Chapleau Child Care Centre
de Garde d'Enfants

Parent Manual

June 3rd 2025

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Introduction

Welcome to the Chapleau Child Care Centre de Garde d'Enfants! We are delighted that your family has selected our Centre to be responsible for the care of your child. We strongly believe this relationship will be positive. Our dedication to providing the best care possible for your child is reflected in every aspect of this facility. Over years of planning, our building design and décor, staff and programs have been curated with great care and expertise. The result is a beautiful, dynamic Centre where that focuses on meeting the needs of your child and the community of Chapleau.

As the Centre grows and evolves, we offer a commitment to continue services that are reflective of your needs. Child care is a family concern and the quality of our programming can only be enhanced by your involvement. We encourage you to suggest ideas and express concerns to our staff so that the Centre can better serve your needs. Thank you for allowing us to be an important part of your child's growth and development.

MISSION STATEMENT

The Chapleau Child Care Centre de Garde d'Enfants is committed to the total development of all children in Chapleau and surrounding areas. Programs, services and resources will be provided in both official languages. This mission will be accomplished through provision of:

1. Quality, versatile programs for children and their families and caregivers.
2. An informative and caring environment.
3. Programs which enhance physical, social, emotional and cognitive development.
4. Resources to the community.

PROGRAM STATEMENT

The Chapleau Child Care Centre de Garde d'Enfants recognizes that children are competent, capable, curious and rich in potential. We are dedicated to supporting children's learning, development, health and well-being through Educators, who focus on interactive learning, exploration, play and inquiry, and who see children and their families as active participants in our programs.

We follow *How Does Learning Happen?* as the guiding document under the Child Care and Early Years Act (CCEYA - 2014). We strive to be organized around the foundations of belonging, well-being, engagement and expression in children where the goals and expectations integrate the six guiding principles of *ELECT* (Early Learning for Every Child Today).

Additionally, all Educators have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators *Code of Ethics* and *Standards of Practice*. All Educators hold themselves accountable and will use the *Code of Ethics*, *Standards of Practice* and CCEYA to guide their decisions and practice.

The Centre uses a play-based emergent learning approach to create the best environment for children to learn and grow. Our environment consists of age appropriate materials, toys and equipment. In our programs, we follow the lead of the children and provide activities that support their overall development and use observations to guide our planning. Play-based emergent learning allows children to learn in a way that is most appropriate

for them. Each child may choose to pursue activities of their own interest, giving them the opportunity to be creative and innovative as they learn. Our program goals and approaches will:

a) Promote the health, safety, nutrition and well-being of the children, by:
   - Nurturing children's healthy development.
   - Providing safe environments and experiences for children to engage in.
   - Providing nutritious food and beverages that incorporate family and cultural preferences, and creating positive eating environments with foods and portion sizes that are responsive to children's cues of hunger and fullness.

b) Support positive and responsive interactions among children, parents, child care providers and staff, by:
   - Cultivating authentic, caring relationships and connections to create a sense of belonging among and between the children, adults and the world around them.
   - Providing various forms of social play and support to children, to recognize the varied capabilities and characteristics of other children; to provide them with opportunities to get along with others, negotiate, collaborate, communicate and care about others.
   - Maintaining an open communication relationship with parents and caregivers, respecting them as part of our team.

c) Encourage the children to interact and communicate in a positive way and support their ability to self-regulate, by:
   - Fostering communication and expression in all forms.
   - Encouraging conversation among children rather than speaking for them.
   - Acting as coaches to help children find the right words and approach.
   - Modeling listening strategies and supporting the children's listening skills.

d) Foster the children's exploration, play and inquiry, by:
   - Providing environments and experiences to engage children in active, creative and meaningful exploration, play and inquiry.
   - Designing the indoor and outdoor environments and experiences to spark curiosity, invite investigation and provide challenges that are responsive to individual capabilities and helping children to extend the boundaries of their learning.

e) Provide child-initiated and adult-supported experiences, by:
   - Working with children as co-investigators, co-learners and co-planners.
   - Working with the children, staff, families and community to create environments and experiences that support active engagement and meaningful exploration.

f) Plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans, by:
   - Providing spaces that contain interesting and complex open-ended materials that children can use in many ways and that support their growing autonomy and independence.

g) Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving child care, by:
   - Providing indoor and outdoor spaces that invite children to investigate, imagine, think, create, solve problems and make meaning from their experiences.
   - Following a routine that allows for uninterrupted play, few transitions and a variety of opportunities for children to play independently as well as with others.

h) Foster engagement and ongoing communication with parents about the program and their children, by:
   - Working with families and community members to find ways to support and enrich children's learning opportunities.
   - Promoting open-communication and sharing with families and community members.

i) Involve local community partners and allow them to support the children, their families and staff, by:

- Providing opportunities for children, families and the community to build connections, to learn and discover together, and make contributions to the world around them.
- Supporting children within their families and communities.

j) Support staff, home child care providers or others who interact with the children at the child care centre or home child care premises in relation to continuous professional learning, by:
   - Providing a variety of professional development opportunities for our staff that includes learning based on individual needs as well as for all staff as a whole.
   - Ensuring that professional development opportunities are made available to be flexible, relevant and current to enhance skills in the workplace.

k) Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families, by:
   - Ensuring a mechanism is in place to monitor strategies on an ongoing basis and making enhancements as needed.
   - Fostering an environment that uses observation and documentation as a means to learn about the children; to value their experiences, to include their perspectives and to co-plan with children and families.

INCLUSION

The Centre offers programs and services that are inclusive of all children and families in Chapleau and surrounding area. We respect that every child and family is unique. We embrace all cultures and ethnicities; languages; religions; abilities and special needs; sexual orientation; and socio-economic groups. We endeavour to plan our programs and services to include our families' cultures, beliefs and celebrations. We also invite our families to share about them.

