



Parent Handbook



Introduction:

Welcome to Parkwood Children's Centre. The centre was established in 1989 to provide high quality child care for the families of Parkwood hospital employees. It is the policy of the centre that priority is given to employees of Saint Joseph's Health Care London. We are licensed by The Ministry of Education. The centre is operated as a non-profit corporation with a volunteer Board of Directors. The Board of Directors consists of a minimum of 6 members including 75 % of member representation involving parents from the centre and the remaining percentage filled by community representatives.

Orientation:

New families are encouraged to visit with their child to become familiar with the program, teachers, and peers. A scheduled 2 hour visit will be planned prior to your child's admission for your child to get accustomed to being dropped off at the centre.

All paperwork must be complete prior to your child's admission. Paperwork will be provided at your parent tour. A payment process must be discussed prior to admission to the program.

PAYING YOUR CHILD CARE: FEES, TERMS AND CONDITIONS

The fee schedule effective January 2022 is:

Infants	Weekly rate \$278.00	Daily rate \$61.00
Toddlers	Weekly rate \$265.00	Daily rate \$59.00
Preschoolers	Weekly rate \$238.00	Daily rate \$53.00

A registration fee of \$25.00 per child is required and is non-refundable to ensure your child's space in the program.

Employees of St. Joseph's Health Care are encouraged to provide the centre with a S.I.N, as payroll deduction will be set up. Parents, not employed by St. Joseph's Health Care, are required to pay within 30 days. A monthly statement will be placed on your child's locker at the beginning of each month. SJHC employees using the payroll deduction method will be billed child care fees two weeks ahead, which will be deducted off your bi-weekly paycheques.

Non-payroll payments may be paid by cash or cheque through the payment box, located outside the office door. E-transfers may be sent to parkwooddaycarebilling@gmail.com after confirming the security question and answer with office administration.

Receipts for cash will be issued at the time of payment. Cheques must clear the bank before a receipt can be issued. Receipts, for income tax purposes, will be issued once per year. Regular payments of fees assure your child's continuation in the centre. There is a \$25.00 charge for NSF cheques.

No refunds will be provided for absences due to illness, vacation, statutory holidays or inclement weather closures.

Overdue Accounts:

A monthly statement will display the child care fee amounts owing by 30, 60 and 90 days. Once an amount is overdue by 90 days, interest will begin to accumulate at a rate of 2% per month. If an outstanding amount remains on your account upon the withdrawal of your child, post-dated cheques must be provided for the outstanding amount or payroll deduction will be continued until the amount is paid in full. Outstanding amounts not collected will result in a collections process that may include legal processing.

Late Fees:

In an emergency situation please advise the centre as soon as possible. If a child is not picked up by 5:30 pm, every effort will be made to contact the parents/guardians and emergency contacts. If there is no contact made, Children and Family Services will be contacted by 6:30 pm. A late fee of \$10.00 will be charged for every 15 minute period after 5:30 pm.

Withdrawal of Children:

Written notice of permanent withdrawal must be given two weeks in advance or full program fees will be charged in lieu of notice. A position cannot be guaranteed if a family wishes to temporarily withdraw their child (i.e. summer, maternity leave).

The children's centre has the right to terminate services if:

- 1.) Policies and procedures are not being followed;
- 2.) Child care fees are past due;
- 3.) While it is our centre's policy to provide an inclusive environment for all children a plan of withdrawal may be discussed if safety becomes an issue for the child or his/her peers.

Days & Hours of Operation:

The daycare is open twelve months a year, Monday through Friday, from 6:45am to 5:30pm. The daycare is closed on the following holidays:

New Years Day	Victoria Day	Thanksgiving
Family Day	Canada Day	Christmas Day
Good Friday	Civic Holiday	Boxing Day
Easter Monday	Labour Day	

Child care fees will be charged on the holidays listed above as the centre pays employee wages for these holidays. Over 80% of the centre's revenue is allotted for employee wages.

Class Size and Staff Complement:

The daycare has facilities to accommodate the following groups of children:

10 Infants	Birth to Eighteen months	3 Teachers
15 Toddlers	Eighteen months to Thirty months	3 Teachers
32 Preschoolers	Two and a half to Five years	4 Teachers

Transition between age groups will happen when a child is ready and has had many visits with the next age group. This will be discussed with families prior to the move. There will be an official commencement date for the move to the next age group and the new rate of pay will begin on that date.

