

# BRIGHTON CHILDREN'S CENTRE



## PARENT HANDBOOK

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LICENSED BY THE MINISTRY OF EDUCATION

# Brighton Children's Centre



## How Does Learning Happen Here?

Brighton Children's Centre is licensed by the Ministry of Education. We employ principles and practices according to the Ministry resource "How Does Learning Happen? Ontario's Pedagogy for the Early Years". We believe that children are capable of using competencies they have already mastered to follow their curious nature and discover the world around them. We strive to see the rich potential in every child and offer opportunities for individual growth and development.

### **Well Being**

We are striving to meet our children's health and well-being needs daily. Recently we have returned to family style meal and snack times, where children share in pleasant table conversation about healthy food choices, events of the day and common interests. Children are encouraged to be attentive to their body's cues on hunger and thirst. They are encouraged to use table manners, serve themselves and pass dishes to others at the table. This promotes a sense of belonging in our Centre as well.

We believe that a positive mealtime experience encourages healthy eating habits that last a lifetime!

Children are active learners, opportunities for play that include big body movements are included in our programs both indoors and outdoors to promote healthy growing bodies. Morning and afternoon our children attending all day can be found investigating nature in our own backyard or out for a walk engaging with members of community. Every afternoon as part

of our after school programs, children are encouraged to be active in recreational activities both outside in the school yard and indoors in the school gym.

Growing minds and bodies also have a need for quiet spaces to sit and contemplate the very details of the world around them, engage in literature and the arts or just to interact one on one with another child or adult. An afternoon rest period is essential for our preschoolers to rejuvenate from their very busy mornings interacting with their peers and the environment.

We value the trust parents place in us with what they treasure most – their children. We take their well-being and safety as our most serious business. Daily inspections of our yards, washing and inspecting play materials and close supervision of all children help to ensure their safety. Children's well-being is nurtured by encouraging expression of thoughts and emotions, promoting good eating habits and opportunities to explore how their bodies move in the world around them.

## **Expression**

Everyone deserves to be heard. We all strive to be understood. Our children, parents and staff are building authentic relationships with one another on a daily basis. We strive to make every greeting a positive one for both parents and children. Morning arrival is time to catch up on events of the evening before, share about health concerns or anything that might affect a child's time with us so we are able to respond to their needs throughout the day. At day's end, staff are happy to share anecdotes about individual children's experiences throughout the day. We believe collaboration and communication make the Brighton Children's Centre a place we can be great partners throughout the early years of a child.

We believe children are great communicators too. Although they are often still honing their verbal communication, their ability to understand complex ideas and use other forms of communication to help us understand them better is truly amazing. Allowing children time to express their thoughts, emotions and needs, listening carefully to what they have to say and how they say it, is paramount in our approach to encouraging positive communication and supporting self-regulation. Extended spaces of time are built into our day to allow for engagement in open ended play and interaction with one another. Children who are less rushed are able to regulate their bodies and emotions better. Teachers are also more relaxed and able to support children as they learn these important skills when they have time to build quality relationships with children.

An optimistic approach that encourages responsive relationships that foster self-regulation and children's well-being are valued. Principles of belonging, well-being, expression and engagement guide us in all our interactions with children, families and colleagues.

The use of Corporal punishment of the child; 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; Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures; 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; Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or Inflicting any bodily harm on children including making children eat or drink against their will never be tolerated at the Brighton Children's Centre.

## **Engagement**

We believe that children are capable of learning the best when they are given encouragement and the opportunity to follow their curiosity about the world around them. Our teachers act as facilitators in children's learning through intentional observation and documentation. By carefully observing children's play, we are able to gain insight into their ideas and what they are curious about. We are able to see what they are capable of and what they may be working toward. Positive learning environments and experiences are created when we listen carefully to what they say with their words and what their body language tells us. Documentation through photos, words and children's creations allows us to capture our observations about children's capabilities and explorations of the world around them. Caring teachers take the time to thoughtfully interpret how their observations inform them about each child, his or her interactions with others and the environment we provide. What we learn from these interpretations informs and guides us in purposeful planning which supports individual learning and development. We aim to create meaningful experiences by intentionally choosing materials that help to scaffold children's learning they are already invested in. We interact with them and share our own curiosity as co-learners in the experiences that are created. We choose to create learning environments where children have access to seek out and obtain for themselves, materials they can use to build on their experiences as they play and explore

where their inquisitive minds take them. Children's inquiry and initiative is always guiding and changing our experiences together.