We provide a welcoming and safe place for our families. We recognize that we care for their children for a good part of their day and we want it to be considered as their "second home". We encourage our staff and families to treat others with dignity and respect; to use positive, open communication; and to know that we care about their ideas and value their feedback.

We work closely with our children's support programs (Compass, ICDP, CTC, etc.) to ensure that we are able to provide inclusive services for all children; that we put in place accommodations as required; that we work with parents and support programs to assist the child's transitions into our programs; that we provide enhanced staffing as needed; and that we maintain regular communication and support for our families along this journey.

We offer professional development opportunities to our staff to encourage their learning and support their development in the areas of diversity, equity and inclusion. We share information and resources with our families to support them in the home environment. We believe that working together with parents/caregivers creates the best learning opportunities for their children at the earliest age.

We pride ourselves as a Centre that values the principles of equity, diversity and inclusion in all of our programs and services.

BOARD OF DIRECTORS

As a non-profit organization, the Chapleau Child Care Centre de Garde d'Enfants is governed by a volunteer Board of Directors. The Board of Directors is responsible for the overall direction of the Centre. The primary role is to develop policies, and methods of monitoring and reporting, to ensure that the policies adopted are implemented in accordance with established goals.

The Board of Directors will endeavor to provide a safe and nurturing environment by delivering a wide variety of services reflective of the community's needs. The Board of Directors meets a minimum of once a month for nine months of the year and is comprised of 5 elected members, ideally with Francophone and Indigenous representation, and at least 3 elected members must be parents/guardians of children enrolled in the Centre.

The Board meetings are open to the public and are held on the fourth Monday of each month. The Annual General Meeting is held within six months following the end of the fiscal year. A list of current Board members is posted in the Centre and can be made available upon request. Please speak to the Executive Director if you are interested in joining the Board of Directors.

STAFF

Our staff bring a variety of experience and qualifications to the programs. Our staff includes qualified Early Childhood Educators registered through the College of Early Childhood Educators, staff with otherwise approved status, staff with related training (Child and Youth Worker diploma, etc.), staff who are taking the Child Care Practitioner apprenticeship program, untrained staff, students and volunteers.

They regularly participate in a wide variety of training opportunities internally and externally. Training addresses the developmental needs of the children, program planning, techniques and resources for working with children with needs, and so much more. All staff employed with the Centre must meet mandatory employment requirements, that include a Vulnerable Sector Check and First Aid/Child CPR Training.

About Our Programs

CHILD CARE PROGRAMS

The child care programs provide a wide range of activities and experiences to promote children's growth and development. We offer a child-directed emergent curriculum with a flexible schedule. Activities include free play and outdoor play sessions, creative and discovery experiences, snacks and lunch, rest periods and washroom routines, as well as outings and guest visitors. Information about our schedule and curriculum is posted in each child care area for parents to review.

At the English Site, children attending before and after school are bussed to and from local schools. At the French Site, children are escorted from school to the Centre, as the Centre is located within the same building. Full Day child care is available at both locations during PD Days, March Break and for the duration of the summer session. We cannot offer Full Day child care for school-aged children outside of these circumstances.

Group	***English Site***	***French Site***	***Hours***
Infant *Birth to 17 months*	☑		***Monday to Friday*** 6:30 am to 6:30 pm
Toddler *18 to 29 months*	☑	☑	***Monday to Friday*** 6:30 am to 6:30 pm
Preschool *30 to 67 months*	☑	☑	***Monday to Friday*** 6:30 am to 6:30 pm
School Age *68 months to 12 years*	☑	☑	***Monday to Friday*** 6:30 to 8:50 am & 3:15 to 6:30 pm ***&*** 6:30 am to 6:30 pm *(during school closures)*

EARLYON CENTRE

Services are offered to parents and caregivers with children from birth to six years of age. We operate on a drop-in basis with both structured and unstructured activities. The program follows a child-directed, emergent curriculum. Monday to Friday daytime programming, with special evening and weekend activities offered throughout the year. Please find our schedule on our Facebook page *Chapleau Earlyon Centre* or visit the KeyON.ca website (we are the *Sudbury North* location).

About Our Services

THE FIRST DAY

Children of all age groups must be escorted into the playroom by a parent. When you give your child to the Educator (rather than the Educator taking the child from you) you are telling the child that this is a person you trust. It's also a good idea to put that message into words. If you sneak out after they're interested in an activity, your child won't trust you out of sight again. They need to know that you're going and that you'll be back. As soon as you say you're going…go! The best way to do that is to say "See you later", and go with a cheery face.

OUTINGS

Excursions will be made off the Centre property. When transportation is necessary, groups will be bussed. Written permission is required for your child to leave the Centre premises under the supervision of Educators. You will be asked to complete a general consent form for local outings (park or walks in the neighbourhood). You will be asked to complete a special consent form for other types of outings as they occur. If you do not wish for your child to participate in a particular outing, you must inform staff in advance so that alternate arrangements can be made.

It is understood that normal safety precautions will be undertaken at all times; that you will be informed of any special outings and your permission requested; that neither staff nor the agency shall incur any responsibility or liability for any loss or damage to property or any injury sustained while participating in any outing. We work with increased staff supervision for all outings to ensure children's safety.

OUTDOOR PLAY

An important part of our daily program is outdoor play. Children in **all** age groups spend time outside enjoying fresh air and playing, weather permitting. The main site playground consists of three fenced in areas and a courtyard; the French site consists of a fenced in area with access to the schoolyard and climber for school age children. Walks in the neighborhood are a regular part of our routine. Written instructions from parents or physicians are required if your child is to refrain from scheduled outdoor time each day. Children must come prepared with weather appropriate outdoor clothing at all times.

MENUS, MEALS & ALLERGIES

Our policy is to encourage children to try all foods served, but they are never forced to eat anything on their plate. Eating is a happy, sociable part of the day, when Educators and children can chat among themselves in a relaxing environment. Children are encouraged to be as independent as possible; they are encouraged to serve themselves at snack and lunchtime, assist with table set-up and after-meal cleanup.

