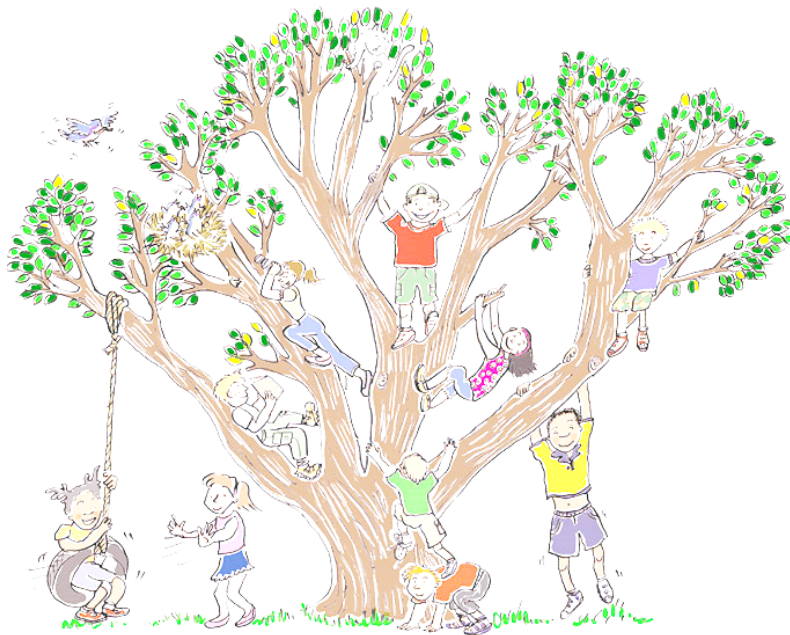


# Parent Handbook

“helping children grow into their biggest dreams”



May 22<sup>nd</sup> 2024

Hours of Operation 6:30 am – 6:00 pm

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Welcome to Royal Bear Child Care Centre we are happy to have you join us.

## Program Statement

At Royal Bear Child Care Centre, we believe that children are competent and capable beings that are full of wonder, ideas and potential. As such they are entitled to a learning environment that honours them. We view curriculum as everything that happens during our time together. We believe that each moment we share with children offers us an opportunity to build positive relationships and create an atmosphere that nurtures children, educators and families. We encourage children to pursue their passions, curiosity and interests through environments that invite them to explore, collaborate, reflect and communicate using a wide range of resources and materials. Our commitment to a high-quality learning environment is linked by the children, parents, and educators.

### How Does Learning Happen?

Using the common framework referred to in *How Does Learning Happen?*, our centre strives to support the children and assist in achieving the goals listed below. We aim to meet the expectations for programs building on the four foundations for healthy growth and development:

The four foundations and their definitions are as follows:

Foundations	Goals for Children	Expectations for Programs
<b>Belonging</b>	Every child has a sense of belonging when he/she is connected to others and contributes to his/her world.	Develop respectful relationships and connections to create a sense of belonging among and between children, adults and the world around them.
<b>Well-Being</b>	Every child is developing a sense of self and health and well-being.	Nurture children's healthy development and support their growing sense of self.
<b>Engagement</b>	Every child is an active and engaged learner who explores the world with her/his senses, bodies and minds.	Provide environments and experiences to engage children in active, creative, and meaningful exploration and learning.
<b>Expression</b>	Every child is a capable communicator who can express himself/herself in many ways.	Foster communication and expression in all forms.

### Our Strategies

Our child care centre has combined the Early Learning for Every Child Today (ELECT) principles, along with the provincial pedagogy for early learning. These strategies strengthen the quality of our programs and ensure high-quality experiences that promote the health, safety, nutrition and well-being of children.

Royal Bear Child Care Centre will plan for and create positive early learning environments that:

#### **1) Promote the health, safety and well-being of young children, families and educators.**

You will see:

- Photographs and names of all the educators posted
- Well organized environments, with lots of materials that are easily accessible to the children
- A process to sign your child in and out of the program, to ensure they are safely supervised.
- Healthy menus, following Canada's Food Guide.