## **Belonging**

We value collaboration between teachers, families, children and community partners. Located in Brighton Public School, we are immersed in community life and are often invited to be a part of events that are taking place. We strive to show the children how we are a part of the community we live in by being present on neighbourhood walks or visiting people and places in our community such as the Fire Hall, Post Office, or Public Library. Community Partners such as the Public Health Unit are involved by providing support services for families. Early dental health has been addressed in this way and we welcome the chance to be a part of that for our families. We collaborate with Five Counties Children's Centre and families at our centre are able to access extra support for their children. Families are encouraged to participate in Open House Events, Fundraising opportunities, Board of Director positions and special projects. Parents are engaged in pleasant conversation upon arrival in the morning and at the end of the day. Exchanges back and forth regarding the children's time at home and daycare are seen as an integral part of life together here at the Brighton Children's Centre. We believe in working with families and community partners to grow great relationships both individually and as a Centre.

The Brighton Children's Centre supports lifelong learning for everyone. We believe adults that are continuously learning make excellent teachers. Staff are asked to commit time regularly to self-reflection, planning for and seeking opportunities in professional learning that furthers their personal goals. When possible, time off is provided to accommodate attendance at workshops and conferences. Reimbursement of fees to attend are available upon request, as well. Time to collaborate with colleagues is offered on a regular basis at staff meetings and planning time. Discussion with and learning from each other and the children is an ongoing process of development for everyone, every day.

Our staff practice self-reflection as part of regular Reflective Reviews as well as daily planning for the environment and learning opportunities within our centre. Sharing what we learn helps us to better understand how our practices as individuals impact our children and families.

Annual parent surveys and ongoing feedback from families allows us to review and assess how our programs affect children, families and our community. Families are invited to

attend our Board of Director's meetings where communication regarding our programs is often shared by parents who volunteer to serve on our Board. Minutes are kept to document points of discussion. Feedback in all forms is viewed as a valuable part of collaboration with families to meet our goals and their expectations.

May 24, 2016

## **ADMINISTRATION**

### **Management**

Governance of the Brighton Children's Centre is overseen by a Volunteer Board of Directors comprised of parents and members of the community, who are elected each spring at the Annual General Meeting. The Executive Director is responsible for operation of the Centre, so any questions or concerns should be discussed with the Executive Director first.

### **Staff**

Our Executive Director and program Head Teachers are experienced Registered Early Childhood Educators or persons approved by the Ministry of Education. Regular professional development is mandatory for staff to remain registered with the College of ECE and a must to practice in the field here at the Brighton Children's Centre Staff. Please feel free to approach staff if you have questions or concerns – a meeting can be arranged with your child's Head Teacher to allow for a more lengthy discussion when a quick chat at the door is not sufficient. All staff endeavour to maintain high professional ethics, and all information regarding your child will be kept confidential.

### **Allocation of Spaces**

The Brighton Children's Centre is licensed for 15 children (18 – 24 months) in the Toddler program, 24 children (30 months – 5years) in the Preschool program, 26 children (44 months – 5 years) in the KinderCare program , and 30 children (68 months – 12 years) in the School Age program. Toddler and Preschool programs run full days from Monday – Friday. KinderCare and School Age programs offer before and after school care during the school year and full day programs during school holiday. Once full, waiting lists are maintained for our programs. Spaces are allocated on a first come first serve basis, with preference given to full-time children. If a full time space is shared by part time families, those existing families will be allowed to maintain their spots and will not be removed to make space for a full time child.

### **Hours of Operation**

Our very busy day begins at 6:30 a.m. and ends at 6:00 p.m. Your child's daily schedule will be posted with parent information in your child's room. All parents/guardians arriving after 6:00p.m. (According to the Child Care Centre clock) will be charged a fee of **\$1.00 per minute per family.**

## Waiting List Policy and Procedures

### 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

- Brighton Children's Centre 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

The Director will be responsible for managing the waiting 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 email, telephone or in person
- 2.

#### 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.

#### Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to children moving up in age groupings. Once those spaces are filled, full time children take priority.
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 phone call that a space has become available in their requested program.

2. Parents will be provided a timeframe of 3 business days in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

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

1. The Director 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 Director will respond to parent inquiries and provide the child's current position on the 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

If a family declines a space when offered, the child may remain on the list but will be moved to the bottom of the list. A child may be taken off the wait list under the following circumstances; parent request or inability to contact the family after multiple attempts.

