



Clinton Co-operative Childcare Centre Inc.

Parent Handbook

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Program Statement

The Clinton Co-operative Childcare Centre provides quality childcare for children from birth to twelve years within a nurturing and welcoming environment. At Clinton Co-operative Childcare Centre, we are inspired by the framework of *“How Does Learning Happen: Ontario’s Pedagogy for the Early Years”* and view each child as competent, capable, curious, and rich in potential.

We foster the health, safety, nutrition, and well-being of all children. The children are provided healthy and nutritious meals and snacks, following Canada’s Food Guide and recommendations from licensed dietitians to ensure children’s nutritional needs are met and menus are planned accordingly. Educators create positive eating environments by modeling language related to food, drink and eating and are responsive to the child’s individual needs. To support the safety of all children, Educators ensure that all equipment and materials are in good repair, and Health and Safety Inspections are completed monthly. All Educators are certified and current in Standard First Aid, CPR and AED training. In keeping children safe while they play and learn, Educators complete visual and emotional checks for each child upon arrival and communicate daily with parents and caregivers to ensure the health of the children.

We support positive and responsive interactions among the children, families, and Educators by creating a supportive and inclusive environment. By prioritizing meaningful interactions and actively listening, our Educators build nurturing relationships and secure attachments with each of the children and families. We value the foundations of the Circle of Security model and understand the importance of “being with” and connecting with each of the children and their families. We encourage families to share their experiences of their personal lives, children’s interests, and day to day happenings to strengthen the bond between home and childcare and enrich the learning environment.

We encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Our Educators model positive behaviors by showing children how to express themselves calmly and respectfully, how to listen actively to others, and they provide guidance for children in social interactions. We help children understand their own feelings and the feelings of others by validating feelings and encouraging children to consider how our words and actions might make others feel. We create a safe and supportive environment where children feel comfortable expressing themselves and we help children develop problem-solving skills. We allow children to embrace mistakes as opportunities for learning and growth.

We foster children’s exploration, play and inquiry by providing open-ended learning experiences and unstructured play and exploration. We allow children to explore by offering a variety of open-ended materials that offer limitless possibilities. We foster a sense of wonder and curiosity by asking open-ended questions and providing opportunities for hands-on exploration. We support risk-taking and engage with children as co-explorers allowing children to explore on their own and make their own choices and discoveries.

We provide child-initiated and adult-supported experiences regularly. Our Educators observe and build on children’s interests by engaging with the children and focusing on the inquisitiveness shown by the children. We allow children to take the lead in their learning experiences and allow children to explore on their own and make their own discoveries. As Educators, we follow their lead by expanding on their ideas and supporting their learning. We support the individual needs of the children and are flexible in our programming to allow children to make their own decisions on how they want to explore.

We plan for and create positive learning environments and experiences in which each child’s learning and development is supported and which are inclusive of all children, including those with individualized plans. Our Educators are knowledgeable in child development and offer unstructured and spontaneous opportunities for play and exploration in a rich and diverse environment. We believe children learn through play and offer open-ended materials to enhance their learning. We observe each child’s needs and abilities and create learning environments that are inclusive to all children by supporting them developmentally and cognitively.

We value the importance of both indoor and outdoor play, as well as active play, rest, and quiet time.

Our Educators understand that outdoor play is beneficial for children's physical, mental and social well-being. The children explore outdoors with open-ended activities including loose parts and natural items from the natural environment. Exploring in the outdoor environment allows children to engage all their senses and connect with the natural world across different seasonal environments. We emphasize the importance of both the indoor and outdoor environments as learning spaces. It means by bringing aspects of the indoor environment outdoors and bringing elements of the outdoor environment indoors, children continue exploring and learning in an environment where they are comfortable exploring. To balance active play and rest and quiet time, all children are provided time to rest or engage in quiet activities. In a quiet room with soothing music, the infants rest according to their own individual sleep schedules and needs. The toddler and preschool programs provide a rest or quiet time after lunch dependent on the individual needs of the child. The Educators perform visual and physical checks to ensure the health and safety of the children.

We at Clinton Co-operative Childcare Centre foster the engagement of and ongoing communication with parents about the program and their children, by creating a welcoming environment and secure relationships with each of our families. Our Educators greet each child and their families daily and have a conversation about the child's evening and morning, and any changes in the child's daily routine. Through the implementation of Lillio, our Educators communicate with our families and share daily happenings of the child's day, including photos, and meaningful documentation pieces. As a means of communication, families can comment to the Educators about the photos, ask questions about the child's day, or any wonderings about their child. Each month our Educators create monthly newsletters that are shared with our families through Lillio. We use social media and regular emails to communicate children's schedules, share happenings at the childcare center and share fundraising opportunities. Each Spring, we host our Annual General Meeting which includes a meal and entertainment for all families from each of our locations to come together and socialize.

We involve local community partners, and allow those partners to support the children, their families, and Educators, through being involved in community events. We believe in the importance of building relationships between children, families, our Educators, our Board of Directors, and community members. Children are an integral part of the community and therefore it is important that community partners be involved in the center. We create partnerships through field trips and walking excursions, donations from the community, fundraising events, and volunteer opportunities. We welcome community partners to visit the centre and share their knowledge and resources with the Educators and children. We collaborate with local secondary schools and post-secondary schools to provide co-operative education and placement opportunities for students pursuing a career in Early Childhood Education. Through space sharing with local elementary schools, our school age programs effectively operate in the school setting to provide a smooth transition from early childhood to school. The Clinton Co-operative Childcare Centre has a close partnership with the County of Huron, Huron Perth Public Health, our Resource Consultant, and other professional therapists to provide support to the center and our families.

All Educators participate in continuous professional learning. We respect and value each of our Educators as professionals. We provide learning opportunities and support Educators through professional development opportunities while attending training and courses both within and outside of the County. Through actively participating in workshops and conferences, reflective practice, and collaborative inquiry our Educators enhance their knowledge, skills, and effectiveness in supporting the learning and development of young children. Our Early Childhood Educators are registered and in good standing with the College of Early Childhood Educators and participate in Continuous Professional Learning as required by the College of Early Childhood Educators.

Through both formal and informal observation, we monitor the impact of our Program Statement on the children and their families. Regular documentation is completed and displayed in each program space.

At Clinton Co-operative Childcare Centre, we strive to create an optimal atmosphere for children and their families by practicing the guidelines of the "How Does Learning Happen?" document. Our Educators create a

safe and welcoming atmosphere for all children and their families to feel a sense of belonging, well-being, engagement, and expression. Through inquiry, communication, child-led exploration, we discover the diverse interests of each child and guide them to learn life skills. Our Educators create documentation pieces for each child, and if possible, include skills described in the *Ontario Early Learning Framework – Early Learning for Every Child Today (ELECT) document*. We display documentation, children's artwork, photographs, and create documentation portfolios for each child. Our program statement is reviewed annually by all Educators at Clinton Co-operative Childcare Centre. It is also reviewed annually to ensure it remains aligned with the Ministry's policy statement and reflects our current practices.