We offer a five-week rotation menu at both sites. Our menus follow the Canada Food Guide as well as Ministry of Education Child Care Quality Assurance and Licensing Division (MEDU) guidelines. The menu and allergy

information are posted outside the kitchens and in the playrooms. Parents/caregivers are required to advise the Centre of allergies and sensitivities their child may have so we can accommodate.

A food sensitivity/intolerance is the inability to digest or absorb certain foods. While the symptoms may cause extreme discomfort, they are confined to the gastrointestinal tract and are generally not life-threatening. A food allergy is an IgE-mediated immune response. Even eating or coming into contact with small particles of an allergen can potentially trigger a life-threatening reaction. Those with a food allergy are diagnosed by an allergist and are prescribed an epinephrine auto-injector in case of a severe allergic reaction. When a child is physician-diagnosed with an allergy, the parent must complete a health care plan and provide an EpiPen, to be used on site as required.

We are a **NUT FREE** organization and we require all families using our services to follow this guideline for everyone's safety. The Centre must be made aware of all known allergy-causing agents. This is especially important for all food items. In addition, we need to be aware of the following allergies: medication (such as penicillin), insects (such as bees, wasps, hornets and fire ants), and latex (such as balloons). Lastly, we must know if vigorous exercise should be limited, as it can exacerbate asthma symptoms.

SETTING LIMITS

The Child Care Early Years Act (CCEYA) prescribes standards of behavior management, which must be followed by all employees, volunteers and students who provide care or guidance at the Centre. These behavior management guidelines are reviewed by all before they begin employment/placement and annually thereafter.

Staff anticipate problems and may be able to intervene before it becomes significant. Staff members are consistent in following through when expectations are not met. If staff feel a child is having difficulty in one area, they will redirect the child's attention elsewhere. Should the child need some self-time, staff will try to provide this in a way that there is visual contact with the child at all times. At no time, will corporal punishment or threats be used as discipline techniques.

The Centre promotes the concept that support be given to the child in retaining control of his emotions and actions while at the same time allowing them to express feelings and moods. In the event that a child has a behavior problem that causes a disturbance within the program, the Educators will inform the parent and will seek support from the Resource Consultant affiliated with our programs. A detailed report will be kept on file.

Steps for intervention in cases of misbehavior are as follows:

1. **Warning** – what the child should be doing and what happens if the behavior continues.
2. **Redirection** – child provided with time by himself or a choice of a new activity for a set amount of time prior to returning to the area or activity where the misbehavior occurred.
3. **Removal of Privileges** – child loses the privilege of using equipment or area in which the misbehavior occurred for a set amount of time as determined by the educator.
4. **Parent Involvement** – informing parents of the misbehavior and getting their assistance with discipline; incident report or phone call from educator or supervisor.
5. **Referrals** – to other agencies for support/services.
6. **Exclusion from the Program** – last resort.

PROHIBITED PRACTICES

- Using corporal punishment.
- Using physical restraint of a 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.
- Locking the exits of our facility from the inside and/or using a lock or lockable room or structure to confine a child that has been withdrawn from the group.
- Depriving a child of basic needs including food, shelter, clothing or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.
- Using harsh or degrading measures that would humiliate the child or undermine his or her self-respect.

PHOTOGRAPHS

Your enrolment forms will include a request for written consent for your child to be photographed while participating in the childcare programs. Photographs will be used for self-recognition, gift making, the *Lillio* program, public relations and promotion purposes, etc. You will have the option of having your child's photo being used for some or all of the purposes indicated above.

FRENCH CHILD CARE PROGRAMS

To respond to the needs and values of the francophone community, we offer exclusively French child care programs. As these are not French immersion programs but programs that service our francophone families, we have put in place certain enrolment criteria to preserve the French language within the scope of these services. To enrol in a French program, a child must be able to speak and to understand French per their age level, or have at least one French-speaking parent that will support learning at home. A child may also be eligible to join a French program if they have been registered to École Sacré-Coeur for the coming school year.

If after a period of six months, a child is not able to communicate per their age level and/or to understand their French-speaking Educators, parents/caregivers will be consulted. They will then decide whether they would prefer to move their child to the English program, or to terminate the child care arrangement.

ANNUAL CLOSURES

Every year, the Manitoulin-Sudbury District Services Board (MSDSB) designates a professional development (PD) day for all Educators working within the catchment area. This doubles as an appreciation event for the profession of Early Childhood Education. The PD day will take place in October. The Centre will ensure that families are given ample notice to make other arrangements for child care during our one-to-two day closure.

In addition to this closure, the Centre will also be closed on all statutory holidays (New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day). Please note that if the statutory holiday falls on a Saturday, Friday will be closed in lieu; if the holiday falls on a Sunday, the Monday will be closed in lieu.

User Information

CHILD CARE RATES

Block		Full Day	Before/After School
Infant	*Birth to 17 months*	***$ 17.55***	**-**
Toddler	*18 to 29 months*	***$ 15.00***	**-**
Preschool	*30 to 43 months*	***$ 12.50***	**-**
JK/SK	*44 to 71 months*	***$ 12.50***	***$ 10.60***
School Age	*72 months to 12 years*	***$ 22.45***	***$ 11.25***
Rates in accordance with the Canada-Wide Early Learning and Child Care agreement (CWELCC)			

USER OPTIONS

The Centre offers two user options. **Full-Time** children are scheduled to attend five days a week, every week. **Call-In** users call on the day that care is needed and will be accepted if there is available space in the program with the existing staffing arrangement.

Written user policies are available to assist you with identifying the user option you qualify for. If there is a change to your child care needs, a change of user status can be made by notifying the Centre. Families cannot change their user option from month-to-month. Repeated changes between user options will limit child care use to Call-In services.

Full-Time users are scheduled to attend Monday to Friday, every week. If they are not to attend as scheduled, they are expected to communicate all absences. Notice of withdrawal from the program or a change to Call-In status must be provided by the relevant billing date. Billing dates are posted on our website: chapleauchildcare.ca. Annual calendars, indicating all billing and payment due dates, are distributed annually and are available upon request with administrative staff.

