

DENISON CHILD CARE SERVICES PARENT RESOURCE PACKAGE

MISSION

Denison Child Care strives to provide a stimulating and nurturing inclusive environment that challenges and fosters a child's curiosity of the world and potential for learning by engaging him/her through child-directed activities. The program focuses on both the child and the family, recognizing the value, worth and dignity of each individual.

INTRODUCTION

Denison Child Care was founded in 1994. *Denison Child Care* currently has facilities for infants (younger than 18 months), toddlers (18 months – 30 months), and preschoolers (30 months to 4 years) at Dr. John M. Denison Secondary School location and Stickwood Walker Child Care location. Programs for children from kindergarten (44 months to 6 years of age) and primary/junior school age (to the age of 12) are located at Poplar Bank, Glen Cedar, Terry Fox and Phoebe Gilman Public Schools.

The centres are an integral part of the school and community. The program focuses on both the child and the family, recognizing the value, worth and dignity of each individual. It is our intention to provide quality care for the children through the use of trained, qualified staff who provide a warm and stimulating environment geared to each child's own interests, abilities, and needs.

The centres are a training facility, welcoming students from various community colleges, universities and secondary schools.

PEDAGOGICAL/PROGRAM STATEMENT



Denison Child Care views children as being capable, competent, curious in nature and rich in potential. Safe and stimulating environments are crucial, enhancing a child's full development. Our programs provide a combination of a stimulating and nurturing environment that focuses on opportunities for learning through a variety of hands-on, play-based experiences.

At Denison, we believe deeply in the value of play. During play, that includes times of outdoor and indoor, active play, rest and quiet time, children use their senses to discover and manipulate the things in their environment.

They interact with other children and adults. They imitate and experiment with roles and means of expression. Consideration is given to the individual needs of the children. Through the exploration of their environment, children begin to form the concepts on which all future learning will be based.



The children in the program are encouraged to initiate their own activities as dictated by their personal needs and pace. During these self-chosen activities, children draw ideas from their own interests and imaginations. The children have the opportunity to improve their problem-solving skills, as well as gain a sense of self-responsibility as a result of having a wide variety of choice in their activities. Throughout this process, their self-confidence will increase and flourish. In addition, the program staff are trained in facilitating and expanding upon the individual child's interests when providing materials and activities, creating an environment that is appropriate for his or her developmental needs. These dimensions of the learning environment ensure the growth of each child physically, cognitively, socially, emotionally and creatively. The environment will be viewed and supported as a third teacher to help create a positive learning environment.



In the spirit of co-operation on which the centre is based, families and teachers work together as responsible role models reflecting warmth, consideration, and respectfulness. The continuity between home and child care helps to ensure an atmosphere of acceptance and care. Working together, we can create a positive learning environment in which the children not only learn, but also develop a love of learning. It is our aim to provide an atmosphere in which children feel free, safe and comfortable to follow their urges to explore, discover, learn and thrive.

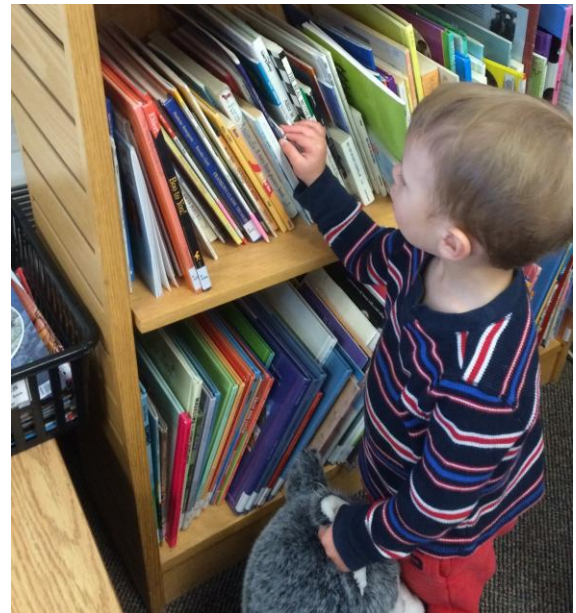
We encourage the children to learn to be responsible for their own behaviour, self-regulate their emotions and communicate in a positive way. When appropriate, we expect them to solve their own problems, with the assurance that there is an adult present for support if it is needed. There is immediate adult intervention if destructive behaviour is exhibited by any child against self, another child, staff members or equipment.

We practice positive child guidance strategies. We believe, however, that it is impossible to create a warm and secure atmosphere if the environment is punitive. We place the emphasis on understanding the individual child and the reasons for the inappropriate behaviour. It is therefore, our responsibility to locate the source of that inappropriate behaviour, understand it, and help to change it.

The most effective means of producing more appropriate behaviour is through modeling, explanations, redirection, and presenting alternatives. Our focus is to bring the children to a level at which they understand their own individual needs and are able to express emotions and direct themselves appropriately.

