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# **Parent Handbook**

Revised

2023

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Constellations Child Care

## **Purpose Statement**

This parent handbook was designed to provide thorough information for parents and families about their expected experiences at Constellations. All policies have are reviewed annually by management and staff.

**Philosophy**

At Constellations Child Care we take pride in creating the best possible foundation for each child’s learning, development, health and well being. We strike to create an environment to foster curiosity and creativity, independence and self confidence, physical and motor development, and to help children grow emotionally, socially, intellectually and physically. We believe every child is unique, has a natural desire to learn, and learn best when they are actively involved in the programming and learning process.

**Program Statement**

Our View of the Child

Children are capable and inquisitive, who deserve to feel like they belong, and to be given a chance to succeed. Families and educators are partners with children to foster healthy development. “When we recognize children as capable and curious, we are more likely to deliver programs and services that value and build on their strengths and abilities.” (How Does Learning Happen? Ontario’s Pedagogy for the Early Years:2014).

We value children’s curiosity exploration and understand that children learn valuable skills through play. We believe that children are able to perform reasonable risk-taking and increasing independence within appropriate environments.

At Constellations Child Care we stress and focus on the Four Foundations; wanting each child to feel a sense of belonging and value, mental and physical well-being, being engaged and involved, and expression through their bodies, words and use of materials.

We also strive to follow the foundation principles of “Early Learning for Every Child Today: A Framework for Ontario Early Childhood Settings” (2007) by incorporating the six principles.

Principle 1: Positive experiences in early childhood set the foundation f

or lifelong learning, behaviour, health, and well-being.

Principle 2: Partnerships with families and communities are essential.

Principle 3: Respect for diversity, equity, and inclusion is vital.

Principle 4: An intentional, planned program supports learning.

Principle 5: Play and inquiry are learning approaches that capitalize on children’s natural curiosity and exuberance. Principle 6: Knowledgeable, responsive, and reflective educators are essential.

Health, Safety and Nutrition

Health, safety and nutrition play a significant part of the development and growth of children. Children excel when they can explore and learn in physical and outdoor play and be provided nutritious food and drinks.

At Constellation’s Child Care the child’s health and safety is our top priority. We strive to exceed the healthy and safety requirements set out by the Ministry of Education and County of Simcoe and Health Unit. We ensure communication about all important and relevant health and safety information.

Children attending Constellation’s Child Care programs are provided two nutritious snacks and lunch. We follow Canada’s Food Guide and CCEYA’s guidelines for healthy foods. Educators share snacks and meals to model positive and healthy eating habits.

Educators can facilitate and promote children’s health and well being by providing nutritious meals and snacks, modeling positive behaviours for healthy eating, provide opportunities for children to be physically active, and by creating a safe and stimulating indoor and outdoor play environment.

Sense of Self

We strive to promote children to develop and practice self -care, self-regulation and positive mental health and wellness. We recognize that children have a sense of self and self assured when they are physically active, aware and able to make healthy choices to meet their basic needs, and able to manage stress and strategize for self-regulation.

Educators can support development of sense of self by designing environments customized to children’s varied sensitives and arousal states, acknowledging and facilitating a variety of self-regulation abilities, and support efforts to take responsible risks.

We view children as being competent and capable. Appropriate documentation is used to display the children’s actions, thoughts, feelings, and ideas allowing the children an opportunity to revisit and share their learning with educators and family. Provocations are introduced to engage the children and educator’s in a co-learning experience where we use scaffolding based on the child’s input (e.g., expressive ideas, non-verbal cues, own experiences).

Exploration, Play & Inquiry

At Constellations Child Care we recognize that children are more likely to succeed when they are fully engaged, initiate experiences and act spontaneously through play. We strive to foster children’s curiosity, play and exploration through child lead and educator supported activities. To do this we engage children in a positive learning environment that supports each unique child in their development.  On top of incorporating indoor and outdoor play; active play, rest and quiet time will be incorporated into the day, and give consideration to the individual needs of the children receiving child care.

The educators value the children’s ideas and contribution to the curriculum. Our program builds on children’s interests. Staff create learning environments which offer environments based on children’s interests where they can explore, learn, and express themselves. Educators will research exciting, challenging and stimulating ideas to enhance the program. Educators will provide a wide variety of materials to support individual learning. “**When educators take a purposefully curious approach to new experiences rather than acting like an expert, children are more likely to engage in creative problem solving and more complex play and inquiry.”** (How Does Learning Happen: Ontario’s Pedagogy for the Early Years, pg. 35)

The environment is an important element in children’s play and exploration. Indoor and outdoor play areas, furniture and materials all have an impact on the child’s level of engagement and potential for learning.

