



**Western**  
Day Care Centre

# Parent Handbook

Revised 2024/01/01

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Western Day Care Centre  
Parent Handbook  
Revised January 1, 2024



Dear Parents

We would like to take this opportunity to welcome you and your child/children to Western Day Care Centre (WDCC). WDCC was incorporated in 1972 and with over 52 years of experience, is regarded as one of the very best childcare facilities in southwestern Ontario. This handbook presents all the policies of the Centre concerning you and your child/children. If there are any policies that you want to know more about please do not hesitate to ask.

Lyndsey Barber RECE  
Executive Director

Brianne Walpole RECE  
Program Manager  
**Emery Street West**

Denise Kirkpatrick RECE, AECEO,C  
Program Manager  
**Blue Heron Drive**

## Message from the Board of Directors

### Origins

Our story begins some fifty years ago when the Society of Graduate Students at the University of Western Ontario established the Western Day Care Centre to meet an identified need for childcare within close proximity to the University. This organization received its first Charter and began operation as a non-profit childcare centre in February 1972. The University donated rent-free space in two homes located at 1140 Western Road and there began a tradition of quality childcare and early education that remains unsurpassed to this day.

### Transition

In 2003, the University of Western Ontario announced plans to re-develop the parcel of land at 1140 Western Road into a student residence. A new daycare centre would be built nearby, and the University requested proposals from organizations willing to run the new facility. The Western Day Care Centre was unsuccessful in its bid to continue its operation at the new centre and ultimately the Board of Directors, administration, and staff were faced with the choice of dissolving the organization or relocating the daycare and becoming fully independent.

With incredible commitment, determination, and sacrifice the staff and administration together with a small, dedicated group of Board members, decided that Western Day Care Centre's distinctive model of early childhood care and education must be preserved. The initial challenge was to create a business model and find financial partners willing to take a chance on funding our fledgling enterprise. Without the assistance of these Board members, we would not have been able to continue operations. We cannot thank each of them enough for believing in the Western Day Care Centre.

With initial funding secured, a lease for the facility on Blue Heron Drive was signed and the building on Emery Street West was purchased. On November 15, 2004, twenty-two children moved to the location on Blue Heron Drive. The Emery Street West site required extensive renovations and the children who would attend that facility were cared for in temporary locations until construction was completed. On March 21, 2005, twenty-eight children moved into the newly renovated Emery Street West site. From that point on, all our available resources and energies throughout 2005 and 2006 were focused on rebuilding our client base and stabilizing our financial situation.

In 2013 The Blue Heron location went under extensive renovations and was able to open a new infant room which increased our enrollment capacity.

We are now proud to offer care for over 160 families.

**Mission Statement**

Our mission is to promote the child's overall well-being by providing the best possible conditions for growth, learning, and development.

**Vision Statement**

Our vision is to provide an environment of equity, respect, and inclusiveness for the development of happy successful children who can grow to lead fulfilling lives and contribute to a caring society.

**Purpose**

To provide quality care and education to children between the ages of 3 months and 5 years.

## PROGRAM STATEMENT

Western Day Care Centre has adopted the “How **Does** Learning Happen? – Ontario’s Pedagogy for the Early Years” (2014) as the document to lead us in programming and pedagogy. This document, being grounded in research, provides a foundation for Educators to provide a safe and stimulating environment for the children in the care of Western Day Care Centre.

At Western Day Care, we believe that children are competent and capable, curious, and rich in potential. Focusing on the four foundations of “How **Does** Learning Happen?” – Belonging, Well-being, Engagement and Expression, the principles of the ELECT document and the focus of Think, Feel, Act, we will ensure optimal learning and healthy development throughout all aspects of our programs.

To stay current with our families’ increasingly full and busy lives, we have implemented the Lillio program (formally HiMama) in our organization to stay connected in the evolving technical world. Through secure email interaction, families can instantly access information regarding the program and their children. This does not take the place of meaningful, caring face to face connections but simply enhances the ability to communicate in another form.

Lillio addresses the four foundations of “How **Does** Learning Happen?” in the following ways:

**Belonging:** Lillio enables connections between home and the early childhood program, invites families to participate in children’s experiences, and builds trusting partnerships with families.

**Well-Being:** Lillio enables educators to observe patterns in children’s health and provide consistency in patterns of eating, physical activity, and sleep.

**Engagement:** Lillio enables educators to plan environments and experiences slightly in advance of children’s capabilities to provoke learning and skill development.

**Expression:** Lillio enables educators to document children’s communication to revisit thoughts and ideas expressed and foster further expression.

### ***Western Day Care Centre is committed to the health, safety, nutrition and well-being of the children in our care.***

Western Day Care Centres promotes healthy eating by providing nutritious and safe foods in a supportive environment.

Nutritious meals and snacks are planned for each child by our kitchen staff and the Management team according to the Child Care and Early Years Act and the London-Middlesex Public Health Unit regarding Canada’s Food Guide. The kitchen staff ensure a safe food environment in the kitchen and maintains a current Safe Food Handling certificate.

Menus are planned using good menu planning principals and include a variety of new and familiar healthy and appealing foods. Water is encouraged and offered several times throughout the day. All food restrictions and allergies are posted for kitchen staff, educators, and supply staff.

Western Day Care Centre utilizes the resources of the “Safe, Healthy Children Manual” from the London-Middlesex Health Unit as a basis for maintaining health and safety in the childcare Centre. Regular daily playground checks are executed and recorded before any child uses the playground facilities. A Health & Safety Representative performs regular checks of the childcare centre in conjunction with the Management team and fire drills are conducted monthly. All staff of the centre practice safe, appropriate handwashing procedures or use hand sanitizers when running water is not available.

Our Lillio program allows us to record daily health inspections for each child when they enter the childcare Centre and throughout the day. Families have immediate access to their child’s daily routines and information and/or pictures of how their child is handling the day.

***Western Day Care Centre is committed to providing positive and responsive interactions among the children, parents, childcare providers, and staff.***

The Educators and Management team at Western Day Care Centre maintain an atmosphere of respect and professionalism.

- They engage in meaningful and responsive interactions with the children to extend and scaffold on the child's interests. They are conscious of positive body language as well as the tone and choice of words when communicating with children, team educators, families, and community partners.
- They engage in meaningful and responsive interactions with all team members and with all community partners. They engage in meaningful and responsive interactions with parents – both at the beginning and the end of the day. Acknowledging, receiving, and imparting information regarding the children is an essential aspect of every day.

***Western Day Care Centre is committed to encouraging the children to interact and communicate in a positive way and supporting their ability to self-regulate.***

Western Day Care Centre follows the principles of the ELECT document (Early Learning for Every Child Today, 2014) in terms of self-regulation – 2.5 Regulating Attention, Emotions and Behaviour

- Expressing emotions appropriately; we help young children understand that while they are entitled to feel angry (mad) they must learn to express their anger (and other difficult feelings) in ways that do not hurt themselves or others. Children are supported to express a wide range of emotions.
- Focusing attention; we extend and scaffold on children's interests to promote and increase attention span.
- Returning attention after a distraction; we are assisting children to get back on track. We may offer an extension of the materials or activity to increase attention to task.
- Persisting when frustrated; we offer support or assistance when children become frustrated.
- Using language to communicate needs and regulate emotions; we label and use language to model and assist children in communicating needs and emotions.
- Coping with challenges and disappointments; we acknowledge and empathize with challenges and disappointments and assist children with strategies to help overcome challenges.
- Effective strategies for self-calming - deep breathing, play dough, calm music, water play etc. – These are offered to children to help regain control or to expend excessive energy.
- Reduced waiting times: we examine different strategies for smaller group activities and transitions to reduce waiting times.
- We model appropriate anger management behaviours ourselves and state our feelings.