Staff members are to work closely with families to provide cultural consistency in harmony with the home. This promotes an atmosphere that encourages openness to the perspectives of others.

At **Denison Child Care Centre**, the programs are re-evaluated regularly to reflect changes within *the Child Care and Early Years Act, 2014* and ideologies on Early Childhood Education. Staff members use the principles found in *'How Does Learning Happen?'*; *'Think Feel Act'*; and *the 'Early Learning for Every Child Today'* to provide the foundation for curriculum planning and guidance. In addition, the learning is made visible to families through the documentation created by the children and trained staff. The *'Standards of Practice'* as found in the *'College of Early Childhood Educators Code of Ethics'* guides our professionalism.



GOALS

Our goal at *Denison Child Care* is to provide a safe, stimulating, nurturing environment balanced between active and quiet, indoor and outdoor experiences that will:

- Strengthen and develop the child's learning potential and skills;
- Promotes health, safety, nutrition and well-being of the children;
- Foster and support children's individual views of exploration, play and inquiry;
- Encourage independence and self-esteem through positive and responsive interactions with others;
- Encourage the child to explore and discover his/her world;
- Celebrate differences and similarities through an anti-bias approach;
- Meet the needs of the individual child, as well as those of the group;
- Maximize parent partnerships with the centre and staff through ongoing communication;
- Encourage the participation of the community, for example, providing placements for university, college and secondary school students in co-operative placements;
- Welcome visitors to the centre – parents with specialized skills, professionals;
- Capitalized on visits to local areas of interest through various trips throughout the year;
- Support staff and others who interact with children in relation to continuous professional learning; and
- To consistently review our approaches and to keep up-to-date on any trends.



IMPLEMENTATION

At *Denison Child Care*, the approaches to implement our pedagogical/program statement will be observed and assessed daily, that includes but is not limited to the goals we have set out. For example, encouraging children to explore and discover their world by expanding on the children's personal interests through activities, and/or encouraging independence and self-esteem through positive interactions with others by role-modelling, providing consistency and redirecting when necessary.

Staff, students and volunteers will engage and support in providing a positive learning environment and ask questions when needed. Creating, warm and responsive interactions with children and families helps foster respectful relationships. Staff will use pedagogical documentation to demonstrate 'How Does Learning Happen' is being supported within the classroom.

MONITORING PROCEDURES

Every employee, volunteer and student will be observed usually on a daily basis by the Supervisory staff where time permits. A more formal observation will take place every six months with a summary of these observations. Concerns, if any, will be followed through with our Monitoring Compliance and Contravention Policy and/or will be recorded in the staff members file. These observations will ensure the Program Statement is being followed. Failure to comply with any of the above is cause for dismissal of an employee.



BEHAVIOURAL PHILOSOPHY

As stated, at *Denison Child Care*, we encourage the children to learn to be responsible for their own behaviour, self-regulate their emotions and communicate in a positive way. When appropriate, we expect them to solve their own problems, with the assurance that there is an adult present for support if it is needed. There is immediate adult intervention if destructive behaviour is exhibited by any child against self, another child, or equipment.

We practice positive child guidance strategies. We believe, however, that it is impossible to create a warm and secure atmosphere if the environment is punitive. We place the emphasis on understanding the individual child and the reasons for the inappropriate behaviour. It is therefore, our responsibility to locate the source of that inappropriate behaviour, understand it, and help to change it.

The most effective means of producing more appropriate behaviour is through modeling, explanations, redirection, and presenting alternatives. Our focus is to bring the children to a level at which they understand their own individual needs and are able to express emotions and direct themselves appropriately.

At *Denison Child Care*, employees, students, volunteers or anyone interacting with children are prohibited from the following practices under the *Child Care and Early Years Act*:

1. Corporal punishment (physical punishment such as hitting, spanking, kicking, heavy pushing, shoving, grabbing, squeezing arms, ears, etc.);
2. 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;
3. Locking the exits of the Centre for the purpose of confining the child, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures or using a locked or lockable room or structure to confine the child if he or she has been separated from other children;
4. 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;
5. Depriving the child of basic needs (i.e. food, drink, shelter, clothing, toilet use, sleep and bedding). Food should not be used to discipline children at lunch or snack time; and/or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

Corporal punishment and other harmful disciplinary practices are forbidden in order to protect the emotional and physical well-being of children. These practices are never permitted at the Centre. Children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behavior.

BOARD OF DIRECTORS

Denison Child Care is a non-profit organization. As a non-profit corporation, Denison is governed by a Board of Directors, comprised of parent users, and interested members of the community in conjunction with the Ministry of Education / Licensing, and the York Region District Board of Education.

The Board of Directors is charged with the responsibility of making decisions in the best interest of all the children. It is a governing body that monitors the curriculum, develops policies, makes informed decisions and maintains an overview of the centre's operation on behalf of the general membership. The Board of Directors ensures the centre meets all legal requirements and organizes several fundraising events throughout the year.



