

**PARENT  
HANDBOOK**

# Just 4 Moms & Kids Children's Centre Parent Handbook

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# Program Statement

Just 4 Moms & Kids Children's Centre is dedicated to supporting children's learning, development, health and well-being through caring and responsive Early Childhood Educators, who focus on active learning, exploration, play and inquiry, and who see children as competent, capable of complex thinking, curious, rich in potential, and as active participants in all aspects of the program.

A key feature of the Child Care and Early Years Act, 2014, is the focus on strengthening child programs and ensuring high quality experiences for children. The CCEYA authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year's programs. *How does learning happen?* Ontario's pedagogy for the Early Years (2014) is the document used by Just 4 Moms & Kids Children's Centre. The document has a strong pedagogical focus, indicating that the pedagogy is not a prescriptive formula that lays out a specific curriculum or activities but instead challenges the status quo and explores how learning happens for children. *How Does Learning Happen?* is organized around four foundational conditions that are considered essential to optimal learning and healthy development for children:

## *Belonging*

**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, the natural world.

## *Well-being*

**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*

**Engagement** suggests a state of being involved and focused. When children are able to 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*

**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.

The four foundations apply regardless of the child's age, ability, culture, language, geography, or setting. Unlike a structured curriculum, the conditions are high states of being that children naturally seek for themselves and should not be viewed as separate elements.

## GOALS & APPROACHES

- All staff will promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, nutrition based on the Canada's Food Guide, access to drinking water throughout the day, limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury. Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise and rest time.
- All staff will support positive and responsive interactions among the children, parents, and child care providers. The Supervisors will support this through the hiring of qualified, responsive, and well-trained Early Childhood Educators and assistants who support families in their role as primary caregivers and understand the needs of each child as an individual.
- All staff will encourage children to interact and communicate in a positive way, and support their ability to self-regulate; acknowledging that each child is competent, curious and rich in potential. Staff will support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention) Self-regulation in early development is influenced by a child's relationship with the important adults in that child's life, including the ECE's and assistants in the program. All staff will provide the experiences, support and encouragement that help young children learn to self-regulate, which is a crucial component of quality care.
- All staff will foster the children's exploration, play and inquiry by providing a variety of activities throughout the day, and an environment rich in content, that encourages choices, and active play, supported by qualified, attentive and interactive Early Childhood Educators and assistants.
- All Staff will provide child-initiated and adult supported experiences. The Early Childhood Educators will observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child and supported by all the adults in the child care environment. Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.
- All staff will plan for and create a positive learning environment in which each child's learning and development will be supported. All staff need to be reflective practitioners who learn about children through listening, observation, pedagogical documentation, and discussion with others, families in particular, to understand children as unique individuals. They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children on a daily basis.
- To ensure that we are meeting the needs of all the children in our Centre and are fostering their growth. All staff will ensure that each child will experience indoor, and two hours of outdoor play (min.

of an hour in the AM and an hour in the PM weather permitting) daily, as well as a time to rest and sleep if needed, quiet and active times, always being mindful of each child's needs and parental direction.

- All staff will foster the engagement of ongoing communication with parents about the program and their children. Regular and ongoing communication with parents is an important component of the day. Communication may be in person, by phone, e-mail or through written or online communication tools. Communication needs to come from all members of the organization, the Board of Directors, the Supervisors and all staff.
- Staff will involve local community partners and allow those partners to support the children, their families and staff. Parents will be directed to resources outside of the centre if necessary, and community partners such as early year's services, speech therapists, support services, occupational therapists, etc., will be an important part of the centres support to all children and their families.
- We view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs. We seek out opportunity to share our knowledge and to learn from others in the community.
- Just 4 Moms & Kids will support its staff or others who interact with children in relation to continuous professional learning. The organization will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.
- All staff will build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offering support and mentorship.

To ensure that all staff are following our program statement and are meeting the needs of all the children in our program by supporting their learning, development, health and well being, we will use Documentation, observation and Self Reflection to review the impact of strategies on the children and families that we serve. Our Program Statement will be reviewed on an ongoing basis following the Program Statement Implementation Policies.

## **Program Statement Implementation Policies**

- All staff, students and volunteers will read the Program Statement and sign off prior to employment or prior to interacting with children, and when the statement has been modified, and on an annual basis.
- A Supervisor will review all sign offs by staff, students and volunteers and sign the review sheet to indicate that the process has been completed. A Supervisor must be confident that the staff, volunteer or student is fully aware, and understands the Program statement and its implementation.

- Each classroom will maintain a binder containing observations, plans and pedagogical documentation to support their understanding of the program statement. Documentation relevant to their child, will be shared with all parents or guardians of the children in the program.
- The Supervisors will meet on a regular basis with each staff member to establish a clear understanding of the program statement, to support staff in their delivery of the Program Statement and to aid the staff in self-reflection, to be recorded and added to the binder on a regular basis. The Supervisors will view each staff as competent and able, and give them time to be heard and respected, and to reflect on their own performance and their contributions to the environment and the development of each child in their care. The Supervisors will use all annual performance reviews, child guidance monitoring, compliance observations, interactions, conversations, staff meetings and team meetings to monitor all staff.
- When Supervisors observe contraventions regarding the Program Statement, the steps outlined in the Employee Conduct & Discipline Policy and or dealing with contraventions of policies will be followed. All policy reviews, performance reviews, child guidance observations, and individual staff meetings will be recorded and kept in a labelled binder in the office
- Staff will reflect on *How Does Learning Happen?* by reviewing their observations and engaging children in meaningful activities, by maintaining communication with parents and building trusting relationships with the families, by working with their co-workers to create a safe and healthy environment and by taking the time to engage in self-reflection on a regular basis.

We keep records pertaining to monitoring of our Program Statement for 3 years.

References and information in this living document are from:

[How Does Learning Happen? - Ontario's Pedagogy for the Early Years](#)  
[Child Care and Early Years Act 2014](#)

## **CHILD GUIDANCE**

Just 4 Moms & Kids Children's Centre wants to ensure that your children have a safe and positive experience that promotes their growth as a learner. Just 4 Moms and Kids believes that child guidance should be approached in a positive manner with an emphasis on self regulation. Along with positive adult interactions, children who are learning to self regulate, can begin to manage their own behaviour and learn how to take responsibility for their actions

**It is the staff, volunteers and student's responsibility to read, understand and implement the following Child Guidance Approaches:**

- (a) Be Responsive and attuned to the children's individual needs

- (b) Be an advocate for learning strategies that help children become/stay calm by encouraging the use of self-regulating skills such as taking deep breaths or choosing to sit quietly in a comfortable space.
- (c) Use descriptive language to help children learn to identify and express their feelings. Express that you recognize their feelings and their ability to self-regulate (ex. "I can see you are upset. I am proud of the way you took a deep breath and then used your words")
- (d) Be a model of prosocial behaviour. Be kind, compassionate, helpful and respectful to oneself and to others.
- (e) Discuss the children's individual needs within the program on a regular basis.
- (f) Communicate with parents on a regular basis about their child's emotional and social growth such as their ability to cope with stressors in their environment. Constructive and encouraging words should be used for feedback when discussing sensitive, difficult or recurrent behaviours.

**Staff, volunteers, and students also use the following Problem solving alternatives:**

- (a) Use a firm but gentle verbal approach
- (b) Set realistic and developmentally appropriate expectations. Be clear and consistent. Follow through and always provide a reason why you have set these expectations.
- (c) Create a culture of accountability when it is developmentally appropriate to do so. (ex. teaching a child to ask "Are you okay?" and/or apologizing)
- (d) Make the children aware of logical and natural consequences as a result of their actions.
- (e) Use positive verbal reminders regarding inappropriate behaviour (ex. "It's important to use your walking feet inside. I care about you and don't want to see you get hurt")
- (f) Provide both verbal and non-verbal positive reinforcement of appropriate behaviour. (ex. "It makes me happy to see you using your gentle hands" or give a smile/high five)
- (g) Ignore inappropriate behaviour (unless harmful to themselves or others)
- (h) Redirect the child to a quiet, non-isolated space where they can reflect on their actions. A brief discussion/explanation should follow in order to help the child understand why they need this time to reflect.