Program Statement

Our Vision:

We seek to see the world through the eyes of the child. We are our best resource as we know what inspired us to learn as young children. This knowledge, combined with ongoing professional learning, allows us to strive to offer children the time, space and support they need to flourish with their own special qualities that are unique to each individual child.

We believe children learn best when they are engaged. Our Early Childhood Educators have embarked on a journey into a deeper level of thinking about how children learn best. By close observation and relationship building, our Educators are providing the children with time, materials, and guidance to become the natural explorers they are wired to be. We are thrilled to have the opportunity to document these incredible learning moments and to be able to share these experiences with the children and their families.

We invite families into our world so we can celebrate together when a child reaches a milestone, builds a new friendship, creates a beautiful piece of art, learns a new skill and understands that they are a valued member of our community. We foster an environment where families and staff work together in the best interest of the child. We hope families will take the time to engage in our classrooms, view and respond to their child's learning experiences shared in their learning portfolios, eat our healthy food, and take part in our many exciting learning experiences.

Parkwood Children's Centre is using the Ontario early years' pedagogical document, *How Does Learning Happen?*, to guide our daily practice with children, families, colleagues, and community partners. We have five main goals that are at the forefront of the work we do each day. We encourage family members to share their view of how their child learns. We appreciate hearing about traditions and customs from your child's home environment. This information provides us with a greater insight into the wisdom your child brings to our program.

Current Evolutionary Goals for our Program:

1. Incorporate nature into our everyday programming with the children. Research indicates children need to have a close relationship with nature to nurture their mental health.
 - To understand and acknowledge that we are learning together on Treaty 6 land in the traditional territory of the Anishinaabeg, Haudenosaunee, Attawandaron (Neutral), and Lenape peoples.

- To accept the responsibility in our everyday practice of caring for the land for future generations through exploring and respecting all living things and by recycling and reusing products whenever possible.
 - To engage, as humans, in critical thinking and reflection around our relationship with the land, plants and animals.
 - Offer engaging opportunities for children, staff, and families to explore our place in nature to promote a strong sense of well-being.
 - Participate in inter-generational gardening fostering knowledge of how we take care of ourselves by growing food that we prepare and eat.
 - Reduce and minimize items in our program that are not made of natural materials.
 - Ongoing professional learning to educate organization on the benefits of nature in our everyday lives, to learn how to bring nature indoors and how nature impacts well-being for all.
 - To shift our mindset to view the outdoors as our primary classroom and to invite families to join us through this journey.
2. Encourage children to take manageable risks to promote healthy development, including physical development, a positive sense of well-being, and social development through a sense of belonging.
- Provide ongoing professional learning regarding the importance of risk-taking in young children. Communities of practice offer opportunities for reflection and discussion about what constitutes manageable risk.
 - Educators, students, and volunteers mentored through this change in mindset to understand the importance of risk-taking and problem solving for children and ourselves in the development of self-regulation.
 - Educators are encouraged to observe and reflect on daily interactions to promote child-initiated actions and responses.
 - Children learn through manageable risks to be safe, to understand their limitations, and to promote well-being with one another.
 - Viewing the children as competent and capable through the promotion of self-regulation skills and the building of collective care in all children.
 - Children have child-initiated opportunities to problem solve under the tutelage of skillfully observant educators.
 - Regular monthly observations conducted by the program supervisor to provide mentoring for each program.
 - Educators lead families through this change with regular communication and by inviting them to celebrate milestones and accomplishments.
 - Create a safe space where all members of the organization challenge themselves in risk-taking in order to build confidence in our practice.

3. Incorporate and inspire meaningful opportunities for expression in all programs to enrich each child's life while they are in our care, in hopes that various forms of art will become intertwined in each child's daily life.
 - Provide open-ended art materials to encourage spontaneous creativity and opportunities for expression.
 - Ensure children have access to music and musical instruments in all programs.
 - Provide learning opportunities for dance, movement, languages, and drama as forms of expression.
 - Forms of artistic expression are child-initiated, and educators, students, and volunteers view children as competent and capable in their ability to create beautiful forms of expression.
 - Educators work with families to educate them about the importance of artistic expression in their children's lives. Families are invited to view their child's learning portfolio and to participate with the team in enhancing opportunities of expression for their child.
 - Regular inter-generational programming involving art and music experiences are offered.
 - Art displays are aesthetically pleasing for children and their families.
 - We support children as they develop the ability to view beauty in their world through daily exposure to art, music, movement, languages, and theatre in their surroundings.