Positive Relationships, Communication & Engagement

At Constellations Child Care we believe that childcare and positive, healthy development is a shared responsibility between parents, childcare providers and the environment. Parents and family are welcomes and encouraged to visit, observe and participate in the child’s program. Staff are active in developing relationships with families, encouraging families to share and integrate home cultures into our program.

We aspire to provide support to parents and families; be tactful when sharing incidents and concerns and provide daily communication between families and educators. We will engage families in our program and their child’s development. We will engage with community partners to enhance our program.

With the children we will show respect for what the child is interested in, what the child is trying to communicate, fostering child-initiated communication and conversation. We will provide opportunities for children to explore language and literacy through play.

Community engagement connects children to their community. Visits to local libraries, parks and trails enhances the outdoor learning environment. Supporting community campaigns (i.e. food bank, fundraising) connects children to their community. We will bring the community to our programs as well by inviting topical guests such as police officers, fire fighters, librarians. College and high school students will be welcomed to complete their placements in our program as well.

**“Opportunities to engage with people, places and the natural world in the local environment help children, families, educators and communities build connections, learn and discover, and make contributions to the world around them.”** (How Does Learning Happen 2014, pg. 19)

Support Staff

**“The role of the educator is multidimensional. Educators are reflective practitioners who learn about children using various strategies. They listen, observe, document and discuss with others, families in particular to understand children as unique individuals. Educators participate as co-learners with families and children – learning with children, about children, and from children.”** (How Does Learning Happen 2014, pg. 19)

We are committed to enrich the quality of our program by supporting our staff with continuous professional development. Constellations Child Care offers in-house training and supports and encourages any off-site or online training courses.

We promote leadership, reflection and collaboration practices that promote effective communication, help set and maintain staff goals, and support experimentation in our program.

Documentation and reviewing the impact of the strategies used to promote health safety, nutrition and well-being of the children as well as supporting staff and caregivers including continuous learning.

**Document & Review Impact**

In addition to the pedagogical documentation that is displayed in the classroom, Constellations Child Care is required to document and review the impact of our approaches towards meeting our goals. One way we do this is through our annual Family Survey. Parents are asked to evaluate Constellations Child Care on communication, learning activities, the skills their child learns and much more. Survey results – including open-ended responses, give us an indication of impact. As we continue to refine this program statement additional methods for documenting and reviewing the impact will be defined.

Constellations Child Care will also provide opportunities for parents and educators to meet to review child and classroom portfolios, have regular meetings between supervisors and educators, in conjunction with monitoring reviews, to revisit classroom portfolios and pedagogical documentation.

Our program statement aligns not only with the “How Does Learning Happen” document but also with our policies and procedures which our staff are trained on and are required to abide by. Our policies and procedures are reviewed and updated annually by management and staff.

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**Services Offered**

Constellations Child Care offers licensed child care for ages 1 to 6 years old in either a toddler and preschool room.

Yonge Street Campus

Our Yonge Street Campus offers care for:

**Toddler Room –** Ages 18-30 months

**Preschool Room** – Ages 2.5-5 years

King Street Campus

Our King Street Campus offers care for:

**Preschool Room** – Ages 2.5-5 years

**School Age Program** – Ages 4-12 years

**Canada Wide Early Learning Child Care**

As of November 2022 Constellations Child Care has opted out of the CWELCC program.

**Staff Responsibilities**

Staff wear many different hats throughout the day. First and foremost, staff commit to 100% supervision while in ratio with the children, that is indoors and outdoors. If the staff are not engaging in play with the children, they are observing the children play. Staff are also responsible for program planning, safety checks for play areas, communication with management and families, cleaning and sanitizing play areas and toys, serving food, to name a few duties.

**Behaviour Management**

Staff are trained to deal with negative behaviours appropriately by the developmental stage of each child. Management methods used include:

1. Redirection: guiding a child into acceptable options

2. Natural and Logical Consequences: making the child aware of the results of their actions

3. Setting Limits: teachers develop boundaries for the children, either as a group or individually according to the situation

4. Modeling: demonstrating appropriate behaviours to the children

5. Providing Choices: teachers outline appropriate choices and children are encouraged to make decisions for themselves

6. Anticipating: teachers plan and prepare the environment in such a manner to avoid conflict

See the appendix for our prohibited practices when dealing with children and behaviours.

**Extreme Behaviour**

When staff encounter children with extreme behaviours, the following procedure is followed:

1. Documentation of behaviours (incident reports which are provided to parents)
2. Meeting with parents/guardians
3. Referral to RVH for resource

After resource involvement if the extreme behaviours continue the child may be sent home during instances of violent behaviour. Modified attendance schedules may also be considered. Please see our Aggressive Behaviour Policy below.

**Students and Volunteers**

We are also committed to volunteers and students from our local high schools, colleges and universities doing placements in our centres. Our educators will train, guide and support these students based on the program required by their placement Supervisor. Our goal is to enhance their learning experience with the children and within the classrooms. Students and volunteers will be given regular feedback from our educators evaluating their performance.