- Children and educators washing their hands frequently throughout the day to promote good hygiene and to prevent the spread of illness.
- Snacks are available to the children who arrive early and are set out for the children to promote independence. The Hand over hand technique will be used to assist younger children. Water is always available to the children throughout the day.
- At mealtimes, the educators sit and eat with the children and will participate in conversations with the children.
- Older children serve themselves and are encouraged but never forced to try new foods.
- An abundance of opportunities for gross motor play as children are encouraged to use their entire bodies to explore the world.
- Positive language that emphasizes accomplishment and effort.
- The centre is kept clean throughout the day.
- Security systems are installed, and all visitors are required to sign in and out of the centre.
- There are no televisions and video games in the programs for the children. Educators will assist children on mobile technology (tablets/phones) to look up information on the Internet to expand or enhance their play and learning.
- Educators follow the health and safety guidelines set out by the Ministry of Education and the Durham Region Health Department.

### **Healthy Food and Active Play Make a Difference**

Additionally, opportunities for rest and a balance between active and more reflective play are strategies that will be implemented to support positive interactions and facilitate healthy development.

## **2) Support positive and responsive interactions between educators, children, and families.**

You will see:

- During the process to enroll your child at our centre, the Supervisor or designate will provide you with a meet and greet. This is an opportunity to introduce you and your child to the educators. A meeting will be held to compile information about your child's specific needs, likes and dislikes, and what comforts your child. This will allow educators to begin to build an understanding of your child's individual needs.
- Our Parent Handbook provides the operational details of our programs, hours of operations, fees and payment processes, and outlines our operational policies so families know what to expect when they choose our services.
- Educators who greet and welcome you and your child upon arrival at the program.
- Educators using calm voices and at the child's level for face-to-face interactions.
- Parents and educators talking together, sharing information and knowledge about each child.

### **Strategies to Support and Strengthen Positive Interactions**

Positive interactions are encouraged and supported by the development of enriched environments where all children belong and where there are a range of interesting, intriguing and developmentally appropriate activity options to engage children. Educators are reflective practitioners whose knowledge and understanding of the individual children and child development supports positive behaviours on the part of children, educators and families. The focus on the positive is a key component of our affirming approach.

Questions educators ask themselves:

- How do I **engage** with children in a way that builds on their strengths as opposed to identifying what they are doing "wrong"?

- Am I **learning** too? How do I respond when a child asks me something that I don't know? Do I redirect the child to something else or do I respond: "Let's find out together!"
- Am I **moving away** from viewing play as just something children do and **moving towards** viewing play as intentional and inquiry based; a way for children to **express** themselves in multiple ways?
- Am I having fun? Is at least a part of each day filled with a **shared sense of joy** that is the wonder of new learning for me and the children with whom I engage? What are the clues that demonstrate that I am engaged and interested in what I am doing?

### **Supporting Children to Manage their Behaviour**

Children benefit socially, emotionally, and physically from our positive approach. Educators focus on helping the child understand their feelings and emotions and provide support to help children regulate their behaviour.

The following are unacceptable behaviour management strategies and are not permitted at any time under any circumstances:

- 1) Corporal punishment.
- 2) Physical restraint of a child for the purposes of discipline or in lieu of supervision unless physical restraint is for preventing a child from hurting self or others and is used only as a last resort until risk of injury no longer exists.
- 3) Harsh or degrading measures or use of derogatory language that may humiliate or undermine a child's self-respect and self-esteem.
- 4) Depriving a child of basic needs such as food, shelter, clothing, sleep, toilet use or bedding.
- 5) Inflicting any bodily harm on children including making children eat or drink against will.
- 6) Confining a child by locking the exits of the centre or using a locked or lockable space to separate the child from other children.

### **3) Encourage and enable children to interact and communicate in a variety of different ways- with each other, with educators and with their communities.**

You will see:

- Children to communicating their ideas, thoughts, and feelings through:
- Painting, drawing, modelling with clay, playdough and other art and creative / sensory materials.
- Telling or writing stories.
- Singing.
- Dancing.
- Talking with educators.
- Talking with other children.
- Building with blocks and other building materials.
- Conducting experiments.
- Solving problems.
- Planned excursions outside of the centre site, to promote children's connection to their local community.

### **4) Foster exploration and inquiry that is play based. Evidence from diverse fields of study tells us that when children are playing, they are learning.**

You will see:

- Children making sense of the world around them through play.