**The Goals we strive for when using a positive child guidance approach are to:**

- Give children a sense of belonging
- Support children's developing ability and efforts to self-regulate
- Promote kind, compassionate and positive interactions
- Nurture the ability to cope with social challenge and develop complex thinking skills.
- Foster the overall well-being of each child including their physical and mental health (ex. self-care, self-esteem, sense of self and independence)
- Provide ongoing opportunities for physical and verbal expression through body, voice and use of materials.
- Foster ongoing communication with children and their families about the child's social, emotional, cognitive, and physical development. The different forms of communication may include direct interaction with parents, written notes, emails and monthly newsletters, photographs, videos, formal and informal observations, "How does learning happen" worksheets, use of the SeeSaw app, as well as documentation bulletin boards and binders

### **Prohibited Practices**

It is your responsibility as a staff, student, volunteer or parent to act in a positive and respectful way with children.

The following practices are not supported by our facility:

- (a) corporal punishment of the child.
- (b) physical restraint of the child, such as confining the child to a high chair, 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 child care centre for the purpose of confining the child or confining the child in an area or room without adult supervision.
- (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.
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

The above prohibited practices apply to interactions between staff, students, volunteers and parents. Disrespectful or aggressive behaviour (such as yelling or hitting etc) towards staff, students, volunteers or parents shall not be permitted by anyone on the premises of Just 4 Moms & Kids. Failure to comply with any or all of these policies may result in measures as stated below.

### **Inclusion Policy**

At Just 4 Moms & Kids we promote our quality child care and inclusive practices in order to best meet the needs of the children, families and staff of our centre. All children are welcome to attend Just 4 Moms & Kids regardless of ability, need, background, culture, religion, gender, family composition or economic circumstances. Through inclusive practice, we aim to enhance the physical, emotional, social and intellectual needs of each child. We strive to make strong partnerships with families through open communication keeping the best interest of the child as a top priority.

#### **Enrollment**

- \* No family will be excluded from the program, as long as we are able to meet their needs.
- \* All children may attend the centre's regular days and hours of operation based on their needs.
- \* Financial assistance through Child Care Services may be offered to families in need.
- \* All children will be placed on a wait list according to registration date.

## **Staffing**

- \* Our inclusion policy forms an important aspect of the recruitment of staff within the centre. Applicants will not be excluded from being considered for a position based on their need, background, culture, religion, gender, family composition or economic circumstances. Positions will be offered based on competency, qualification and enthusiasm for the position.
- \* Upon commencement of employment and annually thereafter, all staff are made aware of our inclusive practices and must sign off that they have read and understood our policies.
- \* All staff are encouraged to attend training pertaining to inclusion as part of their Raising the Bar PD hours. Staff are encouraged to share their knowledge with other team members.
- \* Annual goals are set during performance reviews.

## **Programming**

- \* With necessary supports put in place when needed, all children will be able to participate in the full program to the best of their abilities. \* We will work with community agencies to acquire any assistive resources a child may need.
- \* All staff members will work together with all outside agency staff to implement any recommendations/goals into the program.
- \* Programs will be flexible to accommodate for each individual child's needs.
- \* Programming staff will regularly engage with parents to facilitate information sharing and to ensure parents are involved in planning for their child's learning and development.

## **Parents**

- \* Parents will be encouraged to contribute to our programs by providing information or resources illustrating aspects of their lives, culture or community.
- \* Parents will be encouraged to attend interagency meetings. The centre will strive to accommodate any requests to ensure their ability to attend.
- \* Supervisors will actively recruit parents that reflect the diversity of our families to become a member of the Board of Directors.

## **Staff Meetings**

- \* At each staff meeting, the needs, goals and accomplishments of children will be discussed as a team.
- \* At each meeting, staff will be encouraged to discuss any issues they may be experiencing related to inclusion.

\* Staff from outside agencies will be invited to attend our staff meetings to provide training, resources and participate in discussions related to inclusion.

### **Children with Needs Relating to Overall Development That Requires Additional Support Policy**

Just 4 Moms & Kids aims to provide an inclusive active learning environment that supports all children's uniqueness, dignity and development. Children with special needs are first and foremost children, with the right to be included in all aspects of their community. Children with special needs will be admitted to the child care program after consultation with the family, any outside agencies (if necessary) and the Supervisors has taken place and it has mutually been agreed upon that Just 4 Moms & Kids is able to meet the needs of the child. All children will be able to participate in the full program to the best of their abilities. Through regular collaborations a strong support system will be created with the family, outside agencies, supervisors and program staff. Any reasonable adjustments will be made to accommodate the child. Program staff will monitor the child's development and their progress in the program through observations and regular reviews on an individual basis. Just 4 Moms & Kids will aim to provide for any need that has been identified.

\* Staff will work closely with the parents and use their knowledge and expertise when planning their program.

\* The centre will work collaboratively with outside agencies to assist in meeting the child's individual needs.

\* Any in-service training will be provided to staff when required.

\* The child's progress will be documented and discussed with parents on a regular basis.

\* Up to date records of each child will be kept on file: Consent Forms, Referrals, Home Visits and Assessments.

### **Registration/Enrollment Policy**

To register for Just 4 Moms & Kids, families must register with the Brantford/Brant OneList online registry at <https://brantford.one.hsn.com>. Our centre will receive a notification from OneList that a family has been added to the waitlist. If space is available, the Assistant Supervisor we will notify the family of the space and ask them if they are interested in arranging a tour of the Centre before they decide if they wish to take the available spot. During the tour the Assistant Supervisor will show them around the Centre, discuss the curriculum, and address any questions or concerns they may have. If the family chooses to accept the position an enrollment package will be given to parents at the end of the tour.

Prior to the child's start date, the enrollment package and calendar must be completed with attached payment as per the Fee Policies and hand into the office. Upon enrollment, a welcome email will be sent with the attached Parent Handbook. Parents are encouraged to refer to the handbook for Centre policies.

Upon enrollment, parents become members of Just 4 Moms & Kids Children's Centre. Membership allows you to attend our Annual General Meeting in October and gives opportunity to become a member of our Board of Directors. All families are encouraged to become involved.

## **Waitlist Policy**

### **Purpose**

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children. The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

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

### **Policy**

#### **General**

- Just 4 Moms & Kids will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.
- The Assistant Supervisor will be responsible for monitoring the waiting list.

### **Procedures**

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

The assistant supervisor or designate will receive parental requests to place children on a waiting list via OneList, an online centralized registry, children are categorized on our list based on date of initial contact and the type of care required (Infant, Toddler, Preschool or School Age) Any family that calls or comes into the centre inquiring about care will be referred to the OneList to become registered prior to being added to our waitlist. Any family requiring help accessing OneList will be offered help doing so.

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

1. The OneList 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 assistant supervisor or designate will inform parents of their child's position on the list when it has been requested by the parent.

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

1. When space becomes available in the program, priority will be given to given to J4MK staff first and then siblings of current J4MK childcare families. Existing families wanting to add additional days are given priority over families on the waitlist. If a Family has signed their child up for a full time spot but a part time spot opens up first, the family will be contacted and given the opportunity to stay on the waitlist or accept the part time spot in order to get their foot in the door.

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

## **Offering an Available Space**

1. Parents of children on the waiting list will be notified via email or phone call that a space has become available in their requested program.
2. Parents will be provided a timeframe of 24 hours 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 assistant supervisor or designate will contact the parent of the next child on the waiting list to offer them the space.

