

# A PLACE TO GROW



## CHILDCARE

Updated Jan 21, 2025

### Parent Handbook

**Come Grow with us**

**St. Christopher School**  
1213 EC Row Avenue  
Windsor, Ontario  
N8W 1Y6  
(519)250-6759

**St Angela School**  
816 Ellis Street East  
Windsor, Ontario  
N8X 2H7  
(519)252-8707

**Our Lady of Perpetual Help School**  
775 Capitol Street  
Windsor Ontario  
N8X 5E3  
(548)-708-0057

*Dear Parents:*

Welcome to *A Place to Grow* Childcare Centre. We would like to thank you for considering our centre to care for your child/ren. The following booklet has been established to share with you a bit about our program and our policies. **Please take time to read over the information before you sign your child's registration.**

*A Place to Grow's* handbook has been designed to explain the policies outlined in the Parent/Guardian Childcare Agreement.

### **RESERVATION AND THE RIGHT TO CHANGE POLICIES AND PROCEDURES**

*A Place to Grow* reserves the right to change, add, delete, modify, or amend the policies and procedures provided for in the program at any time.

### **SCREENING OF STAFF**

In compliance with licensing requirements dictated by the Ministry of Education, *A Place to Grow* has in place a written screening policy that includes but is not limited to criminal checks, background checks, medicals, and reference checks. All *A Place to Grow* staff sign policies on child abuse and neglect, this is a zero-tolerance policy.

*A Place to Grow* staff is required by law to report any suspicion of child abuse/neglect to the Supervisor and the Children's Aid Society.

## PROGRAM STATEMENT

A Place to Grow embraces "How does learning happen? Ontario's pedagogy for the early year's document" as a learning resource. Our objective is to support positive interactions among children, parents, educators, and the community. We aim to inspire interest within the classroom in which children will use all their senses to learn.

How Does Learning Happen? is organized around four foundational conditions that are important for children to grow and flourish: Belonging, Well-Being, Engagement, and Expression. These foundations, or ways of being, are a vision for all children's future potential and a view of what they should experience each day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the kindergarten program. They are conditions that children naturally seek for themselves.

**Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others, and making contributions as part of a group, a community, or the natural world.

**Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

**Engagement** suggests a state of being involved and focused. When children can explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem-solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

**Expression** or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials, support creativity, problem-solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

Childhood is a unique and valuable stage of human development. As Childcare providers, all our infants, toddler, preschool, kindergarten and school-age programs rest on this strong foundation, providing children the opportunity to be supported in a loving, nurturing, safe, and creative environment that respects their unique stage of growth and development. We are committed to supporting children's

social, emotional, intellectual, and physical development, respecting individual differences, and helping children learn to live and play cooperatively. We will do this by having regular inspections of our childcare, we will work with the Health Unit and use the healthy indicator tool to provide, maintain and monitor nutrition in our program. We will have daily interactions with parents regarding our program and their children.

The number one goal of *A Place to Grow* Childcare centre is to provide the highest quality childcare to every single family we serve. As a foundation for our high-quality programs, we are dedicated to upholding the College of Early Childhood Educator's Code of Ethics and Standards of Practice. As professionals, we are committed to life-long learning that builds on our solid education of child development and care. We believe in continuously gaining new understanding of best practices as research emerges and advances are made in related fields of study. As part of our commitment to quality, our full time staff are required and supported in ongoing professional growth and development by attending a minimum of 4 workshops per year. (Part time staff/supply staff will be required to complete 2 workshops per year) To achieve these goals, we will strive to:

- Always make children and families our number one priority.
- Respect and support families in their task of nurturing children
- Listen and respond to the needs of our children and families.
- Treat all employees, children, and families fairly, regardless of race, religion, or origin.
- Keep informed on current matters affecting childcare.