#### 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).

#### **Admission**

An orientation time will be arranged with the program Head Teacher to submit all necessary forms for admission. These include a completed Registration Form, Consent Form, and signed Policy Agreement. Parents are asked to review the Program Statement and Parent Handbook prior to their visit. A Registration Fee and First Payment of fees are due at registration along with Proof of Current Immunizations. At this time, families can become more familiar with the Centre and our practices, ask questions and observe during regular program hours. Information regarding your child's sleep, medical history, eating habits, communication and self-help skills, likes and dislikes can be shared.

#### **Clothing and Possessions**

Please dress your child in comfortable clothing that is appropriate for physical activity, the season and self-help skills. A second complete change of clothes (pants, top, socks and underwear) is needed in case clothing gets



wet or soiled. These extra items can be taken home daily or remain at school, labelled and in your child's cubby. **Label all items with your child's name.** It is each parent's responsibility to check for wet clothes and to be sure there is appropriate clothing at the centre. If your child is toilet training please provide plenty of extra underwear, pants and socks. A water bottle labeled with your child's name should be cleaned and brought each day to make water available.

A soft toy or favourite blanket may be brought for rest time; however, other toys from home often cause conflict and may be best to stay at home. Please confirm with your child's teacher about items from home. We ask that **NO** guns or toys of destructive/war in nature come to the Centre.

### **Arrival and Departure**

We ask that you escort your child into the Centre so your child can be directly released to a staff member. Our staff will be pleased to greet you and your child, do a quick health observation before you leave and exchange any necessary information including schedule, sleeping or eating patterns. If a child will not be attending on a particular day please let us know as soon as possible by calling the Brighton Children's Centre. Please note that we are separate from Brighton Public School.

Unless previously arranged, children **WILL NOT** be released to any person other than those specified on the admission form in your child's file. If circumstances dictate that a person other than those specified on the form must pick your child up, you must phone the Centre and speak to a Head Teacher in charge. The person picking the child up **must present photo identification** before the child will be released.

### **Inclement Weather Days**

The Brighton Children's Centre rarely closes its doors for inclement weather days as Brighton Public School usually remains open. In the case of severe weather where the Centre is closed, a recorded message will be left at the centre. You are always free to call the Centre if you are unsure of a closure. The Director will also notify the local radio station in case of a closure, so tune into MyFM Brighton 100.9 for updated information.

### **Holidays**

The Brighton Children's Centre observes the following Statutory Holidays:

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

The Centre will close at Noon on Christmas Eve (December 24<sup>th</sup>) and remain closed until after the New Year. A notice will be posted as to specific closure at least 2 weeks prior to Christmas.

Payment is expected for all Statutory holidays that fall on your child's regularly scheduled days. Families in the **School Age programs** will only pay for PA Days and School Holidays (ie. March Break, summer) the child is scheduled for.

Only full time families (attending the Centre five days per week) are entitled to two weeks of unpaid days off per year (January 1 – December 31<sup>st</sup>). Holiday days cannot be used to pay for Stat. days. Please give two weeks notice when using holiday days.

### **Withdrawal/Discharge**

Written notice of your child(ren)'s withdrawal must be given at least 2 weeks in advance Regular fees are expected for the child's regular days for that period. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child from the Centre, however a holding fee equal to one day of care per week (paid in June) will hold a **day care** spot for July and August. Failure to comply with Brighton Children's Centre policies including failure to continue with payments will result in a written notice and if failure to comply continues, will result in discharge.

### **Parental Obligations**

There are a number of duties and obligations required to sustain your child's enrolment at the Brighton Children's Centre:

- **Staff must be informed of any changes from regular routine.**  
If an alternate person is coming to pick up your child, let us know directly, as soon as possible. If your child has any changes in health, sleeping or eating habits it is important that staff be kept informed. Big events like recent family changes, a move, special visitors, a new pet, etc. can affect a child greatly. We can better understand your child when we are aware of what is happening outside of care with us.
- **Parents must keep the child's registration information up to date.**  
It is imperative that any changes in address, phone numbers, persons allowed to pick up your child, medical considerations etc. be kept current AT ALL TIMES in case of an emergency. This includes checking for expiry dates of medications such as inhalers and epi-pens.
- **Parents are encouraged to participate in volunteer activities, including committees.**
- **Parents are encouraged to attend the Annual General Meeting.**  
This is when the general membership elects the new Board of Directors and ratifies or amends centre policies.
- **All fees must be paid on time.** Payment is due on the 1st and 15th days of the month, **in advance**, for all programs. Payment by cheque is preferred. If you must pay with cash, please bring in an envelope with your child's name on it and the amount you are paying. Cash will only be accepted by the Executive Director or the Head Teacher in charge. Hand written receipts will be issued at the time.
- **Irregularly scheduled families** must give a minimum of two weeks' notice. You are responsible for FULL PAYMENT of the schedule you submit and any extra days you may require. There will be no refund for any unused days. Extra days must be approved in advance to ensure space is available. NEVER arrive unannounced without prior approval-due to strict staff: child ratios, we may not be able to accommodate an extra child.
- **Regularly scheduled families** are expected to pay for all days the child/children would normally attend. Only full time families are allowed 2 weeks unpaid vacation days per year.
- **Parents should check the parent bulletin board regularly** to keep informed about committee meetings, Centre news, menu changes, etc.
- **Parents are expected to help with fundraising events during the year.**
- **Parents must comply with all policies and procedures contained in the Parent Handbook and Program Statement that is included with it.** A signature stating that effect is required upon admission.

- **WITHOUT A COURT ORDER ON FILE** the staff are unable to legally prevent the release of a child to his/her non-custodial parent. **WE MUST HAVE A COPY ON FILE.** We ask that a photo be included for easy identification by our staff.

## Impairment

Should anyone picking up a child arrive exhibiting signs of drug or alcohol impairment, the Head Teacher in charge will (keeping in mind their personal safety as well as that of children and adults present at the time) voice the safety concerns and offer to assist the parent in making alternate arrangements. Should the parent insist on leaving with their child in this circumstance, local authorities will be immediately notified. If a third party is picking up, parents will be notified immediately of such occurrences. The safety of all concerned is paramount in these circumstances.

## Sick Children Policy

If your child is too ill to participate in the daily routine, he/she must remain at home. The following regulations will be **STRICTLY ENFORCED**:

- A child developing a fever (101° F/38.3° C) should go home immediately. We do not administer non-prescription medications. The child must be free of a fever (without aid of fever medication) for a minimum of 24 hours before returning to the centre.
- A child who has 2 liquid bowel movements must go home. He/she must be free of diarrhea (without anti-diarrheal medication) for a minimum of 24 hours before returning.
- A child with continuous vomiting (with or without other symptoms) must go home, and should not return until he/she is free of symptoms (un-medicated) for a minimum 24-hour period.
- Any potentially infectious condition or suspicious body rash must be checked by a doctor. The child shall not be re-admitted to care without written assurance that a doctor has confirmed that the condition is not contagious.

## Immunizations

*As indicated in the Child Care and Early Years Act, the local Medical Officer of Health has identified immunization against measles, mumps, rubella, Hib, diphtheria, pertussis, tetanus, poliomyelitis, varicella and meningococcal-C as required for children attending child care and early years facilities in Northumberland and Haliburton counties, and the City of Kawartha Lakes* Parents and guardians are responsible for keeping their child's immunizations up to date. They are also responsible for maintaining a current record and providing the daycare with a copy of their child's immunization record before their child starts receiving care, and providing the daycare with a copy of additional doses of vaccines as they are received. A copy of immunization histories will be made available to the health unit. (Individual exemptions may be considered by the Medical Officer of Health.)

Immunization exemptions or objections must be completed on the ministry-approved form and will be retained on record. **Statement of Conscience or Religious Belief** forms must be completed by a commissioner for taking affidavits. **Statement of Medical Exemption** forms must be completed by a doctor or nurse practitioner.

## Medication Policy

The Brighton Children's Centre strongly recommends that whenever possible, parents should administer medication to their children at home, if this can be done without affecting the treatment schedule. If medication must be administered while receiving child care, the following policy must be followed.

For Prescription drugs and Non-prescription medications, staff must check that the parent's written instructions match any instructions printed on the original container and that the medication is not expired. Confirming that the two sets of instructions match will prevent any confusion as to which instructions should be followed and so that the medication is administered correctly.