PARENTAL INVOLVEMENT

Individual interviews, group meetings, and workshops supplement daily contact between parents and staff. Family members are encouraged to participate in the daily program and to visit their child in their free time.

The Board of Directors encourages all staff and parents to attend the bi-monthly board meetings. Interested parents are encouraged to join the Board of Directors.

COMMUNITY INVOLVEMENT

- Local visits – fire station, library, police station
- Visitors to the centre – parents with special skills, professionals
- Regular involvement from students at the adjacent school
- Visitors from other child care programs and organizations to share information
- Placements of Early Childhood Education students from local colleges and universities, as well as co-operative education students from high schools.



TRIPS

Various trips are taken by the children throughout the year to places of special interest. Detailed information about the trip will be sent home prior to such excursions. Trips are an integral part of the program. If for some reason parents do not wish their child to participate, alternate arrangements for your child's care must be made. There is no reduction in fees for an absence due to non-participation. Parent volunteers are always welcome to join their child on an outing.

Denison Child Care takes advantage of outdoor learning and experiences by planning field trips in all four seasons of the year. Staff are trained to follow Public Health guidelines and provide a safe and healthy experience in all weather conditions. Children should come prepared to benefit from the outdoor experiences for each individualized trip.

SUPERVISION OF CHILDREN

Children must be supervised by an adult at all times. An adult is an individual who is 18 years of age or older. Children up to and including senior kindergarten age will never be unsupervised by a staff member. Children in grade 1 and up are able to use a responsible buddy system to temporarily leave the supervision of a staff member to engage in activities such as washroom routine and retrieving belongings from the hallway, etc.

Staff are required to count the number of children under their care before and after the movement of children within the centre, when outside in the playground, when moving children to and from the playground, and at any time the staff take the children off the premises.

The ratio of employees to children will always be kept. The proportion of qualified staff members for each group of children are fulfilled, on or off premises. Children are grouped by age so that a wide-range of developmental similarities in interest, skills, and attention may be considered in program planning, physical space and equipment.



PROFESSIONAL DEVELOPMENT POLICY

Denison Child Care will strive to employ the most suitable candidates for our programs. The Board of Directors encourages continuing education for all employees. All administrative, trained and assistant staff is encouraged to attend as many professional development opportunities as are available at no cost to the employees, as long as the budget can accommodate this. We also provide staff with internal training and workshops throughout the year.

At *Denison Child Care Centre*, the programs are re-evaluated regularly to reflect changes within the *Child Care and Early Years Act* and ideologies on Early Childhood Education. Workshops are also offered for both staff and parents to review program content. At regular intervals throughout the year, information will be available informing you of these workshops, as well as topics of interest, events, and child care news.

VOLUNTEERS, PLACEMENT STUDENTS AND PARTICIPATING PARENTS

Denison Child Care is committed to providing a high quality, safe and secure environment for all children enrolled in our programs. The safety and well being of children who are being supervised on our premises is one of our highest priorities.

Denison Child Care programs may have volunteers, placement students and/or participating parents working within the organization along with staff throughout the year. At all times, volunteers, placement students and participating parents must be under the supervision of Denison Child Care staff. At no time, will a volunteer or student be included in staffing ratios. All supervision is provided by individuals older than 18 years of age.

Denison Child Care requires that all volunteers, placement students and/or participating parents have current vulnerable sectors check and an up-to-date medical record, including a 2 step-TB.

The roles and responsibilities of *Denison Child Care* is to ensure that our policies and procedures are reviewed with students and volunteers. We will provide answers to any questions, offer support and discuss any successes or problems. We will do our best to help develop the skills and roles of our students and volunteers. The roles and responsibilities of students and volunteers is to fulfill Denison's philosophy and pedagogical program statement of providing high quality child care and learning experiences.

PROGRAM DIVERSITY

Denison Child Care provides an anti-bias approach in program development that promotes equal respect and acceptance for all. Differences are GOOD; they exist and can be enriching. As children are exposed to diversity in all programming areas it teaches the acceptance of these differences. As a result, children grow to be more tolerant. Our staff is trained to work closely with families to provide cultural consistency in harmony with the home. This promotes an atmosphere that encourages openness to the perspectives of others.

INCLUSION OF CHILDREN WITH SPECIAL NEEDS

Denison Child Care programs are open to all children. We will continue to train and support all staff consulting the expertise from outside agencies such as York Hills, the C.N.I.B. and Early Intervention Services to provide programs based on the needs of the child and the family. It is our intention to work closely with families to provide support based on a family's unique needs and expectations. We are willing to make changes to the program and/or space to accommodate the physical needs of a child with special needs.



