

# **BRIGHTON CHILDREN'S CENTRE**



## **PARENT HANDBOOK**

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**LICENSED BY THE MINISTRY OF EDUCATION**

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# Brighton Children's Centre



## PROGRAM STATEMENT

*Brighton Children's Centre (BCC) is inspected annually and adheres to all requirements in the Child Care Early Years Act. We employ principles and practices according to the Ministry resource, "How Does Learning Happen? Ontario's Pedagogy for the Early Years". Our programs are based on the Four Foundations of Learning: Belonging, Well-Being, Engagement and Expression. We believe that children have the ability 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. Allowing children time to express their thoughts, emotions and needs, listening carefully to what they have to say and how they say it, it is paramount in our approach to encouraging positive communication and self-regulation.*

*We believe that children learn 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. The documentation is posted and utilized to reinforce the child's natural ability to learn. Documentation, photos and parent communication is utilized through our "Lillio App". We aim to create meaningful experiences by intentionally choosing materials that help to scaffold children's learning. 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.*

*We are striving to meet our children's health and well-being. 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. We believe that a positive mealtime experience encourages healthy eating habits that last a lifetime! 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 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 neighborhood 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. We collaborate with Five Counties Children's Centre and families at our centre can access extra support for their children. Families are encouraged to participate in Open House Events, Fundraising opportunities, Board of Director positions and special projects. 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. 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. 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.*

***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.***

# **ADMINISTRATION**

## **Management**

Governance of the Brighton Children's Centre is overseen by a Volunteer Board of Directors composed 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 staff 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. Feel free to approach staff if you have questions or concerns – a meeting can be arranged with your child's educator to allow for a more in-depth 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.

## **Hours of Operation/Space Allocation**

**The Brighton Children's Centre** operates from 6:30am to 6:00pm, Monday to Friday.

The Brighton Children's Centre (BCC) is licensed for 95 capacity; 15 children (18–24 months) in the Toddler Program, 24 children (30 months–5 years) 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. BCC plans to provide care for infants as of April 1<sup>st</sup>, 2022 anticipating the build. This will bring our license capacity to 105; with the infant program operating space for ten licensed clients (0-18 months).

## **Admission**

An orientation time will be arranged with the Supervisor to submit all necessary forms for admission. These include a completed Enrollment Form, Consent Form, and signed Policy Agreement. Parents are asked to review the Parent Handbook prior to their visit, and provide proof of Current Immunizations for those not registered in school. 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.

## **Centre Closures**

The Centre will be closed the following holidays:

New Year's Day- January 1, Family Day- February 15, Good Friday- April 2, Easter Monday- April 5, Victoria Day- May 24, Canada Day- July 1, Civic Holiday- August 2, Labour Day- Sept 6, National Day for Truth & Reconciliation- Sept 30, Thanksgiving Day- October 11, Christmas Day- December 25, and Boxing Day- December 26.

**Payment is expected for all Statutory holidays that fall on your child's regular scheduled days.**

The Centre will close in accordance to the KPRDSB school calendar and remain closed until after the New Year. A notice will be posted regarding specific closure at least two (2) weeks prior to Christmas Holidays

### **Inclement Weather Days**

The Brighton Children's Centre rarely closes its doors for inclement weather, as Brighton Public School usually remains open. In the case of severe weather where the school is closed, we will be closing the Centre. Centre closures will be posted on the "Lillio App" for parents. See more on pg. 6.

### **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.

### **Tax Receipts**

Parents will have their tax receipts generated by the office for their tax season via the "Lillio App". The office will enclose your receipt and disperse at your drop-off and/or pick-up periods.

### **Billing**

**Parents will be billed after the month of use, and will have until the 15<sup>th</sup> of the month to pay the bill in full. If the bill is not paid in full by the 15<sup>th</sup> of the following month, the Executive Director will have the discretion to suspend child care services.**

Payment by cheque or e-Transfer is preferred as we have Auto deposit set up with our organization. If you must pay with cash, please seal in an envelope with your child's name and the amount you are paying. Cash will only be accepted by the Executive Director or the Supervisor. Hand written receipts will be issued once amount is confirmed.