Clinton Co-operative Childcare Centre Information

The Clinton Co-operative Childcare Centre main location and St. Joseph's before and after school program operates from 7:00 am-5:30 pm Monday to Friday. Our Goderich before and after school program located at Goderich Public School operates from 7:00 am-5:30 pm Monday to Friday.

The Clinton Co-operative Childcare Centre main location offers care for infant, toddler, and preschool aged children from birth to 4 years old.

Our Kids Club program located at the Clinton Public School only offers before and after school care for JK/SK and School aged children.

Our Kids Zone program located at St. Joseph's School only offers before and after school care for JK/SK and School aged children.

Our Kids Corner program located at the Goderich Public School only offers care for JK/SK and School aged children.

The Before and After school programs offer care for children before and after school, and on non-instructional school days.

Information such as fundraising, special events, and monthly invoices will be sent through email.

The following items need to be sent to childcare with your child on a daily basis (please label all items with your child's name):

- a complete change of clothes
- weather appropriate clothes; such as mittens, hats, boots, splash pants etc.
- inside footwear
- blanket

We are a co-operative center which means parents are involved within different aspects of the center itself. Upon registration, parents are encouraged to sign up for a volunteer committee in which they feel they would be able to participate. Volunteer committee members may be called upon from time to time to assist in different areas of the center including center events or indoor maintenance.

Clinton Co-operative Childcare Centre has Emergency Policy and Procedures, as well as Fire Procedures. In emergency situations, parents will be notified by phone, email, and Lillio and/or social media as soon as possible after the situation occurs.

Registration Policy

When it is determined that a childcare space is available, the Executive Director/Co-Supervisor will begin the registration process with the family. The parent/or guardian will receive a Registration package, the Parent Handbook and Lillio consent form. This can be done electronically, or a physical copy can be picked up by the family. The registration package, including all signatures and a copy of the child's immunization record must be returned before a child can start in any of our programs.

The Executive Director/Co-Supervisor will arrange with the family a time for the family and their child to come for a tour of the center. The Executive Director/Co-Supervisor will introduce the family to our Leadership and Financial teams, discuss policies including fees, payments and enrollment, as well as meet our Nutrition specialist to make aware of any allergies or food preferences. At the tour, the family and child (or children) will be welcomed into the child's age-specific program for a visit. This allows the family and children the opportunity to meet the Educators, ask each other questions, observe the program space and build a relationship before the child begins at the center.

Subsidy may be available to those families that qualify to have the full/or partial amount of their childcare costs paid by the County of Huron. Families are required to contact the County of Huron Social and Property Services to make an appointment and complete the application. All parental contributions are to be paid directly to the Clinton Co-operative Childcare Center.

Waitlist Policy

The Clinton Co-operative Childcare Center utilizes the oneHSN external waitlist system that all families (including internal families) are required to register with. The website is <http://onehsn.com/Huron>. The waitlist application includes the following information:

- Name of the child
- The child's date of birth
- Name of the parents/or guardians including contact information
- Requested age group
- Expected start date
- Days care is required
- Application date

The Executive Director/Co-Supervisor monitors the oneHSN lists regularly and uses this to fill childcare spaces as they become available in each of our programs. The Executive Director/Co-Supervisor reserves the right to manage the waitlist in the best interests of all Clinton Co-operative Childcare Center programs.

A family's waitlist status is based on numerous factors such as:

1. Available space (which is influenced by number of children currently enrolled)
2. Children transitioning to the next age group
3. Siblings of children currently enrolled
4. Application date
5. Referred children

There is no fee to place an application on the waitlist. All applicants are required to notify the Clinton Cooperative Childcare Center if any changes are to be made to the status of an application or if they no longer require childcare. To keep the oneHSN waitlist most up-to-date, the Executive Director/Co-Supervisor will periodically send an email to several applications near the top of the waitlist to inquire if their childcare needs have changed and confirm the current information on their application. The email allows the family two weeks to respond, and if no further contact is made, the application will be removed from our waitlist. Typical waiting times range from 18 months to two years but can vary.

When space becomes available, the Executive Director/Co-Supervisor will reach out to the family through the contact information provided on the oneHSN application. The family will be offered a timeframe to accept the space. If there is no further communication, the Clinton Cooperative Childcare Center will remove the application from the waitlist. When a family accepts the childcare spot, the Executive Director/Co-Supervisor will begin the registration process with the family.

Parental & Maternal Leave

As a family welcomes a new child to their home, the Clinton Cooperative Childcare Center recognizes that childcare needs may also change. When a family member begins parental or maternity leave, the family will not lose their childcare space and there is no fee or deposit required to hold the child's space. As Educators, we understand the importance of routine and consistency for a child's well-being, and we encourage families to continue part-time care depending on current enrollment. We request those families be flexible with our scheduling and at times, we may need families to cancel/or switch days to be able to offer care to another family. Two months prior to a family's parental or maternal leave coming to an end, we require families to reach out to the Executive Director/Co-Supervisor to discuss their childcare needs.

Children's Enrollment Policy

All programs at the Clinton Co-operative Childcare Center operate on a fixed scheduling model.

For our Infant, Toddler, Preschool and School Age Summer programs, families choose one of the options:

- Full Week
- Part-Time #1 (Monday, Wednesday, Friday)
- Part-Time #2 (Tuesday, Thursday)

For all Before and After School Programs at Clinton Public School, St. Joseph's Catholic School, and Goderich Public School, the available options are:

- Before School (5 days per week)
- After School (5 days per week)
- Before and After School (5 days per week)

With a fixed scheduling model, children's schedules remain consistent and their space is secured. Childcare fees are based on the selected schedule and are payable for all scheduled days, regardless of attendance. Exceptions apply only to statutory holidays when the Center is closed, emergency closures, or situations covered under our sick fee policy. Cancellations related to sickness and center closures will be credited to your account the following month.

To maintain your child's enrollment, payment must be received by the 1st of each month.

We understand that families may take time away for vacations or appointments. Each family is allotted 10 vacation days per calendar year that may be used in the way that best suits each family's needs. Once all 10 vacation days have been used, regular fees will apply to any additional absences for the remainder of the calendar year. To cancel scheduled care days, a minimum of two weeks' written notice is required. All requests must be submitted via by email to clinton@clintonchildcare.com, or goderich@clintonchildcare.com depending on your child's program. A confirmation email will be sent once the request has been received and processed.

PA Days & March Break Care

The Huron-Perth Catholic District School Board and Avon Maitland District School Board releases their Professional Activity (PA) Day schedule before the start of the school year. Once the dates have been confirmed, families will receive calendars for the first and second halves of the school year outlining PA Days and March Break. There will be a due date for families to confirm whether care is needed for those dates.