DAYS AND HOURS OF OPERATION

Full time care at *Denison Child Care Centre & Stickwood Walker Child Care* is offered between 7:30 a.m. and 5:30 p.m., five days a week. The program at **Poplar Bank Public School** is offered from 7:00 a.m. to 7:50 a.m. and 2:40 p.m. until 6:00 p.m.; at **Glen Cedar Public School** from 7:00 a.m. to 8:10 a.m. and 3:00 p.m. until 6:00 p.m.; at **Terry Fox Public School** from 7:00 a.m. to 7:50 a.m. and 2:40 p.m. until 6:00 p.m.; at **Phoebe Gilman Public School** from 7:00a.m. to 8:20a.m. and 3:00p.m. until 6:00p.m.

HOLIDAYS/SICK LEAVE

Denison Child Care observes the following holidays:

- New Year's Day
- Good Friday
- Victoria Day
- Civic Holiday
- Thanksgiving Day
- Boxing Day
- Family Day
- Easter Monday
- Canada Day
- Labour Day
- Christmas Day



In addition, the center is closed during the week of the Christmas/New Year Holiday. There are no refunds for these days or any additional missed due to illness or vacation leave.

When a child is ill and cannot attend the centre, the centre must be informed by phone. It is suggested that the parents prepare and arrange for emergency backup child care in anticipation of these situations

INCLEMENT WEATHER

During inclement weather, *Denison Child Care* will follow all advisories forwarded by the York Region Public Health. As our programs are located in York Region District School Board sites, any school closures or school bus cancellations will be followed.

WAITLIST

Denison Child Care will not charge or collect a fee or deposit for the placement of a child on a wait list for the admission for an unsecure spot. The waitlist priorities will go to currently enrolled families; then onto the general waitlist. Exemptions may be made for emergency placements. When a spot is secure, a start date will be set and payments will be made for the 1st of each month. The waitlist will be made in a transparent manner that maintains privacy and confidentiality of the children on the waitlist.

A Program Supervisor or designate will verbally confirm the position where a family is on the waitlist. Upon request, families may have their position on the waitlist in letter format.

ADMISSION / DISCHARGE POLICY

An interview will be arranged to familiarize you and your child with the surroundings, answer questions, and complete admission forms prior to enrolment. For the first week, parents are encouraged to stay with their child at the beginning of the day in order to reassure him or her and minimize fear until you and your child become more comfortable.

The centre require one (1) month written notice upon discharge so no additional fees will be charge. Similarly, if the centre is no longer able to meet the needs or requirements of an individual family the centre will provide one (1) month written notice upon discharge where possible.

Examples of reasons for discharge from Denison programs:

- a child cannot adjust to the program;
- a child's behaviour is a threat to safety of self, other children, educators/adults, or property;
- a family member is abusive (physically, verbally, or emotionally);
- a failure to comply with the policies and procedures outlined in the parent handbook;
- non-payment of fees;
- consistently late pick-ups.

ARRIVAL AND PICK UP

Young children depend on regular routines for their own sense of security. We recommend that parents establish fixed hours to pick up and drop off their children. When your child arrives, notify a member of the staff as to your child's presence. The staff member will check your child in and perform a visual health check. Similarly, when picking up your child, enter the building and make sure the staff knows you are leaving. Unless otherwise arranged, children will not be released to any person other than those specified on the admissions forms.

PARENTS HIRING STAFF OFF-HOURS FOR BABYSITTING

Denison Child Care recognizes that on some occasions, parents have hired staff after hours to do babysitting in their homes or in the homes of staff. The agency is concerned with the potential liability of this arrangement. As a result, parents must acknowledge that any arrangement made with a staff member outside of work hours is made independently of this agency. We accept no responsibility for any activities of our staff outside of work hours and make no comment as to the quality of care that is received during these arrangements. Staff may not sign children out of the Centre or transport children to or from the centre.



ADDRESSING PARENT ISSUES AND CONCERNS

Denison Child Care works closely together with families and educators as models reflecting warmth, consideration and respectfulness. It is our aim to provide an atmosphere in which children and families feel comfortable and are engaged in ongoing communication about the program and their child(ren). Denison Child Care values differences in beliefs and opinions. Despite our best efforts, parent issues and concerns may arise and any issues or concerns brought forward are taken seriously. If families have any issues or concerns, they may address them with a staff member or a site supervisor, verbally or in writing. Denison Child Care will attend to the issue or concern within a 24-hour period or at the time it is raised. We will work together to address the issue and concern to come to a resolution.

All issues and concerns will be dealt with in a confidential manner and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society). Harassment and discrimination will not be tolerated from any party. Investigations of issues and concerns will be fair, impartial and respectful to parties involved. Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may raise the issue or concern verbally or in writing to the Executive Director.