Families in the *KinderCare and School Age programs* will only pay for PA Days and School Holidays (e.g. March Break, summer) the child is scheduled for that day. Please ensure to give the office a two week written notice of any unscheduled days by email at [admin@brightonkids.ca](mailto:admin@brightonkids.ca) . Default payments will result in a written notice and if default continues, a meeting with the Executive Director will be required to set up a plan moving forward.

### **Vacation**

*\*Please note vacation is only for Full-time Families.*

**Regularly scheduled families** are expected to pay for all days the child/children would normally attend. 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 Statutory Holidays. Parents are required to provide two weeks' notice when using holiday days, we will do our best to honour all requests ASAP. Parents who do not provide two weeks' notice will be billed according to their child's normal schedule. Payment is expected for all Statutory holidays that fall on your child's regularly scheduled days. **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. Please note irregular scheduled families are also entitled to vacation, and please address Management on a case-by-case basis.



# FEE SCHEDULE

Admin	Infant	Toddler	Preschool	KinderCare	SchoolAge
\$50.00 Regis. Fee Not covered by Subsidy <i>*Amount to be prorated based on age of children as per CWELCC \$23.65 Fee*</i>	\$21.59 Base Fee	\$20.00 Base Fee	\$18.00 Base Fee	<p><b>Age 5 and Under:</b> \$9.25/day Before (B) \$12.00/day After (A) \$12.00/day B&amp;A</p> <p><i>*If a child turns 6 before June 30, they receive the discount until the end of June. After June 30, the child receives the discount to the end of the birth month*</i></p>	<p><b>Age 6 (Grade 1) and above:</b> \$9.25/day Before (B) \$18.00/day After (A) \$23.50/day B&amp;A</p>
\$10.00 Late Payment (Non-Base Fee's)			<p><b>Age 6 (as per above):</b> \$9.25/day Before (B) \$18.00/day After (A) \$23.50/day B&amp;A</p>		
\$25.00 NSF (NonBase Fee's)			<p><b>Children 5 and Under:</b> \$15.00/day Base Fee– PA Days, March Break and Summer <i>*If a child turns 6 before June 30, they receive the discount until the end of June. After June 30, the child receives the discount to the end of the birth month*</i></p> <p><b>Children 6 (as per above):</b> \$32.00/day Base Fee– PA Days, March Break and Summer</p>		

## CWELCC

### Policy

The Canada Ontario Canada-Wide Early Learning and Childcare is a historic opportunity to support children, families, child care workers and employers across the province. This system is designed to support Ontario's children, families, employers and the child care sector to make licensed child care programs more affordable, accessible, inclusive and of higher quality. Key

pieces in the 2023 funding approach include: 25% fee reduction re parent fees, as of November 1, 2022 and fee reduction on an average of 50% relative to 2020 levels by the end of December 2022 for parent with children under age 6. Continuation of the revenue replacement approach to support the implementation of the fee reduction and provide consistent revenue stream.

Additional Funding of 2.75% or approximately 130M to support cost increases that operators may face, and funding to support wage increases for eligible staff on top of 2022 wage floor.

Parents were informed as of May 6, 2022, regarding BCC's intention of applying and consequently eligible children. Application of CWELCC was completed in August 2022 and approved in October 2022.

As a result, parents were informed as of November 7, 2022 that our Centre has enrolled and become eligible for the CWELCC Application.

CWELCC Funding has been approved and BCC will be applying refunds on the child's Lillio account and/or issue a rebate (form of cheque) if they are no longer with our Centre by December 31, 2022.

For 2023, funding will be provided to support participating child care licenses to reduce parent fees for children under age six to a provincial average of \$23.00 per day, equating to an average 50% fee reduction (based on 2020 average fees). The fee reduction will come into effect December 31, 2022. As a result, families who have already had fees reduced by 25% through CWELCC will see those reduced by a further 37% to a floor of \$12.00 per day.