- Play that is supported by caring adults in environments with materials, space and time that encourage complex thinking and aid children to gain essential skills. These skills include creative problem-solving, learning to get along with others, coping with challenges, overcoming obstacles, and learning to focus their attention. These are foundational activities that promote the development of literacy, numeracy and other important life skills.

### **Supporting Healthy Development and Learning**

At Royal Bear Child Care Centre, specific strengths, needs, and developmental goals are identified. Educators set goals through individual attention, inquiry play-based learning activities, and positive learning environments in which each child's learning and development is supported. Educators focus on children's **social, emotional, physical, creative, and cognitive development** in a holistic way. This approach will be strengthened by:

- 1) Preparing the environment to foster learning and development.
- 2) Building on the children's ideas, questions and theories as observed in play.
- 3) A collaborative approach that incorporates discussion amongst team members about how to support deeper exploration.
- 4) Inviting and engaging others in the continuing process of program development including parents, the children themselves and other community partners including but not limited to educators within the school system.

Children learn through exploration, play, and inquiry with the educators as co-learners. Educators have thoughtful conversations with children, which encourages them to interact and communicate in a positive way and promotes their ability to self-regulate. We use the Nipissing District Developmental Screen, children's portfolios, learning stories, pictures, and other pedagogical documentation of children's activities on an ongoing basis to study, interpret, make visible, and help inform children's learning and development, as well as the overall program.

#### **5) Provide both child initiated and adult supported experiences to foster development.**

You will see:

- Weekly Program Plans posted with a variety of educator planned activities that will be added to throughout the week as the children expand on the activities or move forward in new directions.
- The number of transitions during the day are limited; children do not spend a lot of time lining up or waiting for activities to take place.
- Times when the child takes the lead in planning the activity and times when the educator builds on observations to develop and implement activities that support each child build on his/her skills and abilities.

#### **6) Provide many opportunities for a range of experiences that support each child's learning and development.**

You will see:

- Children actively engaged in activities, typically using small groups.
- Children and educators are smiling, laughing and having fun, playing and learning together.
- Educators observing and making documentation about children to build experiences.
- Educators discussing the documentation with the children.
- A focus on learning through play with educators encouraging and supporting questions, answers and problem solving on the part of the children.

**7) Incorporate a range of different learning environments including indoor and outdoor play, active play, quiet play, rest and quiet time considering the individual needs of children.**

You will see:

- Well stocked toy shelves and creative materials available to the children.
- Quiet comfortable spaces for reading or quiet individual activities or rest.
- Children engaged in a range of different activities throughout the day.
- Children taking the lead; actively shaping their play.
- Educators listen and learn from the children as much as the children listen and learn from the educators.
- Educators encouraging children to explore nature and their natural environments.
- Quiet activities provided for children who do not require a nap during rest times.

**8) Foster engagement of and ongoing communication with parents about the program and their children.**

You will see:

- Educators seek out opportunities to talk with parents without ignoring the needs of the children.
- For Infants, daily information sheets will be completed by the educators for parents.
- Daily Journals are the main method of communication provided by Royal Bear Child Care. The journals provide daily information regarding their child's day.
- Opportunities, both planned and informal for parents and educators to share ideas about how best to support each child.
- Portfolios for each child which are accessible to parents.
- Accident / Incident reports completed if your child has an accident to provide you with information as required.
- Notes posted as reminders for parents about upcoming activities.
- Newsletters for parents sharing information about our programs.

We see children as competent individuals, capable of complex thinking, curious and rich in potential and we will value and build on their strengths and abilities. We will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

We see families as experts because they know their children better than anyone. They share relevant and valuable information to make their children's experience that much more special. We will foster the engagement and provide ongoing communication with parents, and the local community partners about the program and the development of their children.

We see our educators as knowledgeable, insightful, resourceful, and rich in experience. We value the experiences and adaptive environments that are created just for the children based on interests. We will provide child-initiated experiences that are supported by adults. The centre will support staff with continuous professional development to maintain a supportive and educational environment.

**Royal Bear Child Care Partnership with Parents**

Educators foster engagement and ongoing communications with families regarding the program and their children. We strive to build positive and responsive relationships with children and their families. We recognize and value each family for their unique strengths, perspectives, and contributions to our program. Families are encouraged to participate—as we are partners in supporting the development of healthy, happy, capable, and competent children.