Call-In users do not have an attendance minimum and can attend as needed, as long as the Centre is able to accommodate the child(ren). Call-In users are not able to book in advance and for that reason, the Centre cannot guarantee services. Payment is due upon confirmation of booking. Children cannot be dropped-off and/or accepted into the program before a payment has been made. Call-In users must verify availability of care before bringing/sending their child(ren) to our Centre, as we must remain compliant with licensed capacity regulations and staff-to-child ratios at all times.

BILLING AND PAYMENTS

Invoices are produced monthly for Full-Time users to reflect fees for the upcoming month, based on full-time attendance (Monday to Friday). This does not include statutory holidays and/or other Centre closures. Invoices will be sent electronically prior to the monthly payment due date. Fees are due as per payment due date.

Call-In Users are expected to pay their fees before drop-off and cannot leave their child in our care until payment has been sent. No exceptions will be made. Repeated non-payment of Call-In fees will result in the termination of care services. If Call-In users book and do not attend as scheduled, they will be billed and must pay all outstanding fees before they can use our services again.

Current payment methods include: Interac e-Transfers to chapleauchildcare@bellnet.ca and bank transfers. If you are an RBC customer and you would like to add the Chapleau Child Care Centre as a payee, please speak to the Finance Administrator or the Office Administrator. An account number will be generated for your use.

In the event that a statement of account is not paid by the due date specified, a 5% interest charge would be added to your balance. Written notice of late payment will be given – payment arrangements will need to be made immediately. Failure to make timely payments will result in termination of the care arrangement.

In the event that an account credit has accrued, it will be applied towards child care fees at the next opportunity. If child care services are no longer being used or if the child's file has been closed, a refund will be issued by cheque for the total credit amount. An account holder may also request a refund for their credit at any time. If notice of withdrawal has been given and child care fees were paid in advance, the payment(s) will be used to apply towards the notice period (as per the billing cycle); any remaining monies will be refunded.

Annual receipts are issued for income tax purposes.

OTHER CHARGES

Our Centre closes at 6:30 p.m. A 15-minute grace period will be given for late child pick-up. If a child is still in our care after 6:45 p.m., a late fee of $5.00 for every additional 15 minutes will apply. If staff have not heard from the parent/caregiver and are unable to reach them or their emergency contact(s), they have been instructed to call relevant child protective services for assistance.

CREDIT DAYS

Each child will accumulate up to 36 credit days per year, pro-rated on their attendance. These credit days can be used to cover the cost of child care fees during absences. Once all available credit days have been used, absent days exceeding will be charged as days spent in care. If these fees are not paid by the due date indicated on the invoice, the care arrangement will be terminated. Credit time cannot be carried over from year to year. Credit days will be applied to cover absences as they occur (if available) and will be reflected on the next invoice.

ADMISSION

The Centre implements admission guidelines for all new children, as follows:

- Parents/caregivers must provide all relevant information to be added to our Waiting List, then:
  - When a space is available in the program, an attempt to reach the family/caregiver will take place by utilizing all contact information provided.
  - The family/caregiver will have one week to respond to confirm whether they will be accepting the placement or declining it if care is no longer needed.
  - In the event that the family/caregiver cannot be reached, or they have not responded to confirm their placement in this time frame, they will be removed from the Waiting List.
- Enrolment in the programs is based on the following criteria:
  - Staffing ability
  - Space availability
  - Group dynamics
- All parents/caregivers are required to complete enrolment procedures, which include:
  - Completing and returning an enrolment package.
  - Having a parent interview.
  - Providing an up-to-date copy of their child(ren)'s immunization record.
  - If applicable, paying advance fees as per the start date and the billing cycle.

TERMINATION

Parents/caregivers are required to provide notice when they are planning to withdraw their child from the program. Full-Time users must provide notice by the relevant billing date for the change to take effect as requested. Call-In users can withdraw at any time.

If child care services are not being used as scheduled and you are not communicating with us, we reserve the right to terminate the care arrangement. You would then need to re-enrol to use our service.

We reserve the right to close any files inactive for over two years. Administrative staff conduct an annual update of all open child files by reaching out to parents/caregivers. If we do not hear back from you within one month since contact, we reserve the right to close your child's file.

What to Bring

CLOTHING & SLEEPING SUPPLIES

All children should be supplied with a change of clothing at all times. This should include: shirt, underwear, pants and socks. Since children participate in outdoor play on a daily basis, please ensure that weather-appropriate clothing is provided. (Summer: bathing suit, towel, hat, sunscreen, bug spray, etc.) (Winter: hat, mitts, coat, ski pants, boots.) (Rainwear for wet days: boots, raincoats, etc.) We keep a supply of extra clothing on hand in case of emergency. If your child has been sent home with Centre clothing, please ensure that these items are washed and returned as soon as possible. Children will also need a pair of indoor shoes or slippers.

The Centre supplies crib sheets and blankets for the Infant program and sheets and blankets for other child care programs. Other sleeping items (stuffed animals, etc.) must be supplied by parents. Children can nap as per personal schedules in the Infant program or during post-lunch nap sessions (12:30 p.m. to 2:30 p.m.) as a group in the Toddler and Preschool programs.

DIAPERS & TOILETING SUPPLIES

Parents are responsible to provide diapers, pull-ups or underwear for their child. The Centre keeps an emergency supply of diapers in case a child runs out before the parent is able to re-supply. The Centre uses and supplies disposable gloves, change pads and wipes for diaper changes. Creams, powders and lotions must be supplied by parents and should be labeled with the child's name.

The Centre will assist with toilet training children when they are developmentally ready and/or showing signs of interest. Parents are asked to ensure an adequate supply of underwear is provided to assist with this process.