***Western Day Care Centre is committed to creating positive learning environments and experiences in which each child's learning and development will be supported.***

- We have paid attention to the physicality of our rooms in terms of colour, space, and attention to natural materials. Is it too bright? Is it too stimulating? Have we brought the outside in? Do we have an adequate number of open-ended materials or loose parts? These are some of the questions we explore when we set up our indoor learning environments
- We have looked at our play spaces and are allowing a variety of experiences and materials to be freely provided for children's exploration at any time throughout their day.
- Children are encouraged to explore materials and initiate activities based on their own ideas and interests.
- Educators are looking for teachable moments and are including the children in planning for activities that are meaningful and relevant.

***Western Day Care Centre is committed to incorporating indoor and outdoor play, as well as active play, rest and quiet time, into the day, and giving consideration to the individual needs of the children receiving child care. In addition, we are committed to fostering children's exploration, play and inquiry and providing child-initiated and adult-supported experiences.***

- We are committed to following the child's lead and incorporating the children's current interests in our programming. We employ meaningful observational skills. The choosing of play materials in the program is very purposeful and is meant to ensure that all children have the opportunity to engage in exploration, play and inquiry using materials that spark their interest and curiosity. The play materials should promote learning and development in all areas including social, emotional, cognitive, communicative, and physical. Educators can explain their choices of the play materials in their rooms and how they align with the program statement.
- We allow for uninterrupted interactions and explorations and stand back to observe before jumping into their play. We allow children to explore and initiate interactions. We ask open-ended questions about what the child is engaged in and allow them to share their discoveries.
- Educators may choose to introduce a play material (loose parts) or activity to possibly engage the child in active, creative, and meaningful exploration, play and inquiry.
- We offer a rest, sleep or quiet time that does not exceed two hours to our toddler and preschool programs. Infants sleep and rest on their own schedules. The need for rest and sleep varies at different ages and even among children of the same age. The need for actual sleep and the need to simply rest will equally be respected. Parental contributions regarding their child's need for sleep or rest will also be respected. Young children benefit from periods of quiet relaxation to balance their active play. Some children require a long period of time to relax and sleep, while others only require a short rest period. Rest time in the child care centre should not disrupt the normal sleep patterns at home.
- The program at the Western Day Care Centre is designed to meet the needs of each child and to challenge them at their developmental level. Through the interaction of the child, the environment, the other children, and the other adults in the Centre, the child develops physically, socially, emotionally, and intellectually.
- Our educators provide a safe, stimulating environment for the children while outside through planning and evaluating activities, changing equipment, and providing for special activities (i.e. creative, science experiences). The staff and administration will ensure that the outside playground is kept in a good state of repair.
- Outdoor activities will be incorporated in the classroom program plans which are located in each classroom. Educators will bring children's interests into the outdoor environment in order to sustain and enhance interest. In addition, educators will bring the outdoors and the neighbourhood into the daily program in order to further investigate and explore the natural environment.

***Western Day Care Centre is committed to foster the engagement of and ongoing communication with parents about the program and their children.***

- Our Lillio program speaks directly to this important component of our program statement. The Lillio program sends immediate information to families regarding their child's toileting, and dietary intake. In turn, it also allows families to email pertinent information directly to their child's educator. It invites families into our program by getting immediate information in the form of learning stories, documentation, pictures, and current information. This does not replace the responsive face to face daily contact of families in the morning and afternoon but simply enhances communication in another format.

- We offer “Parent Nights” where families can explore their child’s room, observe existing documentations, and gain more information on the “How **Does** Learning Happen? – Ontario’s Pedagogy for the Early Years” (2014) pedagogy.

***Western Day Care Centre is committed to involving local community partners and allow those partners to support the children, their families, and staff.***

- We provide a separate inviting resource space for community partners to meet with families and children.
- Knowledgeable educators identify and refer special needs to community partners for assistance in providing the most successful experience within our organization. Early intervention strategies are key for all children to ensure they reach their optimal development. Community partners provide education and strategies to support staff.
- We have groups of children involved in our neighbourhood retirement home at Elmwood Place. Seniors and children alike enjoy interactions and activities together and both benefit from the experience. We also invite community partners to share their talents and knowledge with the children. Firefighters, paramedics, police officers and more are welcomed into our program for “real life” exposure with the children.

***Western Day Care Centre is committed to supporting staff, or others who interact with the children in relation to continuous professional learning.***

Western Day Care Centre recognizes the importance of continuous professional development. We consider the unique professional learning needs of educators at the time of hiring, as well as the evolving professional learning needs of existing and experienced employees at varying points of their careers.

- New educators receive verbal feedback regularly on their progress.
- Formal appraisals for all educators occur yearly. Appraisals highlight areas of strengths and challenges complete with goals.
- We are committed to mentoring Early Childhood Education students in their journey to become a Registered Early Childhood Educator.
- Professional development opportunities for training, courses, workshops, seminars, webinars, and conferences will be posted for educators to consider.
- Educators are encouraged to become involved in the Continuous Professional Learning (CPL) program through the College of Early Childhood Educators. The CPL program is designed to help RECEs reflect, plan for and document their professional learning in a meaningful way.
- Memberships to professional organizations will be encouraged. Financial incentives are available for membership and certification to the AECEO.
- Western Day Care centre has a certified First Aid and CPR instructor on staff from the Canadian Red Cross Society. This instructor ensures that we can train and re-certify staff members in First Aid and CPR when required.

***Western Day Care Centre is committed to documenting and reviewing the impact of the program statement on our children and our families.***

- We will provide a yearly parent survey to assist us in assessing the impact of the program statement on our families and children.
- Dedicated time is given at every staff meeting to review and reflect on the Program Statement.
- The Program Statement will be reviewed by all educators starting employment and yearly thereafter. Educators and the management team will have input in the review and update of any revisions to the program statement. Constant evaluation and review of the program statement will strengthen the quality of the program and ensure that high quality experiences are provided.
- Staff appraisals and reflections will directly relate to the Program Statement.



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## Western Day Care Centre

Western Day Care Centre (WDCC) is an independent, non-profit charitable organization. We have been one of London's oldest and most respected day care centres providing families with unparalleled childcare since incorporation in 1972.

At Western Day Care, we continually strive to make our centres a fun and supportive learning environment that promises cooperation and respect for others. Our experienced staff provides surroundings that contribute to healthy growth and development while enhancing your child's self-esteem. We are an all-inclusive Centre.

### Licensing

WDCC is licensed by the Ministry of Education. The Early Years and Child Care Act and its accompanying regulations form the basis for the licensing procedure. Upon successful completion of the licensing inspection, which is completed annually, a renewal license is issued by the Ministry of Education and is posted at the entrance to each site. WDCC is licensed for children from 3 months to 5 years.

We are licensed for a total of 88 children at Blue Heron and 120 children at Emery St.