Summer Enrollment & Summer Enrollment Cancellation Policy

The Clinton Co-operative Childcare Center operates a Summer JK/SK & School Age Program for July and August at the Clinton Public School and the Goderich Public School. The hours for the summer programs are 7:00 am-5:30 pm. All children currently enrolled in our before or after school programs, and siblings of children currently enrolled in the infant, toddler or preschool program have priority for space. The Summer JK/SK and School Age program follows the fixed scheduling model as follows:

- Full time 5 days
- Part-time #1 (Monday, Wednesday, Friday)
- Part-time #2 (Tuesday, Thursday)

The Summer JK/SK & School Age program has its own cancellation policy for summer which is as follows:

- Any cancellation requests must be submitted to clinton@clintonchildcare.com or goderich@clintonchildcare.com depending on your child(ren's) program
- Only cancellation requests for the week that is booked will be accepted
- Cancellation requests will not be accepted for individual days
- Vacation days cannot be used for full day JK/SK and school age summer programs

July Cancellations	August Cancellation
Must be received by email by June 1 st Any requests received after that day for the month of July will be required to pay 50% of fees	Must be received by email by July 1 st Any requests received after that day for the month of August will be required to pay 50% of fees

Fee Policy

Clinton Co-operative Childcare Centre is enrolled in the Canada-Wide Early Learning and Child Care System (CWELCC). Base Fees are those which every parent is required to pay to attend. These include daily fees as well as the membership registration and annual renewal fee. Non-base fees are those which every parent is not required to pay, unless indicated by CCCC. These include fees for things such as walking excursion field trips, NSF charges, and late fees.

Base fees were reduced by 25% from September 1, 2022 to December 31, 2022, with a further reduction of 37% beginning January 1, 2023. The fee schedule can be found at the end of this document.

Upon registration, there is a one-time non-refundable membership registration fee charged per family. An annual renewal fee will be charged each year thereafter. These are considered base fees.

For children under 6 years of age, the base fee for membership registration is \$12.00 and the base fee for the annual renewal is \$12.00.

For children 6 years of age and older, the base fee for membership registration is \$50.00 and the base fee for the annual renewal is \$40.00.

The base fee for the annual renewal may be waived at the Executive Director/Co-Supervisor's discretion. The base fee membership registration and annual renewal fee is not covered by subsidies and is the responsibility of the parent/guardian.

Board Members are not required to pay base fee membership registration and annual renewal fees.

Clinton Co-operative Childcare Centre Inc. is a non-profit cooperative. It is extremely important that all families using the Centre's services keep their accounts in good standing to ensure the efficient operation of the programs. We do not have the ability to borrow to meet our short-term obligations.

Daily fees, which are base fees, are due on the 1st day of the month of care. Payment options include cheque, cash or etransfers with the address fees@clintonchildcare.com. Etransfers are set up for auto deposit, please include the child's name on the notes when sending an etransfer. Monthly invoices will be sent prior to the 1st of the month to the main account holder on each child's account. If there is a discrepancy, please contact the Financial Administrator when you receive your invoice either through a phone call to the center or the address finance@clintonchildcare.com.

For Example:

<u>Month of Attendance</u>	<u>Fees Due</u>	<u>Monthly Invoice</u>
January	January 1 st	Prior to January 1 st

If there is an NSF (Non-Sufficient Funds) charge, this is a non-base fee which you are required to pay. The NSF fee is \$50 and you are required to pay the fee by the end of the month it occurred. The child will not be scheduled for the next month until the NSF charge has been paid.

At 30 days past due the family will receive a standardized email stating the balance at this time and provide direction as to how payment can be made.

At 60 days past due the family will receive a formal letter by email as well as a hard-copy stating the current outstanding balance. The letter will outline the expected payment date, and if the account reaches 90 days outstanding that the child(ren) will not be able to attend until the balance is paid. The account will be brought to the attention of the Executive Director/Co-Supervisor/Goderich Site Supervisor.

At 90 days past due the family will receive a formal letter by email as well as a hard copy. The letter will state that if payment is not made by the end of the next business day, the center will be suspending childcare to the family immediately. The account will be reviewed with the Executive Director/Co-Supervisor and brought to the attention of the Board of Directors.

At 90 days if the child(ren) are no longer attending, the family will receive a formal letter by email as well as a hard copy stating that their child(ren) will not be permitted to return to the center until the outstanding balance is received in full.

Once children are registered, two weeks' notice is required to use vacation days for which your child is scheduled and/or to withdraw your child from the program. Notice must be sent to the Executive Director/Co-Supervisor/Goderich Site Supervisor either in person, by email, telephone, or voice mail. If unavailable, please send a message to clinton@clintonchildcare.com or goderich@clintonchildcare.com. If notice is given for vacation days that have been billed a credit will be issued to your account the following month.

Daily fees, which are considered base fees, will be credited to your account if your child has been hospitalized for more than one day. Refunds will be provided following either a parent's determination that they have made an overpayment in advance of care or the withdrawal of a child(ren) from care. A parent can request a refund by contacting the Financial Administrator through a phone call or email with the address finance@clintonchildcare.com. The refund will be provided by cheque and can take up to 10 business days from the date of the initial request.

Fee Schedule – Main Site and Before and After School at CPS/St.Joseph's

<u>Infants</u>	Full Day	\$21.74	
<u>Toddler</u>	Full Day	\$16.54	
<u>Preschool</u>	Full Day	\$16.07	
<u>JK/SK and School Age</u>		Children 6 years and older	Children under 6 years
	Full Day	\$ 26.50	\$12.29
	Before OR After	\$11.50	\$11.00
	Before AND After	\$17.00	\$12.00

Fee Schedule – Before and After School at Goderich Public School (GPS)

<u>JK/SK and School Age</u>		Children 6 years and older	Children under 6 years
	Full Day	\$ 30.00	\$13.94
	Before OR After	\$12.50	\$12.00
	Before AND After	\$19.50	\$12.00

Sick Fee Policy

If a child is sick, parents must send an email, mark the child absent in Lillio or call the childcare center. Parents are required to pay the day the child is deemed ill and for the following two days.

Emergency Cancellation/Snow Day Policy

To ensure the safety of employees, families and volunteers, the Centre may be closed due to inclement weather or an emergency in partnership with the Avon Maitland District School Board and the Huron Perth Catholic District School Board. If the main center or Before and After School Programs are closed due to unexpected circumstances, parents/and guardians who have children booked in for that day will not be charged for that day.

If the Avon Maitland District School Board which includes the Clinton Public School and Goderich Public School Before and After School Programs, or the Huron Perth Catholic District School Board, which includes our St. Joseph's Before and After School Program decides upon a closure of the school due to weather or emergency situations, the School Age Programs will be closed.

The Executive Director will decide based on the weather conditions, safety of staff, families and children to get to and from the Center and our ability to maintain ratios in programs if the Center will be open in unexpected circumstances. All efforts will be made to remain open if possible. Families will be notified through email, social media, and CKNX radio and 101.7.

Closure of the Centre

The center will be closed on the following statutory holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Day, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day. The center will be closed on Easter Monday and Christmas Eve. Families will not be charged for these days that the center is closed.