## **MEDICATION**

### **Policy**

The purpose of this policy and the procedures outlined within is to provide clear direction for staff, students and volunteers to follow for administering drugs or medication to children at the child care centre and for appropriate record-keeping. Where the term drugs and/or medications is used in this policy, the term refers to any product with a drug identification number (DIN), with the exception of sunscreen, lotion, lip balm, bug spray, and diaper cream that is not used for acute, symptomatic treatment. For the purpose of this policy, drugs and medications fall into the following two categories, unless otherwise specified: **Prescription, intended for acute, symptomatic treatment; and Over-the-counter, intended for acute, symptomatic treatment.**

**The policy and procedures support children's health, safety and well-being by setting out measures to:**

- ensure children receive only those drugs or medications deemed necessary and appropriate by their parents;
- reduce the potential for errors;
- ensure medications do not spoil due to improper storage;

- prevent accidental ingestion;
- administer emergency allergy and asthma drugs or medications quickly when needed; and
- safely administer drugs and medications according to established routines.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for the administration of drugs and medication in a child care centre.

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

### **Parental Authorization to Administer Medication:**

Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child’s treatment schedule.

Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre’s Authorization for Medication Administration Form. The Authorization for Medication Administration form must be accompanied by a doctor’s note for over-the-counter medications. The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts to be administered. Where a drug or medication is to be administered to a child on an “as needed” basis (i.e. there is no specific schedule or time of the day for administration), the drug or medication must be accompanied with a doctor’s note outlining signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Authorization for Medication Administration Form must clearly indicate the situations under which the medication is to be given as outlined in the doctor’s note, including observable symptoms. Examples may include:

- when the child has a fever of 39.5 degrees Celsius’;
- when the child has a persistent cough and/or difficulty breathing’; and
- when red hives appear on the skin’, etc.

Prescription/over-the-counter skin products (with a DIN) that need to be administered for acute or symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre’s Authorization for Medication Administration. Authorization for Medical Administration Forms will be reviewed with parents quarterly to ensure the dosage continues to be accurate (e.g. based on the child’s age or weight). As long as sunscreen, lotion, lip balm, bug spray, and diaper cream are nonprescription and/or are not for acute (symptomatic) treatment, and due to their longer-term daily usage, these products:

- must have a blanket authorization from a parent on the enrolment form;
- can be administered without an Authorization for Medication Administration form; and
- do not require record-keeping

### **Drug and Medication Requirements**

All drugs and medications to be administered to children must meet the following requirements:

All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.

**All drug or medication containers must be clearly labelled with:**

- The child's full name;
- The name of the drug or medication;
- The dosage of the drug or medication;
- Instructions for storage;
- Instructions for administration;
- The date of purchase of the medication for prescription medications; and
- The expiry date of the medication, if applicable.

The information provided on the written parental authorization must match with all the requirements listed above. Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labelled container, the child care centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.

Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy as long as it is accompanied by a doctor's note and is clearly labeled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.

Drugs or medications purchased by staff, students or volunteers for their own use will be kept inaccessible to children (on their person, in a locked box or program emergency bag) and will not be administered to children at any time.

**Drug and Medication Handling and Storage:**

All drugs or medications will be kept inaccessible to children at all times in a locked container or area (e.g. in a refrigerator, cabinet, cupboard or drawer). There are exceptions for emergency medications as outlined below:

- Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-premises activities.
- In case of an emergency, all staff, students and volunteers will be made aware of the location of all emergency medications at all times.

Emergency medications will be brought on all field trips, evacuations and off-site activities.

Any topical products or drugs/medication in the first aid kit will not be used on children to clean or treat wounds. Children's cuts and wounds will be disinfected in accordance with local public health recommendations.

All drugs and medications for children will be stored in accordance with the instructions for storage on the label. Medication requiring refrigeration will be stored in the refrigerator in a locked container or in a cooler with ice when a refrigerator is not available.

Where drugs or medications are past their expiry date, they will be returned to the parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.

Any drugs or medications remaining after the treatment period will be returned to a parent of the child, where possible, and this will be documented on the Authorization for Medication Administration Form.

Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the person in charge of drugs and medications will ensure that the efforts made to return the drug or medication have been documented in the appropriate staff communication book (e.g. daily written record), and the drug or medication will be returned to a pharmacist for proper disposal.

### **Drug and Medication Administration:**

Drugs or medications will be administered according to the instructions on the label and only with written parental authorization.

Designated person(s) in charge of medications will deal with all drugs and medications to reduce the potential for errors, whether on or off the premises. Where the person(s) is absent, they will delegate this responsibility to another individual. The name of the individual who has been delegated and the duration of the delegation will be documented in the appropriate staff communication book (e.g. daily written record).