Volunteers and students are subjected to the same Criminal Reference and Vulnerable Screening Sector check as our staff, as well as orientation and training. Volunteers and students are not a part of the room’s ratios and are never to be left alone with a child/children. Volunteers and students will be supervised by the designated RECE at all times.

**Roles and Responsibilities for Volunteers**

Supervisor

The supervisor will be responsible to ensure that the policy is reviewed by the volunteers/students before they begin their placement/volunteer hours and will review annually if necessary.

Ensure an orientation is given to all volunteers/students, also ongoing mentoring, support and monitoring.

Assign a RECE for each room in the centre who will be responsible to supervise volunteers/students and ensure this staff person’s responsibilities in regard to volunteers and students is clear.

RECE

The RECE will supervise and monitor the students/volunteers at all times. They will provide guidance and mentoring to the volunteers/students during their time at the center.

Volunteers and students

Review all relevant policies and procedures prior to participating in any programs at Constellations Child Care centre and review annually if applicable. The students/volunteers are to participate in an orientation with the supervisor before they participate in any classrooms or programs.

Operator

Ensure that the center’s insurance covers volunteers and students , review the policy at least annually to ensure that it remains current.

**Activities off Premises**

With parental permission children will be taken off daycare property for activities. Little Lake Park is located directly across from the center and walks throughout the park and its facilities may occur on occasion. Toddlers will be transported in a stroller, preschoolers will be permitted to walk with reduced ratios for activities off of the premise. Occasional trips based on children’s interests to close proximities such as the North Simcoe Recreational Center to observe hockey or visit the Askenonian Center or the library.

Children under the age of 5 will have parental permission forms signed for off site activities including walks and trips (trips for school aged children).

Children under the age of 3 if brought off site will be in a stroller to preapproved routes only.

**Admission Requirements**

Prior to starting care, all children must have a completed registration package and proof of up to date immunization records. A deposit is also required upon registration (see Fees)

**Hours of Operation, Holidays and Closures**

**Hours of Operation**

Constellation’s Child Care Yonge Street is open from 7am-6pm, Monday-Friday.

Constellation’s Child Care King Street is open from 7:00am-5:30pm, Monday-Friday.

**Holidays**

The Constellation’s Child Care observes the following Holidays in addition to Christmas. We do not waive fees for vacation; full fees are expected all year, in order to hold your child’s spot. If you remove your child for the summer months, the centre cannot hold your child’s spot. However, the centre will give your child priority as a returning client in September.

* New Years Day
* Family Day
* Good Friday
* Victoria Day
* Civic Holiday
* Labour Day
* National Day of Truth and Reconciliation
* Thanksgiving Day
* Christmas Day
* Boxing Day

**Closures and Emergencies**

During the winter, if the school board closes schools because of bad weather, local transit stops running, or to the supervisor’s discretion the childcare centre in that school will close. When this happens, you will be notified immediately that pick up is required.

If there is an emergency at the centre, you may be contacted immediately by phone. If the primary guardian is unreachable the secondary guardian will be contacted by phone. If neither guardians are available staff will attempt to contact emergency contacts by phone.

Constellations Child Care has an emergency management policy and procedure that outlines the following:

(a)set out the roles and responsibilities of staff in case of an emergency;

(b)  require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;

(c)  identify the location of a safe and appropriate off-site meeting place, in case of evacuation;

(d)  set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;

(e)  set out requirements regarding communications with parents;

(f)  set out requirements regarding contacting appropriate local emergency response agencies; and

(g)  address recovery from an emergency, including,

(i)  requiring that staff, children and parents be debriefed after the emergency,

(ii)  setting out how to resume normal operations of the child care centre, and

(iii)  setting out how to support children and staff who may have experienced distress during the emergency.

**Late Policy**

It is extremely important to your child and to our staff that you arrive on time. If you think you might be late:

• Call the centre right away. This allows the teachers to tell your child what is going on.

• Have a back-up plan. Find someone else who can pick up your child.

• Call the staff to tell them who will be picking up your child.

• Call back later to be sure your child was picked up.

• Staff will make note of the late pick up on your record.

• Late pick-ups are unacceptable and may result in losing a space at the centre. If you have not been in sufficient contact with staff, and your child is not picked up by 7:00 p.m., and we have not been able to contact you or one of your emergency contacts, we are required, by law, to call the Children’s Aid Society.

