



# PARENT HANDBOOK

January 2, 2024 Version 1

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## PROGRAM STATEMENT

At Minds On Child Care Centre our philosophy of care and education focuses on viewing the child as being competent, capable, curious and rich in potential. Within our program...



- ☆ We provide a solid **educational foundation** your child will carry with them and build upon throughout their academic years.
- ☆ We provide an **emergent curriculum** in which we acknowledge and follow the children's lead in developing the curriculum. We spend time getting to know where the children's interests lie and expanding on them, thereby enhancing the children's opportunities for learning at their level and supporting each child's learning and development.
- ☆ The **importance of play** cannot be underestimated. Within our emergent curriculum is embedded a world of play where the foundations of what children will learn in science, math, and language are being formed as they **explore** and **inquire**.



- ☆ **We support each child's learning and development** by providing a **positive learning environment and child-initiated experiences** that allow each of them to feel independent, competent, and capable and we ensure each child has opportunities to create, explore, experiment, problem-solve, and develop their communication skills throughout the day. Our program is always inclusive of all children, including children with individualized plans.
- ☆ We provide a **well-balanced day** with one hour of **outdoor play** each morning and afternoon with **a variety of structured and free active play time**. Children are also given approximately two hours of **rest and quiet time** each day. Children's **individual needs** are always taken into consideration as well.
- ☆ Healthy, **nutritious meals and snacks** are prepared at the Centre in order to promote healthy eating habits for growing bodies and minds.
- ☆ We provide an environment where each child feels a strong sense of belonging and where their **safety** and **well-being** is our primary concern.
- ☆ We strive to provide a warm, friendly atmosphere to encourage **positive and responsive interactions** among the children, parents and staff;



- ☆ The children are always encouraged to **interact** and **communicate** in a **positive way**.
- ☆ The children are given lots of open-ended play time, time for make-believe play, and support in negotiating with each other during pretend play. During this time, we **support the children's ability to self regulate** in order to help them become aware of their feelings, needs, and impulses. By doing so this teaches them to calm themselves, control their behaviour, and focus on tasks. Children who are able to self-regulate find it easier to take turns, make friends, and adapt to their routines.
- ☆ We strive to foster a **collaborative and co-operative relationship with parents**. Parents are encouraged to inform their child's teacher of any new interests they may have or of anything that is happening in their lives so we can take it into consideration when program planning.
- ☆ Staff members who work with the children are given continuous opportunities to participate in **professional development** at the Centre as



well as in the community when opportunities arise in order to ensure they are kept up to date with best practices.

- ☆ We see our **local community partners** as a valuable asset and we strive to involve them to support our children, families and staff in order to ensure we are all working together.
- ☆ At the Centre we are continuously **documenting and reviewing** the impact of our program on the children and their families and always trying to make improvements. We value **parents input** on the program and how they feel it is working for their child.



We recognize that maintaining caring and supportive relationships is fundamental to children's growth and development. Our educators strive to provide a warm and inviting atmosphere that is supportive and responsive to each child's individual needs. We respect parents as the primary and most important provider of



care, nurturing, and education and we believe parents and teachers are partners in children's care and education.

\**How Does Learning Happen?* (HDLH) is the document to be used for the purpose of guiding licensed child care programs.

\*This program statement is reviewed annually to ensure that it is aligned with the Minister's policy statement.

### TYPES OF PROGRAMS

We offer full-time programs for Toddlers and Preschoolers. Our full-time programs are offered Monday through Friday. We are closed on all statutory holidays. Our hours of operation are 7:00 A.M. to 5:30 P.M.

