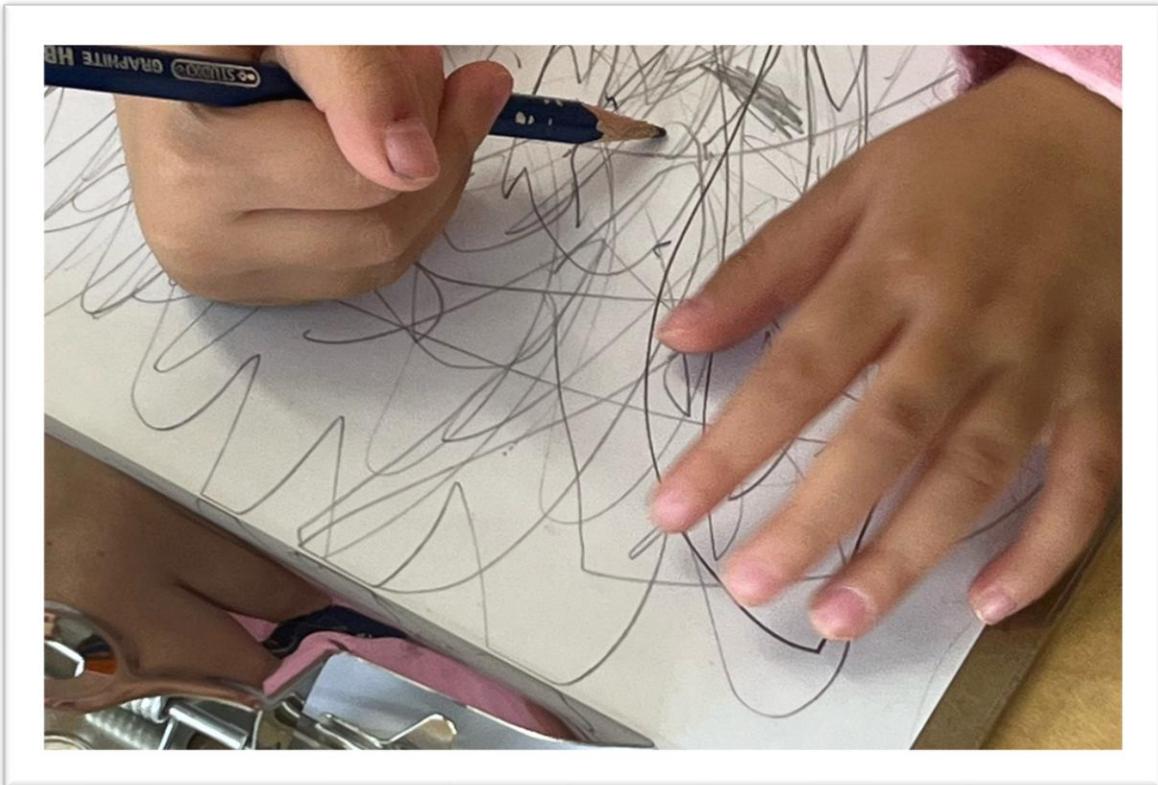




Parent Handbook





Introduction

Welcome to Parkwood Children's Centre. The centre was established in 1989 to provide high quality childcare 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. When ratios allow, 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 completed prior to your child's admission. Paperwork will be provided at your parent tour or sent by email. A payment process must be discussed prior to admission to the program.



Paying for child care: Fees, Terms and Conditions

We have been approved for fee reductions based on the Canada Wide Early Learning and Child Care Agreement (CWELLC)

The **base fee** schedule effective January 2025 is:

| Age Group | Weekly Rate | Daily Rate | Part Time Rate |
|--------------|-------------|------------|----------------|
| Infants | \$110.00 | \$22.00 | \$22.00 |
| Toddlers | \$110.00 | \$22.00 | \$22.00 |
| Preschoolers | \$110.00 | \$22.00 | \$22.00 |

*Fees are subject to change

A registration **base fee** of the amount of two weeks care is required to guarantee space in the program. The two weeks of care deposit is refundable prior to 60 days of when you plan to start care, after that this deposit becomes non-refundable. The two weeks of care will be put towards your child's first two weeks of care.