**Late Fees**

**The first late pick up a fee of $1 per minute per child will be charged to your next invoice.**

**Second late pick up a fee of $3 per minute per child will be charged to your next invoice.**

**Third and subsequent late pick ups a fee of $5 per minute per child will be charged to your next invoice.**

**After the third instance a fee of $25 a minute will be charged. After a fourth instance care may be suspended or terminated.**

**Rates and Payment**

**Rates**

Rates for full time care are as follows:

Toddler room full time - $55/day

Toddler room part time - $57/day

Preschool room full time - $52/day

Preschool room part time -$53.5/day

Before and After School Kindergarten - $25.50

Before and After School - $24.40

Kindergarten Full Day Care - $50/day

School Age Full Day Care - $47.50/day

**Part time care will be permitted at the supervisor’s discretion.**

**Part time care is based off being able to find AND retain a family to take the remaining days of care.**

Part time days available for care are Mondays, Wednesdays and Fridays OR Tuesdays and Thursdays.

Part time for school age to offer just before or just after care may be approves.

**Payment**

Payment will be paid on the Friday prior to the 1st of the month. A $25 charge will be added for insufficient funds or late payment. Payment arrangements can me made through the supervisor, and to their discretion.

Care may be suspended if payment arrangements are not made or adhered to.

**Deposit**

To hold a space or prior to starting care a flat rate deposit of **$500** for toddler or preschool, or **$250** for part time and school age care will be collected and put towards the last month’s care.

**Discharge Procedures**

To end care please provide at least two weeks notice in writing (email is acceptable). Failure to provide notice will result in a forfeit of the deposit. There may be extenuating circumstances the supervisor may waive the notice/fee.

**If withdrawal occurs within 60 days of beginning care the deposit will be forfeited.**

**Clothing and Supplies**

**Clothing**

Your child should be dressed in comfortable, washable clothes so that he or she can play and explore without worrying about getting dirty. Children go outside daily – please dress your child for the season and weather. Please label all items of clothing with your child’s name, including boots, mitts, hats, coats and bags.

Every day in the classroom, please make sure your child has:

• Indoor shoes.

• Change of pants, socks, top and underwear (kept at centre).

In winter please make sure your child has:

• Snow pants.

• Outdoor jacket or coat.

• Mittens (two pairs please).

• Warm boots.

• Hat that covers ears.

• Neck warmer (no scarves).

In spring, summer and fall please make sure your child has a sun hat.

**Supplies**

Pack the following to take to the centre:

• Blanket for nap time, labelled with your child’s name.

• Soft cuddle toy labelled with your child’s name.

• Complete change of clothing for your child.

• Extra socks and underwear.

• Picture of your family for your child’s cubby.

• Diapers, wipes, diaper cream and training pants (as needed).

• Sun screen

•Reusable water cup

**Health**

**Medication**

If your child requires medication, parents must complete, sign and date a medication authorization form. All medication must be in original container **with prescription label clearly legible, which identifies child’s name, dosage, name of medication, date of prescription, storage directions & expiry date.** Prescription medication past expiry date or any medicine not in the proper container will not be administered. Parents are encouraged whenever possible to give any drugs or medications to their children at home, it this can be done without affecting the treatment schedule. All medication is stored in a locked container.

**Immunization**

Admissions to the program will only be granted after the supervisor has received the child's completed and signed medical-related forms. All staff, assistants, and children must receive the immunizations required by the Simcoe County Health Unit in order to participate at Constellations Child Care. Simcoe County Health requires the center to keep accurate, up-to-date records of the staff, students’ and participants’ immunizations, and they periodically audit our files. Parents must update these records after the child receives any new immunizations throughout the school year.

**Illness**

When Should a Child Stay Home?

Constellation’s Child Care’s health policies are based on guidelines from the Simcoe County Health Unit. If your child becomes ill while at the centre, staff will contact you immediately and ask you to pick up your child.

Children should not come to the centre when:

• They are too ill to take an active part in the daily program, including going outside.

• They need more individual care than the staff can provide without compromising the needs of the other children.

• There is a risk of infecting other children or staff, as outlined in the guidelines below.

Keep your child at home if he or she has any of the following symptoms:

• Fever (temperature above 100.1˚C)

• Diarrhea

• Undiagnosed rash/skin condition

• Vomiting

• Communicable disease (hand, foot and mouth disease, untreated pink eye)

• Persistent pain

• Thick, coloured discharge from eyes

• Head lice

• Persistent cough If a child shows signs of ill health, you may be asked to provide the centre with a doctor’s note to explain the child’s health. Children with diagnosed communicable diseases are not permitted to attend the program.

If your child exhibits any of these symptoms during the program you will be required to pick up your child.

**Rest and Sleep**

Children will be monitored during rest times as per the Ministry of Education’s CCEYA’s regulations; staff will follow any parent directions and communicate about rest times. Children are welcome to bring any blanket or stuffy to help with sleep and rest times. Children are required to rest according to the Ministry; however sleep times can be modified to parent’s instructions.

