



Updated December 7, 2023
Please note when pandemic/public health guidelines are in place, some changes to policies may occur as needed. Staff will notify parents when this occurs.

North Perth Children Services

PARENT POLICY HANDBOOK



A copy of the parent handbook is available free of charge to any parent considering registering into North Perth Children Services.



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Welcome to our program...

This guide has been prepared to provide you with information about the policies and operations of the North Perth Children Services.

Services Offered

We are here to offer parents and guardians quality care for their infant, toddler and preschooler in a familiar, family oriented and safe environment. We offer breakfast from 6:30-7:30, a morning and afternoon snack as well as a nutritious lunch that meets the Canada Food Guide. You are encouraged to drop in any time during our hours of operation to observe, talk with the staff and ask questions concerning your child. Teacher child ratios are: 1:3 for Infants, 1:5 for the Toddler group and 1:8 for the Preschool group as well as Family Grouping Programs in two of our locations. Family Grouping can have mixed age groups with a maximum of 15 children per room and a maximum of six children under two years of age Ratio is determined by age category. We also offer Before (6:30-9:00am) and After School Care (3:15 – 5:30pm) at Eastdale Public School, Westfield Public School, St. Mary's Catholic School Child Care and the Monkton Child Care Centre. Kindercamp programs are offered on PA days and summer seasons.

We strive, as you do, to encourage children to grow in self-respect, self-regulation, responsibility and self-sufficiency.

Please keep us informed of any changes in your child's environment, i.e., upsets in routine, illness, medication, exposure to communicable disease, etc., so that we can best meet the needs of your child.

Program Statement

North Perth Children Services Centres offer play-based learning programs consistent with [How Does Learning Happen?](#) Ontario's Pedagogy for the Early Years and the Ministry's Policy statement. The program statement will ensure that all employees, students, volunteers and parents are aware of how the Child Care Centre staff view, prepare and approach our programs, children, families and our community.



The Four Foundations of How Does Learning Happen

Health, safety, nutrition and well-being

Our overall goal is to promote authentic relationships and to ensure a safe, comfortable environment where children learn in a meaningful and joyful manner. They will feel valued and have a strong sense of belonging. To promote the health, nutrition, safety and well-being, children will be encouraged to share daily conversations, experiences and become engaged during snack, nutrition breaks, meals and active learning activities that enhance individual strengths and needs.



Children are competent, capable, curious and rich in potential

Using the environment as an educational tool is a key component in the quality of a child's play and exploration. Indoor and outdoor spaces and age-appropriate activities, materials and furnishings (and how they are placed) will be incorporated to foster children's exploration, play and inquiry. Children's natural curiosity and sense of wonder can be used with healthy innovative risk-taking opportunities to foster independence, trust, and respect. We believe all children are rich in potential and have the right to participate in all experiences and activities regardless of their abilities.

Relationships among children, families, childcare providers and staff

Families offer valuable knowledge, strengths and experience that build connections between the child, family and childcare provider. North Perth program staff view all children and their families as partners in our childcare settings. Positive daily relationships foster responsive interactions in the child's learning and developments amongst children, parents and childcare staff.

Positive self-expression, communication, self-regulation

Qualified Registered Early Childhood Educators and equivalent childcare staff will connect with children as co-learners and will model engagement at nutrition breaks, active play, learning groups and indoor/outdoor activities. This engagement will encourage children to interact and communicate in a positive way to support their ability to self-regulate by allowing trial and error and guided opportunities. Children experiencing difficulties will be offered alternate choices and/or a quiet place to reflect. Our aim is to provide long periods of time to explore an environment equipped with interesting open-ended material that can be used in many ways and initiates investigation and complex play. Outdoor activities will be developed to offer and inspire investigation with the body, sense and mind, improving a child's physical health and emotional wellbeing and enhances the child's capability for creative problem solving, self-regulation and communication. Opportunities will be encouraged indoors and outdoors that are child-initiated and adult-supported such as sensory, active play, quiet time, creative expressive experiences to enhance children's natural curiosity. The staff will then become co-learners with the children, open to their suggestions and ideas and they will learn thought exploration and inquiry together.

Parent engagement and communication

We believe that families are experts on their children. Sharing knowledge is integral to the success of your child and will enable us to reflect upon this information for change, program planning and documentation. Documentation will be posted for parents viewing on the HI MAMA app, email and in social media groups. Copies of individual learning stories will be made available upon request. The North Perth Children Services welcomes the involvement of parents in the program at any time and on any day. The staff will also plan many special occasions throughout the year which parents and other family members will enjoy. Daily contact with parents will be supplemented by individual interviews (at request of parent/teacher), group meetings and workshops. Parents with special talents are welcome to participate and contribute to the program.