### Board of Directors

The Corporation itself is governed by a board of 15 volunteer members, a majority of whom are parents. The Board is the executive branch of the Centre and is responsible for such things as personnel, financial planning, parent policies, capital improvements, legal matters. The Director of each location oversees the operation of the Centre and reports to the Board.

Board meetings are held monthly, and members also join committees which meet monthly for a total of 3 hours per month – 2 hours Board meeting and 1 hour committee meetings. The Board members are directly involved with the decision-making that drives the organization's mandate and promotes Western Day Care Centre to London and the surrounding areas. The four standing committees of the Board of Directors are:

**Finance Committee** – responsible for monitoring the revenue and expenses of the Centre.

**Human Resources** – reviews and develops policies and procedures that pertain to employment of personnel at the Centre

**Operations** – reviews and develops policies and procedures that pertain to the daily operation of the Centre

**Fundraising** – sets goals and objectives and actively works towards attaining these goals.

The Board is always pleased to hear from parents interested in participating as members. If you are interested, please contact the Director. Board information is posted in the front entrance.

# Staff

## Executive Director

### ☞ Lyndsey Barber

The Executive Director is responsible for the successful leadership and management of the Centres according with the philosophies, goals and objectives of the Western Day Care Centre, the Child Care and Early Years Act, Public Health Legislation and guidelines, recognized quality ECE practice, and other relevant legislation.

## Program Managers

### ☞ Brianne Walpole – 27 Emery Street West

### ☞ Denise Kirkpatrick – 1848 Blue Heron Drive

The Program Manager of each location is actively responsible for ensuring Quality Early Childhood Education (ECE) caregiving at their operation site according with the philosophies, goals and objectives of the Western Day Care Centre and the Child Care and Early Years Act. The Program Manager will act as the Executive Director in her absence as required.

## Business Manager

### ☞ Meghan Parfitt

The Business Manager is responsible for the day-to-day administration of the financial affairs of the Centre. Questions regarding fees and payments should be directed to the Business Manager.

## Educators

Every WDCC educator is committed to providing a stimulating, safe and secure environment with programs that are designed to meet the unique needs of children.

All educators are graduates of an Early Childhood Education (ECE) program and have either attained or are working towards Certification through the Association of Early Childhood Educators, Ontario (AECEO). Educators must be registered with the College of Early Childhood Educators. Each educator is also required to complete and maintain First Aid and CPR training. Another part of our commitment to professionalism is participation in regular professional development activities. Questions with regards to your individual child's care or the program should be directed to their Educator.

We are very proud of our low staff turnover rate with an average length of staff service of 15 years. Currently fifteen staff employed have 15 years and more of service with Western Day Care Centre.

## Child Care Supervision Policy for Volunteers and Students

Students, volunteers, and visitors are not to be left alone with the children.

No child will be left to be supervised by a person less than 18 years of age.

At Western Day Care Centre, only employees will have direct unsupervised access to the children. Volunteers and students are encouraged to contribute and participate in the children's daily activities. . Volunteers and students may assist with bathroom routines in order to gain experience however, they will not be out of sight of a Western Day Care Employee.

They will not be included in the required child: adult ratio within the program as set out within the Child Care and Early Years Act guidelines.

## Our Program

Western Day Care Centre has adopted the “How **Does** Learning Happen? – Ontario’s Pedagogy for the Early Years” (2014) as the document to lead us in programming and pedagogy. This document, being grounded in research, provides a foundation for Educators to provide a safe and stimulating environment for the children in the care of Western Day Care Centre.

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In order to stay current with our families’ increasingly full and busy lives, we have implemented the Lillio program in our organization to stay connected in the evolving technical world. Through secure email interaction, families are able to instantly access information regarding the program and their children. This does not take the place of meaningful, caring face to face connections but simply enhances the ability to communicate in another form.

Lillio addresses the four foundations of “How **Does** Learning Happen?” in the following ways:

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**Well-Being:** Lillio enables educators to observe patterns in children’s health and provide consistency in patterns of eating, physical activity, and sleep.

**Engagement:** Lillio enables educators to plan environments and experiences slightly in advance of children’s capabilities in order to provoke learning and skill development.

**Expression:** Lillio enables educators to document children’s communication to revisit thoughts and ideas expressed and foster further expression.

Educators at Western Day Care Centre have training and access to a unique science program - “*Wings of Discovery*®” In addition to the concepts and principles of “*How Does Learning Happen?*” educators can support children’s identified interests with the material and activities from “*Wings of Discovery*®”

The *Wings of Discovery*® program was developed to support early year’s educators in providing positive learning experiences to young children. These experiences enable children to develop critical life skills, knowledge and positive attitudes towards learning and science. Let’s Talk Science recognizes that all people, including children, do science every day, whether they realize it consciously or not.

The program “*Wings of Discovery*®” is Canada’s first science based curriculum for young children, infant to 5 years. The program builds a child’s knowledge and important life skills, such as problem-solving, communication, language and math, by engaging their innate curiosity of how the world works. *Wings of Discovery*® activities help to foster children’s innate desire to explore, question and wonder by providing a science based approach to learning skills and knowledge.

In addition, science:

- provides a real world context for developing language and math skills;
- provides a way of understanding the world through inquiry-based learning; and
- helps children think critically and gain confidence in their own ability to solve problems.

**Infant Program (age 3 months to 18 months)**

Full time (5 days per week) and part time (1-4 days per week)

**Toddler Program (age 18 months to 30 months)**

Full time (5 days per week) and part time (1-4 days per week)

**Preschool Program (2.6 -5 Year old)**

Full time (5 days per week), part time (1-4 days per week) or half day with or without lunch.

Our senior preschool room can accommodate children age 4- 5 years for those parents whom choose not to send their child to full day kindergarten in the elementary school system.

**Transitions (Movement through groups)**

Children advance to the next group based on the following three criteria:

1. Developmental level
2. Age
3. Space availability

At the time of the move every opportunity will be given for your child to visit the new group and become familiar with their new educators, routines, and peers.

**Children's Progress**

Each child's development is monitored on an ongoing basis. Educators document your child's development following the Continuum of Development resource in the ELECT document. For more information on the ELECT and "How Does Learning Happen" documents, please visit the Ministry of Education website.

**Parent/Educator Night**

Parent/Educator nights are held, spring and fall and parents are encouraged to meet with their child's Educator to review the child's documentation and portfolios. Although parents are provided with daily communication about their child/children the evening provides parents with in depth information of their child's development. Individual meetings with the educators can be arranged at any time the parent requests.

**Inclusivity Policy**

Western Day Care Centre is committed to providing high quality, inclusive programs and practices that respond to the individual needs of every child. We know that children need to feel valued, feel safe, have peers, and feel that they belong. At Western Day Care Centre, we provide safe caring environments where all children have the opportunities to participate with their peers in activities that promote their emotional, physical, social and intellectual growth and development. We foster each child's sense of belonging and feelings of self-worth through respectful and supportive relationships among staff, children, their families, and the community. Western Day Care Centre staff work in partnership with parents and specialized services such as All Kids Belong, Thames Valley Children's Centre, Home visiting programs for Infants and other community supports to meet the individual needs of the children and their families. By working together with parents and resource agencies, we ensure strategies are implemented to reduce or eliminate barriers and effectively support each child's unique needs. The Educators, the Administration and the Board of Directors support the program.

### Special Programs & Field Trips

Throughout the year different cultures and their celebrations may be discussed in circles and stories. Please share your unique cultural celebrations with your child's educators.