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

1. The assistant 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 assistant 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**

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

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

### **Additional Procedures**

1. If a family defers a spot their position on the waitlist will be amended to the date of the change.
2. A childcare spot is guaranteed once the enrollment is complete and a contract is signed.
3. It is the family's responsibility to occasionally contact the centre to confirm their spot.

### **Orientation Policy/ Child Transitions**

New families to the Centre will be encouraged to bring in their child for play visits. During this time, they may allow their children to explore the program in their presence, while being able to converse with their child's new teacher. The staff responsible for the child's care will review the enrollment package/file, and answer any questions the parents/guardians may have. The staff will also be responsible to sign off on the file.

When children are graduating to another group (*Example: from Toddler to Junior*) Children will engage in "play visits" to make the transition to the new group smoother. Files must be sent up to the child's new group for the teacher to review and sign off on.

### **Service Terminations**

Parents must follow all of Just 4 Moms & Kids Policies and Procedures. Failure to comply with the guidelines set out in these policies and procedures could result in termination of service.

Families must give two weeks written notice to the Supervisor prior to the withdrawal of their child. If notice is not given, families are responsible for the two weeks fees instead. At the time of withdrawal, accounts must be in good standing. Families are responsible for retrieving their income tax receipt for that year. A cost of \$10 will be applied for replacement receipts.

### **Withdrawal Due to Special Circumstances**

In the event that an individual's behaviour is causing excessive disruption to the program, harm to others or harm to the property of Just 4 Mos & Kids, a family may be withdrawn from the program. This extreme measure would only take place after consultation with the child's family. All decisions that are made are made considering the best interest of all of the children enrolled in the Centre. Just 4 Moms & Kids reserves the right to withdraw services for the following reasons:

1. A child's behaviour is consistently causing excessive disruption to the program; harm to other children or harm to property.
2. A parent's refusal or inability to abide by the policies and procedures as set out in the Parent Handbook.

3. A parent's conduct being harassing, belligerent, abusive or in any other manner inappropriate.
4. Outstanding fees- either regular weekly fees or any other fees such as fees due from a late pick up.

#### **PROCEDURE FOR DISCHARGE DUE TO CHILDS INAPPROPRIATE BEHAVIOUR**

Each situation involving extreme behaviours and issues will be monitored and assessed by the centre Supervisors and if necessary, the Board of Directors. Each family and child will be treated with respect and dignity and procedures and recommendation will be made with the best interest of all children in mind. Two weeks notification may or may not be given if a family is asked to withdraw a child. Regular fees and fees due during notice will be levied. Parents are required to sign an acknowledgement when the care has been withdrawn.

#### **PROCEDURE FOR DISCHARGE DUE TO PARENT ISSUES**

Just 4 Moms & Kids recognizes that parents, as our clients, must be treated with the utmost respect. In the event that a parent's behaviour is such that could be construed as harassing, excessively rude, belligerent, racist or is in any other way creating tension or fear, a family may be withdrawn from the programs. Each situation is assessed and reviewed individually and in consultation with the centre Supervisors, Board of Directors and the Harassment Code of Ontario.

### **Immunization Records**

Upon registration, parents must fill out an immunization form from the Brant County Health Unit and attach a copy of their up to date immunization form.

If children have not been immunized due to religious beliefs a Statement of Conscience or Religious Belief form for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e. must be notarized)

Statement of Medical Exemption form for medical exemption to immunization must be completed by a doctor or nurse practitioner

All immunization records are kept in each child's file and a copy forwarded to the Brant County Health Unit.

Parents are responsible for updating the Brant County Health Unit of their child's updated immunizations. Just 4 Moms & Kids will be notified by the Health Unit of any child whose immunizations are not up to date and we will issue a suspension letter to the parents from the Health Unit. Failure to comply by the date indicated on the letter will result in immediate suspension from the Centre.

## **Fee Policies**

### **FEE SCHEDULE**

INFANT (up to 18 months)	\$ 46.50/day \$ 232.50/week
TODDLER (18-30 months)	\$36.50/day \$182.50/week AM Half Day: \$24.75/day
PRE-SCHOOL/JKSK (2 ½ - 5 years)	\$33.50/day \$167.50/week AM Half Day: \$22.25/day
CAMP (6-12 years)	\$26.00/day \$130.00/week
BEFORE AND AFTER SCHOOL	\$15.50/day \$ 77.50/week
BEFORE OR AFTER SCHOOL	\$12.75/day \$ 63.75/week

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In order to secure your child's spot in our program, Just 4 Moms & Kids requires that your post dated cheques or cash payment be attached to your monthly calendars, and are submitted on the due date indicated on the calendar. If you are making a cash payment, make sure to get a cash payment form filled out (located above the mailbox outside of the Office). Just 4 Moms is not responsible for any cash lost without a cash payment form. You will be required to indicate what your cash or E-transfer payment schedule will be, and ensure regular scheduled payments are made on time. The full balance owing must be paid by the end of the month. Services will be suspended if regular payments are not made.

A late fee payment of \$5.00 for any outstanding calendars handed in after the stated due date, and \$2.00 for each additional business day it is late. This late fee does not guarantee that a spot will be available for your child.

Your monthly calendars are an agreement for a certain number of days per month. If your child does not attend for illness or any other reason, those days still need to be paid for, as we have scheduled staff accordingly. Two weeks written notice is required for withdrawal of your child from the centre. If notice is not received, full program fees will be charged.

A permanent space cannot be guaranteed if a parent wishes to temporarily withdraw their child. In this case, the child would be placed on a waiting list, and the registration fee would be paid again.

### **Fundraising Fee**

A \$7.00/month fundraising fee will be billed to each family. Fundraising activities will still occur throughout the year to give the opportunity to bring down the costs to families. Participation in these fundraisers will be optional. Families who wish to participate in the fundraising activities will be credited the profit amount from items sold up to a maximum amount of fundraising fees billed.

All money raised goes toward program supplies and maintenance within the centre. Fundraising helps to keep our tuition fees low.

### **NSF Fees**

A \$30.00 fee is charged for NSF cheques, and the Centre reserves the right to refuse any further cheques.

### **Statutory Holiday Fees**

Statutory holiday fees are applicable for: New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labor Day, Thanksgiving Day, Christmas Day and Boxing Day. If a holiday falls on the weekend, the holiday will be observed on the Monday immediately following or on a day decided by our Board of Directors.

Statutory holiday fees are calculated by 7% of the total number of days your child attends the centre on the given month the stat holiday is in. This amount is to a maximum of 1 regular day of daycare as per your child's fee schedule.

### **Subsidy Policy**

Parents who are involved with Subsidy Programs are responsible for their portion of the agreement made with Child Care Services: Brant/Brantford, Haldimand/Norfolk and Oxford. All other fees are the responsibility of the family (Late fees, Fundraising fees, NSF charges, and any extra days that are not covered by the subsidy agreement)

Parents who start with our services before subsidy is arranged will be required to pay regular daycare care fees until confirmation from Child Care Services is received. If subsidy is back-paid, parents will be reimbursed up to the back-paid date.

### **Late Fee Payment Policy**

A \$1.00 per minute fee is charged after 6:00pm according to the centre's clock. The parent or guardian will be asked to sign a late payment fee form and the staff member will submit the form to the office. Parent/guardian will receive an invoice indicating the amount owed to the specific staff member on duty.

This policy affects all programs at this Centre.

It is very important that you make every effort to call the centre in the event of an emergency, which will delay your child's pick up. If your child is still at the centre at 6:15pm, and we have not heard from you, the emergency contact person you have provided will be called.

The Centre reserves the right to discontinue services if lateness becomes an ongoing issue.