A drug or medication will only be administered from its original container as supplied by a pharmacist or its original package, and where the container is clearly labelled as outlined under the Drug and Medication Requirements section of this policy.

A drug or medication will only be administered using the appropriate dispenser (i.e. syringe, measuring spoon/cup, etc.).

To support the prompt administration of emergency medication:

- Emergency medications may be administered to a child by any person trained on the child's individualized plan at the child care centre; and

Drugs or medications that are expired (including epinephrine) will not be administered at any time.

### **Record-Keeping:**

Records of medication administration will be completed using the Records of Medication Administration every time drugs or medications are administered. Completed records are stored in the child's file.

Where a child's medication administration form includes a schedule setting out specific times to administer the medication and the child is absent on a day medication would have been administered, the child's absence will be documented on the medication administration record to

account for all days during the treatment period (excluding weekends, holidays and planned closures).

If a dose is missed or given late, reasons will be documented on the record of medication administration and a parent will be notified as soon as possible as it may impact the treatment schedule or the child's health.

Where a drug or medication is administered 'as needed' to treat specific symptoms outlined in a child's medication administration form or individualized plan and emergency procedures for an anaphylactic allergy (e.g. asthma, fever, allergic reaction), the administration and the reason for administering will be bagged lunch documented in the appropriate staff communication book (e.g. daily written record) and in the child's symptoms of illness record. A parent of the child will be notified.

### **Confidentiality**

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

## **BCC POLICIES**

### **Safe Arrival and Departure Policy**

We ask that you escort your child into the Centre so your child can be directly released to a staff member before 10:00am Monday - Friday. 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 utilizing the "Lillio App" or calling the Brighton Children's Centre. Therefore, if your child is scheduled to attend that day, and does not by 10:00AM, the Educators are required to tell their Supervisor, and a call via telephone or virtual message via Lillio App will be sent.

If child does not arrive as expected → Educator checks Lillio App and with Management re any messages re the day → if none present → speaks with Supervisor to call home for that child → then mark child attendance appropriately (Absent, Sick, Vacation or – for unscheduled)

Please note that we are separate from Brighton Public School, if your child is part of the Before and After KinderCare or School Age programs please ensure messages for daycare are sent via email at [admin@brightonkids.ca](mailto:admin@brightonkids.ca) or directly contact your program Educator. Children are only to be released to any person as specified on the admission form in your child's file re emergency contacts and/or authorized pick-ups. 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

Management. Please note all participants are required to present to **present photo identification** before the child will be released, unless parent/authorized caregiver is recognized from prior pick-ups.

If child does not get picked up as expected → keep child safe, call Mom and Dad to discuss matter → if no answer (NA) call Emergency contacts → if NA call authorized pickups → if NA call Supervisor and Executive Director and await further instructions → potentially call Highland Shores CAS and/or police.

**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 -20°C. The temperature will be checked before the morning and afternoon outdoor time. If the temperature is between -15°C and -20°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.

Infants (2022) Infants will not engage in outdoor play when the temperature combined with the wind-chill is lower than minus -10°C, as measured by the Weather App. at time of scheduled outdoor play and/or at the discretion of the Director.

**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, the Director will assist in the discretion of outdoor play; activities to 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.

Winter Weather (including wind chill)		
Age Group	Temperature	Duration of each Outdoor Playtime
Infants	-5 degrees Celsius or warmer	Full hour
	-6 to -20 degrees Celsius	Reduced outdoor time
	Below -20 degrees Celsius	No outside time
Toddlers, Preschool, Casa, Kindergarten, Kinder Casa	-15 degrees Celsius or warmer	Full Hour
	-16 to -20 degrees Celsius	Reduced outdoor time
	Below -20 degrees Celsius	No outside time
School-Age	Up to -20 degrees Celsius	Up to 30 minutes

Summer Weather (including humidex)		
Age Group	Temperature	Duration of each Outdoor Playtime
All Ages	30 ° Celsius or below	1 hour
	30 to 40 ° Celsius	Reduced time
	40 ° Celsius or above	No outdoor time

### **Fire and Evacuation Policy**

Fire drills will be conducted monthly in accordance with 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.