FOOD SUPPLIES

Parents are expected to supply bottles and baby food from home. Please ensure that these items are labeled with your child's name. The Centre will supply food when your child can eat from the posted menu. As per Public Health Sudbury & Districts requirements, our programs are **not** allowed to accept food items from home to be shared with other children. Food items must be purchased from a grocery store or prepared in an approved kitchen setting. The Centre normally bakes to celebrate birthdays.

PERSONAL ITEMS

As a general rule, we suggest that you leave toys and other personal items at home so they do not become lost or mixed in with the Centre's toys. Staff are not responsible for the loss or damage of any personal items left at the Centre. If your child does end up bringing items from home it is with the understanding that the item must be able to be shared with others or it will be placed in their cubby to be inaccessible to everyone.

PARENT ISSUES AND CONCERNS

Despite our best efforts to ensure that everything goes smoothly and that our programs deliver the highest possible quality of care, we recognize that from time to time, parents may have complaints and/or concerns about the program. We strongly encourage parents to bring these concerns to our attention. Every effort will be made to solve problems and reach a mutually acceptable solution as quickly as possible. You can expect a follow up response to your concern in a minimum of 24 hours. Please feel free to ask to see a copy of our *Parent Issues and Concerns Policies and Procedures* if you wish to see more detailed information in this regard.

REPORTING PROCEDURE	
Nature of Issue or Concern	Steps for Parent or Guardian to Report Issue or Concern
Program Room Related (I.e. schedule, sleep arrangements, toilet training, indoor/outdoor activities, feeding arrangements, etc.)	***Raise the issue or concern to:*** The classroom staff directly **or** the supervisor **or** licensee.
General, Centre or Operations Related (I.e. child care fees, hours of operation, waiting lists, menus, etc.)	***Raise the issue or concern to:*** The supervisor **or** licensee.
Staff, Supervisor, and/or Licensee Related	***Raise the issue or concern to:*** The individual directly **or** the supervisor **or** licensee. *All issues or concerns about the conduct of staff that puts a child's health, safety and well-being at risk should be reported as soon as parents/guardians become aware of the situation.
Student/Volunteer Related	***Raise the issue or concern to:*** The staff responsible for supervising the volunteer/student **or** the supervisor **or** licensee. *All issues or concerns about the conduct of students and/or volunteers that put a child's safety and well-being at risk should be reported as soon as parents/guardians become aware of the situation.

SERIOUS OCCURENCES

Licensed child care centres are required to report serious occurrences to the Ministry of Education – Child Care Quality Assurance and Licensing Division. To support transparency and access to information, a *Serious Occurrence Notification Form* will be posted on the parent information board for a period of ten days following the incident (located by the kitchen at the main site and in the entrance at the French site).

Posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable. Please feel free to ask for a copy of our *Serious Occurrence Policies and Procedures* should you wish to see more detailed information in this regard.

PROGRAM REQUIREMENTS FOR REST

The Centre will ensure safe sleep conditions for children are maintained at all times by ensuring that each child in a licensed toddler or preschool group who receives child care for six hours or more in a day has a rest period not exceeding two hours in length. The Centre will also ensure that every child in a licensed toddler, preschool or kindergarten group is permitted to sleep, rest or engage in quiet activities based on their needs.

INFANT SLEEP AND SUPERVISION

The Centre ensures that all children younger than 12 months who receive child care are 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. We ensure that:

- Periodic direct visual checks are made to look for indicators of distress or unusual behaviours.
- There is sufficient light in the sleeping area or room to conduct direct visual checks.
- There are written policies and procedures with respect to sleep (which can be viewed upon request).
- Children will be assigned to individual cribs or cots.
- Parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as transitions between programs or rooms or upon a parent's request.
- The observance of any significant changes in a child's sleeping patterns or behaviours will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep.
- We include details regarding the performance of direct visual checks, including how frequently direct visual checks will be performed and how direct visual checks will be documented.

ELECTRONIC MONITORING DEVICES

The Centre ensures that **if** electronic sleep monitoring devices are used that:

- Each electronic sleep-monitoring device is able to detect and monitor the sounds and, if applicable, video images, of every sleeping child.
- The receiver unit of the electronic sleep-monitoring device is actively monitored by employees at all times.
- Each electronic sleep-monitoring device is checked daily to ensure it is functioning properly.
- Electronic sleep monitoring devices are not used as a replacement for the direct visual checks required.

SUPERVISION FOR VOLUNTEERS AND STUDENTS

The Centre accepts students and volunteers from time to time to do school and/or volunteer placements. We have a policy in place, which ensures that students and volunteers are made aware of our operating policies and procedures re: behavior management, serious occurrences, child abuse, anaphylactic treatment, etc. They review these prior to the onset of their placement and annually thereafter as applicable.

All students and volunteers are given an orientation period in the program in which they will be placed. They are only responsible to assist Educators as they deliver their daily programming and are never allowed to be left alone with children. Please feel free to ask to see a copy of our *Child Care Supervision Policy for Volunteers and Students* should you wish to see more detailed information in this regard.

WAITING LIST

We do not charge parents a fee or deposit for the placement of their child on a waiting list for an unsecured spot with the Centre. We maintain our waiting lists (if applicable) in a transparent manner and make information about the waiting list available to prospective parents in a way that maintains the privacy and confidentiality of the children on the list

Health and Wellbeing

ILLNESS

One of the realities of having children is that, from time to time, childhood illness will arise. In a child care situation where there are many children together, a cold, the chicken pox, or any other communicable illness can spread very quickly. Our Centre does its best to ensure that your child is not in contact with children who have a contagious illness. The Centre follows the guidelines prepared and approved by the Canadian Pediatric Society and adapted by Public Health Sudbury and Districts.

Children should be able participate in our daily activities. The final decision as to whether or not a child should be excluded from the program is the responsibility of the Supervisor/Assistant Supervisor in conjunction with the Executive Director.

If a child shows symptoms of illness during the day, they will be isolated from the rest of the group and the parent/emergency contact will be notified to make pick-up arrangements. Your child may return to the program when symptoms (as per exclusion table) have disappeared. If the illness is a communicable disease, a form must be completed by a physician prior to re-admittance. Please speak to your Educator to request a form.