Nature of Issue of Concern	Steps for Parent and/or Guardian to Report Issue/Concern	Steps for Staff and/or Licensee in Responding to issue/concern
Program Room – Related Eg: schedule, sleep arrangements, toilet training, indoor/ outdoor program activities, etc.	Raise the issue or concern to - the classroom staff directly and/or - the supervisor or licensee	- address the issue/concern at the time it is raised Or - Arrange for a meeting with the parents/guardian within 24 hours. Document the issue/ concerns in detail. Documentation should include: - the date and times the issue/concern was received; - the name of the person who received the issue/concern.
General, Centre- or Operations – Related Eg: child care fees, hours of operations, staffing, menus, etc.	Raise the issue or concern to - the supervisor or licensee	- the name of the person reporting the issue/concern. - the details of the issue/concern; and -any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
Staff-, Supervisor and/ or Licensee-Related	Raise the issue or concern to - the individual directly and/or - the supervisor or licensee All issues or concerns about the conduct of staff 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.	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 24 hours or as soon as reasonably possible thereafter. Document reasons for delays in writings.
Student- / Volunteer-Related	Raise the issue or concern to - Staff responsible for supervising the volunteer/student and/or - The supervisor and/ or licensee. All issue 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.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

PURCHASE OF SERVICE AGREEMENT

Denison Child Care has a Purchase of Service Agreement with The Regional Municipality of York to provide subsidized child care for children.

CLOTHING AND POSSESSIONS

Children should be dressed in clothing that is appropriate for physical activity, the weather, and the season. A second set of clothing should be kept at the centre in case of accidents. All diapers are to be supplied by the parent and should be left in the child's cubby. All articles from home must be labeled with your child's name.



NUTRITION

A nutritious midday meal as well as morning and afternoon snacks will be provided. Parents of young infants will be expected to provide for their child's dietary needs. All food/bottles brought into the centre must be clearly labeled with each child's name. Children's special dietary needs and allergies will be posted in the cooking and service areas. Weekly menu plans will be posted four (4) weeks in advance to assist parents in menu planning in the home.

Denison Child Care will ensure that all food that is served to the children while in the program is provided by Yummy Catering or are baked/cooked at the centre and/or must be purchased from an approved source. Families may bring food in for their own child; their child's initials and date it is brought in must be on the package/container. Denison Child Care staff will also ensure that all food brought in the program must take into account any food allergies of children and staff attending the program. Children with life-threatening allergies will have an

individual plan created before they begin program. We are a nut-free facility and will take all pre-cautions when serving food to children with allergies.

GUIDELINE FOR BAGGED LUNCHES AND FOOD BROUGHT FROM HOME

Parents of school aged children, including those attending kindergarten, will be expected to provide a bagged lunch for PA days, school holidays and summer camp. Lunches should include a nut free nutritious, well-balanced meal that meets the requirement set out in Canada's Food Guide. Parents should pack all lunch bags with an ice pack as they are not stored in the refrigerator. Staff at the centre are able to provide parents with copies of Canada's Food Guide and suggestions for healthy snacks upon request. The following lays out the responsibility of parents and staff when food is brought from home including bag lunches:

Parent and Guardian's Responsibilities

- The bagged lunch adheres to Canada's Food Guide.
- Lunch is provided in a labelled lunch bag with an ice pack.
- Foods that may have come in contact with nuts are not allowed in the child's lunch.



Staff Responsibilities

- All surfaces will be cleaned with a cleaning solution prior and after the children have their lunch. (The cleaning solution is a germ destroyer approved by Public Health)
- Staff will ensure the children wash their hands before assisting children with their lunches.
- Staff will ensure children wash their hands prior to eating lunch.
- Staff will monitor lunches to ensure food arrives at the centre that contains nuts or has the warning sign “may have come into contact with nuts”.
- An alternate lunch will be provided if a child forgets their lunch. A courtesy call to the parent or guardian will be made and the food served will be recorded in the logbook.
- Staff will encourage children not to share lunches.
- Staff will supervise closely any child that has a life-threatening allergy by sitting next to them or across from them during lunch time.
- Staff will monitor each child’s lunch and should a child’s lunch consistently not adhere to Canada’s Food Guide then they will work with the parent to provide sample menus.
- Sample lunch ideas/websites will be available at the centre to support families.

HEALTH AND ADMINISTRATION OF DRUGS

The *Child Care and Early Years Act* and the Public Health Department stipulate that prior to admission each child must be immunized as recommended by the local medical officer of health. The centre is required under the *Child Care and Early Years Act* and the Public Health Department to exclude children who are ill in order to prevent the spread of contagious disease or illness. Parents must be prepared to make other arrangements for their children when they are ill. If a child becomes ill during the day, temporary care will be provided until the parent can be contacted, and the child is taken home. Regulations require daily outdoor (weather permitting) play for each child. Therefore, it is our policy that children too ill to play outdoors remain at home.

The centre will only administer prescription medication to children, in accordance with provincial legislation, this requires that parents provide:

1. Written authorization, including the dosage and times any drug is to be given.
2. Medication must be in the original container, clearly labeled with the child’s name, the name and dosage of the drug, the date of purchase, expiration date and instructions for storage and administration of the drug.