Community partners

North Perth Programs foster partnerships that support learning and growth for success in school and in life. Children and their families with or without individual support plans will be accommodated within the centre to meet and interact with local community partners and professionals during all operating hours. Space (meeting rooms), staff and resources (toys & books) will be made available as required. Local partners could consist of EarlyON Centres, Thames Valley Child Centre, Small Talk, City of Stratford Children's Resource Consultants & City of Stratford Social Service Department, Avon Maitland District School Board and Huron Perth Catholic School Board, the Huron Perth Public Health Unit, Huron Perth Mental Health and Children's Aid Services.

Supporting staff in continuous professional learning

The Municipality of North Perth is committed to hiring, training and fairly compensating staff. Our non-discriminatory hiring practices provide individuals with all backgrounds the opportunity for employment. We value professionalism and are dedicated to carry out and implement the College of Early Childhood Educator's Code of Ethics and Standards of Practice. We support staff and the program with materials, extra staff and education to promote professional development training for staff and ensure inclusive practices. By continuously gaining new knowledge and understanding of best practices as research emerges and putting them into practice in our daily lifelong learning opportunities, we build a more solid foundation of child development and care.

Document and review the impact of strategies on children and their families

The Program statement is recognized as a living document and will be reviewed on an ongoing basis by all staff at staff meetings and at other professional opportunities.

Each Centre shall access and review the impact of the program statement implementation through:

- a) Scheduled quarterly program/staff support discussion that will be conducted within the Childcare Centre. This scheduled discussion will consist of observations and reflections **emphasis being on how engaged the staff is with the children** made by the Site Supervisor during daily interactions at the childcare centre. The Site Supervisor and staff will note date and time and discussion to support staff and program statement for changes, growth and continued monitoring and sign off.
- b) Monthly Program support visits to School-age Programs. The school-age Program Supervisor will use these monthly visits **emphasis being on how engaged the staff is with the children** to support staff with programming and observe that the Program statement is being followed. The discussion, date and time, changes, growth and continued monitoring will be noted in the logbook, signed by all staff.



Admission

Admission of your child requires filling out an initial registration/application form once you are contacted by the Child Care Site Supervisor. We are licensed by the Ministry of Education under the Child Care and Early Years Act and abide by all regulations of our local Public Health. Registration forms are to be complete and returned to the Child Care Site Supervisor prior to your child's first day. It is imperative that all forms are completed including; Full address with postal code, Health & Immunization Record and full Name and Address for Emergency Contact. In the event of a Serious Occurrence, we want to be sure to waste no time getting your child the support they need. **Days of care required** is filled out on the first page of the registration package. It may be Full time (5 days a week) or Part time/Full time (3 days for one family/ 2 days for another family). The combination of the 3/2 days to make 5 will be determined by the Site Supervisor. Parents on maternity leave can choose to keep their child (ren) in the centre during this time. The days will be similar to the part time criteria and determined by the Child Care Site Supervisor. Maternity leave spaces will be an 8-hour day. Every attempt will be made to accommodate families as best we can.



An orientation visit will be conducted where the child and family will meet the staff and be given the opportunity to ask questions. At this time parents of newly registered infants can share routines and daily care for their babies. The North Perth Children Services are operated by the Municipality of North Perth.

- If space is unavailable, you may wish to register your child at <https://onehsn.com/Stratford/>

Withdrawal from the Program

Two weeks written notice is required for withdrawal from the program. Failure to provide two-week notice will result in the parent/guardian being invoiced for full payment.

Waitlist Procedures

Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed. No fee will be charged to parents for placing a child on the waiting list.

Procedures

Placing a Child on the Waiting List

1. Please use this link to fill in the application on our wait list system in conjunction with the City of Stratford <https://onehsn.com/stratford>.
2. It may take you 10 to 15 minutes to complete. Once successful, you will receive an email confirmation. The site supervisor for that child care centre will also receive an email about a new application. The site supervisor will monitor the site and, once a space is available for you, they will contact you to fill out an enrolment package and to set up an orientation.



3. Please note* To retain your position on the waitlist, all childcare applications must remain active. We recommend that you log in a minimum once every 60 days so your profile stays active and that you can ensure all your information for each application is up to date.
4. We encourage parents to look for other childcare options as an alternative solution until we have space available for them.
5. If you have any problems with your account on the OneHSN system, please contact their help desk for assistance:
 - Phone number: (888) 722-1540
 - Email: Support@OneHSN.com
 - The help centre is open Monday-Friday

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to in accordance with application date, children of children services staff, siblings currently enrolled, municipal staff, starting date, your child's age.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via telephone or email that a space has become available in their requested program.
2. Parents will be provided a timeframe in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

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

1. The Site Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The Site Supervisor will respond to parent inquiries. Attempts will be made to provide an estimated likelihood of the child being offered a space in the program.