EXCLUSION TABLE	
Illness	**Exclusion Policy**
Common Cold	Do **not** exclude unless too ill to take part in activities.
Cold with Fever	Do **not** exclude unless too ill to take part in activities.
Ear Infection	Do **not** exclude unless too ill to take part in activities.
Hand, Foot & Mouth	Do **not** exclude unless too ill to take part in activities.
Strep Throat	Exclude until 24 hours after treatment has begun.
Pink Eye	Exclude **only** if discharge is pus (yellow, thick) and then until antibiotic has been taken for 1 full day.
Diarrhea	Exclude until child is symptom free for 48 hours if they have had **two or more** episodes of diarrhea.
Vomiting	Exclude if **two or more** episodes of vomiting occur and until symptoms subside and child can take part in activities.
Head Lice	Children should **not** be excluded or sent home because of head lice. **Must have treatment**.
Communicable Diseases *(Chicken Pox, Measles; etc.)*	Excluded as per Reportable Communicable Diseases Table. Guidelines can be viewed upon request.

MEDICATION ADMINISTRATION

Prescription and over-the-counter medications will only be administered if a parent/caregiver has given written authorization by completing a *Parental Consent to Administer Medication* form. Over-the-counter medications will require a doctor's note, and the Centre will require MEDU approval. If a medication is to be administered on an "as needed" basis, it must be accompanied by instructions clearly outlining signs/symptoms and appropriate dosage for the situation.

As long as products such as sunscreen, bug spray, lip balm, lotion, diaper cream and hand sanitizer are non-prescription, they do not require a consent form or record-keeping. They can be used as instructed and/or required as long as a general authorization has been signed upon enrolment. A Special Products form is available to complete if a child requires a non-prescription item that does not fall under the general authorization.

All medications to be administered to children must meet the following requirements: they must be stored in their original container and clearly labeled with the following information: the child's full name; the name of the medication; instructions for dosage, administration and storage; expiration date (if applicable) and; date of purchase. All information outlined on a written parental authorization must match what is indicated on the medication container. Centre staff will refuse any medication with missing or inconsistent information.

Over-the-counter epinephrine purchased for a specific child can be administered to the child with an individualized plan and emergency procedures for an anaphylactic allergy, as long as it is accompanied by a doctor's or parent's instructions, and meets all the labeling requirements mentioned previously.

All medications will be kept inaccessible to children and will be stored in a locked container or area, with the exception of emergency medications. Emergency medications will be made easily accessible to staff while being kept out of reach of children. They will be brought on all off-site activities and evacuations. Where a child has written permission to carry their own emergency medication, precautions will be taken to ensure that it is not accessible to other children. Medications purchased by staff, volunteers and students for personal use will be kept inaccessible to children and will not be administered to them at any time.

Medications are to be stored and administered in accordance with labeling instructions. If a medication is expired, or remaining after the treatment period has ended, they will be returned to the parent/caregiver. If attempts to return the medication are unsuccessful, this will be documented and the medication will be brought to the pharmacy for proper disposal.

Information about a child's medical needs will be treated confidentially. Staff will keep record of every medication administration. If a dose is missed or given late, or if medication is administered "as needed", reasons will be documented and the parent will be notified.

HANDWASHING PROCEDURES

In order to minimize the spread of communicable illnesses, parents are responsible for washing their child's hands upon arrival to the program daily. This applies to all children in all programs at both sites. Thank you for your assistance with this matter.

DAILY OBSERVATION AND CHILD WELLNESS

Our commitment to ensuring the wellbeing and comfort of all children is our first priority. There are occasions when children should not attend childcare, namely when they develop symptoms of illness. Staff are required to assess children's health upon arrival each morning prior to admittance. If a child is unable to participate fully in all aspects of the program, indoors and outdoors, the child must remain at home for their own comfort.

IMMUNIZATION

In accordance with regulations determined by Public Health and the Child Care Early Years Act, health information must be provided **prior to entry** to a childcare program. Children must have immunization according to local requirements. If a child is to be exempted from immunizations for religious reasons or follows a different immunization schedule for medical reasons, parents must provide written information in this regard. *Statement of Medical Exemption* forms are available at the Centre.

EMERGENCY CARE AND TRANSPORTATION

Your enrolment forms include a request for written consent for emergency care and transportation in the event that your child suffers an injury or sudden illness while participating in our programs. Treatment can consist of: calling a physician, carrying out their instructions, or transporting your child to the hospital of physician's office by ambulance or personal vehicle. This consent allows us to address the situation in a timely manner while simultaneously reaching you and awaiting your arrival to the medical facility.

HEALTHCARE PLANS

The Centre will ensure healthcare plans are developed and implemented for children with identified health care needs attending our programs. Health care plans will be developed in consultation with parents. They will be updated annually unless new information becomes apparent and are reviewed annually by all staff to ensure awareness of individual children's health issues and plans of action to deal with the health issues.

INDIVIDUAL SUPPORTS PLANS & INCLUSIVE PROGRAMMING

The Centre will ensure that individualized support plans and inclusive programming are developed and implemented for children with needs that attend our programs. Programming will be developed in consultation with parents, the Resource Consultant associated with our programs and any other relevant parties involved with the child. Programming will regularly be monitored, evaluated and reviewed on an ongoing basis to ensure goals and objectives are current and relevant.

Safety

REDUCED RATIOS

As our programs operate for six hours or more per day, we are able to implement reduced ratios for periods of arrival for 90 minutes after the program starts, and departure for 60 minutes before the program ends. We also use reduced ratios for nap time periods. We never use reduced ratios for Infants or for outdoor playtime.