The center will be closed one day each year in October for ECE Appreciation Day. This day will be communicated in advance when information is provided on the date selected by Huron County. Children will not be scheduled for that day so there will be no charge for families.

The center will be closed annually in alignment with the Avon Maitland District School Board and Huron-Perth Catholic District School Board between Christmas and New Years. Children are not scheduled at this time and therefore, families will not be charged.

If the center is closed due to unforeseen circumstances, we will post on social media as well as on FM 101.7. When the center is closed due to unforeseen circumstances, your child's account will be credited for the day.

Safe Arrival and Dismissal Policy & Procedures

The Clinton Co-operative Childcare Centre will ensure the safe arrival and dismissal of children receiving care at our childcare centre. All staff, students and volunteers have the responsibility to ensure 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 ensure the safe dismissal of children.

The Clinton Co-operative Childcare Centre does not supply transportation for children as this must be arranged by parents/guardians. It is necessary that parents/guardians drop-off and pick-up their children directly to the childcare staff in the child's program.

In cases of separated or divorced parents, where there is a legal document (court order) restraining one parent from having access to the child, a copy of this document must be on file at the childcare centre and this must be noted on the child's emergency file. Parents/guardians must supply the childcare centre with a picture of the individual not to have contact for a visual reference.

Policy:

- Clinton Co-operative Childcare Centre will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare centre may release the child to.
- The Clinton Co-operative Childcare Centre will dismiss children into the care of their parent/guardian or another authorized individual as listed on their emergency file. It is the Management's discretion that the Clinton Co-operative Childcare centre will not release any children from care without supervision or to an adult under the age of 16 years old.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures:

Accepting a child into care for all programs

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

Where a child has not arrived in care for all programs 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 voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the Executive Director/Co-Supervisor if a child has not arrived by 10:00 am. They must send an email to the parent/guardian, or a check in through Lillio.
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.

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Where a child has not arrived in care at before school (Kids Zone, Kids Club and Kids Corner)

1. Where a child does not arrive at before school and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff must:
 - Communicate with the school that the child was not in attendance at before school
 - Inform the Executive Director/Co-Supervisor that the child did not arrive at before school care. The Management staff must send an email to the parent/guardian.
2. Once the child's absence has been confirmed, the Executive Director/Co-Supervisor will document the child's absence on the attendance record and any additional information about the child's absence in the daily record.

Where a child has not arrived in care at the after school program as expected

1. Where a child does not arrive at the after school program and the parent/guardian has not communicated a change in pick up (e.g., left a voice message, sent an email or advised the closing staff at pick-up), the after school program staff must:
 - communicate with the school to confirm whether the child was in attendance at school that day
 - the program staff should notify the Executive Director/Co-Supervisor in the office of the child that attended school but did not arrive at the after school program
 - if the child is scheduled to be in care after school and the school released them otherwise (e.g., bus or walk home) and it has been confirmed that the child is to be in care after school, the program staff will inform the school who is responsible for contacting the bus to return the child to our care and the Executive Director/Co-Supervisor will continue to contact the parent/guardian to confirm the child's location
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 for all programs

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 childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible or the staff have not previously met the individual, they must 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 file or written authorization.
2. In an emergency situation or sudden change in pick-up procedure where a parent/guardian does not have sufficient time to send a written email to the centre, the parent/guardian must call the childcare center and speak to a staff to give verbal authorization for a child to be released to another individual. The individual will be required to provide photo identification at the time of pick-up.

Where a child has not been picked up as expected (before centre closes) from all programs

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 the staff shall notify the Executive Director/Co-Supervisor. We understand there may be unexpected events, however it is the parent/guardians responsibility to notify the centre of a change in pick-up routines.

Where a child has not been picked up and the centre is closed for all programs

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by closing time. The staff will communicate with a second staff that the child has not been picked-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 requires pick-up. The staff will proceed to contact the parent/guardian or authorized individual who was responsible for picking up the child.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff will contact the next parent/guardian or authorized individual listed on the child's emergency file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's emergency file by closing time, the staff shall proceed with contacting the local Children's Aid Society (CAS) at 1-800-271-5290. Staff must follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision

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.

Additional Procedures:**Late Policy**

- Parents must be aware of the importance of picking up their children on time at the end of each day. We understand that there may be isolated occasions when you cannot be here on time. However, it is expected that parents will notify the Executive Director/Co-Supervisor or Supervisor if this should happen, so that staff are aware of the situation in advance.
- Parents who are late picking up their children will be given one written warning. If a second instance occurs, a non-base late fee of \$10.00 for each half hour will be charged and a written warning will be issued. This written warning will also include that if a third instance occurs that care for the family may be withdrawn depending on the circumstances.
- Parent/guardians may appeal this decision to the Board of Directors. Following the letter, parents may appeal with a written letter to the board@clintonchildcare.com

Nutrition

We provide two nutritious snacks and one hot meal every full day of childcare. The Nutrition Specialist follows the Canadian Food Guide and recommendations from licensed dietitians, as outlined by the Childcare and Early Years Act when planning the menus. The menus are changed seasonally and are posted for two weeks in advance; if there are changes, they will be posted on the day of the changes. Water is always available for the children throughout the day. The School age programs will offer two nutritious snacks for children, one before school and one after school.

Immunizations

Before a child begins, we are required to have a copy of their immunizations. Parents are also required to submit their child's immunization record to HPPH using the following link www.hp-ph.ca/icon

Drug Administration

Medication is only administered if it is prescribed by a doctor or is accompanied by a doctor's note. It must be in its original container with the child's name, start and finish date of the medication, date of purchase and expiration, name of medication, diagnosis, dose to be given, time to be given, if medication requires refrigeration and reactions to medication. The medication must be accompanied by a dispensing tool such as a syringe, cup or spoon, and must be clear to read, and match the dosage as prescribed. A Medication form must be completed and signed by the parent/guardian, staff receiving the medication, and the Executive Director/Co-Supervisor prior to any medication being administered. Parents/guardians are encouraged to ask the child's physician to put the child on a schedule that does not require medication to be administered while the child is in childcare.

The licensee may allow an educator or a child to carry the child's medication when authorized under the child's individual medical plan. This applies to medications for asthma (inhalers), emergency allergies (epi-pen), diabetes or epilepsy, or the licensee has documentation from a regulated health professional.

With written authorization, Educators are permitted to administer the following over-the-counter products to children - sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer, and diaper cream. These products must be clearly labelled with the child's name, stored in accordance with the instructions for storage on the label, and administered from the original container/package in accordance with the instructions on the label and the parent's written authorization.

If your child has a communicable disease such as hand foot and mouth disease, please inform us and we will help you decide on a return date. The Centre must report any incidence of disease to the Health Unit and the families within the center, so it is important that you notify us.