***If we cannot contact parents or emergency contacts by 7:00pm, the Children's Aid Society will be notified.***

## **Program Descriptions**

A full listing of our programs can be found on our website [www.j4mk.com](http://www.j4mk.com)

We offer the following programs

- \* Infant (0-18 months)
- \* Toddler (18-30 months)
- \* Preschool/JK/SK (30 months – 6 years)
- \* School Age (3.5 years – 12 years)
  - \* Before & After School
  - \* Camp – offered during Summer, Christmas break, March break and School PA Days (6 years – 12 years)

## **Hours of Operation**

Just 4 Moms & Kids hours of operation are from 6:30am – 6:00pm, Monday through Friday, excluding statutory holidays. Our half day program (toddler & preschool) runs from 6:30am to 12:00pm. Infant program runs from 7:00am – 6:00pm.

## **Christmas Closure**

The Centre will be closed December 24-26, 31 and January 1. If these days fall on the weekend the Board of Directors will choose which business days the Centre will close instead. It is possible that Just 4 Moms & Kids will have extra closure days during the Christmas break. The number of days the Centre will be closed will be based on enrollment needs. A minimum of 4 weeks' notice will be given of any additional closures.

## **Snow Closure**

Just 4 Moms & Kids will endeavor to remain open to accommodate the needs of parents. However, closure may be decided taking into consideration:

- Extreme weather conditions
- Discussion between the supervisor and a member of the Board of Directors.

If severe weather develops during the day, a closure will be considered. Parents will be advised and requested to pick up their child/children as soon as is reasonably possible.

Parents are advised to call the Centre in the morning to check on the operational status. If a closure is in effect the answering machine will be updated to notify parents of the closure, otherwise the Centre will remain open. Every effort will be made to have an email or Facebook notification sent out indicating the Centre will be closed.

Snow Days- We will no longer be offering full day care for school age children if their school or bus gets cancelled due to inclement weather.

Usually a decision is made by the Board of Education by 6:30am. Please check your School Board website prior to leaving for the centre. Unfortunately, if a decision is made by the School Board after you drop off, you will be notified and be required to make arrangements to pick up your school age children.

### **Water or Power Outage**

In case of power outage for an extended period of time, Just 4 Moms & Kids will make a decision regarding an early closure. Just 4 Moms & Kids will take every effort to ensure safe procedures are made when a power outage occurs. Outside food may be ordered for the children to avoid food hazards if food cannot be held to a safe temperature and food in cold storage will be assessed and disposed of if fridge temperatures go above 4 degrees Celsius. If there is no water access for an extended period of time, Just 4 Moms & Kids will take every effort to ensure children stay hydrated and clean. Bottled water may be used to wash hands and drink. In more lengthy periods of no access to water, parents will be notified of the situation and parents will be asked to pick up their child/ren if directions from Public Health indicate those actions should be taken.

### **Arrival/Departure and Release of Children from the Program**

Parents are responsible for escorting children to their appropriate rooms and acknowledging the staff on duty. This allows staff to perform a quick wellness check, sign children in on their specific age group attendance sheet and assist with your child's drop off. At the end of the day parents must talk to or acknowledge the staff on duty so they can inform you about your child's day and then sign your child out before they are taken home. \*Attendance records are kept on file for a minimum of three years and are provided to governing bodies for review when requested.

Parents are responsible for retrieving their children's belongings from their cubbies at the end of the day.

Parents are responsible for informing the Centre who will be picking up their child at the end of the day if it is someone other than a person specified on their enrollment form.

It is the responsibility of the staff on duty to verify identification and or check the pickup list to ensure that the person has the proper authorization.

No child will be released from our care if we do not have proper authorization or if identification is not shown.

## **Alcohol/Drug Policy**

If any adult comes to pick up a child at Just 4 Moms & Kids and alcohol or drug use is detected, the staff member will attempt to discourage the person from driving. The staff may offer to call a cab or encourage the adult to call a friend or family member for a ride. If the adult disregards the staff member's suggestions, we will then notify the police of the situation after the adult leaves the building, (when warranted C.A.S. will be contacted). The person's license plate, colour and model of the car will be noted and given to the police.

## **Smoking Policy**

As stipulated in the Smoke Free Ontario Act, no smoking or vaping is permitted on the property of the Scotland Community Centre/J4MK at any time by staff, students, volunteers, visitors or parents/guardians.

## **Separated/Divorced Parents Policy**

Only those people indicated on the registration forms will be allowed to pick up a child from the Centre. In the event that a parent is requesting that another parent be restricted from picking up a child, a court endorsed custody order must be presented and kept on file to prove legal custody and visitation arrangements.

Information about the child will only be given to the custodial parent. If non-custodial parent(s) are requesting information regarding the child's daily activities at the centre, written permission must be given from the custodial parent(s).

Just 4 Moms & Kids does not consent and will not allow the Day Care Centre to be a place for access and for exchanges between separated parents.

Just 4 Moms & Kids has no legal obligation to make the Centre available even if the Centre is designated in a Court Order that specifies the Day Care Centre as the exchange location without proper legal notice to the Centre of any proceeding or the Centre's prior written consent.

Any dispute between parents at the daycare centre, or in the surrounding area will result in any of the following:

- a) immediate discontinuation of daycare services for one or both parents.
- b) issuance of a notice to one or both parents under the trespass act prohibiting one or both parents and/or others from being on  
Just 4 Moms & Kids property.  
and/or
- c) the police will be called

In the interest of all our children and families, the daycare centre will not become a centre for disputes between parents. All parents are asked to conduct themselves appropriately, and if they cannot, they will lose their privileges at the Centre immediately.

## **Role of Parents and Guardians**

Parents and/or Guardians are an integral part of Just 4 Moms & Kids Children's Centre. It is of utmost importance that there is a good relationship between parents and/or guardians and staff to ensure the best care for your child. Communication is key to this continued success. Parents are welcome to the Centre at any time to observe and talk with the staff and or Supervisors. Parents are also encouraged to participate in various levels of the organization's operations when appropriate. The first priority for the staff is the children and therefore extended conversations may not be appropriate while staff are supervising children. For issues that may require more than a few minutes, parents should arrange a time to call or meet with staff. Suggestions from parents may be reflected through programming and scheduling. The Supervisors and Staff will maintain open lines of communication with parents to allow this input to be effective. Suggestions may also be made by the parents through the Annual Parent Survey or at any time through the "Mail Box" located outside of the office. We encourage parents to participate in activities at the Centre and assist with fundraising events. Parents may be able to volunteer and accompany Staff on field trips. A criminal reference check and VSC need to be submitted to the office prior to anyone volunteering. Checks cannot be more than 6 months old. Upon enrollment we encourage parents to bring their child for one or more play visits before their start date.

## **PARENT CODE OF CONDUCT**

We all have the right to be safe and feel safe in our daycare community. Just 4 Moms & Kids sets clear standards of behaviour that apply to all individuals involved in our childcare centre including: parents or guardians, staff, students/volunteers, and/or Board members. These standards apply whether they are on centre property or at off-site centre events and activities. All members of Just 4 Moms & Kids are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability, or any other grounds protected by Ontario's Human Rights Code. All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately. Inappropriate behaviour or harassment of any kind towards a child, parent or staff will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language. No weapons are allowed on the Community Centre property / Childcare Site or at any function operated by Just 4 Moms & Kids. The consequences for failure to comply will include but is not limited to: the family's suspension or expulsion from the Centre. The privacy and confidentiality of our parents/guardians, staff, student/volunteers and children is important to us. All concerns and comments should be addressed with the appropriate staff member. Should this discussion not address your concerns, the next step is to review the situation with a Supervisor. Failing resolution with a Supervisor, the matter will be referred to the appropriate member of the Board of Directors. Gossip and public criticism are unacceptable. Any pictures taken in one of our programs or during events are for the private use of the family only. If other children besides your own are in it, these pictures cannot be posted in an on-line/public forum without the consent of the other families involved.

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

## **Purpose**

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

## **Definitions**

*Licensee:* The Board of Directors along with the Supervisors - licensed by the Ministry of Education responsible for the operation and management of Just 4 Moms & Kids

*Staff:* Individual employed by Just 4 Moms & Kids (Registered ECE's and Non-ECE's)

## **Policy**

### **General**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians and staff, and foster the engagement of an 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 Supervisors, Board of Directors and Staff of Just 4 Moms & Kids 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 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

### **Confidentiality**

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

### **Conduct**

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

If at any point a parent/guardian, or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisors who will then consult the Board of Directors.