MIXED AGE GROUPING

Children are grouped by age so that broad similarities in interest, ability and attention span may be considered in program planning, physical space and equipment. However the use of mixed age groupings allows for the exercise of other options. Mixed aged approval may be granted by the MEDU to allow children from one age group to transition into the next age group in a way that is responsive to the developmental progression of each child and to provide flexibility with regard to enrolment. Subsection 8*(2)* allows for mixed age groupings to be used in more than one room.

VIDEO VIEWING SYSTEM

The Centre is committed to quality, anti-bias child care and early learning in all of its programs. In order to assist parents and professionals in maintaining this commitment, the Centre monitors all playrooms and playgrounds at the main site by video camera system. The French Site offers a camera system controlled entrance. The videotaping procedure will allow parents and professionals the opportunity to:

1) Ensure the health and safety of all children using our programs and services.
2) Ensure the health and safety of all staff working in our programs.
3) Observe growth and development of children.
4) Plan curriculum relevant to developmental needs.
5) Evaluate quality program outcomes.
6) Enhance parent/education relationships.
7) Evaluate student performance.
8) Engage in self-evaluation.
9) Determine staff professional developmental needs.
10) Enhance supervisory opportunities.

CENTRE CLOSURE PROCEDURES

In the event of inclement weather, the Centre will determine closure on an as needed basis. Staff members will inform parents of the closure and it will also be broadcast on JJAM FM. If the Centre is open and weather turns foul during the day, the Centre will remain open until all children have been picked up. We ask that parents pick up their children as soon as possible to allow our staff to return home safely.

Any other emergency situation affecting our community that could result in the Centre being unable to offer services will be communicated to parents via telephone, radio or other mode of communication. Fees will either be adjusted or waived depending on the type of closure and when it occurs.

EMERGENCY	
Power Outage *Affecting the Centre only* *OR* *Affecting the community*	○ Note details of situation. ○ Determine if service can still be offered (how long power will be out; plan food preparation arrangements; etc.). ○ Set up back up telephone to take and make calls. ○ Inform parents that service is available, if applicable or make arrangements for children to be picked up if required. ○ Report situation to relevant parties.
No Heat	○ Note details of situation. ○ Determine if service can still be offered (how long will we be without heat; etc.). ○ Inform parents that service is available, if applicable or make arrangements for children to be picked up if required. ○ Report situation to relevant parties.
School Closure	○ Note details of situation. ○ Determine if situation causing school closure will have any effect on Centre operations. ○ If so, parents will need to be informed that the Centre will close and that their children need to be picked up. If not, arrangements may need to be made to accept children into the child care programs earlier than normal. ○ Report situation to relevant parties.
Poor Weather	○ Note details of situation. ○ Determine if weather conditions warrant early closing or cancellation of programs. ○ If applicable, inform parents of plans to close programs early and make arrangements for children to be picked up. ○ Report situation to relevant parties.
Fire Evacuation	○ Note details of situation. ○ Follow fire evacuation procedures. Gather at designated safe place if required. ○ Determine if service can still be offered. ○ Inform parents that service is available, if applicable or make arrangements for children to be picked up if required. ○ Report situation to relevant parties.
Community Evacuation	○ Note details of situation. ○ Inform parents that the Centre will close and that their children will need to be picked up immediately due to the evacuation situation. ○ Inform parents that a public announcement will be made indicating when operations will resume as usual. ○ Report situation to relevant parties.
Boil Water Advisory OR No Water	○ Note details of situation. ○ Determine if service can still be offered (how long will we be without water; do we have alternatives available and in place to prepare and serve food, conduct toileting, diapering, toothbrushing and handwashing routines, etc.). ○ Inform parents that service is available indicating our back up arrangements, if applicable or make arrangements for children to be picked up if required. ○ Report situation to relevant parties.
Lockdown	○ Note details of situation. ○ Follow lockdown procedures as applicable. ○ Determine if service can still be offered based on the cause of the lockdown and upon completion of the lockdown. ○ Upon completion of lockdown, inform parents whether service is available or cancelled due to the situation, and make arrangements for children to be picked up if required. ○ Report situation to relevant parties.
Other	○ Note details of situation. ○ Determine if service can still be offered based on emergency situation. ○ Inform parents that service is available, if applicable or make arrangements for children to be picked up if required. ○ Report situation to relevant parties.

FIRE DRILL, LOCKDOWN & EVACUATION PROCEDURES

Your child will participate in monthly fire and emergency drills. The procedure is posted in each childcare room throughout the building. The purpose of the drill is to accustom your child to evacuating the building in a prompt and orderly manner without panic.

In case of an emergency situation that makes the main site premises unsafe, the children will be evacuated to Aux Trois Moulins Restaurant. In case of an emergency situation that makes the French site premises unsafe, the children will be evacuated to the Catholic Church. The French site participates in regular lockdown and fire drills with the schools at their location.

INFORMATION UPDATES

Parents are required to inform the Centre of any changes to the information that we keep in their child's file. This would include any changes to your child's health, including any concerns, allergies or sensitivities. It would also include your address, your contact information, your emergency contact and designated pick-up persons along with their contact information. We cannot emphasize how important it is that we have accurate contact information in case of illness or emergency. If you cannot provide a reliable method of contact or if you fail to communicate with us when we reach out to you, we reserve the right to refuse services for the child's safety.

SAFE ARRIVAL & DISMISSAL PROCEDURES

All staff are required to follow the Safe Arrival and Dismissal Policy and Procedures, which ensures that every child in our care arrives and leaves safely. A child can be released **only** to their parent/caregiver, or to an adult that the parent/caregiver has approved. This adult can be an emergency contact, or another designated pick-up person (indicated in the child's file).

The Centre will not release any child without supervision or to an individual that does not have permission to pick-up (regardless of their relation to the child). If an individual has been authorized to pick-up a child but is unfamiliar to the staff member present, staff may need to confirm the individual's identity with another team member. In a case where the individual's identity cannot be confirmed, they will be asked to present a piece of photo identification to verify against the name that has been provided by the parent/caregiver.