3. If anything changes with the family dynamics of those before someone on the waitlist, and a space becomes available sooner than estimated, staff will let parents know.

Maintaining Privacy and Confidentiality

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

Childcare Professionals

Staff working in the North Perth Children Services Programs are qualified Registered Early Childhood Educators, or comparable, and hired according to the Municipality of North Perth personnel policy. O. Reg. 137/15 11.1

- No child will be supervised by a person under 18 years of age
- Direct unsupervised access is not permitted for people who are not employees of the centre
- Volunteers and/or students must be supervised by an employee at all times
- Placement students are not counted in the staffing ratios of the centre
- Volunteers are not counted in staffing ratios of the centre
- RECE's and ECA's are responsible for supervising volunteers and/or students in their respective classrooms.

Program Setting

A bulletin board display will include the license, staff information, menu/ snack plans and fire procedures. The individual groups will display learning stories and documentation for parents. The program itself will incorporate the following in a child focused play-based environment: Program Planning and documentation will be posted for the parents viewing as well as through Hi Mama software program and social media group and copies of individual learning stories will be made available upon request. Please look for the Ministry Decal located at the entrance of the building.

- Creative activities
- Sensory
- Science activities
- Board games
- Active games
- Building toys
- Books
- Self-help skills
- Outdoor activities
- Drama & Music
- Family and Community Interest



Absence, Holidays, Vacations and program closures for ECE PD Days

Sick days are required to be paid as rooms are staffed accordingly. The North Perth Children Services are closed all Statutory and Civic Holidays. Families are granted two weeks (10) days per calendar year. These days off need to be submitted to the Child Care Site Supervisor 1 month in advance.

2024 Holiday Shut Down All of our childcare centres will be closed from December 25, 2024 – Jan 1, 2025. Families will not be billed for this time.

Professional Learning: All licensed child care facilities throughout Perth County will be CLOSED April 19, 2024 and Fall 2024 so staff can participate in professional learning days.

Statutory Holidays – The centre is closed for 11 statutory holidays. If the scheduled holiday falls on a Saturday/Sunday, the next business day will be considered the stat holiday.

Dates Centres are Closed		Dates Centres are Closed	
New Year's Day	Mon. Jan 1/24	Labour Day	Mon. Sept. 2/24
Family Day	Mon. Feb. 19/24	Thanksgiving Day	Mon. Oct. 14/24
ECE PD Day	March 2024	ECE PD Day	TBD Fall 2024
Good Friday	Fri. Mar. 29/24	Christmas Day	Wed. Dec 25/24
Easter Monday	Mon. Apr. 1/24	Boxing Day	Thurs. Dec 26/24
ECE PD Day	Wed. Apr. 19/24	Holiday Shut Down	Fri. Dec 27/24
Victoria Day	Mon. May 20/24	Holiday Shut Down	Mon. Dec 30/24
Canada Day	Mon. Jul. 1/24	Holiday Shut Down	Tues. Dec 31/24
Civic Holiday	Mon. Aug. 4/24	New Year's Day	Wed. Jan 1/25

Notify us of Changes to your Information

It is **extremely** important that you notify the Site Supervisor or the Staff of any changes in your circumstances, i.e., address, telephone, emergency arrangements or family status. Our records must be kept up to date so that you can be contacted in case of emergency.

Clothing and Children's Belongings

Please dress your children in warm, washable play clothes for the changing weather and seasons. We do go outside morning and afternoon on most days. Indoor and outdoor shoes are very important to have for the safety and comfort of your child. We like to play and explore with sand, water, paint and other activities so a **second set** of clothing should be kept in a bag in your child's cubby. **Please label all articles of indoor & outdoor clothing.** If you are interested in Mabel's Labels, please speak to a staff member. Flip-flops are not permitted on the playground.

Toys and Food

Toys and special articles can easily be misplaced so please **LABEL** all items. Only, if food needs to be brought in it must be labeled with the child's name and or been in original packing and **Peanut and Nut Free.**



Active Play and Limited Screen Time

The following programs must ensure a minimum of 60 minutes per day of outdoor active play (indoor active play is acceptable when weather is poor or outdoor physical space is limited). Active play may be accumulated through 15-minute portions of time throughout the day or continuously.

- Child Care programs
- Family Group Child Care programs
- School Age programs:

Length of School program	Amount of Active play
1 - 2 hours	20 minutes
2 - 3 hours	30 minutes
3 - 4 hours	40 minutes

Programs must limit screen time (TV, computer, electronic games) to 30 minutes or less a week. Programs where children are in attendance for 3 hours or less should not include screen time activities into the daily routine. Screen time is not offered to children under two years of age.

