



# Parent Handbook

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[www.denisonchildcare.ca](http://www.denisonchildcare.ca)

[info@denisonchildcare.ca](mailto:info@denisonchildcare.ca)

## **DENISON CHILD CARE TABLE OF CONTENTS**

|                                                              |    |
|--------------------------------------------------------------|----|
| Mission Statement & Introduction .....                       | 3  |
| Pedagogical / Program Statement .....                        | 4  |
| Prohibited Practices and Behavioural Philosophy .....        | 7  |
| Locations and Hours of Operations .....                      | 9  |
| Inclement Weather .....                                      | 10 |
| Safe Arrival and Dismissal Policy .....                      | 10 |
| Program Diversity and Inclusion .....                        | 10 |
| Statement on Outdoor Education .....                         | 11 |
| Parental and Community Involvement & Trips .....             | 12 |
| Supervision of Children .....                                | 13 |
| Addressing Parent Issues and Concerns .....                  | 13 |
| Waitlist .....                                               | 15 |
| Volunteers, Placement Students & Participating Parents ..... | 15 |
| Admission / Discharge .....                                  | 16 |
| Clothing / Possessions .....                                 | 16 |
| Nutrition .....                                              | 17 |
| Guideline for Bagged Lunches & Food Brought from Home.....   | 17 |
| Health & Administration of Drugs .....                       | 18 |
| Emergency Management .....                                   | 19 |
| Reporting to Children's Aid Society .....                    | 20 |
| Responsibility to Report Serious Occurrences .....           | 20 |
| Financial Information .....                                  | 21 |
| Appendix A: Safe Arrival & Dismissal Policy .....            | 24 |

## MISSION STATEMENT

***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. We are a non-profit, charitable organization.

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.

## BOARD OF DIRECTORS

As a non-profit corporation, Denison Child Care 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.

## 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.

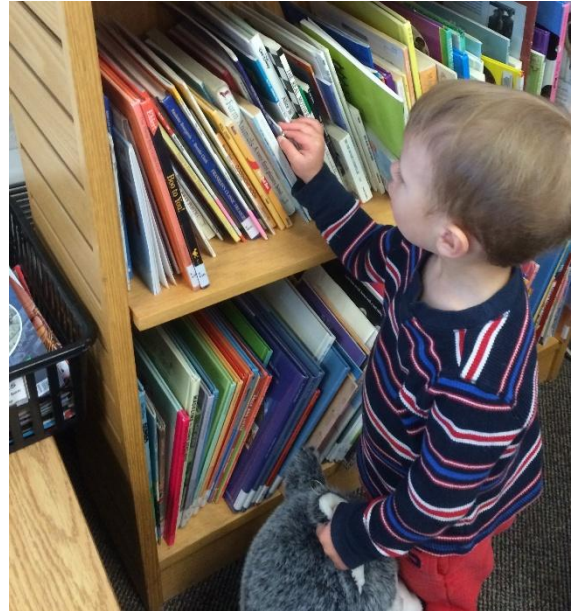
In the spirit of co-operation on which the centre is based, families and teachers work together as responsible role models reflecting warmth, consideration, and respectfulness. The continuity between home and child care helps to ensure an atmosphere of acceptance and care. Working together, we can create 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.

Therefore, in summary 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.

## **PROHIBITED PRACTICES & 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*:

- a. Corporal punishment (physical punishment such as hitting, spanking, kicking, heavy pushing, shoving, grabbing, squeezing arms, ears, etc.);
- b. Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

- c. Locking the exits of the 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;
- 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 (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
- f. Inflicting any bodily harm on children including making children eat or drink against their will.
- g. Sexual abuse, sexual misconduct, or engaging in prescribed sexual acts as defined in the Early Childhood Educators Act, 2007".

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.