Fees are charged and expected to be paid in full prior to the use of services. For example, your deposit will pay for the first two weeks of care, week 3 and 4 of care will be charged prior to using the service. Payment is due by payroll deduction or E-transfer and is the responsibility of the Parent or Caregiver.

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 emailed at the beginning of each month. SJHC employees using the payroll deduction method will be billed childcare fees two weeks ahead, which will be deducted off their bi-weekly payroll.

Non-payroll payments may be paid by E-transfer. E-transfers may be sent to parkwooddaycarebilling@gmail.com after confirming the security question and answer with office administration.

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

All refunds due to withdrawing of the program prior to 60 days' notice before start of care, or due to human error will be refunded in the form of a cheque that can be picked up at our location or mailed.

Accounts

It is the family's responsibility to stay current with payments through payroll deduction, subsidy or E-transfer. Enrolment in the centre is dependent on full and timely payments. We reserve the right to terminate care if the account is considered outstanding. A monthly statement will display the childcare fee amounts owing. Once an amount is overdue by 90 days, interest will begin to accumulate at a rate of 2% per month. **This is a non-base fee.** If an outstanding amount remains on your account upon the withdrawal of your child, payroll deduction or E-Transfer 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 Parent Fees

In an emergency, 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. **This is a non-base fee.**

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 space 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.) Childcare 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 (or days in lieu if these days fall on a weekend):

| | | |
|---------------|---------------|--|
| New Years Day | Victoria Day | Thanksgiving |
| Family Day | Canada Day | Christmas Day |
| Good Friday | Civic Holiday | Boxing Day |
| Easter Monday | Labour Day | County Wide Professional Development Day |

Childcare 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:

| Classroom | Approx. Age Grouping | Ratio (Educator: Children) |
|--------------|----------------------|----------------------------|
| Infants | 0-18 months | 3:10 |
| Toddlers | 18-32 months | 3:15 |
| Preschoolers | 2 ½ -5 years | 4:32 |

Transition between age groups will happen when there is space available, and a child is ready and has had 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.

Safe Arrival and Dismissal

Vocabulary

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Emergency Card: Each child has a card in the classroom that contains vital information about the child, including the parents' contact information and the emergency contact information.

Purpose

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

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

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

Note: definitions for terms used throughout this policy are provided in a Glossary at the beginning of the document.

Policy

General

- Parkwood Children's Centre will ensure that any child receiving childcare at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.

- Parkwood Children’s Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- 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

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 Emergency Card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., leave a voice message or advise the closing staff at pick-up), the staff in the classroom must:
 - inform the Executive Director or Supervisor and they must commence contacting the child’s parent/guardian after approximately one hour after the expected arrival time . Staff shall contact via electronic messages (e.g.: Storypark or email).
 - If we have not heard back from the parent/guardians after approximately 30 mins we will call both main contacts, leaving a message if necessary.
 - After an additional approximate 30 minutes if we have not heard back from the parent/guardian we will try to call again, leaving a message if necessary and then also moving forward contacting the Emergency Contacts, leaving a message with them if necessary.
 - After approximately an hour of no contact, an electronic attempt and two phone calls, the Executive Director or Supervisor will continue to reach out either via electronic messages or phone calls.
 - If the child does not arrive for a second day, no call-no show, and the above steps are repeated, the Executive Director or Supervisor will make the call to the appropriate authorities (e.g., Non-Emergent Police Line 519-681-0300, or the local Children’s Aid Society (CAS) at 519-455-900).