We believe that quality childcare is about genuine concern about the quality of everyone's day. As well as being accepted and respected without reservation. Whatever special needs a child has, he/she is still first a child and should whenever possible, be able to attend and be included in an early childhood program. Inclusion is about belonging, being valued, and having choices. It is about providing the necessary support so that all children and their families can successfully participate in the programs of their choice. Our goal is to foster skills that encourage attitudes that promote inclusion as a central component of excellence in early childhood. To accomplish this goal, we strive to expand childcare options for children with disabilities and their families. We believe an inclusive program must consider the unique experience of every child and family. It must also consider how the program can address the child's strengths and needs as well as family priorities. In addition, our staff is provided with training, assistance, and

information that enables them to feel comfortable teaching children with special needs and to be successful in including and interpreting them in our program. At *A Place to Grow*, we also try to keep trained Child and Youth workers on staff.

From time to time throughout the year, we may also be involved in training students through high school, university, and community College programs. We cultivate a positive and supportive working relationship with community support agencies that provide us with resource information and classroom support to better meet the needs of children, families, and educators.

In an inclusive setting, we will be working with outside agencies as well such as Children First and Children's Aid, and may refer parents to agencies such as Talk to Me. Here at *A Place to Grow*, we regard the physical environment with special importance because of the range of differences among children. Our indoor and outdoor play spaces are arranged so that children with disabilities can be included easily and naturally. All children can play together and have fun. Having fun together promotes genuine inclusion of all children.

Parents are the most significant adults in children's lives and the best outcomes for a child are achieved when childcare workers have a good working relationship with parents. We strive to create mutual respect between parents and teachers to achieve a common goal - to provide the best care possible for their child. We will help to teach children to self-regulate and offer a quiet area to promote self-support. Our primary concern is for the well-being of every child enrolled at the centre. However, we understand that parents will have feelings of anxiety and apprehension. Our goal is to earn the trust of parents as well as children, and to establish a level of comfort for both. We instill an atmosphere at the centre in which the parents as well as the child feel welcomed. We encourage every teacher to respond to the parents' interests and communicate sensitively, and respectfully to them. We will encourage parental involvement whenever possible as well as positive communication and interactions among children, parents, and staff. Our doors are always open to all parents.

Play can be a fun, pleasurable, and spontaneous activity, expanding children's imagination and creativity. Our program promotes an interest in learning through play. We believe play is children's unique way of experiencing the world and the opportunity to play in a safe, free, and expressive way is vital to a child's healthy physical, cognitive, social, and emotional development. It promotes the growth of sensory abilities and physical skills and provides endless opportunities to exercise and expand intellectual and language skills. Play can be flexible and take many directions, thus offering endless situations for open-ended learning, which we

believe is essential for the development of every individual child. We believe that a child uses "play" to develop independence, resourcefulness, curiosity, creativity, responsibility, self-regulation, and most importantly, a sense of self-worth.

Our image of the child as competent, capable, curious, rich in potential, and capable of complex thinking, must not just be words, but rather actions that we live out daily within our classrooms, by providing daily learning experiences, such as small groups, large groups, fine motor, gross motor, dancing, free play, open snack, singing, dramatic play and outdoor activity. We will foster children's experiences by providing opportunities, tools, objects, and equipment to expand their imagination and ideas, and foster independence.

Our approach to working with young children continues to focus on supporting, encouraging, and responding to the developmental needs of every child. We seek to improve the quality of childcare experience for ALL children. As the days unfold, staff will be taking photos of your children and posting learning stories based on what your child's interest might be at the time. These are posted for you to view and enjoy. Staff will post learning stories weekly and occasionally will post pictures of other fun activities going on within the classroom.

**Failure to comply with the Philosophy Statement by any staff member will result in a verbal warning initially, followed by a written warning and finally dismissal.**

## ADMISSION PROCEDURES

1. Parents must complete all registration forms, including immunization, **before** admission. Separate forms for each child enrolled. Any changes (e.g., place of employment, address, phone numbers, emergency contacts, etc.) must be reported immediately.