#### Teacher/Child Ratios

Junior Toddler Room (12 months to 2.5 yrs) = 2:10

Toddler room (12 months - 2.5 yrs.) = 3:15

Preschool Room (2.5 yrs. - 4 yrs.) = 2:16

**Toddler Rooms - 12 to 30 Months (15 spaces in our first Toddler Room and 10 spaces in our second Toddler Room) \*We are limited to having only 3 children in each Toddler Room who are under the age of 18 months and they need to be able to follow the Toddler Routine**



Our educators continue to deliver an emergent curriculum in our Toddler Programs. Our Toddler Programs give children the opportunity to develop cognitively, socially, emotionally, and physically while participating in indoor and outdoor activities with the guidance of their educators. Our Toddlers are given a morning and afternoon snack as well as a lunch that is prepared at the Centre each day. All of our Toddlers follow a toilet training routine. Every day after lunch, our Toddlers are given a rest period that lasts up to two hours.



#### Preschool Room - 2 1/2 to 5 years (16 spaces)

Preschool is a critical age for developing a solid foundation in literacy and numeracy. Our educators work toward providing our preschoolers with an emergent curriculum that focuses on giving your child the foundation upon which they will build their literacy and numeracy skills. Our Preschoolers are given a morning and afternoon snack as well as a lunch that is prepared at



the Centre each day. We encourage independence within a structured daily routine that ensures their cognitive, social, emotional, and physical needs are met. Our Preschoolers are brought outside twice a day for planned activities as well as

independent play. Every day after lunch, our Preschoolers are given an opportunity to rest.

\*Programs are posted outside each classroom as our educators plan and develop your child's emergent curriculum. Pictures are posted in the entrance so parents can see their child engaged in daily activities. Parents are encouraged to tell their child's teacher of any new interests or passions they feel their child is interested in.

### FIELD TRIPS/OFF SITE EXCURSIONS

The children may go on field trips throughout the year. Parents will be notified of upcoming field trips when they occur. Parents will be required to review and sign the field trip details in order for their child to participate in the field trip.



Children in our Toddler and Preschool programs may go on walks to experience the surrounding community, such as walks to Zwick's Park along the Zwick's Park trail. **Parents, be aware that these small excursions happen periodically throughout the year. You will not be required to give consent.**



### RATE/PAYMENT ARRANGEMENTS

Toddlers: \$57.00/full day, \$52.00/half day

Preschoolers: \$55.00/full day, \$50.00/half day

Late fee: \$15.00/per every 15 minutes **is to be paid in cash directly to the staff who had to stay** after hours with your child. Ex., if you are one minute late you have to pay \$15.00, if you are 15 minutes late you have to pay \$15.00. If you are 16 minutes late, you have to pay \$30.00... The staff watching your child does not have the authorization to waive this fee. This will be strictly enforced and **more than 3 late notices may result in a Termination of Services** notice.

At Minds On Child Care Centre, you are paying for a specific spot, not per hour or per day; therefore, no discounts are given if your child is absent. This includes statutory holidays and exclusion due to illness. This is due to the fact that the Child

Care Centre needs to operate regardless of whether your child is present, so if you have been given a space, then you need to cover the fees associated with that space.

Our childcare Centre chose not to be enrolled in the CWELC program for various reasons. You will be able to get your reimbursement for childcare costs for the year when you file your tax return.

### **Enrollment & Discharge Policy**

If you are interested in enrolling your child:

- 1- Call or email [mindsonchildcare@gmail.com](mailto:mindsonchildcare@gmail.com) to book a tour
- 2- Fill out an enrollment form or request to be put on the waitlist
- 3- If there is a space available you will e-transfer a \$50.00 enrollment fee to [mindsonchildcare@gmail.com](mailto:mindsonchildcare@gmail.com)
- 4- You will need to provide a copy of your child's immunization record so that we can verify with the health unit that your child is up-to-date with their immunizations. If they are not, they will be required to become up-to-date before their start date
- 5- You can apply for financial assistance by contacting the County of Hastings. If you qualify and need to pay a monthly contribution then you will need to pay that monthly contribution prior to their start date then before the 1<sup>st</sup> of every month afterwards.
- 6- If you are full-fee paying then you will receive an invoice and your invoice will need to be paid prior to your child's start date.

If your child is attending the Centre and you wish to withdraw your child you must give a one month notice in writing to the Supervisor.