Many kinds of special and innovative programming are offered to the children at the Centre. These special programs may often take place away from the Centre.

When the Centre takes the children on field trips parents sign a permission form. It is important for parents to inform the staff if there are any appointments that may interfere with a field trip. If appointments interfere, staff will inform the parent of the location of the group and return time. If necessary, the child will need to go to another group until the child's group returns. In the event that the child has been absent the staff will call parents the day before to remind them. Parents requiring further clarification need to speak with the Director.

## Behaviour Management Policy

Positive reinforcement is used (e.g. acknowledgement of positive behaviour). The Centre plans for activities in which the child can succeed and which promote the child's feeling of well-being, sense of belonging, engagement, and expression. This provides the child with a positive alternative to "unacceptable behaviour". When positive reinforcement does not work the child will be redirected to a more appropriate activity. Children are encouraged and supported to use language to solve problems and to practice negotiating skills in order to promote a sense of fair play.

## Prohibited Behaviour Management Policy

Western Day Care Centre prohibits corporal punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. These practices are never permitted, and the use of such practices could and will result in immediate dismissal.

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour.

### Ontario Regulation 137/15

48 No licensee shall permit, with respect to a child receiving care at a childcare centre it operates or at a premise where it oversees the provision of childcare,

- Corporal punishment of the child.
- Physical restraint of children, including but not limited to confining to highchair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Depriving the child of basic needs including food, shelter, clothing, or bedding.
- Locking the exits of the childcare centre or home care premises for the purpose of confining the child; or confining the child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- Inflicting any bodily harm on children including making children eat or drink against their will.



## HEALTHY EATING POLICY

Western Day Care Centre promotes healthy eating by providing nutritious and safe foods in a supportive environment, by role modeling healthy eating behaviours, by including healthy foods in creative play and teaching activities for children and by engaging, supporting and educating parents and childcare staff.

### **Kitchen Staff**

All food is prepared on site by our Cooks. Our Cooks are required to maintain certification of the Food Handler Certification program which is renewable every 5 years.

The Cooks are responsible for implementing menus following the Canada's Food Guide. A copy of Canada's Food Guide is posted in the kitchen and also on the Parent Information Board next to our menus. Menu planning is a collaborated effort of the management team, the kitchen team, and the educators. Our menus are based on a 4-week rotation in the winter and 4 weeks in the summer. Copies of the menu are available upon request and on our website. Our menus are planned to include a variety of new and familiar healthy appealing foods.

The Centres are inspected by the Public Health Inspector several times a year. These are impromptu visits and if there are any concerns or suggestions they are dealt with immediately.

### **Lunch and Snack Routines**

Lunch and snacks are served in the child's individual classroom. Sitting as a group at the table, the Educators role model good eating habits and table manners and encourage positive social interaction.

This is a time for children to develop a positive approach to mealtimes. The children are encouraged to taste the variety of foods that are served. The educators respect the child's decision on how much they want to eat so that the child can learn positive eating habits.

Food and beverages are not used as rewards or withheld as punishment.

The staff do not consume unhealthy foods and beverages in the presence of the children.

### **Infants and toddlers**

Western Day Care Centre provides homogenized milk for the infants and toddlers once the parent has informed the educators that their child is ready. Puree and chunky food is also provided for the infants. No food shall be given to a child unless the parent has exposed that food to the child first. Any formulas, breast milk, infant cereals will be the responsibility of the parent to provide.

### **Special Food Considerations**

Every attempt will be made to meet your child's dietary needs. Parents may be requested to provide additional foods due for their child, if they have severe allergies.

We attempt to maintain an allergy free environment. Western Day Care Centre attempts to ensure that all children are protected against their food allergies, and we also accommodate several special diets – e.g. health, personal belief.

### **Engaging, supporting and Educating Parents and staff**

Western Day Care Centre provides appropriate educational and training opportunities for parents and staff.

## General Information

### Hours

The Centre is open from 7:45 a.m. to 5:30 p.m., Monday to Friday. WDCC will accommodate children being dropped off as early as 7:00 a.m. when at least one day's notice is given. The cost for this is \$10.00 for every 15-minute interval up to 7:00am. This is a non-base fee and not subject to CWELCC reductions.

### Centre Closure

#### Statutory Holidays

New Years Day  
 February Family Day  
 Good Friday  
 Victoria Day  
 Canada Day  
 Labour Day  
 Thanksgiving Day  
 Christmas Day  
 Boxing Day

The Centre is also closed on the Civic Holiday (August).

Parents are required to pay for all Statutory Holidays and the Civic Holiday that fall on your child's regularly scheduled day.

### Emergency Closure

In the event of severe weather conditions, the Centre may have to close or close early. The centre will close **when London Transit (city buses) are not running due to hazardous driving and weather conditions**. The Board of Director's also reserves the right to close the centre when there are severe weather warnings and alerts that may hinder the safety of families travelling to and from the childcare centre and the safety of the staff of Western Day Care Centre.

This closure will be communicated to parents in the following ways:

1. A recorded message will be on the Centre's telephone.
2. **A message will be sent through Lillio**

In the event the Centre must close early you will be contacted by Lillio and/or by telephone to come as soon as possible to pick up your child.

3. If the centre closes after it has opened for the day, a message will be posted on the front doors.

Parents are required to pay for all emergency closure days that fall on your child's regularly scheduled day.

In the event of **an evacuation** from the Centre the staff will take the children to an alternate site:

<u>Emery Street</u>	<u>Blue Heron Drive</u>
Church of the Epiphany	J2 Bouldering
11 Briscoe Street West	1828 Blue Heron Drive

Educators will contact all parents or emergency contacts by Lillio and/or by telephone to pick up their child/children.

### **Arrivals and Departures**

All children are encouraged to arrive by 8:30 a.m. and attend regularly, except in cases of illness or vacation. This assists in planning activities, meals, sleep times, etc. and gives the child the reassurance of a regular routine.

If you will be later than usual in picking up your child, please inform the Centre. Often a child expects a parent at the routine time and when the parent is late it may create anxiety.

### **Signing In and Out Procedure**

Parents are required to sign their child in/out with initials and the time of day on the attendance sheet provided for each group. This is very important as failure to do so could result in a financial administrative penalty during an impromptu licensing visit.

Permission for an adult other than a parent to pick up the child from the centre must be given by the parent to the Director, the Program Manager or the child's educator. Photo identification is required to release a child to another person. The centre has a legal responsibility to release the child into the care of a responsible and capable person.

The Centre wishes to make it clear that its responsibility for your children commences at the time they are **signed in** and ends when they are **signed out**.

Similarly, the Centre assumes no responsibility for any other persons that accompany a parent onto the Centre premises.

### **Vacation Policy**

Between anniversaries of the start date of your child/children, your child accumulates vacation days at the rate of one day per ten weeks, to a maximum of five days based on full time enrolment. For part-time enrolment vacation time is based on the number of days enrolled per week i.e. 3 days per week eligible for a maximum of 3 days. These days can be accumulated during the year but may not be carried forward. Two weeks' notice is required when using vacation days. Fees are waived for vacation days according to the vacation policy.

### **Change in Child's Schedule**

- Any change to your child's attendance schedule requires a minimum of four weeks' written notice.
- Any request to increase your child's attendance will be accommodated as space becomes available.