- Immunization forms must be completed on the Windsor Essex County Health Unit website listed below and the PDF document submitted to the childcare prior to the child's start date.

- <https://www.wechu.org/your-health/immunization/immunization-requirements-child-care>

2. Each family will be billed an annual \$10 tech fee per Child payable upon registration.

3. We are currently only accepting registrations for 5 days, full days only, before school, after school or both

4.

The hours of operation of *A Place to Grow* are Monday thru Friday 6:30am to 5:30pm (St. Angela & St. Christopher) 7:00am to 5:30 pm (OLPH)

The centre will be closed for the following holidays:

New Year's Day

Labor Day

Victoria Day

Civic Holiday

Good Friday

Thanksgiving Day

Christmas Day

Boxing Day

Canada Day

Family Day

We close for the week of Christmas each year also; the exact dates will be sent via Lillio in November of each year.

If a holiday occurs on a Saturday or Sunday, the centre will be closed on the proceeding Friday or the following Monday. Advance notice will be posted in the Lillio App. Payment is required for all statutory holidays if it is a regular scheduled day.

**YOUR TUITION RATE REMAINS THE SAME DURING HOLIDAY WEEKS.  
THERE ARE NO REFUNDS OR MAKE-UP DAYS GIVEN FOR HOLIDAYS.**

## **ATTENDANCE**

*A Place to Grow* opens at 6:30 a.m. (St Angela and St Christopher) 7 a.m (OLPH) daily Monday through Friday. Please call the centre OR send a message on the Lillio app BEFORE 9:00 am if your child will be late or will not be attending. If you do not call in, you will receive a phone call regarding your child's whereabouts.

## **TEMPORARY WITHDRAWAL**

On occasion, due to family, work, or medical circumstances, a parent/guardian may be forced to withdraw their child temporarily. Proper termination notice and procedure must be adhered to. Once a child is withdrawn, *A Place to Grow* cannot guarantee enrollment for the child in the program when they need to return.

## **EMERGENCY DISCHARGE SITUATIONS**

- > Tuition is over 2 weeks past due.
- > Habitual NSF
- > Habitual late pick-up
- > If your child's continued participation in the program creates a threat to other children, teachers, or to the child's safety (e.g.: excessive biting and aggressive behavior)
- > If your child's behavior is causing ongoing disruption in the classrooms.
- > If the services you require of the program and staff violate licensing or accreditation criteria.
- > If a staff member is threatened.

## **TERMINATION/WITHDRAWAL**

*A Place to Grow* and a parent/guardian have the right to terminate the childcare agreement upon written notice to the other party. *A Place to Grow* requires a 2-week written notice before termination. Full tuition is due for the notice period, whether your child attends or not. There are no refunds. Failure to provide proper notice and payment may result in legal action being taken by *A Place to Grow*.

This Centre reserves the right to terminate a child from our program for non-payment of fees, persistent unsafe behavior, and breakdown of communication between the childcare centre and parent/guardian, immediately or with a notice on the approval of two of the following: operator, supervisor, or staff.

## **Prohibited Practices**

No licensee shall permit, concerning a child receiving childcare at a childcare centre it operates or at premises where it oversees the provision of childcare,

- (a) Corporal punishment of the child.
- (b) Physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- (c) Locking the exits of the childcare centre or home childcare 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.
- (d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- (e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- (f) Inflicting any bodily harm on children including making children eat or drink against their will.

## **DAILY PROGRAM/ACTIVITIES**

Each day's routine promises activities that allow your child/ren time to grow, and room to explore, experiment, and play.

*A Place to Grow* provides a program of daily activities and relationships that offer opportunities for the development of each child in the following areas.

- Physical development, including fine and gross motor.
- Social development, including communication skills.
- Emotional development, including positive self-concept.
- Intellectual development.