### **Positive Social Interaction**

In accordance with the Centre's program statement and the *Child Care and Early Years Act*, the Centre will support positive interactions between children, families, staff and the community, rather than "managing" a child's behaviour. Research has shown that children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not. Further, by responding positively to children's cues and engaging in reciprocal interactions with them, we are supporting the development of secure relationships. Experiencing positive relationships in early childhood also has significant long-term impacts on physical and mental health, and success in school and beyond.

These are a few of the positive approach methods educators use in their interactions:

1. Positive role-modelling by demonstrating appropriate ways of interacting.
2. Providing logical consequences for behaviour.
3. Using a calm voice.
4. Providing consistent messaging to children.
5. Speaking at children's level.
6. Asking for assistance when required.
7. Following through on agreed upon messages.
8. Redirecting to appropriate activities or behaviours.
9. Providing opportunities for self-regulation by outlining appropriate choices for children and supporting a child's ability to gain control.
10. Adhering to Denison Child Care Centre's program statement and philosophy.

## LOCATIONS & HOURS OF OPERATION

| LOCATIONS                          | AGE GROUP SERVED                                                                       | HOURS OF OPERATION                                                                                  |
|------------------------------------|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| DENISON CHILD CARE CENTRE          | INFANTS, TODDLERS & PRESCHOOL<br>(0 – 4 YEARS OF AGE)                                  | 7:30 AM – 5:30 PM;<br>5 DAYS A WEEK                                                                 |
| STICKWOOD WALKER CHILD CARE CENTRE | INFANTS, TODDLERS & PRESCHOOL<br>(0 – 4 YEARS OF AGE)                                  | 7:30 AM – 5:30 PM;<br>5 DAYS A WEEK                                                                 |
| POPLAR BANK SCHOOL AGE PROGRAM     | KINDERGARTEN<br>(44 MONTHS TO 6 YEARS)<br>PRIMARY/JUNIOR SCHOOL AGE<br>(THE AGE OF 12) | 7:00 – 7:50 AM & 2:40 PM – 6:00 PM;<br>5 DAYS A WEEK;<br>PA DAYS/SUMMER CAMP/WINTER CAMP AVAILABLE* |
| PHOEBE GILMAN SCHOOL AGE PROGRAM   | KINDERGARTEN<br>(44 MONTHS TO 6 YEARS)<br>PRIMARY/JUNIOR SCHOOL AGE<br>(THE AGE OF 12) | 7:00 – 8:15 AM & 3:00 PM – 6:00 PM;<br>5 DAYS A WEEK;<br>PA DAYS/SUMMER CAMP/WINTER CAMP AVAILABLE* |
| TERRY FOX SCHOOL AGE PROGRAM       | KINDERGARTEN<br>(44 MONTHS TO 6 YEARS)<br>PRIMARY/JUNIOR SCHOOL AGE<br>(THE AGE OF 12) | 7:00 – 7:50 AM & 2:40 PM – 6:00 PM;<br>5 DAYS A WEEK;<br>PA DAYS/SUMMER CAMP/WINTER CAMP AVAILABLE* |
| GLEN CEDAR SCHOOL AGE PROGRAM      | KINDERGARTEN<br>(44 MONTHS TO 6 YEARS)<br>PRIMARY/JUNIOR SCHOOL AGE<br>(THE AGE OF 12) | 7:00 – 8:15 AM & 3:00 PM – 6:00 PM;<br>5 DAYS A WEEK;<br>PA DAYS/SUMMER CAMP/WINTER CAMP AVAILABLE* |

\*All or some locations will be open during these periods; dependent on enrolment. PA days, summer camp, winter camp hours are 7:30 AM – 5:30 PM.

## HOLIDAYS & SICK DAYS

DENISON CHILD CARE observes the following holidays:

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

In addition, the center is closed during the week of Christmas/New Years 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 must be informed by phone. It is suggested that the parents prepare and arrange for emergency back up childcare in anticipation of these situations.

## INCLEMENT WEATHER

During inclement weather, **Denison Child Care** will follow all advisories forwarded by the York Region Public Health. All of our programs follow directive from the York Region District School Board, any school closures or school bus cancellations will be followed.