### **DAYS/HOURS OF OPERATION**

Open Monday to Friday 7:00 A.M. to 5:30 P.M.

## COMMUNICATION & Lillio



We have a cell phone at the  
by the

child care Centre that is answered

Supervisor. Parents may **TEXT** the cell phone to communicate information such as absences, drop-off/pick-up changes... Please do not text us and expect an immediate response because the Supervisor might be on the floor with the children at the time. She will do her best to reply as soon as possible. If you require an immediate response, it is best to call the Centre at **(613) 243-5993**.



Our cell number is **(613) 661-7196**.



Lillio is an online program that allows you to be involved with your child's day at daycare. We use this program to send you pictures and written documentation for you to see the fun and creative programming your child is engaged in. You will also be

able to see other things: such as our menu, how your child is eating, toileting, supplies needed etc.... You will also be able to leave a message for the staff using this program. However, please send important information to our cell phone. **You can begin by downloading the Lillio app onto your cell phone or tablet.**

## REGISTRATION FEES

There is a \$50.00 registration fee. This is to be paid prior to starting.

## PAYMENT SCHEDULE

Full-fee paying parents are required to pay before the 1<sup>st</sup> of the month for their childcare service. They will receive their invoice **a week before the next month begins**.

Parents receiving subsidy are **required to make their monthly contribution before the month of care**. This means their monthly contribution for April is



made before April 1<sup>st</sup>... All payments/fees can be made by sending an email money transfer to [mindsonchildcare@gmail.com](mailto:mindsonchildcare@gmail.com). **No exceptions are made for absences due to illness, vacation, or other reasons.** A fee of \$5 per day may be charged on late payments.

### SUBSIDIZED ASSISTANCE

Parents can apply for subsidized assistance with the County of Hastings. Please ask the staff for a pamphlet with further information if you would like to contact them. If you are receiving assistance, you will be given an expiry date.

Remember to make an appointment with the County of Hastings at least two weeks before this expiry date in order to request further assistance past that date. If you forget to do this, your assistance will no longer be available past your expiry date and you will be responsible to cover all of your child care fees.

### INVOICES/RECEIPTS



Invoices for full-fee paying parents are given out monthly.

**Subsidized parents are not given an invoice as they have a set payment they need to make every month, which is**

**determined by the County of Hastings.** If you receive subsidy and pay a monthly contribution it is due the month before care begins. Full-fee paying parents are required to pay their invoice in full before the 1<sup>st</sup> of the month by sending an e-transfer to [mindsonchildcare@gmail.com](mailto:mindsonchildcare@gmail.com) Child care fees are tax deductible. You may use your invoices and subsidy approval letters to claim your child care costs. You will be given a child care tax receipt before the end of February for the prior year.

### LATE PICK-UP FEE

Late fee: \$15.00/per every 15 minutes is to be paid directly to the staff who had to stay after hours with your child. Ex., if you are one minute late you have to pay \$15.00, if you are 15 minutes late you have to pay \$15.00. If you are 16 minutes late, you have to pay \$30.00... The staff watching your child does not have the authorization to waive this fee. This will be strictly enforced and more

than 3 late notices may result in a Termination of Services notice. The Centre closes at 5:30 and the staff staying with

your child likely just finished working a full 8-hour day or longer. Please be mindful of this and respectful of their time.

### HOLIDAYS/CLOSURES

Minds On Child Care Centre will be closed on the following holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic holiday in August, Labour Day, Thanksgiving Day, and Christmas Day,



Boxing Day. Fees will remain the same when the Centre is closed. This is necessary to pay staff holiday pay and pay

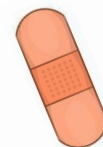
overhead costs that remain the same whether the Centre is open or closed.

### EMERGENCY MANAGEMENT

We have emergency management policies and procedures in place. If an emergency, injury or illness occurs you will be contacted by phone as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us.

### MEDICAL EMERGENCIES

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid. We do not apply alcohol wipes to cuts. Rather, we wash them with soap and water. Accident reports are always written and you will be asked to sign a copy of the report.