Prescription medication will only be administered by the site supervisor or a designate. Emergency medication can be administered by anyone who has been trained on a child’s individualized plan.



Sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer, and diaper cream do not constitute as drugs or medication for this policy but will only be administered with written consent and instruction from parents along with the instruction on the label, stored in original container, and labeled with the child’s name.

EMERGENCY MANAGEMENT

Denison Child Care has policies and procedures in place regarding emergency management which includes but not limited to lockdowns, fire procedures, hold and secure etc. Our policy is to ensure the health and safety of all children and adults during a situation where immediate action is required. The policy is reviewed with all staff, students and volunteers before they begin interacting with children and annually thereafter. Fire drills are practiced on a monthly basis. If an emergency situation arises, parents and families will be contacted by phone as soon as the immediate threat has been addressed. [See appendix A]

STAFF RESPONSIBILITY RE: REPORTING TO CHILDREN'S AID SOCIETY

In the event that a child makes a disclosure to a staff member or a child's behaviour raises concern regarding abuse or neglect, a staff member is required to and will always contact children's aid society. This is a very difficult process for staff, parents and most especially for children.

Staff members will follow the direction of children's aid society through the reporting and response process. Staff members are not judging the actions of a parent in these matters - they are following the law. These matters are held in strict confidence. Our agency will continue to support the family through this process and will work with the family to provide behavior management strategies or parenting classes if the parents choose.

STAFF RESPONSIBILITY RE: REPORTING SERIOUS OCCURENCES

The safety and well-being of the children in our licensed child care programs is the highest priority. Licensed child care centers work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

The Ontario government has introduced a new policy that requires licensed child care centres to post information about serious occurrences that happen at a centre effective November 1, 2011. To support increased transparency and access to information, a 'serious occurrence notification form' must be posted at the centre location in a visible area for 10 days.

A serious occurrence could include a serious injury to a child; a fire or other disaster on site, or an incident where a child who is receiving care goes missing or is temporarily unsupervised.

Licensed child care centres are already required to report serious occurrences to the Ministry of Education/Licensing, which is responsible for child care licensing. This policy requires child care operators to post information in their facilities so that parents also have access to it.

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

This policy supports the government's efforts to increase access to information about licensed child care programs in Ontario.

We encourage you to speak to the staff members for more information about serious occurrences and the new serious occurrence notification form posting policy.

FINANCIAL INFORMATION

Denison Child Care has enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada. This is a five-year plan with a goal of reducing fees to an average of \$10/day by 2025 for children 6 years of age and under.

We are committed to providing child care services that meet the needs of your family. Participating in the CWELCC System will help us continue to provide high quality child care that is accessible, affordable, inclusive, and sustainable.

PROGRAM AT DENISON	FROZEN FEES	CWELCC (BASE FEE)
<i>INFANT PROGRAM</i>	\$1,325.00/month	\$478.50/month
<i>TODDLER PROGRAM</i>	\$1,065.00/month	\$478.50/month
<i>PRESCHOOL PROGRAM</i>	\$ 945.00/month	\$446.00/month
PROGRAM AT STICKWOOD WALKER		
<i>INFANT PROGRAM</i>	\$1,566.43/month	\$478.50/month
<i>TODDLER PROGRAM</i>	\$1,236.48/month	\$478.50/month
<i>PRESCHOOL PROGRAM</i>	\$1,051.40/month	\$478.50/month
<i>Kindergarten***</i>		
<i>BEFORE SCHOOL</i>	\$190.00/month	\$190.00/month
<i>BEFORE AND AFTERSCHOOL</i>	\$465.00/month	\$261.00/month
<i>PA DAYS (additional day fee)</i>	\$30.00/day	\$10.00/day
<i>SUMMER CAMP (weekly fee)</i>	\$275.00/week	\$110.00/week

** Kindergarten applies to children under the age of six.

A child with a birthday January to June will be eligible until June 30. A child with a birthday July to December is eligible until they turn six, not the month after.

All programs:

Fees are payable for all holidays as stated in the parental agreement. There is no reduction for illness, vacation, or weather-related closures. Our fees are pro-rated and payable through preauthorized payment each month.

Base fees include play materials, supervision by adults during operating hours, the development and implementation of individualized plans (medical, support, anaphylaxis), and equipment/furnishings such as a cot, crib and sheet. **Non-base fees** (provided by families) include diapers, wipes, sunscreen, blanket for sleep, re-useable water bottle/cup, NSF fees.



If this program funding (CWELCC) is no longer available from the government families will be responsible to pay the full market rates to maintain current enrollment status.