If a child is not to arrive as scheduled, a parent/caregiver is required to communicate this change. When a child does not arrive as scheduled and without communication (i.e. the child does not come off the school bus), staff must contact the parent/caregiver to confirm the child's whereabouts. In the event that parent(s)/caregiver(s) cannot be reached, staff will attempt to reach the emergency contact listed. In the event that the emergency contact cannot be reached or the contact is unaware of the child's whereabouts, the child will be determined as missing. **This may necessitate a Serious Occurrence report to the Ministry of Education.**

If a child is not picked up as scheduled and time has elapsed to the last half hour of operations, staff will contact parent(s)/caregiver(s) and advise that the child is still in our care. If parent(s)/caregiver(s) cannot be reached, staff will contact the emergency contact listed. If by 6:30 p.m. (closing time), the child has not been picked up and staff

have not successfully reached any of the parties listed previously or other designated pick up-up persons (if applicable), child welfare services will be contacted as per Child Care Early Years Act (CCEYA) regulations.

PARKING AND SCHOOL TRANSPORTATION

Please note that there is no curbside parking at the English site at any time. There is no door-side parking at the French site between the hours of 8:00 a.m. and 9:00 a.m. or 2:30 p.m. and 4:00 p.m. due to school bus traffic. Parking spaces are allotted at both sites for your use.

Bussing arrangements to and from school are the parent/caregiver's responsibility. If a child is in our care before school, staff will escort them to the bus stop for pick-up. If a child is expected to attend after school, staff will be at the bus stop to receive them.

POLICY FOR OTHER PERSONS AT A CHILD CARE CENTRE

The Centre will ensure that all other persons on the premises in any role in which they interact with children will be required to follow the policies and procedures for obtaining a criminal (vulnerable) reference check and completing offence declarations to ensure the safety and well-being of children in the programs. Other persons can consist of: Resource Consultant, Speech Therapist, Occupational Therapist, Physiotherapist, etc.

Special Services for Children

MSDSB SUBSIDY

Subsidy is available to eligible families through the Manitoulin-Sudbury District Services Board (MSDSB). Families are responsible for applying for subsidy and for ensuring that annual reviews are completed as required. Funding can cover up to 100% of child care costs for eligible families.

Who May Be Eligible?

- ✓ A person with insufficient earned income, as determined in accordance with a financial needs test.
- ✓ A person eligible for an allowance under the Ontario Works Act.
- ✓ Parents who are in school or training.
- ✓ Parents of children with demonstrated special needs identified by a third party.

Determining whether one qualifies for subsidy can only be achieved by a needs assessment. Please contact:

Manitoulin-Sudbury District Services Board
Chapleau Office
12 Birch Street, P.0. Box 1299
Chapleau, ON P0M1K0
Tel.: 705-864-0430

The Centre must receive written confirmation of subsidy approval from the MSDSB before subsidized care can begin. Care can begin sooner if needed and if available, however it will be the responsibility of the parent/caregiver to cover the cost until approval is confirmed by staff of the MSDSB.

Subsidy approval does not determine a child's start date with the Centre. We will accept new clients based on availability and in order of position on the Waiting List.

Families receiving subsidy will also be eligible for pro-rated credit days to apply towards absences (*see page 11 - Credit Days - for more information*). Once all credit days have been used, the cost of additional absent days will be billed to the parent/caregiver, as the MSDSB will not pay for absences in excess of those allotted in their service contract with said parent/caregiver. Families are welcome to contact the MSDSB if they require additional support in this regard.

AGES AND STAGES QUESTIONNAIRES

The Ages and Stages Questionnaires: Social-Emotional (ASQ:SE-2) is an informal developmental screening tool designed to assist in the early identification of problem areas in a child's development. Early identification is the first step in early intervention. As your child moves from one age group to the next, an age-appropriate screen will be completed for them. Any concerns will be discussed with you as soon as possible. If you should have any concerns with your own child's development, please do not hesitate to speak with Centre staff. We can assist you to seek relevant support and resources.

RESOURCE PROGRAM & SUPPORT - *COMPASS*

The Resource Program is a service provided by Compass to **all children** in licensed child care programs. The program offers consultations, support, observations, service planning and training to child care staff as well as resources for children with varying needs. The Resource Consultant provides appropriate support to child care staff by being part of the child care program team, by meeting the needs of all children from an inclusion approach and by providing training, resources and practical on-site interventions. This support will assist Educators to help all children increase independence and social skills.

Communication with Families

WEBSITE & FACEBOOK PAGE

To learn more about our programs and services, please visit our website at: www.chapleauchildcare.ca. We include copies of our policies, information about our planned activities and upcoming deadlines. Information is available in both English and French. You are also welcome to find us on Facebook at ***Chapleau Child Care Centre de Garde d'Enfants***.

Please note that the personal Facebook accounts of our staff should not be used as a means to communicate with the Centre. To contact the Centre, please call 705-864-1886 (or 705-864-1884 for the French location), send a message to your child's Educators on *Lillio*, or send an email to administrative staff. A staff directory is available on our website for additional contact information.

MAILBOXES

Each child is assigned a mailbox upon enrolment. These mailboxes will be used to distribute correspondence (such as annual calendars, newsletters, summer schedules, etc.). We ask parents/caregivers to monitor mailboxes regularly, to be aware of any important updates or upcoming events.

Lillio is a program used by our Educators to record activities and updates throughout the day. Everything from naps to snacks, it will provide you with a complete history of your child's daily experiences in our program with photos stored safely and securely in a journal format. Whether it be at work, home or on the go through *Lillio*'s mobile app, you'll receive real-time updates on your child's activities to your email or phone.

Lillio will keep you in the loop with digital updates on your child to complement our face-to-face interactions. It is also a great way to reinforce your child's in-program learning at home, as you'll have timely insight into what they've been working on throughout the day! You may also elect to login to your Parent Portal online or via the *Lillio* app. You can expect to receive an invitation to log in from *Lillio* soon after. Then you can create an account and even share updates with family members. You can learn more about the app by visiting the *Lillio* website.