### ILLNESS

No child will be accepted with a fever, vomiting, diarrhea, runny crusty eyes, unexplained rash **(you should look over your child in the morning to spot any new rashes that may have developed overnight so that you can explain them when**



**dropping your child off**), or if he/she has had any of these symptoms within the last 24 hours, then please do not bring them to the Centre. Our sick policy is now 48 hours off. If your child is improving within the first 24 hours, he/she may return to the Centre, if there are NO other symptoms. For ailments including vomiting and diarrhea, the child must be off for a period of 48 hours.

Should the child become ill during his/her day at the Centre, with coughs, runny nose, rashes, lice, or any other issue, The

teachers will monitor your child throughout the day and

then parents will be notified either through the

Himama system or a phone call and we will determine the

best course of action concerning appropriate care, which may include the

child being sent home.



If a child is thought to have a communicable disease, parents will be notified and asked to pick him/her up. The child will be isolated from the other children and given special attention and comfort until the parents arrive. The child will be accepted back when a doctor's note is provided stating the child is no longer contagious. All other parents will be notified of the possibility of a communicable disease and what symptoms to watch for.

If you receive subsidy, they will likely give you back your sick days, providing you bring us a note from the doctor stating they were ill.

### MEDICATION



Both non-prescription and prescription

medications, ointments, and creams can be given to your child if needed. Parents are required to fill out the proper forms and to supply all medications in their original containers.

**These must be labeled with the child's name.** You will be asked to sign a permission form giving your consent for the staff at the Centre to give your child medication in this event.

### IMMUNIZATION UPDATES

Please remember to have your child kept up to date with his/her immunizations. Children will not be allowed to attend if they are not up to date. We will need a

copy of your child's most recent immunization record as we need it to get approval from the health unit for them to be admitted to the Centre and to continue to attend child care.

### CHILDCARE CENTRE RULES

The following rules are reinforced for the safety and well-being of everyone. There is no running indoors. There is no hitting, pushing, biting, grabbing, kicking, pinching, or hurting the other children in any way. Children will be given paid breaks in service in these situations and may be terminated if necessary. Obscene language is not allowed and will not be tolerated. Children are not allowed to walk around the Centre with cups or bottles. Respectful treatment of other children and all property, toys, and furniture is expected. Willful destruction of property will be charged to the parent at the cost to replace the item.



### SUPERVISION OF CHILDREN

The children are always supervised by staff. Proper ratios are always followed in every classroom and outside at all times. Volunteers and students are supervised by an employee at all times and are not permitted to be alone with any child who receives child care at the Centre. The policies and procedures regarding students and volunteers as required, is under section 11.1 of Ontario Regulation 137/15.

### GUIDANCE TECHNIQUES

At Minds On Child Care Centre the children are reminded of the rules of the daycare when necessary. Once a child understands the rules and disobeys them, developmentally appropriate guidance techniques will be used. These techniques are: redirection especially for children under 2 years old and/or removal of privilege. **Food will never be removed or restricted as a form of discipline.** If a child's behavior is continually upsetting or dangerous to other children or staff members, a conference will be called with the parents. If the problems cannot be resolved, arrangements will have to be made for the child to go elsewhere for care.

The following practices are not permitted:

- a) corporal punishment;
- b) deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect;
- c) depriving the child of basic needs including food, shelter, clothing or bedding;
- d) locking the exits of the child care Centre for the purpose of confining the child; or
- e) using a locked or lockable room or structure to confine the child if he or she has been separated from other children.
- f) Inflicting any bodily harm on children, including making children eat or drink against their will

## **PARENTS ISSUES AND CONCERNS**

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### **Definitions**

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Staff:* Individual employed by the licensee (e.g. program room staff).