### **Emergency Closure Policy**

If 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 FM 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 resumes operations and/or if the KPRDSB Brighton Public School prohibits elementary children from attending in-school learning, the Brighton Children's Centre will remain closed. Families will be canvassed regarding whether they require emergency care and/or if we can assist them with County supports until we re-open.

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

### **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 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 Centre has a designated sleep-space to accommodate ten infant children with flexible sleep schedules.

The Program Staff 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 all program staff 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.

### **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.

### **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**

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.**

### **Withdrawal/Discharge Policy**

Written notice of your child(ren)'s withdrawal must be provided two (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. Failure to comply with Brighton Children's Centre policies including failure to continue with payments will result in written notice and if failure to comply continues, will result in discharge. Unresolved conflict and/or unwanted behaviour occurs we have the right to ask parents to find alternative care.

## **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 childcare centre that maintains a waiting list to have related policies and procedures.

KinderCare and School Age programs offer Before and After school care during the school year and full day programs during school holidays and summer. 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.

### **Policy**

Brighton Children's Centre will strive to accommodate all requests for the registration of a child at the childcare 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.

### **Procedures**

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

The licensee or designate will receive parental requests to place children on a waiting list via email, telephone or in person.

**Placing a child on the Waiting List:**

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. 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:**

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. 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:**

Parents of children on the waiting list will be notified via phone call that a space has become available in their requested program. 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. 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:** The Director/Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list. The Director/Supervisor 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:**

- 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.
- Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

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 waitlist under the following circumstances; parent request or inability to contact the family after multiple attempts.

**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.**

### **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.

### **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/childrensaidthereportingabuse/index.aspx>

### **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. As a result, the Brighton Children’s Centre has the right to terminate service if you cannot abide by the above policies and procedures.

### **Dismissal Policy**

Brighton Children's Centre maintains a "zero tolerance" policy for any behaviour by a child, family member and/or staff deemed to be a deliberate act of hostility, aggression or violence towards a child or staff member. Brighton Children's Centre maintains a "zero tolerance" policy for any behaviour by a child, family member and/or staff deemed to be a deliberate act of defiance of authority of any Brighton Children's Centre staff member or an adult person acting in a position of authority working on behalf of Brighton Children's Centre.

Brighton Children's Centre realizes that arguments and disputes will occur among children and it is not our intention to exclude children over normal developmental incidents that assist them in acquiring problem solving skills. However, as individual needs vary in terms of environment and program some children may not benefit from the program offered by the Brighton Children's Centre. We will make every effort to meet the needs of your child, which may require the assistance of outside agencies (Five Counties Children's Centre etc.). If behaviors continue to occur and it is still deemed that we are unable to meet the needs of your child, then services will be withdrawn, with approval from the centre's Board of Directors.

### **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.

### **Late Pick Up Policy & Procedure**

It is the **Parents** responsibility to ensure their child is picked up on time. A parent who picks up their child after the scheduled pick up time will be charged a **late fee of \$1.00 per minute**. Transportation to and from the Brighton Children's Centre is the responsibility of each parent. If you are having transportation difficulties, please notify staff immediately.

### **Procedure**

1. Staff will make every attempt to call contact numbers, including emergency/pick up contacts.
2. If staff have exhausted every contact number authorized to pick up your child, and receive no response after 30 minutes, our last resort will be to contact the Highland Shores Children's Aid Society.

***\*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.***

### **Bullying Policy**

Bullying is aggressive behaviour that is typically repeated over time. It is meant to cause harm, fear or distress or create a negative environment at school/daycare for another person. Bullying occurs in a situation where there is a real or perceived power imbalance. Bullying can take many forms.

**Forms of bullying can include:** Physical – hitting, shoving, damaging or stealing property, Verbal – name calling, mocking, or making sexist, racist or homophobic comments, Social – excluding others from a group or spreading gossip or rumours about them, Written – writing notes or signs that are hurtful or insulting, Electronic (commonly known as cyber-bullying) – spreading rumours and hurtful comments through the use of e-mail, cell phones (e.g., text messaging) and on social media sites.

