership team, are always available for open and honest communication with families. We value confidentiality and hold the Code of Ethics and Standards of Practice set forth by the College of Early Childhood Educators to the highest standard.

Norfolk Little People's Daycare values continuous professional learning and supports our staff through their own professional development. We encourage staff to be current in their field, and offer 10 paid hours of professional development a year. Monthly staff meetings ensure all of our staff are knowledgeable about centre policies and comfortable with the expectations set out for them.

The centre strives to involve local community partners as much as possible in our program. We invite community partners into the centre and go on walks throughout our community to interact with them.

All staff, students and volunteers are required to implement these approaches when they are applicable. Interactions are monitored and reflected on to create opportunity for growth in staff. We encourage parents and guardians to come to us with any questions or concerns to ensure it is dealt with promptly.

Norfolk Little People's Daycare will review the impact of the program statement on children and their families through yearly parent surveys, comments left in the comment box, and interactions with children and families on a daily basis. We will observe the children to ensure the program is continuing to meet their individual needs.

## **APPENDIX 2**

### **Parent Issue and Concerns Policy**

Date Policy Established: December 17, 2017

Date Policy Updated: July 19, 2019

Purpose: To provide a transparent process for parents/guardians, licensee and staff to use when parents/guardians bring forward issues/concerns.

Policy:

Parents/guardians are encouraged to take an active role in our home childcare agency and regularly discuss what their child(ren) are experiencing with our staff and home childcare providers. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our home visitors 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 Norfolk Little People's Daycare and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 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. Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, home child care providers, other persons in the home child care premises, 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).

Our agency 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, and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor.

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*.



Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 3 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: childcare fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff- and/or Supervisor - Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor</li> </ul> <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 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 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Board of Directors. The board of directors can be e-mailed at [norfolklittlepeoplesboard@gmail.com](mailto:norfolklittlepeoplesboard@gmail.com)

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (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.

## APPENDIX 3

### **Behaviour Management Policy**

Date Policy Established: July 29, 2019

Date Policy Updated:

Purpose: Help support the needs of children with behaviours in such a manner that keeps other children, staff and themselves safe from harm, while building children's abilities to self-regulate.

#### Definitions:

*Aggression:* Any physical, emotional or verbal act which may result in placing him/herself, other children and/or staff members within the centre in an emotional, physical, harmful, hurtful or unsafe situation.

#### Policy:

The staff will use the following strategies to help foster self-regulation and develop the ability to problem solve.

#### Reason and Resolve:

- Use a calm tone of voice to guide child in understanding their behavior
- Make the child aware of what the undesirable behaviour was and why it was undesirable
- Provide an opportunity for the child to express their feelings about the issue
- Explain the natural consequence to the behaviours

#### Positively Re-direct:

- Redirect the child towards an alternate activity or a new direction for the current activity
- Ask for the child's input in resolving the issue

#### Encouragement

- Encourage child to continue with desirable behaviours by praising positive interactions

The educators will have daily open communication with families about their child's day at arrival and departure time. If more time is needed to discuss any further information, questions or concerns, parents can consult our parent issue and concern policy and be supported by the supervisor when needed.

In the situation where it has been determined that behaviour management is required, the following steps will be taken:

1. The child will be approached on a one to one basis by the nearest staff member. The staff will get down to the child's level, make eye contact and speak in a calm and non-threatening manner, directly to him/her.
2. Staff will actively listen to all parties involved.
3. Staff will encourage and assist the child with solving the problem as well as coming up

with a workable solution for all.

4. The staff will explain (if necessary) and ensure that the child understands what is expected of him/her, and why his/her actions were in question.
5. The staff will redirect the child by offering choices.
6. Should the behavior persist, the staff will give a warning to the child. The warning will be direct and with a natural consequence. E.g. "Keep the craft supplies at the craft table or you will have to leave the craft table."
7. Should the behavior persist, put another child or staff in an unsafe situation or infringe on the rights of others, the child will be removed from the group. The time removed will be based on the child's development level. After a brief time, the staff and child will discuss the incident together. He/she will then be directed back into the program.
8. Should the unacceptable behavior continue throughout the day, and if it is of an aggressive nature, next steps will be taken.

Parents will be informed of incidents that inflict injury upon another person, or that are recurring in nature. In the case of recurring behaviors, it may be necessary to invite the parents/ guardians to meet with the supervisor to discuss the situation and to develop a plan of action that can result in success for the child.

As Early Childhood Educators, it is our responsibility to ensure the physical safety and total well being of all children within our care. The centre has adopted the following policy regarding aggression:

In dealing with aggressive behavior, the following procedures will be followed:

1. The child will be removed from the group and the centre's Behaviour Management Policy will be implemented by staff, to redirect the child and to stop the aggressive behavior.
2. If the aggressive behavior continues throughout any part of the day, the parent/guardian or alternate pick up person (in that order) will be contacted to immediately pick up the child. Documented report(s) of the incidents will be given to the child's parent. A copy will also be made to keep in child's file.
3. Once the parent has been called on occasions relating to aggressive behavior, the supervisor will consult with a member of the Board of Directors. Following the consult with the Board member, the parent will be informed of any impending decisions.

The Board has the right to a) impose a suspension of daycare privileges; b) request the family consult with REACH; c) limit the child's hours of attendance or; d) terminate the space. In case of termination, the two-week notice period would be waived.

Please note: Any aggressive, violent or intentionally aggressive behavior that endangers the child, other children, staff, equipment, or building cannot be tolerated. In these extreme cases, the child will be automatically suspended for three days or have their spot permanently revoked without prior warning.

Once again, we state that the number one priority is the welfare, safety, and security of all children and staff within our program.

## **APPENDIX 4**

### **Lunch Policy**

Date Policy Established: August 13, 2017

Date Policy Updated: July 16, 2019

Purpose: To ensure children are eating healthy, safe and appropriate lunches.

Definitions:

Policy:

Children in the school age program are required to provide their own lunch and snacks for full day programs. Parents/guardians are to provide healthy, nutritious snacks and lunches that meet the Canada Food Guide. All food is to be peanut free. Lunch bags and beverage containers are required to be labeled. All children are to bring a reusable water container that can be refilled during the day. Lunches should be kept adequately cold, ideally with an ice pack. If an ice pack is not present children will be able to put their lunch in the fridge if it needs to stay cool. When on field trips, coolers will be brought to store lunches. Staff will check expiry dates and discard any food that is beyond the date. Any food that appears to be spoiled or moldy will be discarded. If a child does not have a lunch, they will be provided a meal from the daycare and the parent/guardian will be notified. If a child is still hungry after consuming all their food a snack will be offered from the daycare. Parent's will be notified that more food is required in their child's lunch.