A strong, respectful, and equitable relationship with parents is key to our ability to fully engage as co-learners with the children and with their families. To this end, we seek out opportunities to engage parents in a way that meets their needs and builds on strengths while respecting the challenges that face young families including long commutes, time pressures and the busyness inherent in raising a family. Strategies include but are not limited to:

- An “open door” policy that welcomes parents to drop off and pick up at the times that work best for their family within the hours that the centre is open and allows them to drop-in to observe whenever convenient for the parent.
- Informal discussions daily.
- Posted documentation of activities, interactions, and engagement.
- Sharing resources and materials about community supports and activities.
- Inviting parent participation in the development of curriculum; to share cultural and family experiences.
- Inviting and encouraging parents to participate directly in the day-to-day activities of the centre.
- Social and open house activities.

Key ideas and messages we share with parents:

- Our program is **play and inquiry based** because it is the way children learn best. A play-based program provides the kinds of opportunities that children need to be fully **engaged** and to learn how to **express** themselves many ways. We will be sharing our learning with and about your children in many ways.
- What do you think that it is important that I know about your child to support his/her **well-being**?
- These are our **goals for your children**, and this is what we will be doing with your child to support the achievement of these goals. (Outline the program expectations)
- How can we support your **engagement** with our program so that you feel that you **belong**? What works for you, your schedule, and your family?

**9) Actively engage with community partners and provide opportunities for the children and families to develop close connections with a range of community supports.**

You will see:

- Parents are welcomed at any time and are encouraged to drop in when and if they have time to do so.
- Planned excursions to community services and programs such as the local library, grocery stores and other neighbourhood locations.
- Use of community partners as a resource and support to families, children, and educators. These community partners may include but are not limited to Resources for Exceptional Children and Youth, Grandview Kids, Kinark and Durham Behaviour Management Services.
- Staff supporting parents to connect to community partners through referrals with parental consent.
- Staff working collaboratively with parents and community partners to best support the children and families in our Early Learning and Child Care Centres.

**10) Strengthen the capacity of educators to collaborate effectively with children, families, and their colleagues through the provision of ongoing opportunities for continuous professional learning.**

You will see:

- Educators encouraged and supported to attend professional development.
- Registered Early Childhood Educators (RECE's) are required by their membership in the College of Early Childhood Educators to commit to their own ongoing professional learning.



- New ideas and strategies to support children’s development introduced throughout the program.
- Materials and research shared with parents.

### **Continuous Professional Learning for Educators**

Our early learning and child care centres are environments that support educators, and others who interact with children, to continually self-reflect, have discussions, foster ongoing collaboration, and engage in continuous professional learning, to provide the best possible learning environment for children. Educators are provided with many mandatory health and safety related training sessions, such as Standard First Aid and Infant Child CPR

In addition,

- Educators are encouraged to participate in up to three personal professional learning opportunities each year, based on their annual Feedback and Development learning goals.
- Educators meet to share ideas and information and to develop programs.
- Educators are encouraged to participate in community learning opportunities through Capacity Building and the Durham Region Child Care Forum.
- RECEs are encouraged to participate in the College of Early Childhood Educators Continuous Professional Learning Program.

### **11) Use many languages to document and review the experiences of the children and the educators in order to:**

- Provide an ongoing record of development.
- Provide tools to enable educators to reflect on the impact of their activities and strategies.
- Provide a visual and oral record that enables parents to review and explore the developmental trajectory of their child.

You will see:

- Documentation posted on the walls that tells and shows you what the children are doing.
- Different methods of recording observations about what the children are accomplishing.

### **A Commitment to Continuous Improvement**

All new educators, students and volunteers are required to review the program statement prior to interaction with children in our care, and any time the program statement is updated. All educators are required to review the program statement on an annual basis. This will be accomplished at a yearend team meeting which provides an opportunity to reflect on the successes and challenges of the past year and to set goals for the upcoming year.

## **Program Developments**

Our programs are re-evaluated to reflect changes within the CCEYA (Child Care and Early Years Act) and ideologies of Early Childhood Education. Children’s developmental needs and the needs of families also play an important role in changes.

Parents/Guardians are encouraged to discuss any aspect of the programs and/or their child’s progress through formal or informal interviews at any time during the day. Input from parents regarding the program is always appreciated and welcomed.