### **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>

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to The Board of Directors.

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

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

#### **Contacts:**

Emily McGrattan, RECE - Supervisor - 519-446-3059 or [j4mk@rogers.com](mailto:j4mk@rogers.com)

Suzette Logan, RECE - Asst. Supervisor - 519-446-3059 or [j4mk@rogers.com](mailto:j4mk@rogers.com)

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

Brant County Health Unit - 519-753-4937

County of Brant Police Dept - 519-449-5831

County of Brant Fire Dept. - 519-446-3915

Ministry of Environment - 905-521-7650

Ministry of Labour - 1-800-531-5551

College of Early Childhood Educators - 416-961-8558

### **Centre Newsletter**

Each week a centre newsletter will be emailed to our parent email list to keep parents/guardians up to date on our centre issues and activities. Classroom newsletter will be emailed on a monthly basis or a hard copy will be printed for those with no email access.

A Community Board is also available to families in the main entrance, informing parents and guardians of any upcoming workshops and informational brochures.

### **Annual General Meeting – Board Membership**

Each year, an Annual General Meeting takes place in order to review the finances of the centre from the previous year, and to vote for a new Board of Directors. All parents/guardians are encouraged to attend this meeting. Anyone wishing to participate on the Board of Directors is strongly encouraged to do so. Our Board of Directors attends regular meetings to discuss centre business.

### **Annual Parent/Guardian Survey**

In order to ensure that the policies and procedures being implemented by Just 4 Moms & Kids are meeting the needs of the families enrolled in the Centre, a confidential survey is completed and distributed annually. Parents and guardians have the opportunity to express their concerns and/or appreciation, and to provide feedback that may be helpful to the Centre. Communication with Centre staff is crucial to a positive relationship between families and the Centre.

### **Facebook Page**

<https://www.facebook.com/#!/groups/246793388782293/>

### **Website**

[www.j4mk.com](http://www.j4mk.com)

### **Parent/Teacher Communication**

Classroom teachers will give parents/guardians information about how their child's day was by use of email, smart phone apps and/or communication books. Information such as meals/snacks, toileting/diapering, and naps will be shared on white boards.

Classroom teachers will conduct developmental assessments (Ages & Stages) for each child in their class within 3 months of starting at the centre, and upon classroom changes. These will be shared with parents when completed, and passed on to the next teacher when being done upon a classroom change. If there are areas of concern, your child's teacher may refer you to the services of our Resource Teacher from Lansdowne Children Centre upon your consent.

If at any time parents wish to speak to their child's classroom teacher, a meeting or telephone conference can be arranged.

When children are moved from one class to the next, a process of integration will occur. This process may include classroom visits ahead of time. Changes of schedule will be considered as well, especially with infants

and toddlers. Parents will be notified at the beginning of this process, and kept up to date on how the child is coping. The child's information sheet will be passed on to the new classroom teacher when the move occurs.

### **Centre Field Trips**

**Note:** \* The centre will be closed for all programs this day unless otherwise indicated. Alternative care needs to be arranged if your child is not participating on the trip.

\* Children who are 0-30 months require a parent or guardian to accompany them in order to go on the trip.

During the summer months a field trip away from the Centre may be planned to offer a fun and educational experience for children. At this time, parents will be asked to sign a Field Trip Permission Form. In the event that permission is not obtained for the child to participate in the trip, parents are asked to make alternate arrangements for their child for that day. Children will only be supervised by J4MK staff. Parents who participate on the trip will only be responsible for their child(ren) and will not be charged for childcare that day. Those participating on the trip will be transported by a School Bus Company. Parents who attend the trip and choose to take the bus will need to provide proof of a current police check.

All activities, special events, and field trips are contingent on enrollment, availability, and weather, and are subject to change with little notice. Just 4 Moms & Kids reserves the right to change schedules and programs as it deems necessary.

On field trips staff will:

1. Take a cell phone.
2. Take the phone number for the bus company and the bus number located on the outside of the bus if travel plans need to change.
3. Send a letter to all parents letting them know where, when, and cost if applicable. The time the bus is leaving and the time the bus is picking up and an emergency number if you need to get hold of them.
5. Verify the bus times before the trip.

### **Off-Site Activities**

During the year children will be going on walks to different locations throughout Scotland. These locations may include:

- \* Optimist Park      \* Post Office      \* Fire Station      \* Public Library

### **Summer Camp Trips**

During the summer months the summer camp program may have the opportunity to go on a few day trips. The trips will be planned well in advance to allow for proper organization.

For each trip, parents are required to drop off their child at a designated drop-off location, and pick-up their child at a designated pick-up location. Parents must fill out a proper permission form to have their child participate. Any parent who does not wish for their child to participate must find alternative care for that day.

## **Safe Walking Policy**

Staff/ child ratios will remain the same as required by the Ministry of Education when going for a walk off Centre property. In case of a staff member taking a group to the park, etc, for any length of time, a second staff shall also be in attendance, for emergency purposes.

Sidewalks should be used wherever possible. If crossing the street is necessary, this should be done at corners and crosswalks, when there is absolutely no traffic coming in either direction. Staff members should have a cell phone on them at all times to ensure assistance if needed.

## **Sleep Policy**

### **Purpose**

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

The procedures provided for placing children under 12 months of age on their own backs for sleep align with the requirement to meet the recommendations set out in Health Canada's document entitled "[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#)".

Procedures for monitoring sleeping children reduce the risk of harm or injury so that caregivers can look for and identify signs of distress and implement immediate responses to protect the health and safety of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for sleep policies for child care centres.

### **Policy**

#### **General**

1. All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs.
2. Children under 18 months of age will be provided time to sleep based on their individual schedules, and will be assigned to a crib.
3. Only light, breathable blankets will be used for infants.
4. All children 18 months and older will be provided time to sleep for a period of no more than two hours each day, and will be assigned to a cot.
5. Where children are sleeping in a separate sleep room or area, their names will be listed on the sleep room door so that staff can immediately identify which children are present in the room/area.

#### **Placement of Children for Sleep**

6. Children under 18 months of age will be placed in their assigned cribs for sleep.
7. Children over 18 months of age who sleep will be placed on individual cots for sleep.
8. All children who are younger than 12 months of age will be placed on their backs to sleep in accordance with the recommendations set out in Health Canada's document entitled "[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#)", unless other instructions are provided in writing by the child's

physician. Parents of these children will be advised of the centre's obligation to place their child(ren) to sleep on their backs.

### **Consultation with Parents**

9. All parents of children who regularly sleep at the child care centre will be advised of the centre's policies and procedures regarding sleep at the time of their child's enrolment and/or any time the policies and procedures are revised, as applicable. This information will be available to parents in the enrolment package and in our parent handbook.
  10. The classroom Head Teacher and when applicable the Assistant Supervisor 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).
  11. Written documentation (Getting to know you form) will be kept in the classroom binders 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.
  12. All sleep arrangements will be communicated to program staff by the Assistant Supervisor after meeting with the parent/guardian.
  13. Parents will be advised by the supervising staff of any significant changes in their child's behaviours during sleep and/or sleeping patterns.
  14. Staff will document their observations of changes in a child's sleep behaviours in the daily written record and will communicate these changes to the parent.
- 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.

### **Direct Visual Checks**

15. Direct visual checks of **each** sleeping child (i.e. every child placed for sleep in a crib or cot) will be conducted to look for indicators of distress or unusual behaviours. Direct visual checks will be documented by staff on a chart in the sleep room / area.
  16. Direct visual checks are not required for children engaging in quiet activities, but these children will be supervised at all times.
  17. For infants (children under 18 months of age), direct visual checks will be completed at a frequency based on consultation with each parent and may be increased based on the observed sleeping patterns and/or medical needs of each infant.
  18. The frequency of direct visual checks and the steps to complete them will depend on the typical sleep patterns of each child and their age, as identified in the sleep supervision procedures provided in this policy.
- Staff will ensure that all sleep areas have adequate lighting available to conduct the direct visual checks of sleeping children.