PROGRAM – SCHOOL AGE	FULL TIME (5 days)	PARTTIME (2-3days)
<i>AFTER SCHOOL only</i>	\$ 410.00/month	\$22.00/day*
<i>BEFORE and AFTER SCHOOL</i>	\$ 450.00/month	\$24.00/day*
<i>BEFORE SCHOOL only</i>	\$ 210.00/month	\$14.00/day*
<i>EXTENDED PROGRAM (P.A. Days, March Break)</i>	\$ 40.00/day In addition to monthly fee	\$ 55.00/day*
<i>SUMMER CAMP</i>	\$ 315.00 week	Not offered

*Part time care is offered only in the event that there is available space. The program requires a minimum of 2 weeks written notice of part time dates.

1. Monthly Pre-Authorized Debits (P.A.D.) are required for the first of each month. Any credits or refunds will be applied to the next month fees or given by cheques within 60 days.
2. N.S.F. P.A.D.'s will be subject to a late fee of \$50.00. I understand service will be withdrawn as a result of unpaid fees.
3. If it becomes necessary to withdraw our child from care, we will give one (1) month' notice in writing. Similarly, if the centre is no longer able to meet the needs or requirements of an individual family, the centre will provide one (1) month' written notice upon discharge where possible. Examples of reasons for discharge from Denison programs: a child cannot adjust to the program; a child's behaviour is a threat to the safety of self, other children, educators/adults, or property; a family member is abusive (physically, verbally, or emotionally), failure to comply with the policies and procedures outlined in the parent handbook; non-payment of fees; consistently late pick-ups.
4. Parents will make every effort to ensure that my child arrives and is picked up by the set hours of the program he/she attends. Child care services will be terminated if this policy is abused. (Please note: The Centre goes by their clocks). Lateness will be documented, and parents will be requested to acknowledge this with their signature(s). If parents are late on more than three (3) occasion's services may be terminated.
5. A child's medical records must be filled out and signed prior to his/her first day of attendance in accordance to the Ministry of Health regulations.
6. Denison Child Care will close for all Statutory and Civic holidays including Easter Monday. If a holiday falls on a weekend an alternate day will be chosen. Denison Child Care will be closed for the week between Christmas and New Years Day. Child care fees are due, 12 months of the year, 10 months at our School age site, with no reduction for closures, statutory or civic holidays, family vacations, or time lost due to absence or illness.

APPENDIX A
DENISON CHILD CARE CENTRE
EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

PURPOSE

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Fire and emergency procedures will be reviewed with all staff, students, and volunteers before they begin interacting with children and annually thereafter.

POLICY

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

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

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

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

- i) Denison Child Care – field located on east side of school
- ii) Poplar Bank School Age Program – field located on south side of school
- iii) Terry Fox School Age Program – field located on west side of school
- iv) Glen Cedar School Age Program – field located on east side of school
- v) Phoebe Gilman School Age Program – field located on south side of school
- vi) Stickwood Walker Child Care – parking lot located on south side of child care

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

- i) Denison Child Care evacuation site is Denne Public School
- ii) Poplar Bank School Age Program evacuation site is Phoebe Gilman Public School
- iii) Terry Fox School Age Program evacuation site is Sir William Mulock Secondary School
- iv) Glen Cedar School Age Program evacuation site is Huron Heights Secondary School
- v) Phoebe Gilman School Age Program evacuation site is Poplar Bank Public School
- vi) Stickwood Walker Child Care evacuation site is Magna Centre

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

For any emergency situations involving a child with an individualized plan in place, the procedures in the child’s individualized plan will be followed. Any staff requiring support or accommodation during the emergency procedures will be put in writing and will be followed.

When asked, we will provide information about our organization and services, including public safety information, in accessible formats, or with communication supports:

- a) in a timely manner, taking into account the person’s accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. An employee emergency information worksheet and/or emergency response information will be use/provided. All information will be kept confidential and will only be shared with employees or parental consent to those designated to help in an emergency. This information will be reviewed before beginning employment or care, if an employee/child moves locations, if accommodation needs change, if policy changes or as needed.

If any emergency situations happen that are not described in this document the executive director or site supervisor/designate will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed. All emergency situations will be documented in detail by site supervisor or designate in the daily written record.

Denison Child Care programs are located in York Region District School Board space and will follow any direction given by local authorities in regard to emergency procedures.

Fire Drills are practiced on a monthly basis. The procedures are posted in each classroom.