School-age and Non-Instructional Day Programs

The children attending School-age and Non-Instructional Day Programs are required to bring their own lunch. The morning and afternoon snacks will be prepared and provided by the North Perth Children Services Program Staff. The parent/guardians must ensure there are no nut products or other food allergens specific to each program and all the child's food is labelled.

- Our staff will check each child's lunch for food allergens upon arrival in the morning.
- Staff will replace the food allergen with a food product from the program's snack supplies.
- Staff will ensure the children will not be sharing the lunch with other children

An ice pack must be sent to maintain food safety and nutritional value of the bagged lunch. When the lunch break starts and staffs observe that a child's lunch items are compromised by temperature since an ice pack was missing, program staff will replace the compromised items with a nutritious alternative. Program staff will also document the missing ice pack and speak to the parent on pick up, stating that an ice pack is mandatory.

Fast food items are not acceptable. If the child has forgotten his/her lunch and a parent is not available to bring one, the program staff will provide a sandwich, fruit and vegetable in accordance with the food guide.

An example of a well-balanced lunch would include 1 slice of a veggie pizza, cucumber slices, strawberries and a container of milk. Unhealthy choices like chocolate bars, chips and donuts are discouraged.

Sippy Cups of Water Bottles

In the infant room, sippy cups are used daily once the children no longer require a bottle. The sippy cups are washed daily and stored in the infant room. All other children in the Child Care programs are encouraged to bring their own water bottle daily. Please take it home at the end of



your child's day to be washed, refilled and returned for their next day. To ensure your child's water bottles and personal items do not go missing please label it with their name. Mabel's labels are a great way to do this. Ask a staff member if interested in ordering Mabel's Labels for your child.

Anaphylactic Policy and Procedures

Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending the childcare centre, the Site Supervisor will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.
- Before a child attends the childcare centre, or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation
- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or any other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the childcare centre and will be kept in the classroom binder of the child and posted on a visible wall in the child's classroom as well as the kitchen when applicable. It will also be in the front of the emergency binder in case of an evacuation.
- All individualized plans and emergency procedures will be **reviewed with a parent of the child annually to ensure the information is current and up to date.**
- Every child's epinephrine auto-injector must be carried everywhere the child goes.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the Children Child Care Centres.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens. The cook will provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the childcare centre cannot meet the child's needs, staff will ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.



- Ensure that parents label all food brought to the childcare centre with the child's full name and the date the food arrived at the childcare centre. The parents will need to advise the staff of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the childcare centre (i.e., by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the childcare centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up-to-date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of child.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the childcare centre.

Communication Plan:

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents will be instructed not to bring foods that contain ingredients to which children may be allergic.
- Parents and families will be informed about anaphylactic allergies and all known allergens at the childcare centre through an email, followed up by a phone call when necessary.
- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving childcare.
- The cook or individuals who collect groceries on behalf of the childcare centre and/or other food handling staff, where applicable, will be informed of all the allergies at the childcare centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the cook as soon as new allergies are identified. The Site Supervisor or designate will communicate with the cook about which foods are not to be used in food prepared for the childcare centre and will work together on food substitutions to be provided.



- The Site Supervisor will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it is meeting the needs of the childcare centre and that it is effectively achieving its intended result.

Drugs and Medication Requirements:

- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.
- Emergency allergy medication (i.e., oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

Training

- The Municipality of North Perth Human Resources Department will ensure that the Site Supervisor and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.
- Where only the Site Supervisor has been trained by a parent, the Site Supervisor will ensure training is provided to all other staff, students and volunteers at the childcare centre.
- Training will be repeated annually, and anytime there are changes to any child's individualized plan and emergency procedures.
- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked, and follow-up is completed where an individual has missed or not received training.

Confidentiality

- Information about a child's allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (i.e., to the Ministry of Education, College of Early Childhood Educators, Law enforcement authorities or the Children's Aid Society).



Your Child's Health

If your child becomes ill while attending the program, you will be notified immediately so that you may take your child home or to the doctor. If your child has vomiting and diarrhea, they will need to be excluded for 24 hours after the last episode. Two emergency numbers are required in the event that you cannot be reached; if this is unattainable YOU must be available at all times. In an emergency, the staff on duty will take whatever immediate steps are necessary to get medical help. (Staff must be trained in First Aid & C.P.R.) It is the **parent/guardian's responsibility to make the Site Supervisor aware of Allergies, diet or special conditions required.** Every effort will be made by the staff to assist the parent and child in carrying out these special requirements. Please provide your child with his/her own sunscreen.
REMEMBER..... KEEP IN TOUCH.... A CALL IS A **MUST** IF YOUR CHILD IS GOING TO BE ABSENT.