2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the 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, 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 file or written authorization.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up approximately one hour from the indicated time, the program staff in the child's room will inform the Executive Director or Supervisor that they shall be contact the parent/guardian via electronic messages (e.g.: Storypark or email) and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian after 30 mins, staff must call and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
 - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:35pm (5 mins after closing), staff shall ensure that the child is given an activity and a snack if required, while they await their pick-up.
2. One staff member shall stay with the child, while a second staff proceeds by calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.

3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall begin contacting authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) at 519-455-9000. Staff shall follow the CAS's direction with respect to next steps.

Please note the **non-base fee** if a child or children are here past the centre closing time. Please see section Late Parent Fees above.

Program Statement

Our Vision

At Parkwood Children's Centre, we believe children learn best when they are engaged and feel a connection. As Educators, we are committed to continuously study how children learn best. We believe we learn how to best form relationships with the children, families, nature and the community through observation and communication. We are committed to providing the children with time, materials, and guidance to naturally explore the world around them. We believe that we are facilitators because children are capable, competent, curious and great advocates for their needs. We are inspired daily by the children but also seek influence from current research and best practice such as "*How does Learning Happen*", as well as philosophies such as the Reggio Emilia Approach. We value the opportunity families entrust us with to facilitate and document these remarkable learning moments and to be able to share these experiences with the children and their families.



Current Evolutionary Goals for our Program:

We have five main goals that are at the forefront of the work we do each day.
Current Evolutionary Goals for our Program:

- 1.) Incorporate nature into our everyday programming with the children. There is a link between children and nature, when children are connected to nature it nurtures their holistic well being.
- 2.) Encourage children to take manageable risks to promote healthy development. Risk encompasses all areas of development, builds a positive sense of well-being, and allows children to trust their decision-making abilities that carry far past Early Childhood.
- 3.) Incorporate and inspire meaningful opportunities for expression and learning to enrich each child's life while they are in our care.
- 4.) Continue to evolve our nutrition policy to include aspects of the slow food movement.
- 5.) Establish and build strong relationships with the children, their families, the employees, and our community.

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.

Prohibited Practices:

As per Section 48 of the Ontario Regulation:

48(1) No licensee shall permit, with respect to a child receiving childcare at a childcare centre it operates or at a premises where it oversees the provision of childcare,

(a) corporal punishment of the 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 himself, herself 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 centre or home childcare premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.

(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 his or her self-respect, dignity or self-worth.

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
or

(f) inflicting any bodily harm on children including making children eat or drink against their will.

Safe and Healthy Children

Immunizations

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 recognizes that in group care we have a responsibility to minimize the spread of illness. In partnership with families and caregivers, we can reduce the spread of illness at the centre, by understanding each child's baseline and working with families to keep children at home who show signs of illness. Although signs of illness are not always evident at drop off, having open communication between staff and families/caregivers will help determine next steps in care when symptoms present themselves. Exclusion for illness is for the protection of your child, the other children, families and the employees of the centre. The exclusion policy is based on guidelines provided by the Middlesex London Health Unit as well as Parkwood Hospital. If your child exhibits any of the following symptoms they would be required to stay home or will be sent home if these symptoms develop during the program:

- elevated fever
- sudden onset of cough in conjunction with one other symptom such as lethargy, fatigue, vomiting, diarrhea, mild fever,
- vomiting or diarrhea (loose stool)
- discharge from eyes or ears or open sores
- undiagnosed skin rashes or infections
- Evidence of head lice
- Within 24 hours after receiving a general anesthetic
- Children prescribed antibiotics for a contagious diagnosis must remain off for at least 24 hours to allow for the antibiotics to work (they can return when they are no longer contagious and can participate in programs)
- Children prescribed new medication must be home for 24 hours to ensure there is no reaction.

*Please note that the symptoms for exclusion or frequency of them are subject to change based on the guidance provided by our local Health Unit and Parkwood Hospital under the umbrella of St Joseph's.