## SAFE ARRIVAL AND DISMISSAL

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. **Parents/Guardians must notify the center by 10 am, if their child will be absent for the day.** 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. **SEE APPENDIX A for full SAFE ARRIVAL & DISMISSAL POLICY.**

## 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.

## STATEMENT ON OUTDOOR EDUCATION

At **Denison Child Care**, we value all the season's that Canada's climate brings – sun, ice, snow etc., All our programs go outside daily, and we take appropriate precautions for comfortable and safe, outdoor engagement by paying attention to weather conditions and temperatures.

Outdoor play is more than 'time outside' – it is a classroom without walls; where children can move, wonder, experiment, connect, and learn through meaningful experiences.

Active outdoor play promotes holistic health and well-being for people of all ages, communities, and environments, and for our entire planet. It is critical given the multiple global challenges we face today (e.g., social and health inequities, climate change, and digital addiction). Some benefits of playing outdoors are:

- Holistic development – outdoor environments support children's physical, social, emotional and cognitive abilities.
- Connection with Nature – children can develop curiosity and appreciation for the natural world.
- Fosters independence and confidence – children can take appropriate risk and make choice to test their abilities.
- Creativity and Imagination – open ended outdoor materials such as sticks, rocks, leaves, sand, mud and water invite children to create, pretend, and develop their own ideas.

Risky play encompasses the types of play that children see as thrilling and exciting (e.g., jumping a little further from a tree stump, climbing a little higher on a log, and running a little faster on different surfaces) that allows them to recognize and evaluate challenges according to their own abilities. As children engage in outdoor play and risk play within these outdoor environments, they are able to use their senses and emerging self-regulations skills to discover and manipulate things in a natural setting.





## 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. 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.

## ADDRESSING PARENT ISSUES OR 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                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Program Room – Related</b><br>Eg: schedule, sleep arrangements, toilet training, indoor/ outdoor program activities, etc. | Raise the issue or concern to<br>- the classroom staff directly and/or<br>- the supervisor or licensee                                                                                                                                                                                                                                                                       | - address the issue/concern at the time it is raised<br>Or<br>- Arrange for a meeting with the parents/guardian within 24 hours.<br><br>Document the issue/ concerns in detail. Documentation should include:                                                                                          |
| <b>General, Centre- or Operations – Related</b><br>Eg: child care fees, hours of operations, staffing, menus, etc.           | Raise the issue or concern to<br>- the supervisor or licensee                                                                                                                                                                                                                                                                                                                | - the date and times the issue/concern was received;<br>- the name of the person who received the issue/concern.<br>- the name of the person reporting the issue/concern.                                                                                                                              |
| <b>Staff-, Supervisor and/ or Licensee- Related</b>                                                                          | Raise the issue or concern to<br>- the individual directly and/or<br>- the supervisor or licensee<br>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.                                                      | - the details of the issue/concern; and<br>-any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.<br><br>Provide contact information for the appropriate person if the person being notified is unable to address the matter. |
| <b>Student- / Volunteer- Related</b>                                                                                         | Raise the issue or concern to<br>- Staff responsible for supervising the volunteer/student and/or<br>- The supervisor and/ or licensee.<br>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. | 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.<br><br>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.           |

## WAITLIST POLICY

**Denison Child Care** will not charge or collect a fee or deposit for the placement of a child on a wait list for admissions for an unsecure spot.

Denison Child Care waitlist priorities will go to currently enrolled families first, returning 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 1<sup>st</sup> of each month.

Denison Child Care will administer a wait list in a transparent manner. This information is available to prospective families however the Centre still maintains privacy and confidentiality of the children on the wait list.

A Program Supervisor or designate will verbally confirm the position where a family is at on the waitlist. These numbers can include numbers of each age grouping.

Families may also request to have their position on the waitlist in letter format.

## 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 1 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.



## ADMISSION / DISCHARGE

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 them and minimize fear until you and your child become more comfortable.