4. Continue to evolve our nutrition policy to include aspects of the slow food movement.
 - Inter-generational gardening takes place alongside our own gardening to support learning where food comes from, how to harvest food, and how to prepare the food that we eat.
 - Observe how plants grow and become the food we eat to acknowledge our ties as humans to the land.
 - Continue to reduce the amount of processed food on our menu.
 - Inclusive menu that is mindful of all lifestyles, allergies, cultures, and religions.
 - Educators offer time, space, and materials for the children to contribute to our meal preparation and to support clean up after a meal.
 - Mealtimes are viewed as a time to form bonds with one another, to slow down our pace and savour our food, and to be mindful of our senses when enjoying healthy food.
 - Adults model appropriate eating habits in the classroom such as washing hands prior to eating, sitting during mealtimes, and enjoying meaningful conversation with the children.

5. Establish and build strong relationships with the children, their families, the employees, and our community.

- Children, families, employees, visitors, volunteers, students, and community partners are welcomed, and their needs are supported to ensure they feel they are part of our community.
- Continue to assess and address potential barriers in our environment to ensure our practice is inclusive for all individuals.
- A sense of humour is incorporated into the day to inspire others to slow down and live in the moment through laughter and the enjoyment of one another.
- Instill a sense of belonging for those accessing or supporting our services by offering a welcoming environment, by meeting needs, and by establishing relationships.
- Recognize and acknowledge our place as a settler organization on these lands, through ongoing learning and listening with our minds and our hearts.
- Strive to build connections between families and community partners as needed by providing space, time and support for family meetings, service provision, and classroom supports.
- Ongoing communication with families through daily interactions, by phone, by email, communication logs, through documentation, by hosting annual events for all families, and by providing opportunities for children and their families to share their own unique story.
- For families who choose, an online portfolio is created for their child, so we can share ongoing documentation of learning stories, photos, artwork, and developmental milestones with each family. Hard copies of children's work are also available to families.
- Continue to develop partnerships with SJHC by participating in intergenerational programs as part of our relationship building between the children and the patients at Parkwood Institute.

We believe all children have unique needs and that the daily schedule must be flexible to meet the individual needs of each child. We embrace the varied experiences of each family and strive to ensure each child has time to learn, to play, to establish relationships, to grow, to nourish themselves, to rest, to be active and to feel a sense of belonging. Our program is designed to implement these important elements into our daily schedule while achieving the important goals outlined in our Program Statement.

Our organization provides ongoing professional learning throughout the year to continue to grow our pedagogical practice. We access the many resources available in our community, including the resources available through the Ministry of Education. We strive to access resources from the international community to encourage deeper and more critical thinking about how we learn alongside young children. We hope to share our learning and understandings with the families enrolled at our centre through ongoing communication, pedagogical documentation and research projects.

Our program statement has been developed in accordance with the four foundations of *How Does Learning Happen?* We want to ensure we are providing engaging opportunities for learning, to ensure the promotion of a sense of belonging, to enhance the well-being of children, families and staff members, and to support the expression of all in co-constructing knowledge.

We look forward to sharing our journey with our families and most importantly we look forward to sharing in your child's journey through their early years. This is the time when your child will learn the most and we can't wait to share in this experience.