The Brighton Children's Centre will only administer **prescription drugs** in accordance with the Child Care and Early Years Act. This requires that:

- Parents provide written authorization on our medication form, which includes the name of the drug, dosage, and times to be given/situations under which the medication should be given.
- Medication must be in the original container as supplied by a pharmacist, clearly labelled with the child's name, the name of the drug, the dosage, the date of purchase and expiration and instructions for the storage and administration of the drug.
- Any possible side effects to the medication should be indicated.
- Medication will be kept in a secure box out of reach of the children
- Medication will be administered by 1) Director; 2) Designate; or 3) Staff in charge of the program.
- Emergency allergy or asthma medication will be kept, labelled in each program's emergency backpack for quick access. Children in grades 1-7 may carry their own emergency allergy or asthma medication with written parental consent. Staff must supervise the administration of any medication to be taken and document on the appropriate medication form.
- Any accidental administration of medication or missed dose will be recorded as an incident and reported to the supervisor, who will notify a parent of the child. If adverse symptoms are evident, staff will call local EMS.

## Non-prescription Drugs

Non-prescription drugs with DIN numbers will not be administered at the Brighton Children's Centre.

Any topical lotions, non-medicated creams etc. must be fragrance free, in the original container and accompanied by a completed medication authorization form.

\*\*\*Please ensure a staff person has direct knowledge of the whereabouts of all medications, so that it can be handled safely within policy guidelines\*\*\*

## Infection Control

To prevent cross contamination of children and the spread of infectious diseases parents will ensure that:

- Lice - A child with lice needs to be treated and be free of insects and nits before returning to the Centre. If your child has lice, tell the program supervisor so the other parents can be told to check their children's heads.
- Open wounds should be covered.

- Internal fluids escaping, for example from the ear, should be covered.
- If a child has a communicable disease, they should not attend the program until they are no longer infectious.
- All health concerns should be directed to the program Head Teacher.

## **Parent Issues and Concerns Policy and Procedures**

### **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 Brighton Children's Centre 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 7 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.aspx>

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised when possible</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 7 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> </ul>
<p><b>General, Centre- or Operations-Related</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 licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or</li> </ul>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<b>Staff, Supervisor-, and/or Licensee-Related</b>	Raise the issue or concern to - the individual directly or - the licensee.  All issues or concerns about the conduct of staff, etc. that puts a child’s health, safety and well-being at risk should be reported to the director as soon as parents/guardians become aware of the situation.	referral.  Provide contact information for the appropriate person if the person being notified is unable to address the matter.  Ensure the investigation of the issue/concern is initiated by the appropriate party within 7 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the licensee. -  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 director as soon as parents/guardians become aware of the situation.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

**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, in writing to the Board of Directors.

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.

<p><b>Contacts:</b></p> <p>Executive Director: 613-475-1811</p> <p>Board of Director’s President: Brent Jewell 613-475-9263</p> <p>Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or <a href="mailto:childcare_ontario@ontario.ca">childcare_ontario@ontario.ca</a></p> <p>Children’s Aid Society of Northumberland: 1-905-372-182</p>
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## **Activities Off the Premises**

Regularly, our children take part in neighbourhood walks as part of outdoor time. Occasionally, children participate in short, local field trips where no transportation is required. (ie. library, grocery store.) These trips help to expand the children's knowledge and appreciation of the world they live in. A consent form is included in the registration package that includes permission for these type of excursions.

Specific consent forms will be sent home for special field trips requiring bussing or other transportation. Trips where transportation is necessary will be by special permission only and a parent/guardian's signature will be required. Parents will be notified in advance of the destination, time and date of the excursion.

## **Supervision of Volunteers and Students**

Direct, unsupervised access (i.e. when the adult is alone with a child) is not permitted for anyone who is not an employee of Brighton Children's Centre. Volunteers and placement students cannot be counted in the staffing ratios and must be supervised by an employee at all times.

Before providing care, volunteers and students will participate in an orientation session with the Executive Director to review all Brighton Children's Centre's policies, procedures and expectations at that time, and annually thereafter. They will be directed where they can find the Centre's policies and procedures for further review. They will be given a tour of the Centre, introduced to the Head Teacher who will be their Supervisor while on site. Volunteers and students are expected to conduct themselves in a respectful manner both in behaviour and dress, paying attention to personal hygiene and using appropriate language. Specific roles and responsibilities will be communicated to them during their first few shifts by their Head Teacher.

Supervising Head Teacher will complete written observations and records as may be necessary for all volunteers and students. They will ensure that students and volunteers will be supervised at all times and never permitted to be left alone with any child.

## **Vulnerable Sector Check Policy- Students & Volunteers**

The intent of this policy is to help ensure the safety and well-being of children enrolled at the Brighton Children's Centre.