Throughout the year newsletters will be sent home informing you of daycare news or special events taking place. Seasonal Newsletters will also be distributed



## **Health, Safety and Well-being**

Royal Bear Child Care supports and promotes the physical, social and emotional well-being of children and all staff. We strive to meet and, where possible, exceed licensing requirements as well as the requirements of Durham Region Public Health. To protect the health and wellness of the children attending Royal Bear Child Care, everyone is strongly encouraged to follow routine practices and proper hygiene when at all possible. As a result, we practice frequent hand washing and the use of gloves during all diapering or assistance with toileting, as well as handling any injuries if they happen. We like to provide opportunities for healthy nutrition, hygiene, and regular exercise including daily outdoor play, in a safe and clean environment. On a regular basis, the staff at Royal Bear Child Care will be learning the needs of each child in care so that the best individual care can be offered. Every staff will have a valid First Aid Certificate.

It is required that you provide the immunization history of your child so that in the event of a community or facility outbreak, there is an understanding of risk to each child in my care. If you have chosen not to immunize your child, a signed note from you, the parent, stating such will be required.

In the event of illness, all measures are taken to comfort and provide relief to sick children or staff members and their families, and to protect others from contagion. Such protection measures include exclusion from Royal Bear Child Care when illnesses from identified communicable diseases or conditions of ill health pose a risk to others.

While there are many policies dealing with illness when it occurs, it is always important to address prevention through good hygiene strategies.

### **Hand Washing Procedure**

#### **Steps for proper handwashing**

1. Wet hands with warm running water.
2. Apply a small amount of liquid soap. Antibacterial soap is not required.
3. Rub hands together for at least 15 seconds. Rub palms, backs of hands, between fingers and under nails.
4. Rinse off all soap with running water.
5. Dry hands with a clean, disposable towel.
6. Turn Taps off with paper towel
7. Discard the used towel in the waste container.

### **Appropriate diapering and toileting practices**

Pathogens are everywhere, including body fluids such as urine and stool. Due to their presence, child care providers are at risk of becoming ill if they do not take appropriate precautions during diapering and toileting routines. Inappropriate diapering and toileting practices can also result in an increased spread of disease among children. To prevent disease transmission, child care providers need to ensure proper infection prevention and control practices are in place for diapering and toileting routines. It is important to have a written policy and procedure that clearly identifies the proper diapering and toileting routines.

The policy and procedure include the following:

- A well-equipped handwashing sink adjacent to the diapering change table is available at all hand to ensure proper handwashing.
- Disposable gloves will be used during the diapering and toileting routine. Step One. Use gloves to remove the diaper and wipe children. Step 2. Wrap the gloves around the soiled diaper and wipes and dispose of the gloves in the garbage, Step 3. Sanitize or wash hands. Step 4. Put on new gloves to put on cream/ clean diaper. Step 5. Staff and Child will wash their hands immediately after the diapering procedure is complete. **Handwashing procedures located above the sinks in the bathroom. Diapering procedures located above change tables.**

### Proper hand washing hygiene (please see above)

- Proper application (typically a popsicle stick) will be available and used for personal and communal skin products to prevent cross-contamination.
- The three-step procedure implemented to properly clean and disinfect equipment (Diaper change table, change pad, toilet seat inserts) after each routine. Step 1. Soap and Water, Step 2. Water, and Step 3. Bleach and Water (contact time on equipment no less than 60 sec's) and wipe with a new paper towel
- Diapering and toileting supplies (e.g., diapers, diaper wipes, disposable gloves, cleaner, disinfectant, skin care products) to prevent contamination will be stored individually in the washroom and all items labelled.
- The disposal of soiled diapers/disposable training pants will be twice per day. The staff will discard the garbage in the after and in the evening. Disposal may occur if needed.
- Soiled clothing will not be rinsed and/or washed at the child care setting. The soiled clothing will be kept in a bag in the child's cubby for the parents to take home and launder. Parents are expected to take soiled clothing home daily and not to be left in the centre.
- Separate garbage cans for soiled diapers/ soiled training pants will have a secure lid, emptied twice per day, and cleaned and disinfected weekly. In the case of an outbreak, it will be daily.