Resources:

<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>
<http://www.edu.gov.on.ca/childcare/oelf/continuum/continuum.pdf>
<http://www.wikihow.com/Get-Started-in-the-Slow-Food-Movement>
http://www.earlychildhoodnews.com/earlychildhood/article_view.aspx?ArticleID=113
<http://www.merrymount.on.ca/programs/all-kids-belong/>
<http://www.tvcc.on.ca/>
<https://www.psychologytoday.com/blog/freedom-learn/201404/risky-play-why-children-love-it-and-need-it>
http://www.municipalinfonet.com/detail_news.php?ID=573912&titre=Kids+more+active%2C+less+depressed+when+playgrounds+include+natural+elements&cat=%3B75
<http://artfulparent.com/2016/01/the-benefits-of-art-for-kids.html>

Prohibited Practices:

Practices based on negative control of children's behaviour are not permitted at Parkwood Children's Daycare Centre by any employee, student, volunteer or visitor. Any employee, student, volunteer or visitor found to be in violation of these prohibited practices is subject to disciplinary action up to and including termination or loss of privileges or association with Parkwood Children's Daycare Centre, and/or removal from the premises. These prohibited practices include but are not limited to the following:

- Corporal punishment of any kind including hitting, kicking, punching, pinching, squeezing any part of the body, is not allowed;
- Deprivation of food, drink, shelter, sleep, toilet use, clothing and bedding is not permitted;
- Humiliation in any form including degradation, harsh tones, threats, yelling, swearing, derogatory language that shames or undermines a child of his/her dignity and self-worth, sarcasm, and negative discussion of a child within a child's hearing is not permitted;
- Confinement of a child in a small space, highchair, car seat, stroller for the purpose of supervision or discipline is not permitted, unless the child is hurting him/herself or hurting others;
- No exits are permitted to be locked for the purpose of confining a child without the supervision of an adult unless it is for an emergency procedure protecting the child;
- Any type of sexual abuse including molestation or exploitation is prohibited.
- Lack of supervision is not permitted, including diverted attention for frequent or extended periods and leaving the children unattended;
- Inflicting any bodily harm on children including making children eat or drink against their will, is not permitted.

Health:

The Child Care and Early Years Act stipulates that prior to admission; each child must be immunized as recommended by the Local Medical Officer of Health. A medical certificate confirming such immunizations and a complete medical assessment is necessary and needs to be submitted upon admission of a child to our Daycare. Parents wishing their child to be exempt from immunizations must provide a letter to the daycare stating for religious or philosophical reasons their child will not be immunized.

Illness:

Parkwood Children's Daycare Centre follows a strict exclusion policy for children who are ill or are showing signs of illness. This is for the protection of your child, the other children and the employees of the centre. The exclusion policy is based on guidelines provided by the Middlesex London Health Unit. Your child must stay at home if they have the following symptoms or will be sent home if these symptoms develop during the program.

- 1.) fever of 101 or higher
- 2.) sudden onset of cough in conjunction with one other symptom such as lethargy, fatigue, vomiting, diarrhea, mild fever,
- 3.) vomiting or diarrhea (after 2 incidents)
- 4.) discharge from eyes or ears
- 5.) undiagnosed skin rashes or infections

Medication:

A designated RECE or a supervisor in their absence will administer prescription medication to children in accordance with provincial legislation outlined below:

- 1.) medication must be in its original container, clearly labeled with the children's names, date prescribed, name of medication, instructions for storage and instructions for administration.
- 2.) parents are to provide written authorization including dosage and times to administer medication.
- 3.) a designate RECE will administer medication in each program of the centre. When the designate is absent a supervisor will administer the medication.

Non-prescription medicine will only be administered when accompanied by a written emergency plan signed by a doctor and the parents/caregivers. This will be in the event of a condition that requires the use of non-prescription medication.

Medication must be given directly to a staff member. You must provide your own labeled plastic medicine spoon. Parents are to complete a medication form each time their child requires medication to be given.

Nutrition & Allergies:

The daily menu is posted on the parents' information board so families will know what their child will be eating each day. Children are served a full, well balanced lunch, a mid-morning and mid-afternoon snack. The child care centre follows the Canada Food Guide and avoids processed foods wherever possible. Please inform the child care centre if your child has any food allergies, any strong dislikes, or any special diets. Parents are responsible for supplying their infant's food until they are on menu food and their own formula or breast milk. All food brought into the Infant Program must be in its original sealed package or container. This will help avoid any cross-contamination in the Infant room. The centre serves whole milk for the Infant and Toddler groups and 2% for the Preschoolers.

Before enrolling in the child care centre the Program Team will meet with a child's guardians to obtain information about any medical conditions, including whether the child is at risk of having life-threatening allergies. Should a child have a history of anaphylaxis, an individualized anaphylactic plan with emergency procedures will be made in collaboration with the family and their regulated health care professional. This plan will be reviewed annually with the family or when changes are required.