### **Permanent Withdrawal of Child**

Prior to the permanent withdrawal of a child from the Centre, the parents shall provide the Centre with four weeks' written notice, or fees in lieu thereof.

### **Professional Development**

Educators are encouraged and supported to attend professional development opportunities.

## **Child Care Centre Safe Arrival and Dismissal Policy and Procedures**

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

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

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

### **Policy**

#### **General**

- Western Day Care Centres will ensure that any child receiving childcare at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Western Day Care Centres will only dismiss children into the care of their parent/guardian, or another authorized individual listed on the regular pick up and drop off list on the child's emergency card. The centre will not release any children from care without supervision.
- Families are to inform the centre via Lillio, email or phone call about their child's absence by 11:00 each day they are absent and the reasoning for the absence (ie. Sick, home day, vacation etc.). Families are also required to provide written authorization about changes regarding the pickup person, if different from the regular pickup/drop off person/s. This can be sent via Lillio, on a piece of paper at drop off or emailed to the Program Manager/Executive Director.
- Where a child does not arrive in care as expected or is not picked up as expected and we have not been informed of the child's absence by the parent/guardian, staff must follow the safe arrival and dismissal procedures set out below.

#### **Additional Policy Statements**

- Children enrolled can only be released to someone who is 16 years of age or older.
- If someone not on the regular pick up/drop off list shows up to pick up the child and we did not receive written notice, we need to call the parent/guardian and verify. Do not release until verification from the parent/guardian about the alternate pick-up person. Remind parents/families to provide us with written notice on Lillio (HiMama) if an alternate person is picking up. Ask for photo identification to properly ID the person, if unfamiliar with them.

### **Procedures**

#### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff/families must:
  - greet the parent/guardian and child or program staff depending on the party.
  - discuss how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's emergency card as a regular pick up/drop off person or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note, email through Lillio or to the Program Manager or Executive Director.)
  - staff must document the change in pick-up procedure in the daily written record.
  - Families must sign the child in on the classroom attendance record.

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

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a Lillio message, voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the Program Manager and/or Executive Director of the child's absence and then commence contacting the child's parent/guardian no later than 11:30am. Program staff shall send an email via Lillio inquiring about the absence. If a response is not received by 12:30, please call and leave a message on both parents/guardian's cell phone numbers. Should you not receive a response, leave a voicemail stating we

need to know the reason of absence and they can either call back or send an email response through Lillio to report. Send another message on Lillio to remind families to report absences.

- If the parent has not called back or left a message by 2:00 PM, inform the Program Manager no response has been received.
  - The Program Manager will now send an email from her email account and update the program staff if/when she hears from them. If no response is received, the Executive Director will be informed of the prolonged and unreported absence after 24 hours. The Executive Director will investigate as needed.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

#### Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - Program staff are to confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's emergency card or written authorization from the parent/guardian.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within an hour of this time period, Program Staff shall call the parent/guardian and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must leave a voicemail message and ask the parent/guardian to call us back to keep us updated with any new plans. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall send a message to the child's contacts on Lillio and wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30PM, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. If only one member of staff is staying, ensure you bring the child to a room where there is access to the phone and a tablet. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian].
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall proceed with contacting authorized individuals listed on the child's emergency card.
4. If the child still has not been picked up by 6:30, and you have not informed the program manager or executive director, please inform them. They will come, relieve you and complete the next step.
5. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30 pm, the Program Manager or Executive Director shall proceed with contacting the local Children's Aid Society (CAS) 519-455-9000. The Program Manager or Executive Director shall follow the CAS's direction with respect to next steps.

#### Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

## Health and Safety

### Access to Children at Western Day Care Centre in Cases of Separation or Divorce

Where custody of a child is granted pursuant to the terms of a separation agreement or a decree of divorce, the custodial parent shall provide proof, satisfactory to the Director, WDCC or to its lawyers, of legal custody, and in that event the custodial parent shall have sole access to the child. The noncustodial parent shall have access to the child only when Western Day Care Centre has received the written consent of the custodial parent.

When there is physical separation of the parents and there is no legal documentation, as described above, the parent with whom the child is living is said to have defacto custody. When there is defacto custody, either parent shall be granted access to the child.

### Photographs

On occasion parents of children (who attend the Centre) or educators take photographs and/or use camcorders of the children while at play during the day i.e. Birthdays, special days, first and last days of enrollment.

The staff will display photographs within the Centre.

A permission form for these occasions is signed when parents accept a spot at WDCC.

Permission will be requested for any special events other than mentioned above.

### Permission for Sun Screen

WDCC shall, with signed parental consent, provide Sun Protect sunscreen lotion with a minimum SPF rating of 30. Lotion will be applied to each child, ½ hour before each outdoor activity.

Infants & Toddlers: the staff will apply the lotion to the children.

Preschool: the children will be encouraged to apply the lotion to their own hands, arms and legs. The staff will apply it to their faces.

### Permission for Spontaneous Walks

WDCC staff regularly takes the children on spontaneous walks off the Day Care Centre property. We require signed permission to allow us to do this.

### Parking and Traffic Safety

Drive carefully and slowly in the parking lot. Please do not leave your child/children unattended in your vehicle. We want to ensure your child/children are safe.

Turn your vehicle off when you bring your child into the centre and take your keys out of the ignition (remember this is a City of London bylaw).

Ontario law requires children to be buckled in appropriate car seats according to their weight. The label on the car seat should read "Complies with Canadian Motor Vehicle Safety Standard 213.1".

**NEVER place a car seat in front of an active air bag. For more information about passenger safety call the car seat safety information line at 519-663-5317 ext. 3009**

Please note: There are no laws or regulations regarding the use of bicycle helmets for children riding tricycles in childcare centre outdoor environments. However, for families travelling to the childcare centre by bicycle, please remember that bicycle helmets are law and mandatory while travelling on public streets. Please ensure your child is wearing their helmet when biking to WDCC.

## Safe Sleep Policy

### Infant Sleep Supervision

Each infant is assigned their own individual crib. Should the infant need to share a cot with another part-time infant, the crib will be cleaned and disinfected between uses and a clean fresh sheet will be provided. Every infant under 12 months of age is placed for sleep in a manner consistent with the recommendations set out in the document entitled “Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada” published by the Public Health Agency of Canada, as amended from time to time, unless the child’s physician recommends otherwise in writing. Infants under 12 months of age will be placed on their backs to sleep.

### Safe Sleep Room/Area Checks

- Physical checks are performed every 15 minutes and ARE documented on either Lillio or a Sleep Check Chart.
- A physical check includes moving to the crib and visually seeing the rise and fall of an infant’s chest to indicate breathing. A body temperature check includes a hand lightly placed on or just above an infant’s forehead to determine the possible presence of a fever.

### Toddler and Preschool Sleep Supervision

Toddler and preschool programs are required to offer a rest, sleep or quiet time that does not exceed two hours. Young children benefit from periods of quiet relaxation to balance their active play. Each child is assigned their own individual cot. Should the child need to share a cot with another part-time child, the cot will be cleaned and disinfected between uses and a clean fresh sheet will be provided. The need for rest and sleep varies at different ages and even among children of the same age. The need for actual sleep and the need to simply rest will equally be respected. Parents will be consulted about their child’s rest/sleep requirements at the time of enrollment, whenever there is a developmental move to another group or any time upon parental request and their contributions will be respected. Educators will communicate with families about any noted significant changes in the child’s sleeping patterns or behaviours during sleep through Lillio and/or through daily contact with the families.