### Nutrition

- Due to allergies, we are a **nut free centre**. Outside food is prohibited as children could have life threatening allergies and requires epipens. Any food brought in will be discussed with staff before entering the centre or the classroom.
- All food is prepared on site by a qualified cook. We serve a morning and afternoon snack as well as a nutritious hot lunch every day. Weekly menus are posted outside the kitchen. We are on a 3-week rotation. If there are any changes regarding the menu for the current day, the changes will be posted on the menu board.
- Food exceptions are not made for individual children except in the cases of food allergies or religious convictions. Please notify the supervisor at the time of enrolment if your child has a food allergy or develops an allergy. This will then be posted in the kitchen as well as in the child's classroom ensuring it is adhered too. Should you have any questions or concerns about the meals or menu please direct them to the supervisor.
- When planning the menu Royal Bear Child Care Centre will follow Canada's Food Guide

### Safety Inspections and Procedures

Fire Drills are conducted monthly to ensure staff and children are familiar with a safe evacuation procedure.

The Fire Department may visit the centre throughout the year to conduct an inspection prior to annual licensing by the Ministry of Children and Youth Services. Municipal Program Managers complete two annual on-site inspections per year for quality assurance purposes.

The Health Department visits the centre throughout the year to monitor safe food handling, hygiene, playground safety and other health related issues.

A third-party independent inspector inspects our outdoor play area and playground equipment annually to ensure the equipment and outdoor area are maintained in accordance with the CSA standards.

Childcare staff conduct daily inspections both indoors and outdoors of the premises to ensure all equipment is free of hazards. Childcare staff ensure the centre is clean and tidy throughout the day.

Cleaning of the centre is done daily. Toys and equipment are washed and sanitized regularly by staff.

Cleaning schedules are posted and signed off by staff. Bathrooms are disinfected and cleaned regularly throughout each day as necessary and thoroughly each evening.

## **Program**

### **Prohibited Practices**

- Corporal Punishment of a child
- Deprivation of a child's basic needs for shelter/food/clothing/ or bedding
- Lock the exits of the centre or permit to be locked for the purpose of confining a child without adult supervision, unless for emergency purposes.
- Physical Restraint of the child such as confining to a highchair. Car seats, stroller, or any other device with the intent to discipline the child, unless the purpose of restraint is to prevent the child from harming themselves or others.
- Inflicting bodily harm on children including making the child eat or drink against their will.
- Use of harsh or degrading measures or threats or use of derogatory language that would humiliate, shame, or frighten the child or undermine their self-respect, dignity, or self-worth.

If through staff's verbal efforts a child cannot be encouraged to eat, the food will be removed, and the next course will be offered. (If staff are aware that a child does not like what is being served a smaller portion may be offered at first). Parents will be made aware of the indecision to have lunch or snacks.

**Any type of child abuse e.g., striking a child will result in immediate dismissal and will be reported to the Children's Aid Society.**

### **Disciplinary Actions used by staff:**

#### **Acceptable practices include:**

- Discuss inappropriate behavior
- Ignore inappropriate behavior such as temper tantrums
- Redirection
- Time out from activity as a last resort
- Limit Setting

### **Monitoring**

Monitoring will first begin with the orientation of new staff, students, and volunteers whereby the policy will be read and discussed. Every 6 months staff and supervisor will get together to review their interactions with all the children. These standard forms will be kept in all staff files available for reviewing at any time. Continued monitoring will be done through annual appraisals and casual classroom observations by the supervisor, assistant supervisor, talking with staff and feedback from parents. Notes of conversations, evaluations or observations that is confidential in nature will be kept in staff files. Otherwise, notes may be put into the classroom logbook but will not compromise the confidentiality policy of the childcare centre. The classroom daily logbook will be placed in an area from public view but still accessible to the teachers to immediately record information. These records are **NOT** to be shown to parents unless the supervisor is made aware and has given their consent. The supervisor will retain these records for 3 years.

### **Open Door Policy**

As a daycare that is proud of what we are and what we do, we welcome parents to drop in anytime to observe our program and our staff. Our parent handbook is made available to all parents considering care at Royal Bear Child Care Centre or upon request.

## **Family Partnership & Parent Concerns Policy**

### **Purpose**

The purpose of this policy is to describe our family partnership practice and provide a transparent process for families, the child care licensee, and staff to use when an issue/concern is brought forward by a parent/family member.