The centre requires 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.



## 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.

## TOILET LEARNING / TRAINING

Toilet learning/training is a process that can look different at home than it does in child care, and that is completely normal. When a child is ready; we partner with families to facilitate toilet learning/training. Families or Guardians are required to provide diapers and pull-ups for their child. We follow public health guidelines for diaper changes, toileting and handwashing.

We use a learning-centered approach that honours the learner (child) and their developmental needs, skills, abilities and interests. Please feel free to speak with your centre's supervisor and they will be happy to provide resources.



## 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.

## **RESPECTFUL COMMUNICATION & BEHAVIOUR**

We are committed to creating a safe, respectful and welcoming environment for all children, families and staff. We ask parents, guardians and caregivers to communicate respectfully, maintain professional interactions and work collaboratively with our team in the best interests of the children. Disrespectful, threatening or aggressive behaviour will not be tolerated, as we believe a positive partnership between families and educators is essential to supporting children's well-being and development.

## **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.



## **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 and/or email as soon as the immediate threat has been addressed.

## **REPORTING TO CHILDREN'S AID SOCIETY**

Staff have a responsibility to report to children's aid society when they have reasonable grounds to suspect that a child may be in need of protection from abuse or neglect. 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.

## **RESPONSIBILITY TO REPORT SERIOUS OCCURRENCES**

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.

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

| <b>PROGRAM – SCHOOL AGE</b><br><b>(TERRY FOX, PHOEBE GILMAN, POPLAR BANK &amp; GLEN CEDAR)</b> | <b>FULL TIME (5 days)</b>                  | <b>PART TIME (2-3days)</b> |
|------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------|
| <b><i>AFTER SCHOOL only</i></b>                                                                | \$ 410.00/month                            | \$22.00/day*               |
| <b><i>BEFORE and AFTER SCHOOL</i></b>                                                          | \$ 450.00/month                            | \$24.00/day*               |
| <b><i>BEFORE SCHOOL only</i></b>                                                               | \$ 210.00/month                            | \$14.00/day*               |
| <b><i>EXTENDED PROGRAM (P.A. Days, March Break)</i></b>                                        | \$ 40.00/day<br>In addition to monthly fee | \$ 55.00/day*              |
| <b><i>SUMMER CAMP</i></b>                                                                      | \$ 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.

## **FINANCIAL INFORMATION CON'T.**

A non-refundable deposit of \$150.00 is required to reserve your space. The deposit amount will be applied to your first month's fees.

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. Circumstances in which refunds and credits will be provided are:
  - i. A billing error or dispute is verified
  - ii. A client overpays
  - iii. Proper withdrawal notices is given, no fees are outstanding and there is a deposit held on the account.
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 – SAFE ARRIVAL AND DISMISSAL POLICY**

### **PURPOSE**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care. This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

### **POLICY**

Denison Child Care 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.

Denison Child Care will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

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

### **PROCEDURE**

#### **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 parent registration form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note 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 supervisor or designate and they must commence contacting the child's parent/guardian no later than 10.00 a.m. The supervisor/designate shall contact the parent/guardian by telephone or via email after one hour, In the event, the supervisor/designate has not heard from the parent/guardian after 30 minutes, the supervisor/designate will contact the emergency number listed in the child's file.
  - If the emergency contact cannot be reached, and the parent/guardian has not contacted the centre after one hour, CAS and/or the police will be contacted.
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. 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.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up 15 minutes prior to the centre closing time, the Supervisor/designate shall contact the parent/guardian by telephone and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must leave a message for the parents/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.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the supervisor/designate will contact the emergency contact listed on the registration form.

#### **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 5.30 p.m., 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. 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 Supervisor/designate shall contact the emergency contacts listed on the registration form.
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 p.m. the staff shall proceed with contacting the local Children's Aid Society (CAS) at (905) 895-2318. Staff shall follow the CAS's direction with respect to next steps.

#### **Dismissing a child from care without supervision procedures**

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.