Medication:

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

- 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.
- Parents are to provide written authorization including dosage and times to administer medication.
- A designate Educator 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 Menu Board on the Kitchen door 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 childcare centre follows the Canada Food Guide and avoids processed foods wherever possible. Please inform the childcare 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 childcare 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 to 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 and 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. Part-time is offered as Monday, Wednesday, Friday OR Tuesday, Thursday only. A part-time spot is only available when there is a match of the opposite days, completing a full-time space. If one family removes themselves from the part time space, the other family will be responsible for the full-time space if no other match is available.

Waitlist

Parkwood Children's Daycare Centre maintains a waiting list, free of charge, for childcare spaces. A list is maintained for each age group, including Infants (0-18 months), Toddlers (18-30 months) and Preschool (2.5-5 years). A space will become available upon the withdrawal of a child from a space, upon a child moving into a different age group or upon a child switching to a part-time status from a full-time status.

Full-Time Childcare: 5 days a week, Monday-Friday. Full-time care is given preference upon enrolment.

Part-Time Childcare: Two or three days a week, either Monday, Wednesday Friday or Tuesday, Thursday schedule. A part-time spot is only available when there is a match of the opposite days, completing a

full-time space. If one family removes themselves from the part time space, the other family will be responsible for the full-time space if no other match is available.

Priority for enrollment will be granted based on the following criteria

- Children who are currently enrolled and waiting to move up to the next age group.
- Siblings of children already enrolled at the centre.
- A returning family.
- Children requiring full time care;
- Children of Parents/Caregivers who are employees of St Joseph's Health Care or Parkwood Children's Centre;
- Children requiring care in the month the space is available.

Priority will be given to persons based on application date, age of the child, and needs of the centre while considering all priority criteria above. Proof will be required for eligible St Joseph Health Care employees at time a space is offered.

While we try to admit as many children as we are legislated to care for at any given time, there will be times when we do not have available space. Parents are encouraged to communicate with the Program Supervisor to determine their eligibility and placement on the waiting list. Please note that we will use language such as "**high probability**" or "**low probability**" of obtaining a space, instead of a numbered system as there are many variables to consider.

Once a space is confirmed upon the withdrawal of another family, a family will be notified of the available space. The family will be contacted via phone or email with a designated time to respond. If a response is not delivered in the corresponding time frame, the childcare space will be offered to the next family on the waiting list. **The eligible family will be invited for a tour of the centre** and appropriate paperwork will be offered for completion. A well as a nonrefundable two-week deposit. This deposit will go towards your first two weeks of care, these are both base fees. Once your child is registered, they cannot be bumped out of their space by another child.

A two(2) hour visit will be available for the child to visit without their caregivers if we are able to cover it within our own ratios. This visit must be scheduled at the convenience of the centre to maintain child/educator ratio. If a family decides their child needs more time to visit, prior to the start date, the caregiver must be present during the visits. All visits must be booked in advance.

Tours will only be conducted once a space is available for a family. Unscheduled tours may be disruptive to the children in the program. Families will be notified as soon as possible of an available space but withdrawal for the space can be as short as two weeks so notification may take place with about two weeks' notice, ahead of the start date.

For waitlist information please contact

Danielle Gebeyehu, Program Supervisor

519-4785-4058 ex 42070

Danielle.gebeyehu@sjhc.london.on.ca

Application for Wait List

Create a family account on 1 List, the London & Middlesex Childcare Waitlist, located at:

<http://www.familyinfo.ca/>

Parking

A drop-off area is available in front of the Hobbins Building (D Entrance). A maximum of 15 minutes is allowed.

Emergency Management Plan

The childcare 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 childcare 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 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 will 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.

Serious Occurrence Reporting

Childcare 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 childcare 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 childcare centre it operates (i.e., the operator).

Staff: Individual employed by the licensee (i.e., 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 childcare 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 learning, 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; - the name of the person who received the issue/concern; |
| <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 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> | <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</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:

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

Jennifer Miller, Executive Director: 519-685-4058 x42036

Jacobi Elliott, 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, Parent Evenings 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.