### **Family Partnership**

Our family partnership statement/approach allows our organization to be proactive and responsive to parent and family needs before conflict arises.

Our commitment to provide high quality child care involves remaining knowledgeable with current research in child development and working in partnership with our families.

Royal Bear Child Care educators create inclusive and respectful environments that foster positive, equitable, and collaborative relationships. When children feel safe, secure and valued they freely explore, discover, try new things, grow, learn and develop. We believe that our expertise in child care is only one part of ensuring every child has the best experience possible. We rely on our families to work side by side with us to better understand and respond to individual needs.

We encourage our families and our educators to exchange information regularly. We have an open-door policy and encourage our families to spend time in the program with their child when possible.

We use many strategies to ensure open communication with our families, and they include:

- informal information sharing during drop-off and pick-up times
- phone calls and emails
- celebrations and family engagement events (eg. Open House Christmas Party)
- meetings (coordinated at the request of the RBCC and/or the family)
- photographs of children at play
- posting program plans that include observations of children's interests and activities
- Facebook Updates, newsletters, and Instagram

## **Parent Concerns Policy**

All issues and concerns raised by parents/family members will be taken seriously by Royal Bear Child Care Centre and will receive follow up. Every effort will be made to address and resolve any concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/family will respect and maintain the confidentiality of all parties involved.

An initial response to a concern will be provided to parents/guardians within 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

All inquiries of concerns will be fair, impartial, and respectful to all parties involved.

**Confidentiality**

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

**Conduct**

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

If at any point a parent/family member, or Royal Bear Child Care staff member 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, are required by law to report suspected cases of child abuse or neglect.

If parent/family member expresses concern that a child is, or is at risk of being abused or neglected, the parent will be advised to contact Durham Region Children’s Aid Society at (905) 433-1551 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*.

For more information, visit

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

**Procedures:**

Nature of Concern	Steps for Parent/Family Member to Report Concern	Steps for Centre Staff and/or Royal Bear Child Care Management in responding to concern
<p><b>Program Room Related</b> (ie. schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements etc.)</p>	<p>Share/discuss your concern with</p> <ul style="list-style-type: none"> <li>- the classroom teacher directly</li> <li><b>or</b></li> <li>- the centre supervisor</li> </ul>	<p>Professionally respond to the concern at the time it is brought forward <b>and/or</b></p> <ul style="list-style-type: none"> <li>- Coordinate a meeting to discuss the concern with the parent/family member within 2 business days.</li> </ul> <p>Document the concern in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the concern was brought forward.</li> </ul>

<p><b>Centre Operations Related</b></p> <p>(ie. child care fees, hours of operation, staffing, waiting lists, menus, etc.)</p>	<p>Share/discuss your concern with</p> <ul style="list-style-type: none"> <li>- the centre director</li> <li>- <a href="mailto:parentcareandconcerns@outlook.com">parentcareandconcerns@outlook.com</a></li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person who received the concern.</li> <li>- the name of the person reporting the concern.</li> <li>- the details of the concern; and</li> <li>- any steps taken to resolve the concern</li> <li>- information given to the parent/family member regarding next steps.</li> </ul>
<p><b>Educator or Centre Support Staff Related</b></p>	<p>Share/discuss the concern with</p> <p>the individual directly <b>or</b> the centre supervisor <b>or</b> director, child care (289) 240-9188</p> <p>All issues or concerns about the conduct of a Royal Bear Child Care staff member that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parent/family member becomes aware of the situation.</p>	<p>If you are unable to effectively respond to the concern or it needs to be escalated further, provide the contact information of the person the parent/family member can call</p> <p>Ensure the resolution of the concern is initiated by the appropriate party within 2 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/family member who raised the concern.</p>

Nature of Concern	Steps for Parent/Family Member to Report Concern	Steps for Centre Staff and/or Royal Bear Child Care Management in responding to concern
<p><b>Placement Student and Volunteer Related</b></p>	<p>Share/discuss the issue or concern with</p> <p>the individual directly <b>or</b> the centre supervisor <b>or</b> the general manager, child care (289) 240-9188</p> <p>All issues or concerns about the conduct of a placement student or volunteer that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parent/family member becomes aware of the situation.</p>	

## Escalation of Concerns

Where parents/family members 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 director of operations at [ourparentcareandconcerns@outlook.com](mailto:ourparentcareandconcerns@outlook.com) please allow 48 hours (2 business days) for a response. Messages sent on the weekend or holidays will be addressed when the centre reopens.