## **DUE DATE FOR CHILDCARE FEES**

Tuition is due prior to the first day of attendance, for the month in advance, and on the first of the month thereafter, by **AUTO WITHDRAWAL IN THE LILLIO APP**. Credit and debit cards will have an added 2.9% processing fee to each payment. **Payment is required for ALL registered days regardless if it is a holiday or PD day.** If your child is registered for example 5 days after school, you will be billed for all days every month, this includes March Break, Christmas, and PD days even if you choose not to send your child. A late fee of \$10.00 per week will be added to your account if Childcare fees are not paid by 5:30 on the first day of the month. Two weeks of non-payment will result in the termination of childcare services.

\*If your child is registered to attend a P.D. day and you later decide that care is no longer needed, please note that payments will not be reimbursed if an invoice has already been issued. Staffing is based on ratios, and schedules are prepared the week prior to the P.D day. If you choose not to attend, it can create an unfair situation for other families who could have registered their child/ren for that day.

\* Please note, if you have been billed an incorrect amount, bring it to the supervisor's attention and allow 5 to 10 business days for the corrections to be made. A credit will be issued to your account if you were overcharged.

\*Please note, tuition is non-refundable if your child's care has been terminated due to our zero-tolerance policy. As stated under our zero-tolerance policy, your payment in lieu of a two-week notice will still be required.

\*A fee of \$50.00 is charged for any payment returned for **NON-SUFFICIENT FUNDS**.

\*Receipts will be issued annually.

**Please note: We do not accept cash payments.**

## DROP OFF AND PICK UP

Arrival at the Centre: Staff is on hand to welcome your child into the centre. Parents **MUST** bring their child into the centre, regardless of age. Staff cannot be responsible for children who are dropped off unnoticed and not signed in. Pick-up time: Parents must pick up their child/ren **BEFORE** the 5:30 p.m. closing time.

We ask that **ANYONE** picking up children to have picture ID with them. Children will **ONLY** be released to people listed on the pick-up list with the proper ID.

*A Place to Grow* is not responsible for any injury or harm to a child who has been released to a person on the child's pick-up list.

If someone other than a parent/guardian or someone other than those on the pick-up list is picking up your child, a message on the Lillio app stating who will be picking up your child is required before we will release your child. This person **MUST** have a proper photo ID and be at least 18 years of age.

Children cannot be released to meet their parents in the hallways or parking lots. Children are considered under the supervision of *A Place to Grow* **ONLY** when the parent/guardian is **NOT** on site.

*A Place to Grow* closes its doors at 5:30 p.m. Staff will begin calling emergency numbers immediately if you cannot be reached. You must call the centre if you are running late. By 6pm as per our safe arrival/dismissal policy CAS will be contacted if we have not received a phone call or received a message.

A substantial late fee has been established to discourage tardiness, which is considered unfair to your child and our staff. Habitual tardiness is grounds for dismissal. **LATE FEE OF \$1 PER MINUTE IS PAYABLE IN CASH TO THE STAFF ON DUTY!**

**THERE ARE NO REFUNDS OR MAKEUP DAYS FOR ABSENCES.**

## VACATION

*A Place to Grow* offers families who are enrolled and attend **12 consecutive months (September to August) with our program a two-week vacation unpaid.** The vacation days must be taken consecutively in five-day increments. A two-week written

notice is required for vacation. Vacation time will not accumulate into the next year.

## **MEDICAL POLICIES**

*A Place to Grow* has devoted much time and research to developing illness policies that are in the best interest of your child and our staff. We cannot guarantee that we are fully able to contain or prevent the spread of illness. When we establish guidelines, we understand that sick childcare exclusion guidelines that are too stringent can be an enormous burden for working parents. On the other hand, lax standards can cause increased illnesses among children, staff and families. Because caring for sick children is ultimately the responsibility of the parent/guardian, please be prepared to make alternative care arrangements during certain outbreaks. It may be necessary for *A Place to Grow* to put into effect additional or more stringent policies and procedures for the well-being of all children and families.

Children with any of the conditions below must be excluded until the symptoms/conditions have been resolved.