### **Policy**

#### **General**

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

All issues and concerns raised by parents/guardians are taken seriously by all the staff and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

### **Conduct**

Our centre maintains high standards for positive interaction, communication and role modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

### **Concerns about the Suspected Abuse or Neglect of a child**

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

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

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

For more information, visit:

[http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.as\\_px](http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.as_px)

### **Procedures**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
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<p><b>Program RoomRelated</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 5 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> </ul>
<p><b>General, Centre- or OperationsRelated</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

<b>Student- / VolunteerRelated</b>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
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**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the supervisor or licensee.

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.



## ARRIVAL AND DEPARTURE

Children are to arrive clean and fed. It is normal for children to be hesitant and sometimes even cry when dropping them off.



**PLEASE BE VERY BRIEF DURING  
DROP OFF TIMES (no more than 5  
minutes is sufficient); the longer you  
prolong the departure the harder it gets.**

An easy goodbye will quickly turn into a very difficult one for your child if it takes too long. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all you need to do. At pick-up times it is important that you back up the Centre's rules, but if you do not, the staff will remind your child of inappropriate behaviors being displayed and take action to correct them if needed (however, staff should not have to do this). You are ultimately responsible for your child and anything that happens once you are on the premise and have been brought your child by a staff member. Please do not expect a staff member to re-direct your child while you are present. **Please be in control of your child during pick up times.** **DO NOT ALLOW YOUR CHILD TO GO OUTSIDE OF THE CENTRE WHILE YOU ARE STILL INSIDE.** Your child should always be by your side in the parking lot.

## Safe Arrival and Dismissal Policy and Procedures

### Purpose

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

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

expected, as well as steps to follow to ensure the safe dismissal of children.

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

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

## **Policy**

### **General**

- **Minds On Child Care Centre Inc.** 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.
- 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.

## **Procedures**

### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the emergency card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email or message on the Lillio system.)
  - 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, program staff, extra support staff, etc.** and they must commence contacting the child's parent/guardian no later than **2 hours after their expected time of arrival**. Staff shall, **call parent/guardian, send text message or email via program's communication app), staff continue to contact parent/guardian for at least 30 minutes, if no response is received (e.g., must contact at least once and leave message: either through text message or communication app.)**.
  - 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 through the Lillio system.

### **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 the Centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up **by the time noted by the parent at drop off**, the **supervisor, program staff, extra support staff, etc.** shall contact the parent/guardian by **phone call, text message, and/or email** 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 **call again and leave a message for the parent/guardian**. Where the staff has not heard back from

the parent/guardian or authorized individual who was to pick up the child the staff shall: **Call the emergency contacts and ask if they are aware that the child is still at the Centre. Ask if they could try to get in contact with the parent and let them know of the situation.**

### **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 5:30pm, 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 staff shall **begin contacting authorized individuals listed on the child's file, etc..**
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 **6:00/6:30pm**, the staff shall proceed with contacting the local Children's Aid Society (CAS)613-962-9291 and tell them the situation and the steps taken to locate a parent or emergency contact. Staff shall follow the CAS's direction with respect to next steps.

### **Glossary**

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

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

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

**Regulatory Requirements: Ontario Regulation 137/15**

**Safe arrival and dismissal policy**

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

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

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

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

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

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

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

## SUPPLIES

Parents may bring a blanket for rest time to be kept at the Centre and a complete change of clothing (including socks) appropriate for the weather to be kept at the Centre. Soiled clothing will be sent home in a tightly wrapped bag. A clean change of clothes should be brought back the next day. Hats, mittens, and boots must be available for outside play on cold days. **All items need to be labeled with your child's name.** Parents are required to supply diapers and baby wipes. Staff will notify you when your child's supply needs to be replenished. Parents should also bring an infant's/child's diaper rash ointment (if used). Please see our "What to Bring" list at the end of this booklet.

The Centre will supply all food (except formula and/or baby food for infants not enrolled in the Child Care Food Program), bibs, all furniture, all bedding, and toys. The Centre will not supply any medications or creams.

## TOYS FROM HOME



**No toys should be brought from home.** If something to sleep with is needed (toy animal) you may bring it, but it will be for naptime only, and will be put up when the child first arrives. Exception: Show and Tell and other special activity days.