### Safe Sleep Room/Area Checks

- Physical checks of the sleeproom are performed every 30 minutes and are documented on a sleep chart posted within the room.
- A physical check includes moving around the sleeproom to each individual cot and visually seeing the rise and fall of children’s chest to indicate breathing. It also includes noting any significant changes in the child’s regular sleeping patterns or behaviours.

## Clothing

The most important considerations for clothing are ease of laundering, comfort, and suitability for the season. All clothing must be labeled. Please make sure your child has:

- A complete change of clothing.
- Shoes are preferable to slippers.
- Parents are to provide indoor and outdoor footwear.
- Appropriate clothing should be available to suit the season.
- ***All clothing must be labeled.***

## Infant & Toddler Groups

We ask parents with children in the Infant and Toddler area to supply disposable or cloth diapers, diaper wipes, and diaper cream. In the event that diapers are supplied by the Centre, we ask that they be replaced.

## Illness

If your child is ill, keep him or her at home and inform us that the child will not be coming in that day. Please inform your child's Educator of the type of illness.

When children are ill with any communicable disease general information will be made available on the group's clipboard. This will help to keep parents informed.

If your child becomes ill, or is injured at the Centre, you will be notified to attend immediately. If your child is not well enough to be outdoors, please keep him or her at home.

*Note: We are still required to follow symptom isolation rules with Middlesex London Health Unit for any identified symptoms of COVID-19. See guidelines below.*

If your child has one symptom from the following list outlined, this results in 24-hour isolation at home and symptoms improving before attending childcare: cough, shortness of breath, decreased or loss of taste or smell.

If your child has a fever/chills, they have to be fever free, without fever reducing medication for 24 hour before returning.

If your child has two symptoms from the following list outlined, this results in 24-hour isolation at home and symptoms improving before attending childcare: runny nose/nasal congestion, headache, extreme fatigue, sore throat, muscle aches or joint pain.

If your child has Vomiting and/or Diarrhea and your child has two bouts of either, or one of each, they are required to stay home for 48 hours from the last episode and symptoms have to be improved before returning. One bout of diarrhea or vomiting has no isolation, unless accompanied with another symptom listed above.

At this time, family members are not required to isolate with the individual who has symptoms. Any siblings with no symptoms can attend the centre.

## Diarrhea Policy

Parents are notified if two or more episodes of diarrhea occur. Children are to be excluded from the centre for 24 hours after the last episode of diarrhea. In the event of an outbreak children are required to be excluded for 48 hours. This is a Public Health regulation.

Note: The COVID-19 symptom isolation rules will trump our normal policy while mandates for childcare to follow the symptom guidelines are still in effect. Two or more diarrhea episodes result in a 48-hour isolation window with the MLHU, as it is a COVID-19 symptom.

## Medication

No medication will be administered at the Centre by staff. If a child is on regular medication, special arrangements should be made with the child's doctor that it be administered outside the hours of the Centre. If this is impossible, the parent of the child involved is responsible for administering the medication. No medication may be stored or left on the premises.

1. In the case where it would be upsetting to the child for a parent / guardian to leave the child at daycare after the medication is given, the Staff may administer medication if pre-measured by the parent/guardian and that person remains on the premise for a minimum of 5 minutes after the dosage is given.
  - Note: this option will only occur if a parent has signed a statement that this is not the first time the child has received this medication.
2. In special circumstances where medication needs to be refrigerated and the parent/guardian has no access to a suitable storage space then we will keep the medication stored in a locked box:
  - Blue Heron Drive: In the Infant Room refrigerator located in the staff room.
  - Emery Street: In the Infant Room refrigerator located in the Infant Room
3. In the case where medication needs to be delivered to a different pick-up person, then the medication will be stored in a locked box located in the Director's office (Hyde Park) or the Main Office (Emery Street) until the parent/guardian picks up that child. Alternatively, if the medication needs to be kept refrigerated it will be kept in the locations noted above.



### Administration of Medication in Special Circumstances

When there is any life-threatening circumstance that involves a child who is enrolled at the Centre, the Centre will store the medication in a locked box located in:

Blue Heron: Director's Office  
Emery Street: Main Office

It will be the parent's responsibility to give written instructions to the Centre.

The medication must be in the original container with the child's name, the name of the drug or medication, the dosage of the drug or medication and with written instructions for storage and administration outlined by the attending physician.

The Administrative staff and the educators directly working with the child will be informed of the proper procedure for administering the medication. Only the Administrative staff and the educator's working directly with the child will administer the medication.

At the time the medication is administered, the details will be documented in a logbook located in the appropriate office.

### Medical Emergencies

If your child requires medical attention or hospital care, you will be notified, and you are expected to attend to your child immediately. All parents hereby authorize the Centre and its employees to arrange such transportation, and to administer such first aid or assistance as they in their sole discretion deem necessary or advisable under the circumstances, pending the arrival of medical assistance or arrival at the hospital, as the case may be.

Parents are responsible for any fees charged by the ambulance.

### Anaphylactic Policy

Western Day Care Centre will endeavor to be an allergy safe environment.

Anaphylaxis is a serious allergic reaction and can be life threatening. The allergy may be related to food, insect stings, medicine, latex etc. The anaphylaxis policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and awareness to parents, staff, students, and visitors at the day care centre. The provision aligns with Sabrina's Law, 2005 legislation which came into effect on January 1, 2006, requiring all district school boards and school authorities in Ontario to develop an anaphylactic policy. In accordance with "Sabrina's Law", educators will carry the auto-injector (epi-pen) and the emergency plan of the identified child in a sealed pouch in a backpack when outside or off the premises for direct access in the case of an emergency. During the day, the auto-injector (epi-pen) will be stored in an emergency medication cabinet in the program room for easy access.

Training will be provided to the Program Manager or the Director by the parent/guardian of the child regarding the proper procedures to be followed in the event their child may have an anaphylactic reaction including how to recognize the signs and symptoms of anaphylaxis and the medication. **The child's individual plan must be signed by their parent/guardian and Doctor.**

### Food Rules for Parents/Guardians

1. Please ensure that your child/children do not bring food into the Centre. W.D.C.C. provides the children's nutritional needs for the time that they are in attendance at the childcare centre. In doing so, we are able to guarantee the integrity of the food served. Our full-time cook is responsible for ordering and serving with an approved and appropriate ingredient list.
2. Children's specific individual needs requiring food from outside the day care menu will be assessed on an individual basis. **Should parents be required to bring food in to the day care for specific individual needs, they need to bring the food in its original container with a clear ingredient list.** The approved food will be labelled and stored according to directions in the kitchen. The cook will be responsible for ensuring the alternate food is labelled on the snack/lunch trays for staff to easily identify.

If you have any concerns regarding your child's allergies and/or diet, please contact your Program Manager or the Executive Director. The Centre wants to ensure that all children are protected against their food allergies. When special celebrations and birthdays occur, your child's educators may bake or prepare a special snack with approved ingredients already purchased safely at the childcare centre.

### **Fragrance Policy**

Western Day Care Centre is committed to providing a healthy and safe environment for all individuals by promoting a fragrance-free environment. Families and staff are asked to refrain from wearing fragranced products to The Centres in consideration for those individuals and staff that have sensitivity or allergies to fragranced products.