- ›Fever of 101 degrees or more (Must be excluded from the program 24 hours from the time the fever breaks with no medication)
- ›Rash (undiagnosed) will require a Dr's note to return
- ›Diarrhea; (2) loose or watery stools and or (1) Vomiting - (Must be excluded from the program for 48 hours once all symptoms are gone without medication)
- ›Children with specific infections but not limited to: Pertussis, Whooping cough, strep, head lice, scabies, hand foot and mouth disease, chicken pox, impetigo, mumps, measles, rubella, hepatitis A, Thrush or mouth sores (Dr's note will be required to return)
- ›Discolored eye, pink eye, ear or nose discharge. (Must be excluded 24 hours from time of diagnosis)
- ›Evidence of severe illness, lethargy, unusual sleepiness, irritability, prolonged crying, obvious discomfort, difficult or rapid breathing, extreme or uncontrollable coughing, wheezing, and poor appetite. (You will be required to pick up immediately)

Parents will be called to make arrangements to pick up a child too ill to remain in care. We ask that children be picked up within one hour. If your child is

too ill to participate in ALL daily activities, (eg: outside time) your child is too ill to attend the centre.

If your child is sent home with a fever of 101 or higher, they will not be allowed to return until they are fever-free for 24 hours WITHOUT medication. Children absent due to a contagious disease or undiagnosed rash may NOT return without written clearance from a physician.

## Medication Policy

Medication can only be administered to a child where a parent provides written consent with a schedule that sets out the times the drug or medication is to be given and the amounts to be administered.

Medication brought by parents for their child must be always kept in a locked container in the room and inaccessible to children. Medications that need refrigeration must be kept in a locked box in a refrigerator.

**Medication can be administered to a child only from the original container or package which is labeled with:** All writing on the bottle must be legible.

- *A Place to Grow* will administer medication ONLY if it is in the original container and labeled with your child's name. All writing on the bottle MUST be legible. Medication will be administered based on dosage information on the bottle only.
- Included on this form are the exact times the medication is to be given and the parent/guardian's signature.
- Expired medication will NOT be administered.
- *A Place to Grow* is not responsible for lost or damaged medication.

All administered medication will be documented on the medication permission form, including all the above as well as dates, times, and reasons for medication to be administered. All parents will need to sign off on this giving staff permission to administer.

One person will oversee all medications. Medications are dealt with by that person or his/her designate by written procedures.

In order for us to give the medication this form has to be filled out. A separate form is required for every medication. The forms are available in each room.

All medication brought to the centre is required to be locked up in the medication boxes in the kitchen or designated area. Please do not leave medication in your child's locker or bag, hand it to a teacher for safekeeping.

Please inform us when dropping off your child if they have received any medication prior to coming to the childcare centre.

If medication is brought in but not to be administered at the childcare center the parent must fill out a medication form for documentation purposes.

## **MEALS**

### ***A PLACE TO GROW IS PEANUT / NUT-FREE***

The centre will provide nutritious, child-friendly hot lunches and snacks in the morning and mid-afternoon for those attending the after-school program. All menus are planned using Canada's food guide and menus are posted inside the daycare entrance. We cannot force your child to eat but will encourage them to taste. Because of allergies and our anaphylactic policy, lunches or snacks from home are **NOT** permitted. Due to medical issues or food allergies, we may accommodate pediasure, packaged food/snacks labelled with ingredients, and all nut-free. We will be unable to accommodate cooked-from-home meals, as we cannot be sure that it did not come in contact with any allergens. If your child has allergies or cannot eat certain foods due to religious beliefs, we will do everything to accommodate these requests.