## TOILET TRAINING

We will be more than happy to help with potty training provided that it is not done before 2.5 years old and parents initiate the process at home. We expect parents to work with us in this process which means once potty-training is initiated, your child needs to be in training pants or pull-ups at all times. Putting a child in a diaper for your convenience for whatever reason will only confuse the child and delay the training process. We also require that all **potty-training children wear clothing that they can handle successfully on their own - no onesies, no overalls, no belts or jeans with zippers, buttons or snaps.** Elastic waist pants are the most appropriate. Parents will be asked to supply extra sets of spare clothing during the training period. Children are not to come to the Centre without a diaper on until they are fully potty trained for sanitary reasons.



## BIRTHDAYS/PARTIES



Your child's birthday is a special day and will be celebrated at the Centre. We will sing a birthday song and have your child wear a special birthday hat



that day. **Parents will not be**





### TOOTH BRUSHING PROGRAM

Periodically, dental hygienists from the Health Unit come to educate the children about dental hygiene and do teeth checks. When this happens, you will be given notice and asked to sign a consent form for your child to have their teeth examined.



We have the children brush their teeth once a day after lunch. The toothpaste will be provided by the child care Centre. We ask that you supply a child friendly toothbrush for your child to keep at the Centre. **PLEASE NOTE: We have discontinued tooth brushing due to concerns around COVID. We may re-start this when COVID is no longer a concern.**

### NAP/REST TIME



Each child 5 years of age and younger is required to have a rest period. If your child no longer naps, he/she may look at books, but must remain quiet for the other children. Parents may supply a blanket for their child to be kept at the Centre, which will be washed weekly. We also ask that the children are not dropped off/picked up during this period as it will be very disruptive to the other children.



## DONATIONS & LOOSE PARTS

You are always welcome to bring in any used toys or loose parts you have laying around your house that you no longer have any use for. We send home a *Loose Parts List* periodically. If you would like one just ask one of the staff members. We are very grateful for any donations and will go through what you bring us and donate what we can't use to charity.



## PICK UP & DROP OFF COURTESY



Please be aware that you are not allowed to smoke on the premise (inside or outside your vehicle) and you are not allowed to idle your vehicle while picking up or dropping off your child for SAFETY reasons. Your vehicle **MUST** be turned **OFF** when you are not behind the wheel. This is for



everyone's safety! Also, we ask that parents park their vehicle on the East or West side of the parking lot. **Please back up into the parking space for safety reasons.**

Please do not park in front of the building because this is a fire route. **IF YOU DECIDE TO IDLE YOUR VEHICLE OR PARK IN THE FIRE ROUTE THIS WILL RESULT IN YOUR CHILD'S TERMINATION FROM THE CHILD CARE CENTRE.** It is our responsibility to keep the children and staff safe. Also, please do not leave children unattended in your vehicle.

## **VIDEO SURVEILLANCE**

Please be aware that there are cameras indoors and outdoors at the child care Centre. **You and your child are always on video surveillance when you are on the premises.** This is for safety purposes.



## **WAITING LIST**

### **Purpose**

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.



The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

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

## **Policy**

### General

- Minds On Child Care Centre Inc. will strive to accommodate all requests for the registration of a child at the child care Centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

### Additional Policy Statements

If a parent tours the child care centre and wishes to admit their child, but there are no spaces available they may fill out an enrollment form to place their child on a waiting list. They will then be told which number they are on the list. They may ask the Supervisor at any time to see the number they are on the list and will be notified when there is a space available for their child. If they do not accept the space immediately when they are notified then the spot will be offered to the next child on the list.

## **Procedures**

### Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via both telephone and in-person meeting.

### Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list. The parent may see the spot

on the wait list, but other children's spaces will be covered in ordered to maintain confidentiality.

### Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children who are currently enrolled and need to move to the next age grouping, siblings of children currently enrolled, children of staff, and then children of employees of nearby organizations.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

### Offering an Available Space

1. Parents of children on the waiting list will be notified via a telephone call, a text message, an email or in person if possible that a space has become available in their requested program.
2. Parents will be provided a timeframe of one hour in which a response is required before the next child on the waiting list will be offered the space. The one hour timeframe will begin once we have received confirmation that the parent has indeed received notification from us that a space is available.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

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

1. The supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The supervisor or designate will respond to parent inquiries and provide the child's current position on the wait list and an estimated likelihood of the child being offered a space in the program.

## Maintaining Privacy and Confidentiality

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

## Additional Procedures

The waiting list will contain all parent information, child information as well as contact information. All Information provided is confidential and will be located in the supervisor's office, which then the supervisor or designate will be in charge of contacting the parents when a space becomes available.

## **Glossary**

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

*Parent:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

**GENERAL**

- ☆ Please call or text the Centre AS SOON AS POSSIBLE if your child will not be coming for the day.
- ☆ Parents are required to keep the Centre informed of any change in addresses, telephone numbers, and other pertinent information.
- ☆ Parents are required to inform the staff if they are at any other location than what is listed on their Enrollment Record and to provide a telephone number for that place.
- ☆ Parents are urged to bring their "older" potty-trained children in clothing and shoes that the children can handle mostly on their own without getting frustrated. Onesies or shirts that snap at the bottom, and tight jeans with belts, zippers, buttons, and snaps that the children can't handle alone are not appropriate in a child care Centre. It has proven to be a source of frustration to all involved. Children take pride in being able to care for themselves.
- ☆ **SMOKING IS NOT ALLOWED ON THE PREMISES. THIS INCLUDES IN YOUR VEHICLE. You are not permitted to smoke in your vehicle while on the premises.** Children and staff could be walking by your vehicle and shouldn't have to breathe in smoke.
- ☆ We have a fire drill at least once a month.
- ☆ Staff are required to report to proper authorities any unexplained sign of neglect/abuse so **please point out any new cuts, bruises... and explain what happened when dropping your child off.**

## TRIAL PERIOD

The first 30 calendar days from your child's start date are a probationary period for you and your child. This agreement may be terminated at any time during this period. After the probationary period, this agreement may be terminated by either party by giving one month's written notice. One month's pay will be accepted in lieu of the one month's written notice. The staff will also give the family one month's written notice of intent to cancel this agreement except in cases of gross misconduct on the part of the parent or child. **Failure to follow the agreement rules in this handbook may be cause for immediate termination with no notice.** The staff will give the family a minimum of one month's written notice of any increases in fees or changes to this agreement.





## WHAT TO BRING ON THE FIRST DAY

- ✓ Diapers or pull-ups (sleeve or box)
- ✓ Wipes (sleeve or box)
- ✓ Diaper rash cream (if necessary)
- ✓ Any medications (if necessary)
- ✓ Seasonal change of clothes (1 or 2)
- ✓ Underwear (if potty training)
- ✓ Bottles filled with formula (if still on formula)
- ✓ Pacifier (to be kept at daycare)
- ✓ Indoor shoes OR indoor slippers
- ✓ Blanket for naptime
- ✓ Coat (seasonal)
- ✓ Splash pants (autumn & spring)
- ✓ Snow pants (winter)
- ✓ Outdoor shoes/boots/rubber boots (seasonal)
- ✓ **2 pairs** of long waterproof mittens (winter)
- ✓ Hat (seasonal)
- ✓ Water cup (infants & toddlers)
- ✓ Water bottle (preschoolers)

✓ A big SMILE



☆ We always put smocks & bibs on the children, but this does not always prevent them from getting stains. Please remember that what you bring your child in will likely be dirty from arts/crafts, outdoor times, eating... by the time they go home, **so you might not want to send them in their best clothes!**

**EXTRA NOTES...**

**\*\*\* Although we understand that preschoolers may want to bring in a backpack - please be mindful of items inside that may be harmful or cause a choking hazard to other children. Safety is very important.**



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