Examples of fragrance-free products and more information can be requested from the office.

Please remember to keep in mind the importance of finding "fragrance", "parfum", or "scent" listed in the ingredient list or on the bottle to determine if it is fragrance free. Products that can cause flare ups include but are not limited to; personal care products (including hair products, deodorants, lotions, and sprays), laundry products (including dryer sheets, scent beads, and laundry detergent), and cleaning products.

### **Impaired Driving Policy**

The educators follow specific procedures should a parent or any authorized person appear to be under the influence of drugs, including alcohol, when arriving to pick up a child. Educators are instructed to request that the person take a cab or call a family member or friend to come and get them and the child. If the person does not observe this request, the police will be called for assistance.

### **Child Abuse Policy**

All educators at W.D.C.C are trained to recognize signs of child abuse. As outlined in the *Child and Family Services Act*, educators are obligated by law to report such circumstances. Children have the right to be understood, loved, and respected within the framework of a caring family and community. It is the ultimate legal responsibility of the person who initially suspected the abuse to report directly to the Children's Aid Society. (519-455-9000) Confidentiality must be maintained, and suspicions should not be discussed with anyone other than the Program Manager or the Executive Director. Neither the Program Manager nor the Executive Director can influence the educator one way or another about reporting. They can, however, offer support during the process. If the alleged abuse was against an employee of the W.D.C.C., the management team will report directly to the CAS and follow up with a serious occurrence through the Ministry of Education.

If abuse is suspected, the staff will consult with the Director and the Children's Aid Society. If the CAS considers the situation to be abusive, they will follow-up with the family; the Director will then notify the Ministry of Education.

### **Smoking policy**

Smoking is prohibited at all times at the Western Day Care Centre whether or not children are present.

Smoking is prohibited on the day care property.

### **Safe water /drinking policy**

According to Ontario Regulation 173/03 all schools, private schools and day nurseries must flush their plumbing for lead on at least a weekly basis. Flushing ensures that stale water that may contain higher lead levels is not consumed.

To flush the system, open the cold water tap at the fixtures where water is commonly taken for drinking or food preparation, and allow the water to run for a minimum of 5 minutes.

The requirement includes:

- flushing the system before the facility opens on the first day of the week.
- Allowing flushing to continue until the water temperature stabilizes; a minimum of five minutes.
- Recording the date, time and name of person who performed the flushing and retaining the records for 6 years.

## Fire Safety Plan

A copy of the Fire Safety Plan is located at the entrance of each building. Each staff member is familiar with these procedures. Fire drill instructions for moving the children safely and quickly out of each specific room and out of the building are included. Escape routes are posted in each room. Fire drills are conducted at least once per month and are an opportunity to teach the children about fire safety.

## Parent Issues and Concerns Policy and Procedures

The purpose of this policy is to provide a transparent process for parents/guardians, educators, the Program Manager and the Executive Director to use when parents/guardians bring forward issues/concerns.

### General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child/children are experiencing within our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, educators, staff, Program Managers and the Executive Director and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our educators 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 Western Day Care 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 24 hours. Should an investigation be deemed necessary by the management team, a follow up response will be within 3 business days or as reasonably possible thereafter. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

### Confidentiality

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

### Conduct

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

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Program Manager and/or the Executive Director.

## Steps for Parent and/or Guardian to Report Issue/Concern:

### Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Educators, Program Managers and Executive Director in responding to issue/concern:
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Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Educators, Program Mangers and Executive Director in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Step 1 – Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- the classroom educators</li> </ul> <p>If not satisfied, proceed to Step 2</p> <p>Step 2 – Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- the Program Manager</li> </ul> <p>If not satisfied or the Program Manager is not available, proceed to Step 3</p> <p>Step 3 – Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- The Executive Director</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- Arrange for a meeting with the parent/guardian within 3 business days or as soon as reasonably possible.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Step 1 – Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- the Program Manager</li> </ul> <p>If not satisfied or the Program Manager is not available, proceed to Step 2</p> <p>Step 2 – Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- The Executive Director</li> </ul>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Educators, Program Manager-, and/or Executive Director-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- The Program Manager or Executive Director or in the case of the Executive Director – The Board of Directors</li> </ul> <p>All issues or concerns about the conduct of educators, etc. that puts a child’s health, safety and well-being at risk should be reported to the Program Manager as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p><b>Students, Volunteers - Related</b></p>	<p>In the case of a student or volunteer, report directly to the Program Manager and/or Executive Director</p>	

**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.

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

## Serious Occurrences

All licensed childcare programs are responsible for delivering services that promote the health, safety and well-being of the children in their care.

Serious occurrence reporting is one of many tools that provide licensed childcare programs with an effective means of monitoring the appropriateness and quality of service delivery. If a serious occurrence occurs the Director or designate must notify and submit a written report to the Program Advisor (Ministry of Education) within 24 hours of the time the incident is considered serious.

When a serious occurrence happens a Notification form will be posted in the front foyer beside our license. It will remain posted for 10 days. This form will be updated as the operator takes additional actions or investigations are completed.

### Types of Serious Occurrences

- The death of a child who receives childcare at a home childcare premises or a childcare centre
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a home childcare premises or a childcare centre
- A life-threatening injury or a life-threatening illness of a child who receives childcare at a home childcare premises or a childcare centre
- An incident where a child who is receiving childcare at a home childcare premises or a childcare centre goes missing.
- An unplanned disruption of the normal operations of a home childcare premises or a childcare centre that poses a risk to the health, safety or well-being of children who are receiving childcare at a home childcare premises or a child care centre. (fire, flood, gas leak, detection of carbon monoxide, outbreak, lockdown, other emergency relocation or temporary closure)

No Identifying information will be included in the Serious Occurrence Notification Form.

## The Accessibility Standard for Customer Service

Western Day Care Centre strives at all times to provide its service in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services, allowing them to benefit from the same services in the same place and in a similar way as other customers.

All employees, volunteers, students or other third parties that act on behalf of Western Day Care Centre are trained and meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act 2005*.

Feedback regarding the way Western Day Care Centre provides service to people with disabilities can be made verbally, by email or the suggestion box located in the hallway.

Complaints will be addressed by the Executive Director.

## Registration Procedures

### Contractual Obligation of Parents

As a prerequisite to admission of your child to WDCC, all parents must sign the attached contract agreeing to abide by and be legally bound by the policies set out by the Western Day Care Centre, as contained in the Parent Handbook and in accordance with any changes enacted by the Board of Directors of WDCC

## Records and Forms

A file is maintained for each child that contains such things as address, telephone number, e-mail address, emergency contact numbers, and pertinent medical data such as immunization records that help us to provide care and protection for your child. Your help in keeping these records current is important to us so if there is a change in any of these, please let us know.

In cases of allergies or special dietary needs please submit, in writing, from your physician, information outlining these concerns. Also inform us of any changes to your child's medical condition.

## Admission Policy

Upon acceptance of a position in the Centre, parents are required to pay by bank debit card, certified cheque, money order or cash:

- a) Registration fee
- b) One week's regular full fee

Siblings are only required to pay the registration fee upon acceptance of a position in the Centre.

If a family subsequently receives subsidy approval from the city the one week's regular full fee which has been collected will be applied to your account.