Medication

Medication will only be administered by the Staff under the written advice of the child's physician and the signing of the parental consent form. Under no circumstances will the Staff administer the initial dose of medicine. Only prescription medication which is in the original packaging with the child's name, current date, and time & dosage amount may be administered in a child care facility. The medication must be properly labeled and stored. Please speak with the Child Care Site Supervisor or Designate Supervisor in this matter. Parents of children with Medical Needs (Asthma, Diabetes, etc.) will be required to fill out an "Individualized Plan for a Child with Medical Needs form". A doctor's note is required for medication that is used for "as needed". The North Perth Staff are not allowed to administer any medications that are not prescribed by a doctor i.e., cold medications, Tylenol, etc.

To assist us all in ensuring your child's individualized plan is current, accurate and meets the Ministry of Education's requirement for our licensed child care, we provide the following details for completing this form. Please share this information with your physician or any other medical professional who is providing medical guidance for your child. Our staff will also assist you.

Under the Child Care and Early Years Act O. Reg 150/137, in order to allow your child to attend our program, we are required to have an individualized plan:

Children with Medical Needs

Every licensee shall develop an individualized plan for each child with medical needs who receives child care at a child care centre it operates. The individualized plan shall be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation.

The plan shall include:

- steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate a medical condition or cause an allergic reaction or other medical emergency;



- a description of any medical devices used by the child and any instructions related to its use;
- a description of the procedures to be followed in the event of an allergic reaction or other medical emergency;
- a description of the supports that will be made available to the child in the child care centre or premises where the licensee oversees the provision of home child care; and
- any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip.

Administration of drugs or medications

Where a child care licensee agrees to the administration of drugs or medications, the licensee shall ensure that:

- a drug or medication is administered to a child only where a parent of the child gives written authorization for the administration of the drug or medication and that included with the authorization is a schedule that sets out the times the drug or medication is to be given and amounts to be administered; and
- a drug or medication is administered to a child only from the original container as supplied by a pharmacist or the original package and that the container or package is clearly labelled with the child's name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase and expiration, if applicable, and instructions for storage and administration.

Accidents

Accidents and children seem to go together. They often fall and always seem to have bumps and scrapes. If your child gets hurt at the program, an accident form will be completed and shared with the parent/guardian and signed off at pick up time. A copy will be available or can be emailed. In the event of a more serious accident while your child is attending the program, child care staff will make every effort to contact you and/or your emergency back-up designate. If your child needs emergency medical treatment staff will seek medical assistance.

Serious Occurrence Policy

All Serious Occurrences are to be reported to the Ministry of Education and to the Manager of Programs. All Child care operators are required to post a high-level Serious Occurrence Notification Form on the Parent Information Board or at the front entrance of the child care building

- Within 24 hours of becoming aware of a serious occurrence, the Child Care Site Supervisor will complete a Serious Occurrence Notification Form in either CCLS or using the applicable form
- Notifications will be posted within 24 hours. Including allegations prior to outcome investigations.



- The form will provide a summary of the serious occurrence and of any action taken by the child care centre.
- The summary will not include identifying information (e.g., names and ages of children, staff, or program rooms) and will contain gender-neutral language.
- The summary will be posted at the child care centre in a place that is visible and accessible to parents for a minimum of 10 business days, regardless of the serious occurrence type and the status of any related investigation.

Our Discipline Policy

Children are to be disciplined in a consistent, positive manner at a level that is appropriate to their actions and their ages, in order to promote self-discipline: ensure health and safety; respect the right of others and maintain equipment. Methods of discipline are discussed at staff meetings, and consistent disciplinary measures are agreed upon. “Providing alternate choices”, “You Need Space” and “Natural Consequences” are the methods most frequently used in the program. The aim of the program is to stop behaviour problems before they occur and to use the environment to assist.

PROHIBITED PRACTICES

None of the North Perth staff will do any of the following:

- a) Corporal punishment of the child;
- b) Physical restraint of the child, such as confining the child to a high chair, care 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 for the purpose of confining the child, or confining the child in 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
 - a) f) Inflicting any bodily harm on children including making children eat or drink against their will;



Parents' Issues and Concerns

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Site Supervisor 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 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.

All parents/guardians are encouraged to voice any issue and/or concerns regarding any of our programs with the staff or the Child Care Site Supervisor.

Parents

- When an issue or concern arises regarding the operation of the program, we advise parents to approach the program staff to discuss the issue or concern
- When an issue/concern is brought to the attention of a program staff or Child Care Site Supervisor, it will become a priority to resolve
- If the issue or concern cannot be resolved between parent and program staff, the parent may contact the Child Care Site Supervisor to discuss the issue or concern further.
- If the issue or concern is regarding the program staff, the parent is encouraged to contact the Child Care Site Supervisor directly to discuss the issue or concern further.