Illness Policy

To keep our childcare environment healthy during the cold and flu season, we implement the following procedures:

If your child is displaying two or more of the following symptoms, your child should not attend childcare, as most of these signs are of influenza:

- Fever
- Headache
- Aches and Pains
- Weakness
- Bedridden
- Sore Throat
- Persistent Cough
- Runny nose with coloured discharge indicative of infection

It is recommended that parents/guardians observe their children for symptoms of illness each day before arriving at childcare.

Moderately ill children, or children who become ill during care, will be removed from contact with the children.

An Educator will stay with the child and monitor, and may wear PPE (which may include gloves, masks, eye protection, and gown).

The Educators will monitor a child with a low-grade temperature less than 38°C or 100.4°F, and document this in Notes the child's Lillio profile. The child will be monitored every half hour. If the child's fever reaches a temperature of 38°C or 100.4°F or higher the parent(s) will be called immediately.

The Executive Director/Co-Supervisor will contact the parent if the child:

1. Has a fever or unexplained rash.
2. Has more than 2 loose bowel movements and/or vomiting in a day.
3. Is unable to function normally at the Centre due to illness, such as a severe cold, cough, stomach flu.
4. Is infected with a communicable illness such as measles, chicken pox.
5. Is infected with a contagious condition such as head lice, scabies

If a parent cannot be reached after exhausting all of their contact numbers, the emergency contact(s) will be called, after a 15-minute time frame, to allow parents time to receive and return the Centre's messages. This is a guideline only, and the time frame may be shortened due to the seriousness, and uniqueness of each situation. If an illness becomes more serious, the time frame will be shortened and phone calls escalated, and in extreme cases 911 will be called.

Parents may be requested to have a doctor's note completed when their child returns to care, following a communicable illness.

A child with a fever may return once they have been fever free for 24 hours, without medication.

A child diagnosed with Conjunctivitis (Pink Eye) may return to program after prescribed medication has been administered for 24 hours.

A child with gastrointestinal symptoms (vomiting, diarrhea) may return 48 hours since their symptoms started improving, and as long as there is no fever.

Staff will keep a record of the child's illness in their program daily journal, as well as complete Health Check monitoring using the child's Lillio profile.

The provider will keep a written record of any unexplained bruises and/or marks, and report to the Children's Aid Society if it is suspected that a child may be in need of protection.

In the event of an illness of a child, the staff will contact the Executive Director/Co-Supervisor who will then document the illness in her daily journal and contact the parents to pick up their ill child.

The Executive Director/Co-Supervisor will notify parents when their child has been exposed to, or is suffering from a communicable disease or illness, with recommendations to contact their family physician. Communicable diseases must be reported to the Health Unit. The Clinton Co-operative Childcare Center follows "Controlling the Spread of Infection in Huron County Child Care Centers", provided by the Huron County Public Health Unit.

All directions from Huron Perth Public Health will be followed. Parents can refer to the ***School and Childcare Guide to Communicable Diseases*** for Exclusion Guidelines.

Head Lice Policy

The following policy is in place to avoid head lice from spreading rapidly throughout the Centre.

1. If a child has head lice, his or her parents will be notified and asked to pick up their child as soon as possible to avoid spreading nits to the other children. A hat may be put on the child's head to avoid the spread of head lice.
2. Information will be given to the parents on how they may get rid of the eggs/nits. Parents are welcome to ask staff for advice on the removal of nits in their child's hair as well as in the home. Remember, your child's bedding, stuffed animals, pillows on the couch, etc need washed dried in the dryer or stored in a plastic bag for two weeks.
3. Children must be clear of any eggs/nits before returning to the program. Staff will check the child's hair upon their return to the Childcare Centre to ensure there are no eggs/nits remaining in the child's hair.
4. The childcare center staff will do the appropriate cleaning within the centre including sanitizing, washing and bagging bedding, pillows and stuffed animals, vacuuming, etc, to deter the spread of head lice.

Anaphylactic Policy

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

To reduce the risk of exposure to anaphylactic causative agents, Clinton Co-operative Childcare Centre is nut free. It is essential that all families and Educators follow these guidelines.

- If your child eats a nut product before attending childcare, please wash their face and brush their teeth before bringing them into the centre.
- Treats for special occasions will not be allowed to be brought into the centre. If you would like to bring something in for your child to share with their friends, please bring in a non-food item such as stickers, pencils or bubbles. Please do not feel obligated.
- We understand that mornings can be busy, but we cannot allow a child to bring their breakfast into the childcare centre to finish. If your child arrives hungry, please let a staff know and we will ensure they have something to eat.
- Morning and afternoon snacks are offered at our before and after school programs. If your child prefers a snack from their lunch then all items in their lunch must be nut-free and labelled with the child's name.
- Infants who need to bring in their own food as per our Infant Room Policies, or require a special diet are able to do so in consultation with the Infant Room staff and/or Executive Director/Co-Supervisor. All items must be nut free and clearly labelled with the child's name.
- Children in Toddler and Preschool programs may only bring in food items if they have a special diet and/or dietary restrictions. This may only be done after consultation with the Executive Director/Co-Supervisor. All food items need to be clearly labelled.
- Children attending our Full Day JK/SK and School Age Programs, are required to bring their own lunch. This must be nut free and clearly labelled with the child's name. If a lunch is forgotten, then food will be provided for the child. Snacks will be provided.
- If a child brings in an item that is not nut free, the item will be removed from the classroom, stored in a zip-lock bag in the office and returned to the parent upon pick up with a reminder to the parent that we are a nut free centre. The childcare staff will supplement the item in the child's lunch if required to ensure the child has food.
- Proper hand hygiene will be followed prior to eating.
- Bee allergies are also a concern; for this reason, the yard will be checked for bees regularly with hives removed as needed.
- Educators will not use materials in their classrooms which may have been in contact with peanuts, and egg cartons are not used.

It is extremely important that children with life-threatening allergies do not come into contact with their allergen. For some people, if they eat, touch, or even come into contact with anything that has been in contact with their allergen could be life-threatening.

In our registration package, we ask if the child has any allergies, what they are allergic to, and what their reaction to the allergen.

When a child registers who has an allergy, the child's allergen will be added to the Allergy List. Any anaphylactic allergies will be highlighted in red. The Allergy list is posted in the office, kitchen, all program rooms as well as in each program binder, which is kept with staff when outside or offsite. The Nutrition Specialist is notified of any allergies and be made aware of updates to the Allergy List. A sign is posted at the entrance that the Centre is a nut free environment.

All staff are required to have current First Aid training and will receive Epi-Pen training at this time. There is an Epi-Pen trainer on site for those staff wanting to familiarize themselves. An Anaphylaxis Emergency Plan containing information about the child's allergy, the child's picture, the Procedure to follow in case of an allergic reaction (anaphylaxis) and a poster showing, "How to use the Epi-Pen-Three Simple Steps" will be posted in the office, kitchen, and all program rooms.

Monthly emergency drills will be conducted. Emergency numbers will be available in all classrooms and posted in the office and staff room.