PROCEDURES

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

<p>Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building</p>	<p>1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible.</p> <p>2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately.</p> <p>3) Staff in the program room must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. <p>4) Site supervisor or designate must immediately:</p> <ul style="list-style-type: none"> • close and lock all entrances/exits of the child care centre; • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the child care centre. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>
<p>Bomb Threat A threat to detonate an explosive device to cause property damage, death, or inquires e.g. phone call bomb threat, receipt of a suspicious package.</p>	<p>1) The staff member who becomes aware of the threat or site supervisor or designate must:</p> <ul style="list-style-type: none"> • remain calm; • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children’s attendance to confirm all children are accounted for. <p>A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</p> <p>B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</p>
<p>Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises e.g. fire, flood, power failure</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre’s fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children’s emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions; • escort children to the meeting place; and • take children’s attendance to confirm all children are accounted for, • keep children calm; and • wait for further instructions. <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications

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

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

Phase 2: Next Steps During the Emergency

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

List of Emergency Contact Persons:

Local Police Department: 911

Ambulance: 911

Local Fire Services: 911

Southlake Hospital: (905) 895-4521

Ministry of Education: 1 (877) 510-5333
or (705) 812-5396

email: childcareontario@ontario.ca

York Region Education Centre: (905) 727-3141

Denison Child Care: (905) 836-0144

Denison Child Care Cell: (905) 252-8291

Dr. John M. Denison Secondary School: (905) 836-0021

Poplar Bank School Age Program: (905) 953-1850

Poplar Bank Public School: (905) 953-8995

Glen Cedar School Age Program: (905) 715-8231

Glen Cedar Public School: (905) 235-5136

Terry Fox School Age Program: (905) 715-8271

Terry Fox Public School: (905) 967-0975

Phoebe Gilman School Age Program: (905) 715-8251

Phoebe Gilman Public School: (905) 235-5136

Stickwood Walker (main #): (289) 338-3540

Stickwood Walker (secondary #): (289) 338-3585

4) Where any staff, student and/or volunteers are not on site, site supervisor or designate must notify these individuals of the situation and instruct them to proceed directly to the evacuation site if it is not safe or practical for them to return to the child care centre.

5) Site supervisor or designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.

6) Throughout the emergency, staff will:

- help keep children calm;
- take attendance to ensure that all children are accounted for;
- conduct ongoing visual checks and head counts of children;
- maintain constant supervision of the children; and
- engage children in activities, where possible.

7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

Procedures to Follow When “All Clear” Notification is Given	
Procedure	<p>1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre.</p> <p>2) Designated Staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.</p> <p>3) Staff must:</p> <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program rooms, where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for where applicable; and • re-open closed/sealed blinds, windows and doors <p>4) Site supervisor and designate will determine if operations will resume and communicate this decision to staff.</p>
Communication with parents/guardians	<p>1) As soon as possible, site supervisor or designate must notify parents/guardians of the emergency situation and that the all-clear has been given.</p> <p>2) Where disasters have occurred that did not require evacuation of the child care centre, site supervisor or designate must provide a notice of the incident to parents/guardians by contacting them by telephone or putting up a notice on the entrance of centre.</p> <p>3) If normal operations do not resume the same day that an emergency situation has taken place, site supervisor and designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.</p>
Procedures to Follow When “Unsafe to Return” Notification is Given	
Procedures	<ul style="list-style-type: none"> • The individual who receives that “unsafe to return” notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. • Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. • Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. • Site supervisor or designate will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. • Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible;

	<ul style="list-style-type: none"> • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	<p>1) Upon arrival at the emergency evacuation site, site supervisor or designate will notify parents/guardians of the emergency situation, evacuation, and the location to pick up their children.</p> <p>2) Where possible, site supervisor or designate will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated and include the details of the evacuation site location and contact information in the message.</p>

Phrase 3: Recovery (After an emergency has ended)

<p>Procedures for Resuming Normal Operations E.g. where applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.</p>	<p>1) Any information regarding the resuming of normal operations will be posted on the door of the centre and/or staff and families will be contacted verbally by the Executive Director or Site Supervisor.</p> <p>2) If re-locating or re-opening, the Executive Director or Site Supervisor will contact staff and families regarding information such as time and date, by telephone.</p> <p>3) Denison Child Care will send all necessary information needed to the Ministry of Education Program Advisor, as soon as possible.</p> <p>4) In response to media and community inquiries, all inquiries will be directed to the Executive Director, where applicable.</p> <p>5) Any other agencies that need to be communicated with will be contacted by the Executive Director or Site Supervisor, when warranted, such as:</p> <ul style="list-style-type: none"> • Caterer; • Insurance; • School Board; • Delivery and supplies companies.
Procedures for Providing Support to Children and Staff who Experience Distress	The centre will provide additional support for those who experience distress during the emergency. Counselling service will be contacted when warranted. Local services may include Blue Hills Child and Family Services 905-773-4323 and/or Mental Health Services, Southlake Regional Health Centre 905-895-4521.
<p>Procedure for Debriefing Staff, Children and Parents/Guardians Include, where applicable, details about when and how the debrief(s) will take place, etc.</p>	<p>Executive Director or Site Supervisor must debrief staff, children and parents/guardians after the emergency by a notice being posted at the entrance of the centre and/or verbal contact by the Executive Director or Site Supervisor.</p> <p>Where applicable, the debrief will be upon entry of centre after the emergency. Any additional inquiries from staff and families can be addressed to the Executive Director or Site Supervisor.</p>