Children between 12-18 months of age, who receive childcare for six hours or more, will be placed in individual cribs/cradles or cots for sleep in accordance with any written instructions from the child’s parent.

Children who are 18 months of age or older but younger than 30 months, who receive childcare for six hours or more, will be placed in individual cots for sleep. Children 30 months or older but younger than six years old, who receive childcare for six hours or more, will be placed on a cot unless otherwise approved by a director.

Children 24 months or older but younger than five years old and in a licensed family age group, who receive childcare for six hours or more, will be placed in a cot unless otherwise approved by a director.

**Nutrition**

Constellation Child Care believes that healthy foods:

• Contain whole food ingredients that are minimally processed.

• Are high in naturally occurring nutrients and fibre.

• Are moderate in calories and low in saturated fat, added sugars and sodium.

• Do not contain trans fat.

• Do not contain artificial colours or flavours.

Nutritious lunch and snacks consisting of foods that promote good dental health and do not interfere with the child’s appetite for mealtimes are to be served mid-morning and mid-afternoon. A healthy nutritious lunch and 2 snacks will be provided each day. A menu will be posted on the parent board and the kitchen. All children will receive equal portions of lunch and snacks. No child will be forced to eat food.

For the toddler and preschool rooms:

Morning snack: 7:30am to 8:45am

Lunch: 11:40am to 12:00pm

Afternoon snack: 3:00pm

Food allergies will be posted in the kitchen and in the child’s room. Alternatives may be supplied for foods that cannot be eaten. Our centre is nut and peanut free.

Children who attend full day school age programming are not provided lunch and must bring lunch, snacks and water from home.

**Waitlist**

When a spot becomes available it is offered to those on our waitlist based on the following priorities, in order as per below:

-Children already enrolled with Constellation’s in the Preschool room who are ready to move to the School Age program

-Siblings of children currently enrolled in a program with Constellation’s Child Care

-Returning parents (see section below): a child returning after an absence of no more than 12 months due to a parent’s maternity/parental leave or serious family illness

-Children of Staff at Constellation’s Child Care

-Children from the community and area to which the above groups do not apply within these priority groups, applications are managed by the date the waitlist application was received, or by date of enrollment for children already attending the program, depending on the circumstance.

-The Supervisor reserves the right to manage the waitlist in the best interest of the Center.

Wait Times

It is impossible for us to predict exactly when a space may become available for you. As a result, we are unable to give you an approximate entry date. Typical wait times vary from a few months to one to two years. You are welcome to contact the center at constellationschildcare@gmail.com at any time for an approximation on where your application is on the list, but please remember, this position may fluctuate based on the priority factors listed above. As we foresee availability opening up, those at the top of the waitlist (top 2 on list) will be contacted to be updated ahead of time (at least one month in advance of when spot is expected to be available). When a space becomes available for you It is the parent/guardian’s responsibility to maintain current contact information with Constellation’s Child Care Center. When a space is available every effort will be made to contact you via telephone and e-mail as provided. Parents who do not return notification within 3 business days will forfeit that available spot to the next person on the waitlist. You will not need to reapply to the waitlist again but will be subject to waitlist priority assignment. If you choose to decline the offered space, but would like to remain on the waitlist, you will remain in your place for the next available spot. A spot that becomes available will be offered no earlier than two months in advance of the parent’s requested start date

Returning Parents

Parents who withdraw their children, for a period of no more than 12 months for the purpose of maternity/parental leave or serious immediate family illness or medical issues, and inform Constellations of their intent to return at the time they leave, will be given waitlist priority based on the above order upon return. The same cancellation policies apply as per the Parent-FCCS Agreement. Parents who withdraw their children for other reasons will be required to reapply to the waitlist and will be subject to waitlist priority assignment and payment of the application fee.

**Appendix A**

**Prohibited Child Behaviour Management Tactics**

Policy Statement

All children will be treated respectfully, in a way that protects their well-being, individuality, self-worth, and self-esteem.

The following behaviors are unacceptable:

* Corporal punishment.
* Deliberately use of harsh or degrading measures on a child that would humiliate the child or undermine his or her self-respect.
* Depriving a child of basic needs including food, shelter, clothing, bedding.
* Locking the exits of a centre or using a locked or lockable room or structure to confine a child when separating them from other children.
* Any form of abuse - physical, sexual, emotional and/or neglect.
* Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
* Inflicting any bodily harm on children including making children eat or drink against their will.

Any Child Care program staff suspected of these behaviors will be removed immediately from having any contact with children and will be subject to a full investigation into their conduct and potentially suspended.

Purpose

To define unacceptable behaviour by Child Care program staff in the presence of children and to communicate the consequences of the prohibited conduct.

Procedure

* Child Care program staff will be removed from his/her position if they are suspected of prohibited behaviors until an investigation proves the suspicions to have been unfounded.
* All information will be documented and kept on file confidentially.