With the no outside food rule, in the case that a parent needs to provide lunch for medical reasons the above and below policy must be adhered to: (packaged foods only will be accepted and cooked onsite)

## **REDUCE THE RISK OF EXPOSURE!**

It is the responsibility of the Childcare centre staff and supervisor to ensure that:

1. An "allergy safe" policy is being adhered to and signs are posted throughout the centre. (NO NUTS)
2. All staff, parents and visitors are aware that food items (except personal lunch) cannot be brought into the centre for children's consumption. A staff will check that these items are "allergy safe" and contain no nuts.
3. No latex gloves or balloons are allowed onsite.
4. allergy lists will be updated as necessary, depending on the allergies of children enrolled.

5. Staff will ensure that proper hand washing procedures are being followed.
6. Remind parents monthly about no food items being allowed in the childcare.
7. Look for hidden allergens in such items as playdoh, stuffed animals etc.
8. Know which children have allergies.

It is the responsibility of the cook to:

1. Use proper hand washing procedures.
2. Ensure that ALL foods purchased, prepared, and served are free from all kinds of nuts.
3. Ensure that all pre-packaged foods (eg: cookies, ice cream etc.) is free from the risk of contamination of nut products.
4. Ensure that allergy lists are posted and updated as necessary.
5. Think **F A S T** if Any of the following symptoms appear:

**FACE**- itchiness, redness, swelling

**AIRWAY**- trouble breathing, swallowing, speaking.

**STOMACH**- pain, vomiting, diarrhea

**TOTAL**- hives, rash, itchiness, swelling, weakness, paleness, sense of doom, loss of consciousness.

### **SYMPTOMS CAN VARY FROM REACTION TO REACTION**

Life-threatening components include:

Airway obstruction

Loss of blood pressure

### **FIELD TRIPS**

It is our philosophy to provide children with the opportunity to experience and learn about our community and the places around us.

Transportation is provided by First Student Services Bus Company, all children who are developmentally ready and enrolled in the program over the age of 2.6 years are invited to participate in all organized field trips. Most field trips are planned throughout the summer; special guests also join the centre quite frequently. Eg: Mad Science, Zoo to You, Fire Department, Police etc...

Help from parents with fundraising makes it possible for us to enjoy these special activities. Most field trips and special activities are at minimal cost to you.

All families will be notified in advance and will sign a permission form with all the details before their child will be allowed to attend any off-site trips.

## **OUTDOOR PLAY/CLOTHING**

*A Place to Grow* is proud to boast a large outdoor play space with age-appropriate activities. Outdoor is an integral part of our curriculum. All children go outside daily, weather permitting. If your child is not well enough to go outside, your child is not well enough to go to school.

To always ensure proper staff/child ratios, we cannot keep a child indoors. Under certain weather conditions, if a child is dropped off and is not dressed appropriately for outdoor play, we will try to accommodate. If items are not available, the parents/guardians will be contacted and asked to bring the appropriate clothing.

Parents are advised to send their children in "play clothing". Please do not send your child in "good" clothes, as they are apt to get soiled, stained, or damaged. Parents should send an extra set of clothing for their child. Please make sure all clothing items are labeled. It is impossible to keep track of each child's belongings. If your child is in diapers or pull-ups please send a large package, also a large package of wipes to keep at the school. You will be notified as these items get low. If we run out, you will be called to bring them immediately as we no longer keep spares onsite and are unable share from another child.

## **ITEMS REQUIRED AT THE CHILDCARE CENTRE**

ALL children are required to have a change of clothes at school. These clothes are required for accidents such as spilled foods and or drinks, or toileting accident.

The clothes must be **CLEARLY LABELED WITH YOUR CHILD'S NAME** and be kept in a bag in his/her locker. (We cannot be responsible for lost or damaged or soiled clothing).

If your child brings home soiled clothing, please be sure to replace it the next day. The childcare centre has a limited supply of spare clothes. If your child wears any of these clothes home, please return them immediately.

Children who attend a full-day program need to be provided with a crib-size blanket for sleep time, be sure it is labeled with your child's name. Blankets will be washed in the centre regularly.

Lockers ~ every child has been designated a locker or their own space labeled with their name. Be sure to check daily.