Program Staff

- When a parent/guardian approaches a program staff concerning an issue or concern, program staff will listen to the issue or concern with an open mind
- After hearing the issue or concern, program staff and parent will discuss the issue or concern to resolve the matter
- Program staff will take actions within 24 hours (or the next scheduled day) to work towards resolving the issue/concern



- If the issue or concern cannot be resolved between program staff and parents, the Child Care Site Supervisor will be advised of the situation to assist in resolving the issue or concern

Child Care Site Supervisor/Designate

- Will be available to assist program staff and parents of any issues or concerns that are not resolved between program staff and parents
- The Child Care Site Supervisor will take immediate steps to resolve the issue/concern
- If the Child Care Site Supervisor cannot resolve the issue or concern, the Supervisor will include the North Perth Manager of Programs to assist resolve the issue or concern.

Staff are required to respond to issues/concerns within 48 hours of time posted (excluding weekends and holidays). Any request for information that is not readily available, staff must provide the parent(s) an estimate of when they can expect to receive a response, within 48 hours. To ensure all parents are being served by an efficient, cohesive, and comprehensive service delivery model, within the principles of “honesty and accountable operation performance, inclusiveness and vibrancy” Staff are required to follow the North Perth Customer Service Policy.

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, Public Health, 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/childrensaid/reportingabuse/index.aspx>

Access to Children

Only those persons designated by the parents upon registration, or as updated, will be allowed to pick up your child. In cases of separation or divorce there is an additional policy for access. If you require access protection for your child, please contact the Child Care Site Supervisor.

Parental Consent for Excursions and Photographs

Special arrangements may be made to permit children in the program to participate in a nature walk or other outings/activities off the premises. The special arrangements form is to relieve the parent of the burden of daily notes for a long-standing arrangement.

Occasionally we may have our picture in the local newspaper or other related media and children can participate with signed consent from the parent or guardian.

Payment

The Municipality of North Perth has a **pre-payment policy**. Parents are required to prepay the monthly fees for the programs that they have registered. Payments can be made

- in person by cash, cheque or debit at the Municipal Office located at 330 Wallace Ave. N., Listowel (upstairs at the Main Reception Area) Monday to Friday between 8:30 a.m. and 4:30 p.m. An Afterhours Drop Box is located at the Front Doors of the Municipal Office – **Cheques Only**.
- via telephone or online banking simply by choosing “North Perth Accounts Receivable” and using your 10-digit customer number (starts with the #6).
- by sending an e-transfer to etransfer@northperth.ca. Please use the password/security answer Northperth19, and include your 10-digit customer number in the comments/description. Note: A \$10.00 transfer fee will be applied to any payments made to incorrect accounts.
- online Credit Card payments at eCommerce on the Municipal Website www.northperth.ca (there is a 3% convenience charge per transaction).
- Sign up for Email Billing We offer the option of email delivery for daycare statements. Benefits include receiving your statement sooner and reducing paper usage. If you would like to receive your daycare statements by email instead of regular mail, please contact Vanessa O'Malley at 519-292-2047, or vomalley@northperth.ca.

If you have any questions or any changes to your contact information, contact the Finance Department by telephone at (519) 292-2047 or email vomalley@northperth.ca.

Please retain your receipts for income tax purposes. We will mail an annual receipt for Income Tax purposes each January. Note: If you do not retain your receipts, and request another receipt be re-sent to you, a \$10.00 administration fee will be applied.



Child Care Fees & CWELCC – Base Fees and Non-Base Fees - NEW!

A fee schedule will be provided to parents/guardians upon registration. Notification of fee increase will be given in a written document stating the date of the new fee changes.

Parents/guardians will be given 60 days' notice of rate change. The Child Care Fee Schedule can be found on the Municipal Website www.northperth.ca.

CWELCC

The Municipality of North Perth enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada.

We believe that child care provides a strong foundation for early childhood development and well-being of children while parents work and we are committed to providing child care services that meet the needs of your children and families. Participating in the CWELCC System will help us continue to provide high quality child care that is accessible, affordable, inclusive, and sustainable.

Children enrolled in our licensed programs are eligible for the fee reduction through the CWELCC:

- Until the end of the month of their sixth birthday, or
- If their birthday falls between January 1 and June 30, until June 30 in the year of their sixth birthday

Parents do not need to apply for the fee reduction.