Disciplinary actions will take place if suspicions are confirmed. Depending on the severity of the incident, disciplinary action may or may not include immediate termination. At minimum, staff will receive a written warning and possible unpaid

**Wait List Confidentiality**

***Policy Statement***

To provide access to the wait list while maintaining confidentiality.

***Purpose***

To allow parents/families to see where they are on the wait list without compromising confidentiality.

***Procedure***

When requesting access to the wait list the requestor will receive a list showing only initials of other families on the waitlist and for what room they are waiting for will be visible to potential families. (i.e. Toddler room – 1. D.L. 2. C. J. 3. A.M. 4. Your name 5. P. G.)

***Policy 2.1.4* – Serious Occurrences**

***Policy Statement***

Staff will follow Ministry guidelines for reporting, documenting and posting about serious occurrences.

***Purpose***

To ensure safety of children, staff and families as well as compliance of Ministry regulations.

A serious occurrence is defined under the CCEYA as:

1. the **death of a child** who receives child care at a licensed home premises or child care centre;
2. **abuse, neglect or an allegation of abuse or neglect** of a child while receiving child care at a home premises or child care centre;
3. a **life-threatening injury to or a life-threatening illness** of a child who receives child care at a home premises or child care centre;
4. an incident where a child who is receiving child care at a home premise or child care centre goes **missing or is temporarily unsupervised**, or
5. an **unplanned disruption of the normal operations**of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at a home child care premises or child care centre.
6. A confirmed case of Covid-19.

***Procedure***

For harm or injuries taking place during care the following procedure will be followed:

-The child shall be provided with immediate medical attention when warranted.

-The staff, any witness or persons having knowledge of the occurrence shall orally report the occurrence immediately to the Director or designate.

-The Director or designate notified will conduct a preliminary inquiry immediately.

-All persons having knowledge of the occurrence will remain at the program location until they are excused by the Director or designate conducting the preliminary inquiry.

-The preliminary report shall be written and signed by the Director or designate before staff involved goes off duty. See attached Initial Notification Form.

-The Director or designate will report the occurrence to the Ministry of Education in CCLS within 24 hours of the licensee or supervisor becoming aware of the occurrence.

-Where applicable and possibly after consultation with the Ministry, contact Police, Children’s Aid Society or a Coroner.

If a staff suspects neglect or abuse or if a staff is accused of abuse or neglect the following procedure will be followed:

-The person witnessing/suspecting abuse or neglect will follow their duty to report steps (notifying CAS without discussing it with coworkers, the supervisor or parents)

-To support increased transparency and access to information, a “Serious Occurrence Notification Form” must be posted at the centre location in a visible and accessible area for 10 business days, this includes any allegation of abuse or neglect. The summary does not include any identifying information and shall be updated as new information is obtained.

***Policy 1.2.4*** – **Supervision of Students and Volunteers**

***Policy Statement***

Often students from the local high schools and college will be completing their co-op at our center, as well as local volunteers coming to speak and engage with the children. They will be appropriately supervised by staff and management.

***Purpose***

To ensure adequate supervision of students and volunteers to ensure child safety.

***Procedure***

-All students and volunteers will provide the supervisor an up to date (no older than 6 months) Criminal Reference Check and Vulnerable Sector Screening.

-Volunteers will be review Constellations Child Care Policies and **Procedure**s prior to volunteering.

-Volunteers will be given training and tours prior to volunteering.

-Volunteers will be supervised by the RECE or EA in the room at all times.

-Students will be supervised by the RECE in the room as well as the supervisor.

-Volunteers and students do not count towards ratios ever and children will not be left alone with volunteers/students.

- Direct unsupervised access (i.e. when an adult is alone with a child) is not permitted for people who are not employees of the centre.

**Roles and Responsibilities**

Supervisor

The supervisor will be responsible to ensure that the policy is reviewed by the volunteers/students before they begin their placement/volunteer hours and will review annually if necessary.

Ensure an orientation is given to all volunteers/students, also ongoing mentoring, support and monitoring.

Assign a RECE for each room in the centre who will be responsible to supervise volunteers/students and ensure this staff person’s responsibilities in regard to volunteers and students is clear.

RECE

The RECE will supervise and monitor the students/volunteers at all times. They will provide guidance and mentoring to the volunteers/students during their time at the center.

Volunteers and students

Review all relevant policies and Procedures prior to participating in any programs at Constellations Child Care centre and review annually if applicable. The students/volunteers are to participate in an orientation with the supervisor before they participate in any classrooms or programs.

Operator

Ensure that the center’s insurance covers volunteers and students , review the policy at least annually to ensure that it remains current.

**Parent Complaints and Concerns**

***Policy Statement***

Parent complaints and concerns will be dealt with in a timely and respectful manner by either the RECE or Supervisor.