Before staff begin working at CCCC, they are required to review all Policies and Procedures, including the Anaphylactic Policy, and sign off on them. They also review all Emergency Plans for any children with anaphylactic allergies and sign off on those as well. All staff review the Policies and Procedures and Emergency Plans annually, or when there are changes, and when new children register.

Procedure for Managing Anaphylaxis (an allergic reaction that may become fatal)

1. Recognize symptoms and react quickly.
2. Use Epi-Pen and liquid antihistamine.
3. Call an Ambulance. Explain that you have a child with anaphylaxis.
4. Administer the second Epi-Pen with the child's symptoms continue or if the ambulance is unable to arrive quickly.
5. The child's teacher will go to the hospital with the child, taking the child's file and the second Epi-Pen (if not yet administered).
6. During these procedures another staff will telephone the child's parents and inform the Executive Director/Co-Supervisor.
7. The teacher will stay at the hospital with the child until the child's parents arrive.
8. The Executive Director/Co-Supervisor will report the Serious Occurrence to the Ministry of Education.
9. During the emergency, ensure the supervision of the other children in the Childcare Centre.

Development of Individualized Plans and Emergency Procedures for Each Child with an Anaphylactic Allergy who Receives Child Care

If a child registers with, or develops an anaphylactic allergy while attending the centre, the Executive Director/Co-Supervisor will immediately request information from the parent. This information will include, but may not be limited to, the steps to reduce the risk of causing or worsening the allergen, list of medical devices with expiry date and how to use them, location of medication, signs and symptoms, and emergency contact information.

This information will be put into an Individualized Plan for a Child with Medical Needs. This plan will be completed in consultation with the parent, and medical professionals as required. Once complete, the parent and Executive Director/Co-Supervisor will sign the form, and have all staff review and sign off that they have reviewed the child's plan. An **Anaphylaxis Emergency Plan** with the child's picture will be completed and posted in the kitchen, office and each classroom.

Outside Play

Clinton Co-operative Childcare Centre will ensure that children have outdoor time each day. The Childcare and Early Years Act requires the children to be outside for 2 hours daily, weather permitting. If your child is well enough to come to daycare, they will be engaging in outdoor experiences. Infants, toddlers, preschoolers, and full-day school-age and JK/SK programs will spend approximately one hour outside in the morning and one hour in the afternoon. School-age and JK/SK programs that operate before and after school will have at least 30 minutes of outdoor time. Program staff will create a safe outdoor environment that supports children's gross motor development while also contributing to their overall growth and development.

The Leadership team and program staff should regularly monitor weather reports and consider any recommendations provided by Huron Perth Public Health regarding inclement weather to ensure the safety and well-being of the children and staff exploring the outdoor environment. Children can play outdoors in different types of weather if they are dressed appropriately, and modifications are made.

During the summer, when outdoor temperatures exceed 31°C or the humidity level is 40°C or above

- Outdoor play will be limited to shorter intervals, scheduled during cooler parts of the day or cancelled at the discretion of the program staff through communication with the Executive Director/Co-Supervisor
- Water play and activities in shaded areas will be encouraged
- Children will be offered water more frequently to ensure they stay hydrated
- Program staff will monitor children for signs of heat exhaustion, such as excessive sweating, weakness and confusion

Parents/and guardians must apply sunscreen to their children in the morning especially when morning drop-off is outdoors. Program staff will reapply sunscreen as needed and apply sunscreen 20 minutes prior to outdoor play.

During the winter, when outdoor temperatures are below -15°C or colder or windchill exceeds -27°C

- Outdoor play will be limited to shorter intervals or cancelled at the discretion of the program staff through communication with the Executive Director/Co-Supervisor
- Ensure children are dressed appropriately for the weather including insulated snowsuits, waterproof gloves, hats and boots. Make sure children wear layers to stay warm
- Program staff will monitor children for signs of frostbite or hypothermia
- Staff inspect the play space for danger zones such as ice patches or overhanging snow and ice from roofs. Salt is applied to icy patches to minimize the risk.

Sunscreen Policy

The goal of the Clinton Co-operative Childcare Centre is to ensure children are being protected from the elements of the environment while participating in outdoor learning activities.

The following policies are practiced by all Program staff, from mid-spring to mid-fall under the discretion of the Leadership Team while engaging in outdoor learning activities.

1. Sunscreen with an SPF#30 or higher is applied for outside time. It is applied 20 minutes before exposure to sun whenever possible and reapplied every two hours. Program staff will communicate with parents regarding the brand of sunscreen we are using.
2. Parents/and guardians will apply sunscreen to their children in the morning before arriving at childcare especially when morning drop-off is outdoors. Program staff will reapply sunscreen as needed and apply sunscreen 20 minutes prior to outdoor play.

3. The Centre will supply sunscreen for children in our Infant, Toddler and Preschool programs. If parents wish to supply their own sunscreen this will be signed off in the registration package at the time of enrollment and give permission if the child is able to use our sunscreen if needed.
4. Parents of JK/SK and School Age Children must supply their own sunscreen. The Centre will provide sunscreen for any child if needed. If a parent does not want their child to wear sunscreen, this will be signed off in the registration package.
3. Each child will be encouraged to wear a sun hat. If a child does not have their own hat, the Program staff may offer a hat for the child to wear if they choose. All childcare hats will be washed at the end of the day.
4. Program staff are to be aware of outdoor temperatures and humidity levels through communication with the Leadership team, Weather Channel APP on their iPad and any recommendations provided by Huron Perth Public Health.
5. Water experiences, shade and children's water bottles are available during outdoor exploration. On walking excursions Program staff will ensure children have drinking water, and opportunities for a break if necessary.
6. Program staff will teach children the importance of sun awareness.

Field Trips

Walking excursions offer children a wide variety of learning experiences and engaging opportunities for children to learn, grow and connect with the world around them. As part of our program, we regularly use community resources surrounding our childcare center including but not limited to nature trails, parks, splash pads, libraries, local events and stores. The Clinton Co-operative Childcare Centre will ensure the health and safety of all children while participating in a walking excursion outside of the childcare center and within the community.

Along with exploring our local communities, we highly value the opportunity to bring outside individuals/or groups and learning experiences to our childcare center including but not limited to community partners, petting zoos, the imagination playground and local artists. Their expertise and diverse learning opportunities enrich our programs with engaging experiences that foster development and curiosity for all children within our childcare programs.

Serious Occurrences

Serious occurrences can sometimes take place, despite all the best precautions. Serious occurrence reporting is one of the many tools that provide licensed childcare programs with an effective means of monitoring the appropriateness and quality of service delivery. If a serious occurrence takes place within the center the policy states that the information will be posted so the parents have access to it. This post will give the parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of all the individuals involved.

Growing Together Early Learning Resource Program

The Clinton Co-operative Childcare Center has a close partnership with the County of Huron and their Growing Together Early Learning Resource program.