No interaction with children will begin until a valid VSC has been obtained by students and volunteers over 18 years of age.

If required, a signed letter stating that a VSC is required by the Brighton Children's Centre will be provided by the Executive Director. The VSC must be personally requested and paid for by the individual.



Vulnerable Sector Checks will become part of the individual's personal file, secured in a locked filing cabinet in the Executive Director's office. The information contained in the VSC will be used only for the purpose of verifying eligibility to be a volunteer or student at the Brighton Children's Centre. Files may be reviewed by the Ministry of Education for the purposes of licensing the Children's Centre and as may be required by legal authorities.

Vulnerable Sector Checks will be repeated every five years. Alternate years, a Ministry Offence Declaration form shall be completed, stating if any criminal charges have been laid since the date of the last Vulnerable Sector Check or Offence Declaration. VSC's or OD will be obtained no later than 15 days after the anniversary date of the previous VSC or OD.

Vulnerable Sector Checks that are older than 6 months must sign an offence declaration that addresses the period after the 6 months have passed.

## **Food and Menu**

A nutritious lunch and two snacks will be provided for the children spending a full day at the centre, and an after school snack will be offered to the school age children. All snacks and meals will be prepared according to Health Canada recommendations.

**Due to severe allergies, please do not bring food of any kind into the Centre.**

If your child has food allergies or requires a special diet for any reason please inform the Director.

- Nuts and nut products will not be included in any aspect of the menu planning due to the severe nature of a nut allergy.
- An Allergy list including the names of the children and their respective food allergies or restrictions will be posted in each cooking and serving area, in each play area or play room and in any other area in which children may be present. A list will be brought with the emergency bag to areas where it is not practical to post. Allergies or sensitivities will be accommodated.
- If you wish to bring in a treat for your child's birthday, it cannot be food of any kind. Ideas: Napkins, party hats, stickers etc.
- Our menus rotate on a four-week basis to allow for a variety of meals and snacks to be served.
- All food will be kept covered and stored at proper temperatures (4.4 degrees c/40 degrees F).
- All procedures stated in the Sanitation and Safety Policies will be followed.
- Menus will be posted on the parent bulletin board, and any changes will be noted.

## **Privacy & Confidentiality Policy**

The Brighton Children's Centre is committed to protecting personal information by following responsible information handling practices in keeping with current privacy laws. We collect and use personal data in order to ensure the safety of the children in our care, to comply with

government obligations and for statistical purposes. It is essential for staff, students and volunteers to respect the confidential nature of the information shared and to respect the right to privacy in all forms of communication and social media.

Brighton Children's Centre requires that all staff, students, volunteers safeguard any and all information and documents made available to fulfill the capacity of the position held. All information regarding fellow staff, students, volunteer, children and families is kept confidential and **must not** be discussed outside of the Centre or meetings of the Board of Directors. Every person, prior to the commencement of duties and annually thereafter, must sign the agreement accepting terms of said agreement.

### **Emergency Management Policy and Procedures**

Brighton Children's Centre has Emergency Management Policy and Procedures as required in section 68.1 of Ontario Regulation 137/15. If there is an emergency at the Centre, parents will be notified by phone, as soon as details are known and it is safe to do so. Where possible, the Director will update the child care centre's voicemail box as soon as possible to inform parents/guardians about details.

### **Sleep Supervision Policy**

Brighton Children's Centre has policies and procedures regarding supervision during sleep. Children's sleep and rest play an integral part in a child's well-being and development. The purpose of this policy and procedures is to provide staff, students and volunteers with rules and procedures to follow to safeguard children from harm, injury or death while sleeping.

The Sleep Supervision Policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for sleep policies for child care centres.

Under our policy; All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs.

All children 18 months and older will be provided time to sleep for a period of no more than two hours each day, and will be assigned to a cot.

The program Head Teacher will consult with parents about their child's sleeping arrangements at the time of enrolment and at any other appropriate time (e.g. when a child transitions to a new program or room, or at the parent's request). Space is provided on Registration Forms for parents to inform the children's centre of the child's sleep routines.

Written documentation will be kept in each child's file to reflect the sleep patterns identified by their parent, and updates to the documentation will be made whenever changes are communicated to the child care centre.

All sleep arrangements will be communicated to program staff by the Head Teacher after meeting with the parent/guardian.