## Orientation

You are encouraged to schedule visit times before your official starting date. In order to maintain child staff ratios, you are required to remain on the premises throughout your visit. This will enable your child and you to become familiar with the staff and the program before you actually need to leave him/her alone. Once your child is officially enrolled in the program, gradually increasing the number of hours your child is in attendance may aid in their transition to the childcare Centre.

Parents are welcome to visit the Centre at any time. Educators, Program Managers, and the Director are interested in your child's progress and will be happy to talk with you.

## Waiting Lists and Priority for Intake

Families are directed and assisted to place their name on the OneList. This is the city of London wait list system that Western Day Care uses to fill vacancies in the organization. It is accessible from our website and through Family Info website. There is no fee for families placing their name on the wait list.

- **First** priority is given to the children of Western Day Care Centre staff.
- **Second** priority is given to siblings of children already in the Centre. The sibling waiting list will have priority over children on the no sibling waiting list.
- **Third** priority is given to children of members of the community at large applying for a full-time spot.
- **Fourth** priority is given to children of members of the community at large applying for a part-time spot.

Parents who refuse an available space at the time they requested will automatically go to the bottom of the waiting list.

Western Day Care recognizes the families desire to know where they are located on the wait list. Unfortunately, this cannot always be ascertained easily as there are several variables involved in determining when a space becomes available – the age of the child, the time the family is looking for care and the specific age the childcare Centre is searching to fill. Every attempt will be made to reassure the family about their place on the list. Program Managers will spend the time to explain the variables to the families and give them an approximate placement on

the list.

## Western Day Care Centre Fees

Western Day Care Centre is a proud partner in the Canada-Wide Early Learning and Child Care Agreement. This agreement will allow families to see a significant reduction of the cost of childcare fees.

### Registration Fee

\$14.17 non-refundable per child (This is a base fee and is subject to CWELCC reductions.)

### Early Morning Arrival or Late Fee

\$10.00 per family for each 15 minutes (This is a non-base fee and not subject to CWELCC reductions.)

### Full Fees (This is a base fee and is subject to CWELCC reductions.)

\$27.53 per day per child in the Infant group  
 \$26.70 per day per child in the Toddler group  
 \$23.63 per day per child in the Preschool

### Part-time Fees (Full Days) (This is a base fee and is subject to CWELCC reductions.)

\$29.42 per day per child in the Infant group  
 \$28.59 per day per child in the Toddler group  
 \$25.52 per day per child in the Preschool

### Part-time Fees (Half day with lunch) (This is a base fee and is subject to CWELCC reductions.)

\$21.03 per day per child in the Preschool

### Part-time Fees (Half day with-out lunch) (This is a base fee and is subject to CWELCC reductions.)

\$18.20 per day per child in the Preschool

### City Subsidy (Parents assessed with a daily parent fee) (This is a base fee and is subject to CWELCC reductions.)

Effective November 1, 2014, parents assessed a daily parent fee will not be charged an additional top up fee.

### Subsidy

The City of London, as Consolidated Municipal Services Manager for London administers a Municipal Fee Subsidy Program that subsidizes day care fees for parents in need of assistance. All subsidies will be reviewed annually and at any time there is a change in your financial situation. Subsidized families are eligible for the schedules of reduction of fees within the Canada-Wide Early Learning and Child Care Agreement.

### Day Care Fees

Fees are payable monthly, in advance on the first Monday of the month. Alternatively, payment may be made bimonthly on the first and 15<sup>th</sup> of the month. Payment of day care fees must be automatic withdrawal from your bank account or credit card.

Western Day Care Centre shall provide a receipt, free of charge, for any requests of payment of fees.

If fees are to be increased, parents will be notified by letter of the increases at least 30 days in advance.

### Attendance Policy

Regular fees are charged for the days your child is sick, for statutory or Civic holidays, for closure due to hazardous driving and weather conditions and for circumstances beyond our control. This also applies for part-time

enrollments, for example, if your child is scheduled to attend Monday, Wednesday and Friday, you will be charged regular fees for those days your child is sick or they fall on a statutory holiday.

**Late fees (This is a non-base fee and not subject to CWELCC reductions.)**

Late fees - \$10.00 - are charged per child for the first 15 minutes or less past the closing time of 5:30PM. An additional \$10.00 will be charged for every 15 minutes or less thereafter. In addition, if you anticipate being late the Centre would appreciate a call. You will be billed for late fees.

For early morning arrival – if you require care before 7:45 a.m. – \$10.00 will be charged for each 15-minute interval.

**Arrears and NSF Fees**

Fees not paid within one week of the due date are considered in arrears and are subject to a surcharge equal to 10% of the amount owing. At that time, a notice will be sent out.

N.S.F. cheques are subject to a fine of \$15.00. (This is a non-base fee and not subject to CWELCC reductions.)

Following two late arrears payments, consultation with the Business Manager will be mandatory. At the sole and unfettered discretion of the Director the enrollment of a child will be terminated where the fees have been in arrears three times, or where the fees owing exceeds the period of 30 days.

Fees not paid will be sent to collection. Parents acknowledge and agree to be liable for any costs incurred by the Centre in connection with the collection of said fees.

**CRIMINAL REFERENCE CHECK/ VULNERABLE SECTOR SCREENING  
(O. Reg. 137/15)**

Criminal reference checking is a precautionary measure designed to ensure that individuals applying for a position at WDCC do not have a record of criminal convictions for crimes that would make them unsuitable for positions of trust. Such checks assist the centre in attempting to ensure the wellbeing and safety for the children whose care we have been entrusted with.

Every employee, student or volunteer working on site at Western Day Care Centre must submit a Vulnerable Sector Check prior to employment/placement. Vulnerable Sector check must be prepared no earlier than six months before the day it is obtained by Western Day Care Centre.

Any other person who provides childcare or other services to a child other than employees, students or volunteers working on site at Western Day Care Centre must submit a Vulnerable Sector Check, an Attestation from their Employer or an Offence Declaration

It is the applicant's responsibility to apply for, through their local police office, and pay for the cost of the reference check.

A conditional job offer may be considered during the time frame that it takes to process the reference check. Proof of application would be required. This conditional offer would be at the discretion of the Executive Director. During this time frame the employee would not be given any opening or closing shifts wherein they were left alone in the building with any child and frequent visits by the Program Manager would be conducted whenever the employee was left alone with a group of children.



Termination of the relationship would be considered if a positive reference check is received.

A positive criminal reference check does not necessarily preclude employment. The nature of and circumstances surrounding the charges and convictions would be considered. Positive reference checks would be reviewed by the Executive Director who would then present a recommendation to the Board of Directors for a final decision.

A new vulnerable sector check must be completed on or before every fifth anniversary after the date of the most recent vulnerable sector check. An offence declaration must be completed in every calendar year except the year in which a vulnerable sector check is completed. Each offence declaration shall be current within 15 days of the anniversary date of the previous vulnerable sector check or offence declaration and shall address the period since the most recent offence declaration or vulnerable sector check.

All information is kept in confidence in staff's file in a secure cabinet.

If an employee, student, volunteer has a break in employment for more than 6 months a new vulnerable sector check must be completed. No person is required to obtain or provide a vulnerable sector check or offence declaration who is under 18 years of age.

## **EMERGENCY MANAGEMENT**

Western Day care Centre has an Emergency Management Policy and Procedures document. The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

Families will be notified of any emergency either through the Lillio program or directly by telephone.