### **Use of Electronic Devices**

19. Where electronic devices are used to monitor children's sleep, staff will:
  - i. **not use electronic sleep monitoring devices to replace direct visual checks;**
  - ii. check the monitor daily to verify that it is functioning properly (i.e. it is able to detect and monitor the sounds); and
  - iii. actively monitor each electronic device at all times.

## Procedures

Age Group	Frequency of Direct Visual Checks*
Infant	According to each infant's needs as identified by their parent, or at least every *15 minutes.
Toddler	*Every 30 minutes
Preschool and/or Kindergarten (where applicable)	*Every 30 minutes

\* **This is the minimum frequency of direct visual checks.** Should a child have symptoms of illness (e.g. a cold) or if there are other issues or concerns related to the child's health, safety and well-being during sleep, the frequency of direct visual checks must be increased. The individual needs of each child during sleep as identified by the parent and/or the child's physician must be followed at all times.

### **Children's Belongings Policy**

*What should my child bring to daycare?*

***PLEASE LABEL ALL OF YOUR CHILDS ITEMS!***

*We are not responsible for lost/stolen/broken items.*

Upon enrollment your child will be assigned a cubby area/basket to store their extra clothes/coat/boots etc. Your child's teacher will also place any crafts or special items in the cubby to go home. Please keep your child's space tidy.

For the comfort of all children attending Just 4 Mons & Kids, it is important that at least one set of clothing remains in your child's cubby or in their backpack at all times. This should include clothing that is appropriate for the weather and the season and should be monitored for size and changed if necessary. A complete set should include: a top, a pair of pants/shorts, underwear, and socks. Also, it is important to note that to meet regulations as set out in the Child Care and Early Years Act, the children in a full day program play outside for a minimum of one hour in the morning and one hour in the afternoon. Certain items as snow pants & coat, hats, boots, and two pairs of mittens should be brought every day during the cool/cold seasons and sun hats brought each day in the summer. Please send your child with proper outdoor footwear as well as indoor footwear. (i.e. shoes/slippers)

In the event that your child requires changing during the day and does not have appropriate clothing, a parent may be called and asked to either bring a set of clothing or pick up the child as the Centre has limited spare clothing available. Please label all articles of clothing brought to the program to prevent loss

Morning snack (breakfast), lunch, and afternoon snack are provided daily. The menus are based on a 4-week rotation and are changed up spring/summer and fall/winter. The menus contain nutritionally balanced foods as suggested by the Canada Food Guide and CCEYA. The menu is posted on the bulletin board outside of the kitchen and is distributed weekly to parents via our email newsletter. Any changes are posted on the kitchen's menu and classroom teachers will identify the changes in the classroom seasaw app. Children with a food allergy, sensitivity, or restrictions are provided with alternatives. Our Centre is a "Peanut Free" environment. Due to the increased and seriousness of allergies to peanuts and tree nuts, Just 4 Moms & Kids will ensure any food brought into the Centre is nut free including foods that indicate may contain traces of nuts. Since this allergy can be life threatening, the centre does not allow ANY food to be brought into the centre unless it is

approved by a Supervisor. Where there is an exception made, the food is clearly labeled with the child's name. Are foods that do not obviously contain nuts or could have traces, which could also be life threatening to a child with an allergy. This includes any birthday cakes, chocolates or any other type of treat. Any treats brought into the Centre must be made by a licensed kitchen. Homemade goods are prohibited.

Parents are able to provide their children with a blanket and a comfort item such as a stuffed animal for rest time if desired. Items will be washed weekly unless required to be done more frequently. Please only bring toys to the Centre on the day that your child participates in "Show and Tell" or "Toy Day." These toys should be non-violent and safe in nature. J4MK is not responsible for any lost, stolen or damaged toys.

If your child requires diapers/pull-ups, please bring them in with your child. You are welcome to bring diapers daily/weekly, or bring a new pack to be used as needed. Please label the diapers and baby wipe containers. If your child requires cream, please feel free to bring that in as well. Children begin to use the toilet at different ages and stages of their development. Verbal and non-verbal cues are helpful to this process to communicate needs to the staff and parents. The washroom routine is a fun, non-threatening and should be a non-stressful time with staff remembering the individuality of each child and actively communicating observations, suggestions and questions to parents/guardians on a regular basis. Parents must bring in plenty of spare clothing when their child is going through this process and be patient. It is important that children are given the freedom to progress at their own speed during this process as it does take time to master this skill and accidents will happen. It is also common for children to regress temporarily at some point.

### **Craft Materials**

To ensure optimum safety for the children, special consideration is given to the materials that are being used for crafts. Labels are examined to see whether materials contain hazardous ingredients. We take precaution as to keep materials away from the children that say "keep out of reach of children". We make an effort to use the least number of scented materials and more water-based products. At times, children are allowed to play with food items such as cereals, grain and noodles; we ensure that the products are disposed of every week and immediately if they become wet. Once an activity is completed, the children's hands are always washed.

### **Water Play Tables**

Children have a lot of fun with water play tables. Water tables that are used are filled with fresh water each time they are used. They are cleaned and disinfected after every use along with the toys and materials that were used in the play. We ensure the children and staff wash their hands before and after water play. When there are children who are well enough to participate in the program but are feeling a little "under the weather" water play will be offered as an individual activity or alternate activities will be provided for the day.

### **Play Pools**

Just 4 Moms & Kids does not use play pools for water activities for children. Sprinklers, hoses, or individual water buckets are used as safer alternatives during outdoor programming during the warmer months. Play pools can be used without water for activities such as reading books or a ball pit.

### **Health Evaluations and Daily Health Checks**

Each child's health will be assessed upon their arrival to the Centre. If ill health develops during the day, parents will be notified immediately. Symptoms of ill health will be recorded by the staff in the child's file.

Children who are unable to go outside or participate in the program due to illness will be sent home. An Ill Health Form will be filled out by staff, and parents will be required to sign indicating that they understand that their child must be symptom free for 24 hours before returning to the program.

If the staff is unable to contact the child's parents, the person on the emergency contact form will be called. \* *Parents are encouraged to keep their emergency information up to date.* \*

### **Ill Health Policies**

#### **ELEVATED TEMPERATURE**

An elevated temperature is considered to be 101 F. At the discretion of the room teacher and the Supervisor, the parents or emergency contact will be notified and the child will be sent home. They will not be able to return to the Centre for 24 hours after the symptoms have subsided.

#### **DIARRHEA**

When a child experiences diarrhea (a loose watery bowel movement) up to 2 times in one day, the parents or emergency contact will be notified and the child will be sent home. They will not be able to return to the Centre for 24 hours after the symptoms have subsided.

\*\* This will NOT apply in cases where the cause is known to be food allergies or a reaction to medication. \*\*

#### **VOMITING**

If vomiting is one of several symptoms, or it occurs more than once in a day, at the discretion of the room teacher and the Supervisor, the parents or emergency contact will be notified and the child will be sent home. They will not be able to return to the Centre for 24 hours after the symptoms have subsided.

#### **RED OR DISCHARGING EYES**

Red or discharging eyes may be a symptom of conjunctivitis (pink eye) and at the discretion of the room teacher and the Supervisor, the parents or emergency contact will be notified and the child will be sent home. If there is a concern about conjunctivitis, it will be recommended that the child be taken to the family doctor. If conjunctivitis is confirmed and a prescription drug is administered then the child can return to the centre after 24 hours of being on the medication

#### **UNDIAGNOSED SKIN RASHES OR INFECTIONS**

The parents or emergency contact will be notified and the child will be sent home if they are observed to have a suspicious rash, unusual eruptions or lesions which could indicate chicken pox, measles, ringworm or impetigo. It will be recommended that the family doctor be contacted.