***Purpose***

To provide quality care there must be communication between staff and parents, including handling complaints and concerns. Staff and management will be respectful when handling a complaint and concern.

***Procedure***

-Parent complaints or concerns will be documented by the staff or manager who receives it directly.

-If it is a staff who receives the complaint or concern they will notify the supervisor within 24 hours.

- The supervisor will either call the parent or speak with them in person within 24 hours of receiving the documented concern or complaint.

-Staff will be reprimanded accordingly or the issue will be rectified within 5 business days (within reason to the Director’s discretion).

-A written follow up will accompany the documented complaint and filed securely.

Steps for Parents to Follow:

1. Speak to the staff about the issue if applicable;
2. Speak to the Supervisor regarding complaint; provide in writing if necessary. If the complaint is about the supervisor the parent will submit a written letter or email to the Director. The parent is also welcome to call or speak to the appropriate staff in person previous to written complaint/concern.
3. The appropriate staff (Supervisor or Director) will address the issue in person with the parent within 5 business days.
4. A written follow up from the appropriate staff may follow depending on the situation.

**Anaphylaxis**

***Policy Statement***

Constellations Child Care recognizes the potentially serious consequences of children with allergies. These allergies may include a condition known as anaphylaxis. Anaphylaxis is a severe, potentially life-threatening allergic reaction brought about by exposure to certain foods or other substances. Nuts and nut by-products, such as nut oil and nut butter, are the most common allergens to trigger an anaphylactic reaction. Other foods such as strawberries, fish, shellfish, wheat and soy, as well as non-food items such as latex and bee stings can also bring about a life-threatening reaction. Constellations Child Care Center does not purport to be, nor can it be deemed to be free of foods and non-food items that may lead to a severe allergic or anaphylactic reaction. Staff and Management will make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis in accordance with this policy. Creating an environment that reduces the risk to severely allergic or anaphylactic children requires the co-operation and understanding of all members of the center, including staff, children and parents. In all literature sent home to parents, we request that nut and nut products are kept out of the center. As with other policies of the School, parents, children and staff are expected to comply.

***Purpose***

To ensure the safety and well being of all students and staff in our program, being aware and adhering to anaphylaxis plans for children, being diligent and safe regarding allergies and anaphylaxis.

***Procedure***

-Identification of Children at Risk

• It is the responsibility of the parent to inform the center that his or her child has allergies or is anaphylactic or potentially anaphylactic.

• All staff shall be aware of these children. A list of all children with allergies is posted in each classroom, the office and staff room and attached to the fridge.

• An allergy alert form must be completed by the parent, signed by a physician, have the child's photograph attached and be posted in the child's classroom. This form must be updated annually.

• On the child's admission to Constellations Child Care, the supervisor and the relevant teaching staff will discuss the child's allergies with the parent.

• Parents must talk to the Supervisor if an allergy develops or there is a change in the treatment plan.

-Availability and Location of Epipens

* It must be promptly replaced when the expiry date is reached. Because our children are too young to carry their own Epipen, an Epipen will be stored in a known location in the classroom and taken outside in the playground when the child is outside.
* If a staff member is carrying an Epipen on their person, they should ensure this is transferred to another staff member should they leave the playground.
* The location of the Epipen is clearly labelled and easily accessible.
* All staff is made aware of its location, and the location is recorded on the allergy alert form.
* The Epipens will be checked monthly to ensure they have not reached their expiry date.
* Anaphylactic children must be watched closely at snack time for any signs of a reaction.
* The parent signs a consent form for the administration of the Epipen.
* The parents will train the supervisor (or designate) using Train the Trainer method for each child with an epipen.

-Allergies Training

* The policy and procedures will be reviewed annually by staff.
* All staff, volunteers and Duty Day participants must receive a demonstration on the use of the Epipen annually by the Supervisor, parent or physician of each anaphylactic child.
* Volunteers and student are not permitted to give medication unless under extreme circumstances. Staff must ensure that if there are anaphylactic children - their Epipen go outside with them.
* Training must include a procedure to recognise signs and symptoms in case of a reaction - and how to administer Epipen.
* Staff are required to sign and date that they’ve received training – a log must be kept on file of all training dates, trainers and participants’ signatures.
* Parents will provide Train the Trainer training for the supervisor or parent prior to the child being sent with the epipen/attends the program. The supervisor will note this in the child’s Individual Plan.

-Potential Food Risks

* Parents will be notified of all life threatening allergies and this list will be revised when necessary.
* Parents of children with complex/multiple allergies or food restrictions have the option to arrange alternate food options with written instructions provided by parents.
* Children and staff will wash hands before and after handling food. All surfaces will be cleaned with cleaning solution prior and following food service.
* Cleaning supplies and other products that may cause an allergic reaction will be stored away.
* Children are instructed not to share food.
* Parents are informed that we endeavour to provide a nut free environment. A letter informing parents of this is sent home in September, and on the Summer Camp registration form. This letter must be signed by the parent and returned to the School office to ensure every family is aware of the policy.