The Growing Together program involves an Early Learning Resource Consultant that visits the childcare center to share information and resources related to child development and well-being. The visits are intended to support learning, reflection and collaborative conversations, and may offer ideas and strategies that are helpful for many children and educators.

Our educators strive for a diverse and inclusive learning environment for all children. At times, there are children with special needs who may require additional support for their overall development. Along with the family and program educators, the Early Learning Resource Consultant will work with the team to connect with other professionals related to specific developmental needs.

Sleep Policy

Toddler Program -

Children in the toddler program will be assigned individual cots labelled with their names for sleep time following lunch. Children's cots and blankets are laundered and cleaned each week. Staff in the toddler program must complete direct visual checks every half hour and maintain a daily checklist of these visual checks. The educators will ensure there is sufficient lighting to conduct the visual checks and are physically checking for indicators of distress or usual behaviour. At no time will a child's head be covered with a blanket, and if a child moves in their sleep and covers their head, the educator will promptly uncover the child's head. While the children are sleeping, there is soft calming music/or sound machine playing in the background and staff may rub a child's back to help them fall asleep. Upon registration, sleep information is collected and when new families tour the center, the educators can discuss sleep arrangements with the parents/guardians.

Infant Sleep Policy -

Clinton Co-operative Childcare Centre will ensure that children under 12 months old are placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep, unless a child's physician recommends otherwise in writing. Parents will be advised of our obligation to place children under 12 months old on their back to sleep, as per the Joint Statement of Sleep. Children will not be put to bed with a bottle, even if a parent/guardian has requested it. Infants will be assigned individual cribs labelled with their names for naps and sleep time, according to their individual schedule. Educators in the infant program must complete direct visual checks every 15 minutes and maintain a daily checklist of these visual checks. The educators will ensure there is sufficient lighting to conduct the visual checks, and there is soft calming music/or sound machine playing in the background while children are asleep. To conduct a visual check, educators will physically stand next to each crib and place their hand on the child to feel them breathing and will also check for indicators of distress or usual behaviour. At no time will a child's head be covered with a blanket, and if a child moves in their sleep and covers their head, the educator will promptly uncover the child's head. An Electronic Sleep Monitor (baby monitor) is used in the infant room to assist staff when a child wakes up. It does not replace the direct physical checks performed by the educators.

All children's sleep will be recorded through Lillio on the child's daily report, as well as time of the visual sleep checks. If there is a change to a child's sleep routine, the educators will have a discussion with the parent/guardian and have them sign off on that change. For example, when an infant is moving up to the toddler room and they begin to sleep on a cot.

Supervision Policy for Volunteers and Students

The Clinton Co-operative Childcare Centre welcomes both placement students and volunteers into our programs offered at our childcare center. We believe it is a valuable part in gaining experience within a childcare environment. Volunteers and students also play an important role in supporting the safety and well-being of children in the daily operations of childcare programs.

The Supervision of Students and Volunteers policy will provide supervising staff, students, and volunteers with a clear understanding of their individual roles and responsibilities.

All students and volunteers will complete any necessary paperwork including a confidentiality form, provide a copy of their immunizations, and obtain a vulnerable sector check before beginning at the childcare center. All students and volunteers will read the centers policies and procedures, individualized plans and be trained on emergency plans for children with anaphylaxis. All students and volunteers at the Clinton Co-operative Childcare Centre will always be supervised by an Employee, must be over the age of 18 years of age and is never permitted to be alone with any child or group of children. Volunteers and students will not be counted in staff to child ratios.

Guiding Children's Behaviours and Prohibited Practices

All educators at Clinton Co-operative Childcare Center build positive, responsive relationships with children to create a foundation of trust and connection. If behaviour concerns arise, educators engage in respectful, face-to-face conversations with children at their level. They maintain eye contact when appropriate, recognizing that some children may communicate effectively without making direct eye contact. Educators support children in understanding expectations by providing clear, simple and developmentally appropriate vocabulary.

Educators take time to help children identify and understand their own feelings, as well as feelings of others involved, where applicable. They acknowledge that all emotions are valid and support children in learning appropriate ways to express and manage them. Through co-regulation, educators guide children in developing self-regulation skills and emotional awareness. Educators actively involve children in problem-solving and conflict resolution. By listening attentively and modeling empathy and respect, educators foster thoughtfulness, caring and positive social interactions among children (Think, Feel, Act 2013).

The following is the list of Prohibited Practices, as per the Child Care and Early Years Act, and shall not be committed by an employee, volunteer or student;

- a) corporal punishment of a child;
- b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) locking the exits of the childcare center for the purpose of confining the child, or confining the child in an area or room without supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth;
- e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- f) inflicting any bodily harm on children including making children eat or drink against their will or
- g) sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the Early Childhood Educators Act, 2007

Additionally, any staff member, volunteer or student who has been convicted of, or is charged and subsequently convicted of, an offence under the Criminal Code that is listed in the CCEYA, will be ineligible to work, volunteer, or complete a placement at the center.

Parent Issues and Concerns Policy & Procedures

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

Clinton Co-operative Childcare Centre encourages parents/guardians to take an active role in our Centre, and to regularly discuss what their child(ren) are experiencing within our program with both their children and staff. As shown by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster ongoing communication with families about the program and their children. Our staff are available to engage parents/guardians in conversations and to support a positive experience during every interaction.

All issues/concerns raised by parents/guardians are taken seriously by Clinton Co-operative Childcare Centre 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.

Whenever possible, the staff at Clinton Co-operative Childcare Centre will do their best to listen to parent/guardian concerns. If a parent brings a concern to a staff member who is in program, the Educator will help if possible and then report to the Executive Director/Co-Supervisor. If that staff member is too busy with the children, they will refer the parent to the Executive Director/Co-Supervisor.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of the parents/guardians, children, staff, students and volunteers, except when the information must be disclosed for legal reasons (ie - Ministry of Education, College of Early Childhood Educators, Law Enforcement Authorities or Children's Aid Society).

An initial response to an issue or concern will be provided to parents/guardians within 3 business days. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues/concerns will be fair, impartial and respectful to parties involved. If necessary, the issue/concern will be brought to our Board of Directors.

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 Executive Director/Co-Supervisor. If a parent becomes angry due to a concern about their child's care the procedure outlined below will be followed:

*The parent is directed to speak to the Executive Director/Co-Supervisor. Program staff will politely explain they need to care for the children, and the Executive Director/Co-Supervisor will listen to their concern. The Executive Director/Co-Supervisor will ask the parent to meet with them in the office. After listening to the concern, the Executive Director/Co-Supervisor will explain the appropriate procedure to take if the parent should have further concerns.

*If there is a second time the parent behaves in a confrontational manner with the staff, the parent will receive a letter from the Board of Directors stating that if it should happen a third time that their child will be removed from the program.

*Following the letter, parents who wish to do so may appeal the decision with the Board of Directors.

Concerns about Suspected Abuse or Neglect of a Child: Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

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 in writing to either the Executive Director/Co-Supervisor or The Board of Directors.