Outside Food Items:

From time to time, a family may be required to bring food for their child on a specialized diet. This plan will be discussed with the Dietary Planner and Program Team prior to being implemented. A risk assessment will be conducted to ensure children in the same learning space with life-threatening allergies are protected.

Outside foods brought to the Centre for children who require specialized diets must be in their original sealed container and labelled with the child's name and date of arrival at the Centre. An ingredients listing must be visible on the product to be inspected by the Dietary Planner or employee serving the food item. If a food product is open, it will be sent back with the family. Food items prepared at home will not be served at the Centre to avoid any potential cross-contamination for other children who may have life-threatening allergies. Should a food item not be labelled staff members will immediately label the food item with the child's name and date received. These items will be prepared and served by Centre employees to reduce the possibility of cross-contamination with food for a child with allergies.

Breastmilk must be in a labelled and dated container and proper food handling techniques will be used by staff to prepare the breastmilk for the child. All bottles, sippy cups, and water bottles must be labelled with children's names to reduce the risk of a child with anaphylactic allergies being exposed to a causative agent.

Clothing & Possessions:

Your child should come to daycare dressed in play clothes suitable for active and sometimes messy play. Non-skid footwear is recommended for inside. Footwear that does not have a back strap will not be permitted for outdoor play for safety reasons. Since we go outside each day, your child will need to bring weather appropriate clothing. In winter this includes snow pants, hats, mitts and boots. In summer this includes a hat, towel, and bathing suit. Please provide your child with an extra change of clothing including underwear, shirts, pants, socks, shorts, etc.

in case of spills or incontinence. The daycare will provide sunscreen for the children in the summer months.

The daycare will not be held responsible for lost clothing. Please label all your children's clothing, plastic bottles, pacifiers, food, etc. Parents are responsible for supplying their children's disposable diapers and wipes. Please check your child's locker to ensure there is adequate amounts of diapers, clothing, etc.

Sharing Child Care Spaces:

Full-time children will be given priority. Children who attend part-time care must share with another part-time child to make up a full-time position. Part-time spots must be flexible and willing to change days as requested by the Director.

Parking:

A drop off area is available in front of the Hobbins Building. A maximum of 15 minutes is allowed.

Emergency Management Plan:

The child care centre has an emergency management plan that is reviewed and signed by each staff, student and volunteer at the time of orientation. There are three evacuation sites for the centre. Parkwood Cafeteria, Western Counties Wing Auditorium or the Regional Mental Health Care Building Gymnasium in the event the main building needs to be evacuated. Parents will be notified as soon as possible via email, telephone or website if the child care centre has been evacuated.

Fire Drill:

Monthly fire drills/ evacuations are practiced. Occasionally the hospital may use the daycare in one of their practice fire drills, which would be with the alarm system and the announcement of Zone D Daycare.

In the event of a real fire or evacuation the children are removed to the Parkwood cafeteria or the alternate location of the W.C.W auditorium. In the event of an evacuation the children will be at the alternate locations.

Since parents would be unable to contact the daycare communication is directed to Quality Management and Communication ext. 42513 or 42534

Daycare employees take children's emergency cards with them. Parents or emergency contact person would be contacted regarding instructions to pick up the children.

Role of Caregivers:

Arrival, Departure, and Release of Children from the Centre:

Your child will not be released to any person whose name is not on the admission form. Any changes should be provided in writing to the teacher in your child's classroom. Please note that a person may be required to show photo identification when picking up your child if the teacher does not recognize this person. This is for the protection of your child. We reserve the right to

not release a child to any person who, in the sole opinion of the employee, is impaired or otherwise unable to suitably and safely care for the child.

Caregivers need to notify the centre if their child is going to be late or absent. Please ensure that a teacher is aware that you have dropped off or picked up your child each time you bring your child to care. When delivering your child to the centre, please ensure the teacher has been informed of any special instructions regarding your child.

There are whiteboards displayed in the hallway to inform caregivers about their child's day. Please take the time to read these so you can discuss your child's day with them.