Parents will be advised by the supervising staff of any significant changes in their child's behaviours during sleep and/or sleeping patterns.

Any changes in sleep behaviours will result in adjustments being made to the child's supervision during sleep time, where appropriate, based on consultation with the child's parent.

### **Cold Weather Policy**

The Child Care and Early Years Act requires outdoor play for children 2½ years of age and older in full day programs for at least 2 hours each day, weather permitting.

The children enrolled at Brighton Children's Centre will not be taken outside if the temperature (with or without wind chill) is lower than -17°C. The temperature will be checked before the morning and afternoon outdoor time.

If the temperature is between -12°C and -17°C the staff will take the children out for a shortened period of time. It will be up to the Director and/or Acting Director to decide how long the group stays out, taking into consideration the age of the children and the conditions of the playground.

Any changes to the outdoor play schedule will be documented in the daily log book, and the outdoor temperature will be noted.

### **Hot Weather Policy**

There will be limited outdoor exposure when the UV index is between 8 and 10 and/or the humidex is between 30°C and 39°C. Children will not be taken outside when the UV index is 11 or over and/or the humidex is 40°C or over. It will be up to the Director and/or Acting Director to decide how long the group stays out, taking into consideration the age of the children and the conditions of the playground.

During the extreme temperatures, outside activities will be planned that are not as vigorous and different varieties of water play will be offered. The staff and children will have unlimited access to drinking water. Sunhats and sunscreen will be used.

Any changes to the outdoor play schedule will be documented in the daily log book, and the outdoor temperature will be noted.

### **Prohibited Practices**

The Child Care and Early Years Act is clear on our interactions with children in our care. Parents are also expected to follow these guidelines while present in the Centre. Subsection 5.6 lists the following Prohibited Practices with respect to a child receiving child care at a child care centre;

- **Corporal punishment of the child**
- **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;

- Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

### **Individual Support Plans**

The Brighton Children's Centre accommodates the individualized support plan of each child with special needs. We strive to be appropriate for the ages and developmental levels of the children with special needs receiving child care and aim to be inclusive of all children.

An individualized support plan will be put in place and implemented for each child with special needs. A description will be made of how the child will be supported and participate in a meaningful and purposeful manner. A description of any supports or aids and instructions relating to their use or adaptations or other modifications to the physical, social and learning environment that are necessary and interaction with them to achieve this aim will be included. The individualized support plan will be developed in consultation with a parent of the child, the child if appropriate and any regulated health professional or other person who works with the child in a capacity that would allow the person to help inform the plan

Individual Support Plans will be reviewed by employees, students and volunteers before they begin their employment, educational placement or volunteering and annually thereafter and any other time when changes are made. A record with the date of each review will be kept.

### **Child Abuse Policy**

By law it is our obligation to report all suspected cases of abuse to the Children's Aid Society. The Children's Aid Society is able to evaluate each situation and help the family with support and/or resources available to them.

It is not the responsibility of the Brighton Children's Centre to prove that a child has been abused or neglected, or to determine whether the child is in need of protection. As such, Brighton Children's Centre staff will only engage the Children's Aid Society when abuse is suspected and will not enter into discussions with parents, guardians and/or caregivers about the cause/nature of the suspected abuse or neglect.

### **Fire and Evacuation Policy**

Fire drills will be conducted monthly in accordance with Brighton Public School and Kawartha and Pine Ridge District School Board published guidelines and procedures in case of emergency or fire. The Brighton Children's Centre will comply with the published procedures placed on the classroom door by the school board authorities and will conduct additional drills on a monthly basis. The supervisor will keep a record of monthly fire drills to include the number of staff and students involved, including the dates and exit times and details of the practices.

The evacuation site is The Brighton Municipal Office located at 35 Alice Street. Brighton Municipal Office Phone: (613) 475-0670.

### **Emergency Closure Policy**

In the event that the Brighton Children's Centre must be closed for reasons beyond our control (ex: fire, flood, pandemic), we will do our best to notify parents through local radio MyFM 100.9 and by leaving a recorded message on our phone. Payment will be expected for the first two days of the closure. If the Centre is to remain closed longer than two days payment will not be expected until the Centre is re-opened and we resume care for your child.

### **Smoke Free Policy**

The Brighton Children's Centre as community use of schools member is required to follow the Smoke Free Environment Policy of the Kawartha Pine Ridge District School Board. It states that "all buildings and properties of the Board shall be smoke and tobacco product free. The tradition of using sacred smoke (smudging with sage or sweet grass), that forms part of Aboriginal culture and spirituality, is acknowledged and allowed by the Board for ceremonial purposes when deemed appropriate."