Program	2024 Daily Fees <i>For Children 6 years and older</i>	2024 Parent Base Fee* <i>for Eligible Children under 6 years old</i>	CWELCC Funds <i>from the Consolidated Municipal Service Manager (City of Stratford)</i>
Infant Birth to 18 months	\$51.00	\$24.10	\$26.90
Toddler 18 months – 30 months	\$44.00	\$20.79	\$23.21
Preschool 30 months – 6 years	\$42.00	\$19.85	\$22.15
Kindercamp	\$39.00	\$17.48	\$21.52
Monkton Daycamp <i>(includes lunch)</i>	\$42.00	\$19.85	\$22.15
Recreation Daycamp	\$39.00	n/a	n/a
Before School	\$11.00	\$11.00	n/a
After School	\$11.00	\$11.00	n/a
Before & After School	\$22.00	\$12.00	\$10.00
Family Age Group	Child's age will reflect the applied fee as above		

*Parent Base fees are a reduction of 52.75% of 2022 fees. 'Base Fee' means any fee or part of a fee that is charged in respect of a child for child care, including anything a licensee is required to provide under the Child Care and Early Years Act, 2014 (CCEYA), or anything a licensee requires the parent to purchase from the licensee, but does not include a non-base fee. See below for North Perth non-base fee charges.

Non-Base Fees:



- a) Fees charged for optional items or optional services, such as:
 - i. Transportation
 - ii. Field Trips
 - iii. Special event days (i.e. pizza days)
 - iv. Fundraising initiatives for child care program development and improvements
- b) Fees charged pursuant to an agreement between the parent and the licensee in respect of circumstances where the parent fails to meet the terms of the agreement:
 - i. Late Fees: \$5.00 for every 15 minutes or portion thereof will be charged after 5:30pm.
 - ii. Fees to obtain items that the parent agreed to provide for their child but failed to provide. Fees will vary based on item. Actual cost of item(s) will be charged
- c) Administrative fees – see By-law 160-2015 Schedule B – Administration Fees, as amended, for item charges for such things as:
 - i. NSF cheque charge
 - ii. Fee to transfer payments, if made to incorrect account
 - iii. Fee to reprint statement or invoice
 - iv. Fee to transfer unpaid balances to property taxes or a collection agency
 - v. Fee to process refunds

Hours of Operation

We provide care for children Monday to Friday from 6:30 to 5:30 pm. We ask that you pick up your child by 5:30, as our staff members have families and personal responsibilities to attend to. We have a late fee policy for those who abuse these hours. The North Perth Children Services are open all year around with respect to statutory and civic holidays.

Inclement Weather Policy

In the event of inclement weather the following policies and procedures will apply to North Perth licensed child care programs:

- The North Perth Child Care Centres will remain open on most inclement weather days. The Municipality will close a Child Care Center when all highways and county roads in Perth County are closed as announced by the Ministry of Transportation and the Ontario Provincial Police.
- All cancelled programs will be posted on HiMama messages and the Municipality of North Perth Facebook page. Given the number of families that use daily care, it is difficult to notify everyone individually. Therefore it will be the responsibility of the parent to check as above to see if a program is closed.
- Parents will not be charged for their scheduled space when the childcare or before and after school programs are closed. However, if the school remains open and you are not having your child attend their regularly booked care, you must call to cancel the care for that day.
- Before and After School Programs will be cancelled on an individual basis unless the school closes due to inclement weather, then before and after school programs within that school close.

In the event of inclement weather and only some highways and/or county roads are closed, the child care centers will typically remain open.

The following policies and procedures will apply:



- If staff cannot make it safely to the daycare centre, we may not have space for all children. We will communicate with families as soon as possible
- If children cannot attend due to staffing, families will not be charged.

Note: In the event that closed highways and/ or county roads re-open mid-way through the day, it is important that parents make contact with the child care centre to determine if space is still available prior to bringing your child to the centre. In the event that the parent arrives without prior communication, and it is determined that space is not available due to staff-child ratios, the parent will be declined care. On such days, parents will be charged for any care that they use that day at a North Perth Child Care program.

Emergency Management

Staff are prepared and knowledgeable on the actions that are to be taken to follow the Emergency Management Policy of the Child Care Site Supervisor during an emergency. Within the day care programs, staff is given roles and responsibilities to ensure the safety of each age group in their care.

Staff has on hand at all times their Emergency bag containing; a First Aid Kit, Attendance Clipboard, Children's Emergency files and a small comfort snack. The emergency files contain contact information for each child in the event parents need to be contacted. Staff is equipped to notify parents immediately by phones and or Hi Mama app of any developments.

If a Child Care Centre experiences an Emergency Situation, when it is safe to do so, program staff will update parents using their social media group page or by email of the situation. These communication methods will only be used if it is a general update and is accessible (WIFI is working). When more information needs to be given or WIFI is not accessible, program staff will communicate to parents by calling them using the program cell phone.