When addressing bullying, the daycare will use a **progressive discipline approach**. Progressive discipline allows the daycare to choose from a range of options to address the behaviour and help the student learn from his or her choices. **Some examples include:** an apology for a hurtful or disrespectful comment, a review of the expectations for the student, a meeting with parents/guardians, anger management counselling, having the individual removed from the centre.

***The Brighton Children's Centre will not tolerate bullying in any form. If a parent is unwilling to assist the centre with their anti-bullying approach, the centre will have the right to decline care.***

### **Impairment Policy**

Should anyone picking up a child arrive exhibiting signs of drug or alcohol impairment, the Educator will inform the designate and Executive Director immediately. The Educator 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. If the parent insist on leaving with their child under these circumstance; the local O.P.P and authorities will be called. 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.

## **SYMPTOMS OF ILL-HEALTH**

### **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** without a **Doctor's note on file:**

- 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.

### **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 Staff.

### **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.

## Ontario's Publicly Funded Immunization Schedule

Age at Vaccination	Vaccine																
	Diphtheria	Tetanus	Pertussis	Polio	Haemophilus B (Hib)	Pneumococcal-C-13	Rotavirus	Measles	Mumps	Rubella	Varicella (Chickenpox)	Meningococcal-C	Meningococcal-ACYW	Hepatitis B	Human Papillomavirus (HPV)	Pneumococcal-P23	Shingles
2 months	✓	✓	✓	✓	✓	✓	✓										
4 months	✓	✓	✓	✓	✓	✓	✓										
6 months	✓	✓	✓	✓	✓	✓	✓										
*1 year					✓		✓	✓	✓		✓						
15 months										✓							
18 months	✓	✓	✓	✓	✓												
4-6 years	✓	✓	✓	✓			✓	✓	✓	✓							
Grade 7											✓	✓	✓				
14 – 16 years	✓	✓	✓														
Every autumn														✓			
Adults	✓	✓	✓														
Every 10 Years	✓	✓															
65-70 years																	✓
65 years+														✓			

Boxes filled with the same colour are given as one needle.

Rotavirus vaccine is given by mouth; 2 or 3 doses.

\* Vaccines required at 1-year of age should be given on or after the child's first birthday.

The vaccines in bold print are required for school attendance under the Immunization of School Pupils Act.

Vaccines for Grade 7 students are provided in the schools by local health units.

## MENU & FOOD

### Policy:

A nutritious lunch and two snacks will be provided for the infant, toddler, and preschool groups spending a full day at the centre, and a before & after school snack will be offered to the SchoolAge/ KinderCare children. All snacks and meals will be prepared according to Health Canada recommendations.

All formula, baby food products, etc., will be stored according to the label on the container or as directed by the parent.

**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.

### **SchoolAge and KinderCare Programs - Full-time or Part-time:**

#### **We will provide:**

- A link to Canada's Food Guide (<https://www.canada.ca/en/healthcanada/services/canada-food-guide/resources/resources-download.html>).
- Milk at lunch.
- Refrigeration to help ensure food is maintained at a safe temperature.
- Eating utensils if required.
- Drinking water will be available at all times. Children are required to bring a refillable water bottle.
- Sharing of food will not be permitted as staff cannot confirm the content of the items.
- If not enough of the Food Guide servings are evident, parents will be encouraged to review the link above.
- Parents will be notified if a bag lunch is forgotten or does not meet nutritional requirements or contains prohibited allergens. Parents will be required to return with a bag lunch for their child.

### **SchoolAge and KinderCare Programs - PA Days/ March Break/Christmas/Summer**

Children **attending will be required to** bring their own bagged lunch that:

- Meets the recommendations of Canada's Food Guide.
- Does not contain foods that are prohibited due to allergies, (peanut products).
- Labeled with the child's name.
- Ensuring there are no choking hazard.
- Does not contain unhealthy processed products.
- Refillable water bottle; Drinking water will be available at all times.