Procedures:

Nature of Issue/Concern	Steps for Parent/Guardian to Report Issue/Concern	Steps for Staff and/or Executive Director/Co-Supervisor in Responding to Issue/Concern
Classrooms-Related Eg-schedule, sleep, toileting, food...	Raise the issue or concern to - the classroom staff directly OR - the Executive Director/Co-Supervisor	- address the issue/concern at the time it is raised OR - have the Executive Director/Co-Supervisor contact the parent/guardian OR - arrange for a meeting with the parent/guardian within 5 business days if requested Document the issues/concerns in detail, which include: - date and time the issue/concern was received - the name of the person who received the issue/concern - the name of the person reporting the issue/concern - the details of the issue/concern - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
General Centre Operations-Related Eg-fees, hours of operation, staffing, wait list, menus...	Raise the issue or concern to - the Executive Director/Co-Supervisor	
Staff, Supervisor, Executive Director/Co-Supervisor-Related	Raise the issue or concern to - the individual directly OR -the Executive Director/Co-Supervisor All issues/concerns about the conduct of staff, volunteers, etc. that put a child's health, safety and well-being at risk should be reported to the ED/Co-Supervisor 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 or student OR -the Executive Director/Co-Supervisor All issues/concerns about the conduct of students, volunteers that put a child's health, safety and well-being at risk should be reported to the ED/Co-Supervisor as soon as parents/ guardians become aware of the situation.	

Guiding Children's Behavior in School Age Programs

Clinton Cooperative Childcare Centre is committed to creating a positive learning environment by providing a healthy, safe and stimulating environment for all children to develop and grow. Educators will utilize best practices to guide their interactions with all children and to maintain a safe environment that fosters the health, safety, nutrition and well-being of all children. The educators work collaboratively with each other, the Leadership Team and community agencies; and values family connection to proactively support the strengths and needs of all children.

In our programs, we are guided by How Does Learning Happen Framework:

- **Belonging:** Children contribute their unique strengths to the group and are seen as valuable members of our community. Connection and relationships are fostered.
- **Well-Being:** Children's mental, physical and emotional well-being is fostered and supported through responsive practices.
- **Engagement:** Children explore their environment by engaging in play-based inquiry to develop creativity, problem solving and critical thinking skills.
- **Expression:** Children's voices are heard and valued; and are encouraged to express themselves through words and actions.

Children's Responsibilities

Children are encouraged to:

- be valuable members of the community by utilizing actions and words that foster and promote cognitive and physical development, communication and social skills, emotional well-being and mental health of themselves and others.
- engage in programs through play and exploration in ways that are physically and emotionally safe for themselves and others.
- Express their thoughts and feelings in ways that are kind and courteous towards themselves and others.

Children are expected to:

- Follow the program rules as determined by the educators in collaboration with the children. This will be posted visually in the program and a copy shared with children's parent/or guardian
- Stay within the program space and in view of an educator
- Eat snack/lunch in the designated area
- Engage in play that is safe for themselves and others by following program rules, respecting personal space and cooperating with peers
- Take an active role in ensuring the program space is clean and keep in good repair by being responsible for the environment, materials and equipment. This includes cleaning up after activities, properly utilizing materials and equipment, and reporting to educators if materials or equipment is damaged
- Seek help from an educator when needed
- Leave toys/materials, including electronics, at home

Removal of a Child from the School Age Program

All children, parents and staff have the right to be and feel safe while in our School Age Program, and our program does not tolerate abuse, bullying, discrimination, intimidation, hateful words, and violence in any form.

When a child is unable to engage in program safely, the following may occur:

- a. Child will be removed from the program space and remain in the supervision of a staff member in an alternative on-site location.
- b. The Leadership Team will contact parent/guardian to have the child picked up immediately.
- c. Leadership Team will determine if the child is able to return the following regularly scheduled program day, or if a temporary removal is required until additional support can be implemented.
- d. The Leadership Team will communicate all pertinent information with the Chair of the Board of Directors; and they may provide additional recommendations. If required, the Leadership Team will communicate next steps to the parent/guardian.

Children's mitigating factors will be identified when considering exclusion from program. Temporary or permanent removal will only be used as a last resort.

By signing below, you agree that you have read and understood the *Guiding Children's Behaviour* policy of Clinton Co-operative Childcare Centre.

Child's Name

Leadership Team Name

Parent/Guardian Name

Leadership Team Signature

Parent/Guardian Signature

Date

Infant Room Policies

Prior to starting childcare, parents/guardians are required to complete the Infant Registration package which includes written feeding instructions, and infants' daily routine and food list.

Formula bottles will be supplied from the child's home. Bottles must be labelled with the child's name and be delivered directly to the infant room staff upon arrival. Once a formula bottle is heated, it should be used within 2 hours of warming up and any remaining formula will be thrown out.

Homo milk is provided by the childcare center for those infants drinking homo milk on a regular basis. For those infants drinking homo milk, empty bottles are supplied by the parents and brought to the program daily. Sippy cups are supplied by the centre, however parents may wish to bring their own cup from home, especially if their child prefers a particular cup. All bottles and sippy cups must be labelled.

Dirty bottles and sippy cups from home will be rinsed and placed in the child's cubbies to be taken home and washed daily.

Preparation and heating of bottles will take place in the infant room, away from the diapering area and play areas. Staff will heat bottles either with a bottle warmer or by first heating water in a glass container and placing the bottle into the hot water. Staff will test all bottles after heating to ensure that they are not too hot.

If a child is given a bottle on their own to hold, the child's head must be raised to reduce fluid in ears that causes ear infections, and a child will not lay flat on the floor which can cause choking. A child's bottle will never be propped.

Food

Baby food, including baby cereal, will be supplied by the parents. All food containers must be labelled with the child's name and be delivered to the infant room staff upon arrival. Containers requiring refrigeration will be placed in the infant room fridge. All other containers will be stored in the food cupboard in the infant room. Baby food will be heated in the microwave in a glass container and then transferred to a baby dish prior to feeding. Staff will test the temperature of all foods after heating to ensure that the food is not too hot.

Dirty food containers from home will be rinsed and placed in the child's cubbies to be taken home each night.

Once an infant is on solid foods at home, food will be supplied by the childcare center. Parents will need to complete the Infant Food List. Menus will be posted and food preparation will be done in the childcare kitchen. Children in the infant room will not be served honey or chocolate. Any "new foods" will not be introduced at childcare.

All food brought from home must be NUT Free. For more detail, please refer to Anaphylactic Policy-Notice Regarding our Nut Free Environment.

Diapering

Diapers and creams will be provided by the parents. Each child will have their own buckets in the diaper changing area in which to store diapers and creams. When a child is low on diapers, the program educators will ask the parent/guardians to bring more diapers. This will be done through Lillio, as well as a "diaper note" on the child's cubbies. All diapering will take place on the change table, away from all food preparation and play areas. The change table will be disinfected, and both the child and staff's hands will be washed after each diaper change.