## **GUIDING CHILDREN'S BEHAVIOUR**

Our goal is to provide a warm and inviting environment for the children in our care and therefore the parent/guardian needs to be aware of the limits expected of their children. We will continually ensure all children are aware of both acceptable and non-acceptable behavior while we work towards encouraging them to make good choices. We will ensure the environment remains safe and fosters acceptable behaviour.

Positive guidance techniques to encourage appropriate behavior include:

- Establishing clear, consistent, and simple limits.
- Stating limits positively.
- Focusing on the behaviour.
- Stating what is expected.
- Providing real choices.
- Allowing time for children to respond to expectations.
- Reinforce appropriate behavior, with both words and gestures.
- Provide strategies and options when they cannot resolve issues on their own.

Limits and Expectations of Children:

- No hitting, biting, pinching, throwing, pushing, hair pulling, or hurting ourselves or others.
- No intentionally breaking anything.
- No leaving the building or yard without permission.
- No name-calling, yelling, foul language, or teasing.

If a problem arises, we will respectfully obtain the child's attention, reminding him/her of the limits that have been discussed. We will always acknowledge their reactions and help them understand their feelings. We will provide them with opportunities to problem solve on their own by offering other choices available.

## **POSSESSIONS FROM HOME**

A Place to Grow cannot be responsible for any lost or damaged items. It is in your child's best interest to leave toys and personal items at home, except for a naptime "buddy".

## **PROCESS FOR EXPRESSING CONCERNS**

At A Place to Grow, we have an open-door policy...feel free to drop in any time, keep in mind that the children do rest from 12:30 to 2:30. If at any time a concern arises, please address the head teacher in charge of your child's classroom verbally or in written form. If you feel that your concern has not been addressed appropriately, please seek out the attention of the supervisor. You can call the centre at any time and request to speak to the supervisor, if he/she is not in, leave a message and you will receive a call back within 24 hours. Or feel free to email the director at [a\\_placetogrow@cogeco.net](mailto:a_placetogrow@cogeco.net).

St Angela 519-252-8707

St Christopher 519-250-6759

OLPH 548-708-0057

(PLEASE DO NOT SEND PERSONAL MESSAGES TO ANY STAFF VIA FB MESSENGER, EMAIL OR ANY OTHER MESSENGER SOURCE, THEY WILL NOT BE RESPONDED TO)

Messages will also only be answered during business hours. 6:30am to 5:30pm (St. Angela and St. Christopher) 7:00am-5:30pm (OLPH)

## **PARENT CODE OF CONDUCT**

*A Place to Grow* requires the parents of enrolled children to behave in a manner consistent with decency, courtesy, and respect. One of the goals of *A Place to Grow* is to provide the most appropriate environment in which a child can grow, learn, and develop. If a parent or adult feels angry or frustrated, it is more appropriate to verbally express the frustration using non-offensive language. At NO time shall inappropriate language be directed toward staff members. Threats of any kind will not be tolerated. In today's society, *A Place to Grow* cannot afford to sit idly while threats are made. While apologies for such behavior are appreciated, the centre will not assume the risk of a second chance. (Immediate termination will be necessary)

**PARENTS MUST BE RESPONSIBLE FOR, AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

## **WAITING LIST POLICY**

To acquire childcare, you **MUST** apply in ONEHSN, once we have your information from there, you will be added to our waitlist. There is no cost to be put on the waitlist and we can inform you via phone call, email, or in person, of where you are on the list to give you a better understanding of the time frame you could be waiting for a spot to become free. We will maintain privacy by not revealing the names of the others on our list but can tell you where you fall by providing you with a number. Number one is the next child placed in our care following acceptance of the parents/caregivers' wish to agree with us at that time. If we have a spot available immediately there will be no reason to go on our wait list. In this case, you would be given a registration form, and our registration fee would be required.