Serious Occurrence Reporting:

Child care centres must adhere to the guidelines set forth in the Child Care and Early Year's Act (CCEYA). Of note, there are specific types of incidents that must be reported to the Ministry of Education as Serious Occurrences. These incidents are then to be posted publicly for families to view for 10 days. Updates are to be added to the posting by the Operator or her Designate during this time period. Names of those involved will not be posted given privacy laws. The rationale for the posting of Serious Occurrences is to improve transparency with families regarding incidents that take place on the premises. Serious Occurrence Notifications will be kept on file for 2 years after the incident. They will be posted in a public area, near the Centre's license for 10 days.

Supervision of Students/Volunteers:

All employees of Parkwood Children's Daycare Centre must maintain Ministry approved ratios at times when children are in their care. Volunteers and students on placement at Parkwood Children's Daycare Centre must not have unsupervised access to the children. No child is to be supervised by anyone under the age of eighteen. All employees must obtain a Vulnerable Sector Check before commencing employment working with children and maintain a valid Vulnerable Sector Check while employed. All eligible volunteers and students must have a current Vulnerable Sector Check before commencing duties at Parkwood Children's Daycare Centre. Vulnerable Sector Checks must not be older than 6 months, prior to the first day of employment or placement.

Parent Issues and Concerns Policy and Procedures

Purpose

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

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff, cook, supervisor).

Student: An individual attending an educational institution that is on placement for mentorship at the agency.

Volunteer: An individual providing assistance to the agency without compensation.

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing within our program. As supported by our program statement, we encourage positive and responsive interactions among the children, parents/guardians, educators; students, volunteers and all other employees. We foster the engagement of ongoing communication with parents/guardians about the program and their children. Our staff is available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Parkwood Children's Daycare 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.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. When raising an issue or concern, it is best to give as much detail as possible in order to help lead the situation to a speedy resolution. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 2-5 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Issues or concerns may require a meeting with an educator, which will be scheduled

Investigations of issues and concerns will be fair, impartial and respectful to parties involved. Interviews may take place with those involved in order to clarify situations and help lead to a resolution of issues.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society). Parkwood Children's Daycare Centre considers all information connected to a child, parent, staff, student or volunteer (as seen in our confidentiality policy) as confidential, and as such it is our duty to protect the privacy of all persons involved.

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Under no circumstances will harassment and discrimination 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 supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect, that is, where a child has had or is likely to have physical harm or sexual molestation or exploitation occur, or the basic needs of the child are not being met, including (but not limited to) nutrition, clothing, health care, supervision, housing, education, safety and abandonment.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly. (London/Middlesex Children's Aid Society 519-455-9000)

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*. A person convicted of failing to report child abuse or neglect is liable to be fined up to \$1,000. For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 2-5 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received;
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - 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; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, students, volunteers, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2-5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

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

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

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

Contacts: [insert information, e.g. agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies]

Infant Program 519-685-4058 x42997

Toddler Program 519-685-4058 x42996

Preschool Program 519-685-4058 x42994

Danielle Gebeyehu, Program Supervisor: 519-685-4058 x42070

Barbara Jackson, Executive Director: 519-685-4058 x42036

Leanne Argoso, Board President: 519-646-6100 x42977

Karna Glen, Board Vice-President 519-685-8500 x52714

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

College of Early Childhood Educators: 1 888 961-8558 or discipline@college-ece.ca

Middlesex London Health Unit: 519-663-5317

Children's Aid Society: 519-455-9000

Updating Files:

Please inform the centre immediately of any changes in employment, home address, telephone numbers, immunization updates, and new allergies, etc. This is for the safety of your child.

Parent Involvement:

Parents and caregivers are encouraged to visit their children during the program. We also encourage all caregivers to attend our Annual General Meeting, Holiday Pageant, Parent Conferences and Parent Workshops.

Volunteers are required for field trips so we encourage you to sign up for these events. All volunteers require a vulnerable sector screening (VSC). The Executive Director will provide volunteers with a letter to request a VSC at the local police station. These trips are a great way to spend some time with your child. Volunteers will be accepted on a first come first serve basis for field trips.

Thank you for your commitment to Parkwood Children`s Centre. We look forward to being a part of your family. We hope this information booklet gives you, the parent, a better understanding of what we are trying to accomplish with your child when they are in our care.