**BCC will provide PM snack during school and AM/PM snack for full day programs:**

Food Group	Range of Serving Size Children 0-6 years	Range of Serving Size Children 6 years and over
Milk and Milk Products	125 to 175 milliliters	175 to 250 milliliters
Meat and Alternates	30 to 60 grams	60 to 90 grams
Breads and Cereals	1/2 to 1 slice or 50 to 125 milliliters	1 slice or 125 to 175 milliliters
Fruits and Vegetables	1/4 to 1 whole fruit or 80 to 125 milliliters	1 whole fruit or 125 milliliters

## **STUDENT & VOLUNTEERS**

### **Purpose**

Brighton Children’s Centre welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs. This policy will provide supervising staff, students and volunteers with a clear understanding of their roles and responsibilities. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for child care centres. Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document. Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care. Students and volunteers will not be counted in staff to child ratios.

### **The Licensee/Designate role must ensure:**

Ensure that all applicable policies, procedures and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation. Ensure that all students and/or volunteers have been trained on each child’s individualized plan. Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre’s criminal reference check policy and procedures and Ontario Regulation 137/15.

Ensure that expectations are reviewed with students and/or volunteers including, but not limited to: how to report their absence and how to report concerns about the program

Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.

Appoint supervising staff to the students and/or volunteers, and inform them of their supervisory responsibilities.

Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act.

**The Acting Supervisor/Supervisor on Shift must ensure:**

Ensure that students/volunteers are never included in staff to child ratios. Ensure that students/volunteers are supervised at all times and never left alone with children. Introduce students and/or volunteers to parents/guardians. Provide an environment that facilitates and supports students' and/or volunteers' learning and professional development. Provide students and/or volunteers with clear expectations of the program in accordance with the established program statement and program statement implementation policy. Provide students and/or volunteers with feedback on their performance. Work collaboratively with the student's practicum supervising teacher. Monitor and notify the Executive Director of any student and or volunteer misconduct or contraventions with the centre's policies, procedures, prohibited practices or individual plans (where applicable) in accordance with the child care centre's written process for monitoring compliance and contraventions.

**Students and/or Volunteers must ensure:**

Maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan. Notify the supervisor or designate if they have been left alone with children or have any other concerns about the child care program (e.g. regarding staff conduct, program statement implementation, the safety and well-being of children, etc.). Submit all required information and documentation to the licensee, supervisor or designate prior to commencing placement or volunteering, such as a valid VSC. Review and implement all required policies, procedures and individualized plans, and sign and date a record of review. Review allergy lists and dietary restrictions and ensure they are implemented. Respond and act on the feedback and recommendations of supervising staff, as appropriate. Report any allegations/concerns as per the "Duty to Report" under the *Child and Family Services Act*. Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre's criminal reference check policy.

**Vulnerable Sector Check re 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.

Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre's criminal reference check policy. Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.

## **PARENT INFO. & 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.

### **Policy**

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.

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.

**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 and/or 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.)

**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>
<p><b>Program Room-Related</b> 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> <li>or</li> <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> 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 referral.</li> </ul> <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 7 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

### 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. (I.e. 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.

### Key Contacts:

For any questions concerning the daily operations of the Centre or if you have any concerns, please use this hierarchy whenever possible:

- Designate** – Erin Jennison
- Supervisor** - Brandi Hall
- Executive Director** - Brynn Jones
- Board of Directors** - Bill Ferguson



### Contacts:

Executive Director: Brynn Jones 613-438-5883

Board of Director's President: Bill Ferguson 905-243-3670

Children's Aid Society of Northumberland: 1-905-372-1821

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

### 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 through the 'Lillio App', 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.
- **Parents should check the Lillio App or 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.

### **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 for your child.

A soft toy or favourite blanket may be brought for rest time; however, other toys from home often cause conflict and will need 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.

# **BRIGHTON CHILDREN'S CENTRE PARENT AGREEMENT**

I have read and understand the Policies of the Brighton Children's Centre Parent Handbook. I agree and will abide by all Policies set out in the Parent Handbook.

**Child's Name:**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_





## **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.

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

***Student:*** Individual who is enrolled in an education program/school and is completing a placement.

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

***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 (All references to parent include legal guardians, but will be referred to as “parent” in the policy).

***Amendments of Policies and Procedure:*** These policies and procedures may be amended at any time with approval of the Brighton Children’s Centre Board of Directors.

CCEYA, Ministry Standards, 2014

Childcare Licensing Manual, 2019

Healthy Nutritive/Healthy Nutrition/Paint your Plate, 2019

RECE Code of Ethics, 2017

**Revised August 2023**