### **Medication Policy**

#### **Purpose**

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, hand sanitizer 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:

- (a) ensure children receive only those drugs or medications deemed necessary and appropriate by their parents;
- (b) reduce the potential for errors;
- (c) ensure medications do not spoil due to improper storage;
- (d) prevent accidental ingestion;
- (e) administer emergency allergy and asthma drugs or medications quickly when needed; and
- (f) 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.

## **Policy**

### **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 Medication Authorization form. The Medication Authorization 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), instructions outlining signs and symptoms for administering the drug or medication and the appropriate dosage must be indicated. In addition, the Medication Authorization Form must clearly indicate the situations under which the medication is to be given, including observable symptoms.

Examples may include:

- **'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 Medication Authorization form.

Medical Authorization Forms will be reviewed with parents every six months or upon room change 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, hand sanitizer and diaper cream are non-prescription and/or are not for acute (symptomatic) treatment, and due to their longer-term daily usage, these products:

- (g) must have a blanket authorization from a parent on the enrolment form;
- (h) can be administered without an Medication Authorization form; and
- (i) do not require record-keeping

***\*\* Parents must sign off on an authorization form for Over the Counter products such as sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer and diaper cream in order for staff to administer the products to children.***

## **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:

- (j) The child's full name;
- (k) The name of the drug or medication;
- (l) The dosage of the drug or medication;
- (m) Instructions for storage;
- (n) Instructions for administration;
- (o) The date of purchase of the medication for prescription medications; and
- (p) 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 (e.g. stored in locker versus left in a purse in the classroom) to children and will not be administered to

children at any time, except where written parental authorization to administer has been obtained (e.g. hand sanitizer).

### **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 or cupboard). There are exceptions for emergency medications as outlined below:

- (q) 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.
- (r) Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children (e.g., in cubbies or backpacks that are unattended).

In case of an emergency, all staff, students and volunteers will be made aware of the location of children's emergency medications at all times. (Pink Emergency Bag in each classroom)

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.

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 Medication Authorization 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 Medication Authorization 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 (e.g. syringe, measuring spoon/cup, etc.).

To support the prompt administration of emergency medication:

- (s) Emergency medications may be administered to a child by any person trained on the child's individualized plan at the child care centre; and
- (t) Children will be allowed to carry their own asthma or emergency medication in accordance with this policy, the drug and medication administration procedures, and the child's individualized plan, where applicable.

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 Authorization form every time drugs or medications are administered. Completed records will be kept in the child's file.

Where a child's medication Authorization 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 Authorization form 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 Authorization Form 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 Authorization 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 documented on the Medication Authorization form and 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 or a listed Emergency contact if a parent can't be immediately reached.

### **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).

## **Allergy Policy**

Upon enrollment, children with identified food allergies will be added to our Allergy Postings. Allergies will be posted in each classroom, the kitchen and any other area in which children may be present.

All participants in the program which include staff, students and volunteers will review the allergy postings before they begin employment, placement or volunteer duties and regularly thereafter. The kitchen staff will be responsible for altering the menu according to allergy needs of individual children.

**\*\*\*Just 4 Moms & Kids is a Nut Free Centre\*\*\***

# **Anaphylactic Policy**

## **Purpose**

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with [Sabrina's Law, 2005](#).

## **Policy**

### **Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies**

Before attending the child care centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.

Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation

All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.

The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.

All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the child care centre and will be kept on a bulletin board in each of the classrooms, the kitchen and main hallway as well as in each of the classroom binders.

**All** individualized plans and emergency procedures will be reviewed with a parent of the child every 6 months or upon the child moving to the next age group to ensure the information is current and up to date.

Every child's epinephrine auto-injector must be carried everywhere the child goes.

### **Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens**

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.

- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Ensure proper nutrition is being met. The centre's cook and parents who are authorized to bring outside food are required to follow the Canadian Food Guide. Foods and beverages that contain few or no essential nutrients, and/or contain high amounts of added salt, sugar or unhealthy fats should be avoided.
- Ensure all food brought into the centre is nut free.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Communication with Families - The partnership and involvement of parents with J4MK staff is important to promote healthy eating. Just 4 Moms & Kids, will email weekly menus and post the monthly menu outside of the kitchen. Any changes to the menu will be documented and parents will be notified through classroom communication apps.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

## **Communication Plan**

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.

Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through postings on doors, email communication and welcome letters.

A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.

Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.

Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.

The Supervisor, cook or any other individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the cook as soon as new allergies are identified. A supervisor or designate will communicate with the cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.

The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.

This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.

## **Drug and Medication Requirements**

Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.

Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

## **Training**

The Assistant Supervisor will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.

Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.

Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.

A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training.

## **Confidentiality**

Information about a child's allergies and 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).

## **Children with Medical Needs Policy**

**Some examples of life threatening medical needs are as follows but not limited to:**

**Seizure** is a general term that refers to a sudden malfunction in the brain that causes someone to collapse, convulse, or have another temporary disturbance of normal brain function, often with a loss or change in consciousness.

**Diabetes** a disease in which too little or no insulin is produced or insulin is produced but cannot be used normally resulting in high levels of sugar in the blood.

**Asthma** A common lung disorder in which inflammation causes the bronchi to swell and narrow the airways, creating breathing difficulties that may range from mild to life-threatening. Symptoms include shortness of breath, cough, wheezing, and chest tightness.

**Purpose:** To have An Individualized plan to follow when a child has been diagnosed with a medical condition.

**Intent:** This policy is to help support the needs of a child with medical conditions and provide some information and awareness to parents, staff, students, and visitors at our centre.

### **Policy:**

- 1) As a communication plan for providing information on life threatening medical needs an **Individualized Plan for a Child with Medical Needs** will be posted in each classroom, the kitchen, and included in each classroom binder.
- 2) An **Individualized Plan for a Child with Medical Needs** will be developed with input from the child's parent or guardian and the child's physician, for each child. The **Individualized Plan for a Child with Medical Needs** will be used to capture all relevant information including:
  - Steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate
  - A description of any medical devices used by child and any instructions related to its use
  - A description of the procedures to be followed in the event of an allergic reaction or other medical emergency.
  - A description of the supports that will be made available to the child care centre.
  - Any additional procedures to be followed when a child with a medical condition is part of an evacuation or participating in an off-site field trip.
- 3) All participants in the program \*staff, students and volunteers\* will review the individual Emergency Action Plan for each child before they begin employment, placement or participation. Training on the administration of the medication or use of medical devices will be provided to each staff member, and they will sign off on the date and whom they received training from. Staff, students and volunteers will sign off on each Emergency Action Plan if there is a change/update and on an annual basis of the Emergency Action Plan which indicates they are aware of the postings.

- 4) The parents will sign the **Individualized Plan for a Child with Medical Needs** to give their consent and to acknowledge that all information is accurate. This individual plan will be reviewed by the parent at least every six months to ensure it remains current with the revisions done as needed. It is also the parent's responsibility to notify staff immediately if there are any changes to the **Individualized Plan for a Child with Medical Needs** and to provide the Centre with detailed instructions and training involving medication and/or equipment. Detailed instructions may be outlined in partnership with support staff or other outside agencies (ie Support staff, nurses).

### **Responding & Reporting Accidents & Injuries**

In any circumstance where a child is hurt leaving any form of mark while in the care of Just 4 Moms & Kids, an accident report form will be filled out by a staff member.

A staff member will review the form with the child's parent/guardian at the end of the day. However, if the injury is to the child's head regardless of the severity the parents/guardians will be notified immediately as a precautionary step.

The parent/guardian must sign the accident form, validating they were informed of the incident. A copy of the form will be sent to the parent via email.