Listen to the radio for closure due to weather or check the North Perth Facebook Page.

If you have any inquiries please feel free to contact the Site Supervisor or Program Supervisor.

Safe Arrival and Dismissal Policy and Procedures

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

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

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

North Perth Children Services

Spinrite Site & School Age 519-291-4222; St. Mary's Site 519-418-6511; Monkton Site 226-817-2649



Policy

General

- North Perth Children Services will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- North Perth Children Services will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- For School Age Program Only: A parent/guardian may request that a child who is 10 years old or older may be released from program without supervision. Parents/Guardians must provide written and signed authorization through the special arrangement form and instructions for the release of the child including the time of dismissal. Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the school age program is no longer responsible for that child upon their dismissal.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Additional Policy Statements

- Children must be accompanied by a parent/guardian or another authorized individual for arrival and dismissal
- Staff are positioned within the space to greet each family member on arrival. It is important to have this daily interaction to assist with daily monitoring of the children and to engage with families
- If the child has arrived without a parent/guardian or another authorized individual, staff shall contact the parents to remind them of the arrival and dismissal policy, and advise the supervisor.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must



confirm that the person is listed on the enrollment form. If the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note in logbook or email).

- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the program staff and supervisor and they must commence contacting the child's parent/guardian no later than 45 minutes after scheduled arrival time. Staff shall send a written message via HiMama, email or text message to the parent/guardian. If unable to get reach parent/guardian, will call. If no response after 3 attempts, staff will reach out to emergency contacts.
 - If staff are not able to reach any of the above contacts, the supervisor and manager will do a wellness check visit to the family's address.
 - If not able to reach by any of the means above, staff will contact police
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to (identified on the enrollment form).
2. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
 - If the person is not identified on the written authorization, inform them that you do not have permission to release the child into their custody. Explain that this is for the safety of the children. If the person insists upon taking the child, take all the children with you and telephone the parent. Under no circumstances are you to



leave the child with the person. Inform the parent of the situation. Explain to the parent this policy is in place to ensure the safety of their child.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by the end of program time (i.e. 5:30pm), the program staff or supervisor shall contact the parent/guardian call and advise that the child is still in care and has not been picked up.
 - o Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - o Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, wait until the program closes, then refer to procedures under 'where a child has not been picked up and program is closed.'

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:45, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. Or, if staff are alone, they take child with them to make the call. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact other authorized individuals listed on the child's file. Staff shall ensure the child is supervised until child is picked up.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00pm the staff shall proceed with contacting the Huron-Perth Children's Aid Society (CAS) 1-800-668-5094. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

North Perth Children Services Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

For School Age Program Only: Where a parent/guardian has provided written authorization (special arrangement form) for their child (10 years or older) to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care. Prior to dismissing the child



from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care and as well as their initials on the attendance record. Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the school age program is no longer responsible for that child upon their dismissal.

Custody/Court Orders

When custody is not available to one or either parent, a court order must be obtained from the person who has custody. This is done during registration.

If custody arrangements change, it needs to be updated on the child's file, and all related documents must be updated. Notify Site Supervisor of any changes

Two copies of the court order will be made. One copy will be attached to the child's registration form and retained in the program. The second copy will be filed at the Site Supervisors office.

IF THE ADULT IS THE CHILD'S PARENT AND YOU DO NOT HAVE A COURT ORDER disallowing the parent access, you cannot legally stop the parent from taking the child. You should explain this when you telephone the parent with whom the child lives and try to dissuade the other parent from taking the child.

IF YOU DO HAVE A COURT ORDER DISALLOWING THE PARENT ACCESS TO THE CHILD you should follow the steps as outlined above. Explain the situation to the parent with whom the child lives, they may wish to come to the program. Explain to the other parent that you have court order disallowing them access.

If the parent still insists, you should call the police to have him/her removed from the premises. The police can only act if you have a court order.

Anytime this situation occurs, contact the Site Supervisor immediately.

Additional Procedures

- Any concerns with regards to a child's arrival or dismissal pick up, staff are to contact the Site Supervisor immediately

Related Policies:

AD-6 Serious Occurrence Policy

AD-13 Supervision of Children Policy

AD-13 Runaway/Missing Child Policy

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.



Staff: An individual paid directly by the licensee (not a third party) to provide a service in the child care program.

Student: An individual who is on an educational placement with the child care centre and interacts with children in care.

Volunteer: An individual who participates in the child care program and interacts with children in care but is not paid by the licensee (e.g. parents assisting on an occasional or recurring basis with child care programming, such as excursions, field trips, etc.).

Regulation Reference for Arrival and Dismissal Policy:

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises, or

(ii) a child is not picked up as expected from the centre or home child care premises.



Thank you for giving us the opportunity to learn and grow with your child and family!