## **IN THE CASE OF AN EMERGENCY**

**STAFF WILL FOLLOW THE EMERGENCY MANAGEMENT POLICIES AND PROCEDURES.**

IN THE CASE OF EVACUATION AND THE CENTRE CANNOT BE SOON RE-OCCUPIED THE SUPERVISOR WILL HAVE A CELL PHONE THAT WILL BE USED TO CALL PARENTS/GUARDIANS.

(Upon request, parents can receive a copy of this policy)

### **EMERGENCY LOCATIONS**

ST ANGELA - FREE MAYGAR CHURCH OR DAVE & MARYS 1411 ELSEMERE

ST CHRISTOPHER - OLPH SCHOOL (APTG) OR JOHN A MCWILLIAM SCHOOL

OLPH - ST CHRISTOPHER SCHOOL (APTG) OR OLPH CHURCH

DURING SCHOOL HOURS, IF THERE IS AN EVACUATION OF ANY KIND, THE CHILDCARE WOULD BE EVACUATED WITH THE SCHOOLS AND PARENTS WOULD BE NOTIFIED OF A LOCATION IF DIFFERENT THAN ABOVE

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

### **Purpose**

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

### **Policy**

**At A Place to Grow, we have an open-door policy...feel free to drop in any time, keep in mind that the children do rest from 12:30 to 2:30.**

If at any time a concern arises, please address the head teacher in charge of your child's classroom verbally or in written form. If you feel that your concern has not been addressed appropriately, please seek the attention of the supervisor. You can call the centre at any time and request to speak to the supervisor, if he/she is not in, leave a message and you will receive a call back within 24 hours. Or feel free to email the director at [a\\_placetogrow@cogeco.net](mailto:a_placetogrow@cogeco.net).

### **General**

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) is experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare 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 the supervisor and director 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 three business days (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 the 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 by 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/childrensaaid/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 classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- Arrange for a meeting with the parent/guardian within two business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>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 supervisor or licensee.</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 two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

# Child Care Centre Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: A Place to Grow Childcare Date Policy and Procedures  
Established: December 28, 2023

## Purpose

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

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

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

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

## Policy General

" A PLACE TO GROW CHILDCARE will ensure that any child receiving childcare at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.

" A PLACE TO GROW CHILDCARE will only dismiss children into the care of their parent/guardian or another authorized individual. (18 years or older) The centre will not release any children from care without supervision.

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

## Procedures

### Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must: greet the parent/guardian and child. Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed in the child's registration package or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email). Document the change in the pick-up procedure in the daily written record. o sign the child in on the classroom attendance record.

### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up),

the staff in the classroom must: inform the supervisor and they must commence contacting the child's parent/guardian no later than 9:30am. If drop off is later than 9:30, the parent must be called within a half hour of regular drop off time. Staff shall call the parent/guardian, send an email via Himama (Lillio), The supervisor will contact at least once and leave a message, The supervisor must make contact with an adult to confirm absence etc. The supervisor will call every 15 mins until absence is confirmed.

2. Once the child's absence has been confirmed, the supervisor will let program staff know so they can document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### **Releasing a child from care**

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual to whom the parent/guardian has provided written authorization that the child care may release the child. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.

Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked within 30 mins of regular pickup time, the program staff shall contact the parent/guardian via phone call and advise that the child is still in care and has not been picked up. Where the staff is unable to reach the parent/guardian, staff must call again until the parent or guardian has been reached. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre. Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact the emergency contact.

### **Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00pm the staff shall proceed with contacting the

local Children's Aid Society (CAS)519-252-1171 Staff shall follow the CAS's direction with respect to next steps.

**Dismissing a child from care without supervision will NOT be permitted.**

### **Glossary**

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

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

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

**Regulatory Requirements: Ontario Regulation 137/15 Safe arrival and dismissal policy.**

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

(a) provides that a child may only be released from the child care centre or home child care premises, (i) to individuals indicated by a child's parent, or (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and (b) sets out the steps that must be taken if, (i) a child does not arrive as expected at the centre or home child care premises, or (ii) a child is not picked up as expected from the centre or home child care premises