If the accident or injury is of a serious nature, 911 will be called first and then parents will be notified of the situation. If the injury is serious but not to the extent that 911 needs to be called, parents will be contacted immediately or emergency contacts if parents cannot be reached to advise them of the injury and make a recommendation that a trip to the doctors or hospital is needed.

Serious occurrence procedure must be followed after the child has been cared for.

### **Serious Occurrence Policy**

#### **Purpose**

The purpose of this policy and the procedures within is to provide clear instructions for staff, students and volunteers to follow for how to identify, respond to and report a serious occurrence. It ensures that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and those working directly with children, and that these serious incidents are addressed by the child care centre and reported to the Ministry of Education for review.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures with respect to serious occurrences for child care centres.

#### **Policy**

##### **Identifying a Serious Occurrence**

- a. Under the *Child Care and Early Years Act, 2014*, serious occurrences are defined as:  
the death of a child who received child care at a child care centre,

abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,  
a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,  
an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or  
an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre.

### **Reporting a Serious Occurrence**

Staff will notify the licensee, supervisor or designate of a serious occurrence as soon as they become aware of the incident.

All serious occurrences will be reported to the Ministry of Education in the Child Care Licensing System (CCLS) within 24 hours of the licensee, supervisor or designate becoming aware of the occurrence.

Identifying information such as children or staff names will not be included in the serious occurrence reports.

If CCLS cannot be accessed (e.g. where CCLS or an internet connection is unavailable), the licensee, supervisor or designate will notify the program advisor (PA) assigned to the licence by email or by telephone within 24 hours of becoming aware of the occurrence. A serious occurrence report will be submitted in CCLS as soon as the system can be accessed.

Where a Ministry of Education PA cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.

All updates to serious occurrences will be reported in CCLS through update reports until the serious occurrence has been closed by the Ministry of Education.

Where the Ministry of Education requests updates to a serious occurrence in CCLS, these will be provided as soon as possible through update reports.

Serious occurrences reported to the Ministry of Education will be documented in the daily written record.

### **Posting a Serious Occurrence Summary (Notification Form)**

Within 24 hours of becoming aware of a serious occurrence, The Supervisor or Assistant Supervisor will complete a Serious Occurrence Notification Form in either CCLS or using the form available in Appendix A.

The form will provide a summary of the serious occurrence and of any action taken by the child care centre.

The summary will not include identifying information (e.g. names and ages of children, staff, or program rooms) and will contain gender-neutral language.

The summary will be posted on the bulletin board in the front hall outside of the office which is visible and accessible to parents for a minimum of 10 business days, regardless of the serious occurrence type and the status of any related investigation.

All serious occurrence summaries will be retained for 3 years from the date they are created or last updated (whichever date is most recent).

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

If any person, including a person who performs professional duties with respect to children, has reasonable grounds to suspect that a child has suffered, or is at risk to suffer, physical or emotional harm or sexual exploitation or molestation inflicted by the person having charge of the child, the person will report the suspicion directly to a children's aid society (CAS).

Suspected abuse or neglect that will be reported will include physical, emotional and sexual abuse and/or neglect.

Where a parent expresses concerns that a child is being abused or neglected, the parent will be advised to contact their local CAS directly. The person who becomes aware of these concerns is also required to report the concerns to the local CAS.

### **Emergency Management Policy**

Just 4 Moms & kids has developed an Emergency Management Policy that has been reviewed by all staff, students and volunteers. In the event of an emergency evacuation, parents or emergency contacts will be notified by telephone as soon as it is safe to do so.

### **Supervision of Volunteer/Student Policy**

#### **Purpose**

Just 4 Moms & Kids 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.

#### **Policy**

##### **General**

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 assistant supervisor and supervising staff will be responsible for the orientation procedures to help volunteers and students understand the operation of the program and the expectations for their placement/volunteer experience. An orientation checklist will be completed and job expectations will be discussed and agreed upon.

**Student** - An individual in a college or university program focused on early learning or family education or in a high school cooperative education program, who does a supervised field placement as part of their curriculum under the supervision of a staff member. Learning expectations for a placement student are set by their respective educational facilities and monitored by the supervising staff member.

**Volunteer** - An individual who offers their services in an unpaid capacity to provide program support, under the supervision of a staff member.

## **Student and Volunteer Supervision Procedures: Roles and Responsibilities**

### **The licensee/designate must:**

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;
- how to report concerns about the program;
- report to the Centre at the agreed upon times and dates
- job duties
- What to do in case of an emergency

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 supervising staff must:**

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 centre supervisors 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.

Provide students and/or volunteers with an atmosphere which is friendly and supportive.

Provide students and/or volunteers with the appropriate training to complete their assigned duties safely.

**Students and/or volunteers must:**

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, where required.

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.

Provide an offence declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.

To complete all job expectations as set out by the child care licensee and/or the supervising staff.

To complete all requirements as set out by the learning expectations for a student by their respective educational facilities and monitored by the supervising staff member.

To obtain written permission from the child care licensee and a parent/guardian should a child be involved in and/or observed for any school assignment

**Child Abuse Policy**  
**Reporting Child Abuse and Neglect**

**Responsibility to report a child in need of protection CFSA s.72 (1):** If an employee of Just 4 Moms & Kids Children's Centre has reasonable grounds to suspect that a child is or may be in need of protection, the employee must promptly report the suspicion and the information to the Brant Family and Children's Services.

**Ongoing duty to report: CFSA s.72 (2):** The duty to report is an ongoing obligation. If an employee has made a previous report about this child and has additional reasonable grounds to suspect that a child is or may be in need of protection, that employee must make a further report to the Brant Family and Children's Services.

**Persons must report directly: CFSA s.72 (3):** The employee who has reasonable grounds to suspect that a child is or may be in need of protection must make the report directly to the Brant Family and Children's Services. The employee must not rely on anyone else to report in his/her behalf.

**Reasonable grounds to suspect:** You do not need to be sure that a child is or may be in need of protection to make a report. "Reasonable Grounds" are what the average person, given his/her training, background and experience, exercising normal and honest judgment, would suspect.

**Special responsibilities of professionals and officials, and penalty for failure to report CFSA s.72 (4), (6.2):** The Act recognizes that persons working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions, and so it is an offence to fail to report. Failure to report a suspicion that a child is or may be in need of protection is liable on conviction to a fine of up to \$5000.00.

Never confront a parent without talking to Brant Family and Children's Services first.

Report suspicions immediately to the  
Brant Family and Children's Services.  
(753-8681)

**\*\* It is always better to err in favor of the child rather than the parent. This Centre's responsibility is to the children.**

## Sample Menu

### Week 4

Week 4	
Monday	<b>Breakfast:</b> Cereal, Milk, Water <b>Lunch:</b> Homemade Meatloaf, mashed potatoes, corn, Fruit, Milk <b>Snack:</b> Veggie Sticks with hummus dip, Water
Tuesday	<b>Breakfast:</b> Waffles with Syrup, Milk <b>Lunch:</b> Honey Garlic Pork, Rice, Green Beans, Fruit, Milk <b>Snack:</b> Homemade Fruit Salad, Graham Crackers, Water
Wednesday	<b>Breakfast:</b> Scrambled Eggs & Toast, Water <b>Lunch:</b> Sausages, Perogies, Carrots, Fruit, Milk <b>Snack:</b> Apples and Cheese, water
Thursday	<b>Breakfast:</b> Yogurt with fruit, Water <b>Lunch:</b> Homemade Beef Vegetable Stew & Bread, Fruit, Milk <b>Snack:</b> Watermelon, Bread Sticks, Water
Friday	<b>Breakfast:</b> English Muffins with Honey, Milk <b>Lunch:</b> Penne Chicken Alfredo with Peas & Carrots, Fruit, Milk <b>Snack:</b> Rice Cakes and Bananas, Water

Handbook updated *March 8, 2021*

***Covid-19 policies are available upon request and/or upon registration***