-Communication Plan

* All staff are trained, as per the parent-designed individual treatment plan, in the management of an anaphylactic emergency: The treatment plan must be revised annually as directed by the parent or physician. Copies of the plan must be in the files, in the emergency bag, in the policy and procedure binder, posted in each of the classrooms, in the office and in the playground Parents will be informed by email of all allergies at the school.
* A list of allergies and will be handed out at orientation. A list of allergies will be posted in each room and on the Bulletin Boards Parents with children with anaphylaxis will provide an individual plan for their child prior to enrolment.

-Individual Plan and Emergency Procedures

• Prior to enrollment, the parent/guardian will meet with the program supervisor to provide input for the child’s individual plan and emergency procedures. This plan will include but is not limited to: • Description of the child’s allergy • Monitoring and avoidance strategies • Signs and symptoms of an anaphylactic reaction • Child care staff roles and responsibilities • Parent/guardian consent for administering allergy medication, sharing information and posting emergency plan • Emergency contact information • Location of Epipen • Physicians note to carry own Epipen, including physician’s signature

•Emergency Protocol: • One person stays with the child at all times • One person goes for help or calls for help • Follow emergency procedures as outlined in child’s individual plan (i.e., administer epinephrine at first sign of reaction) • Call 911. Have the child transported to hospital even if symptoms have subsided. Symptoms may occur hours after exposure to allergen • Administered Epipen is to accompany child to hospital • Administered Epipen is to be given to hospital employee or child’s parent for disposal • One calm staff must stay with the child until parent or guardian arrives. The child’s back-up Epipen auto injector should be taken.

• Field Trips For any field trips, parents of anaphylactic children must accompany their children on field trips, and bring along their Epipen or any other medication.

Parents who send food from home will be given a copy of our anaphylaxis policy and will adhere to it for all food sent from home.

Strategy to reduce exposure:

Constellations Child Care is a nut free child care center. If children have allergies outside of nuts, staff and families will be informed formally as well as postings around the center. Staff will not be permitted to bring allergens on site.

**Food From Home**

***Policy Statement***

For circumstances where a child requires food from home instead of the provided meals at Constellations Child Care, the family will be informed they must follow the Canada Food Guide as well as our Nut Free policy.

***Purpose***

This policy exists to ensure all children are fed in a healthy manner, as well to educate parents/legal guardians/caregivers

***Procedure***

* All food sent from home will be healthy and nut free
* All food from home will be labeled with the child’s name or will not be permitted on site
* Constellations Child Care Center is a nut free facility
* Children will allergies that food will be prohibited from the center
* This policy is clearly communicated with all parents/legal guardians/caregivers, participants, and Child Care program staff through newsletters, brochures, advertisements, on-site notices, etc.
* A ‘no sharing’ protocol should be maintained during meal and snack breaks to reduce the chance of a child innocently sharing food that may have been stores with other food contacting nuts in the home environment.

## **Aggressive/Extreme Behavior Policy**

As Early Childhood Educators, it is our responsibility to ensure the physical safety and total well being of all children within our care. The centre has adopted the following policy regarding aggression:

Aggression means, “any physical, emotional or verbal act which may result in placing him/herself, other children and/or staff members within the centre in an emotional, physical, harmful, hurtful or unsafe situation. ”

In dealing with aggressive behavior, the following procedures will be followed:

1. The child will be removed from the group and the centre’s BEHAVIOR MANAGEMENT POLICY will be implemented by staff, to redirect the child and to stop the aggressive behavior.
2. If the aggressive behavior continues throughout any part of the day for more than three instances, the parent/guardian or alternate pick up person (in that order) will be contacted to immediately pick up the child. Documented report(s) of the incidents will be given to the child’s parent. A copy will also be made to keep in child’s file. Full fees are still paid for this day.
3. Once the parent has been called on more than five occasions relating to aggressive behavior, the Director will consult with the room staff and to determine the course of action going forward.

The Director has the right to a) impose a suspension of daycare privileges; b) consult a Behavior Management Specialist; c) limit the child’s hours of attendance or; d) terminate the space. In case of termination, the two-week notice period would be waived.

Please note: Any aggressive, violent or intentional aggressive behavior that endangers the child, other children, staff, equipment, or building will not be tolerated. In these extreme cases, the child will be automatically suspended for three days or have their spot permanently revoked without prior warning.

Once again, we state that the number one priority is the welfare, safety, and security of all children and staff within our program.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ parent/guardian to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have

review the parent handbook on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_