The Brighton Children's Centre is committed to providing a healthy environment for learning and working. This commitment reflects increasing medical evidence of the harmful consequences of smoking, second-hand smoke and the use of tobacco products. Smoking tobacco can also affect the health of your mouth and gums. We ask smokers to wash afterward and practice good oral hygiene.

More information is available, including the Smoke-Free Ontario Act, at the Ontario Ministry of Health and Long-Term Care website.

### **Scent Free Policy and Procedure**

Brighton Children's Centre is committed to providing a safe, healthy environment to all employees, students, children, families, and visitors. Under the Occupational Health and Safety Act, every precaution reasonable in the circumstances must be taken for the protection of worker health and safety. Employees are also obligated to take reasonable measures to protect themselves and their co-workers. There is an expectation of respect for each other and the intent of this policy to provide a safe, healthy environment for all.

**The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act states that an employer has a duty to accommodate persons with disabilities. Workers with chemical sensitivities are included as persons with disabilities.**

Air quality of a work environment can play a significant role on the quality of a person's health. We recognize that products such as air fresheners, cosmetics, lotions, shaving products, hair sprays, deodorants, shampoos, lotions, body gels, laundry detergents and fabric softeners can contain chemical scents that can cause adverse reactions and negative health related symptoms for persons with sensitivities, asthma and allergies.

It is to be understood that **Brighton Public School does NOT have a scent policy**, however, staff, students, families and regular visitors of our Centre are asked to avoid the use of scented products and replace them with unscented or scent-reduced alternatives. Common items to be replaced include diaper creams and wipes, sunscreen and lotions. When feasible, scent-free cleaning items will be used within the Brighton Children's Centre. Please remember that scents may linger on items like clothing or bags.

Signage in our rooms will advise those visiting or using our children's services of our efforts to provide a scent-free environment and the reason they are being asked to avoid scented products. **The intent of this policy is to limit the use of chemical-based scented products to reduce barriers that may place staff and families at risk for health problems and allow staff to work in a productive and safe working environment.**

It should be noted that there is no clear definition of "scent free", "fragrance free" or "unscented". A "scent-free" product could mean that no scent has been added to the chemicals already used to make it. It may also mean that the use of an additional chemical has masked the scent. Product labels should be reviewed carefully. Generally, products that are "fragrance free" or "scent free" will be labelled as such.

By continuing to work with a scent free policy, we hope to create awareness around scent sensitivity, allergies and respiratory issues that can be worsened by chemically scented products. With cooperation of staff, students, families, and visitors we are hopeful we can reduce the exposure to chemical scents and positively impact the health and safety of everyone at the Brighton Children's Centre.

### **Amendments of Policies and Procedures**

These policies and procedures may be amended at any time with approval of the Brighton Children's Centre Board of Directors.

Revised May 2018

## 2018 Fees

### Preschool Program (2.5-5 year olds)

- Single Day \$39.50
- Full Time \$790.00/month

### School-Age Program (including JK/SK)

- Before School Only \$9.25/day
- After School Only \$18.00/day
- Before & After School \$23.50/day
- PA Day/Holidays \$39.50/day
- Summer Camp \$39.50/day

**Late Payment Fee = \$10.00**

**NSF Fee = \$15.00**

**All fees must be paid on time.** Payment is due on the 1st and 15th days of the month, **in advance**, for all programs.

Payment by cheque or e-transfer is preferred as the teachers' top priority is supervision of children and handling cash is difficult during their busy day. If you must pay with cash, please bring in an envelope with your child's name on it and the amount you are paying. Cash will only be accepted by the Executive Director or the Head Teacher in charge. Hand written receipts will be issued by the Executive Director when received and amount is confirmed.

**Irregularly scheduled families** must give a minimum of two weeks' notice. You are responsible for FULL PAYMENT of the schedule you submit and any extra days you may require. There will be no refund for any unused days. Extra days must be approved in advance to ensure space is available. NEVER arrive unannounced without prior approval-due to strict staff: child ratios, we may not be able to accommodate an extra child.

**Regularly scheduled families** are expected to pay for all days the child/children would normally attend. Only full time families are allowed 2 weeks unpaid vacation days per year.

Failure to continue with payments will result in a written notice and if failure to pay continues, will result in discharge.