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.

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:**

*Child Care Supervisors* – please refer to family handbook for direct phone numbers

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

## Wait List Policy

A waitlist will be formed when full enrollment has been reached in the daycare or for future care.

### **Information required for the Waitlist**

- Parents first and last names
- Best contact telephone number(s) and or email addresses
- Your expected start date (month and year)
- Your child's name
- Date of Birth (unfortunately we will not add unborn children to our waitlist)

**Royal Bear Child Care Centre** has a capacity of 138 licensed spaces. Our program offers care from Infancy to 7 years of age. A waiting list exists at our centre for all age groups as requests for care often out-number our available spaces.

**Parents must understand our waitlist does not guarantee you a spot in the centre. You are not required to provide any fees/ deposit in order to secure a spot on the waitlist.**

### **To Register**

To register for the Wait List please call the centre, email [royalbearchildcare@outlook.com](mailto:royalbearchildcare@outlook.com), or visit us on our facebook page or website. We ask that you please contact the centre to receive an update regarding your placement /position on the waiting list.



The order of the waitlist is based on a first come first serve basis and is divided by months and programs. For Example, if a parent is calling for an infant space and we currently have 3 individuals on the list you are position number 4.

If we are unable to accommodate you for the month requested, you are automatically placed at the top of the waitlist for the following month. As soon as a space is available you will be notified.

Royal Bear Child Care does its best to inform 2 -4 weeks prior to your anticipated start, however it is not guaranteed.

If a space is offered, we ask that you fill out an application form and provide all required documentation. At this time, we will also ask for enrollment fees.

In order to maintain privacy to other families on the waitlist your position number will be the only information provided in terms of placement on the waitlist.

We do have some priorities that we consider when inviting new families to join us. In order of priority, we consider:

- Children currently enrolled and needing to graduate to the next age group;
- Siblings of children currently enrolled

**Your name will be removed from the waitlist if:**

- You call to have your name removed and are no longer interested in a spot
- Do not keep in contact with the centre regarding a space.

**Other information to remember:**

- You may call at any time to change the information for you file with no consequence for moving from the infant list to the Toddler list.
- It is the parent's responsibility to contact the centre to inquire about their spot on the list etc.
- Spaces are created when a family or child leaves the centre. There is no specific time however the months of January, July, August and September have the most movement, Spaces can be available at any time of the year and at any point in the month.
- If you are informed of a space and do not wish to take it at the time, the child next on the list is offered a space and your place/seniority on the waiting list remains the same.
- We are usually able to provide space 4 weeks, as parents are only required to give us 4 weeks' notice of their withdrawal.
- There is no specified length of time that you need to be on the list to be offered a space.
- Fees at the time of inquiry are subject to change.

**Please feel free to contact the centre at any time if you have questions or concerns regarding the waitlist.**

**Note: We will not place unborn children on our waitlist**

- the family is not able to be contacted by phone/email because (phone out of service; or
- the family has moved and has not left a forwarding information.
- A time frame for care is provided and the time has passed without communication. (EX: March start date is indicated and has passed)
- **Note: We will not place any unborn child on our waitlist**

## Classrooms

Royal Bear Child Care Centre has the facilities to accommodate the following children:

1. Toddlers
2. Junior/Senior Preschoolers
3. Kindergarten
4. Nursery School Program

## Hours of Operation

Our childcare centre provides care all year around, Monday – Friday from 6:30 am – 6:00 pm.

We ask that you **please call the centre by 10:00 am** if your child will not be coming in for the day so that we can staff accordingly. If you are going to be late, after **10: 30 am** we ask that you call the centre to let staff, or the supervisor know that your child will be attending however coming in late. Our cut off time is 10:30 except for appointments provided this is communicated in advance (24 hours) with the supervisor. **We do not provide in and out service, meaning multiple drop off and pickups throughout the day are not permitted. There will be no admittance after 11:30 am.**

- Our fees are based on a 9.5-hour day. There is a half hour of flexibility for weather and emergencies. However, if there is a consistency of late pick ups, the centre can terminate care.

Royal Bear Child Care Centre will be closed on all Statutory and Civic holidays. **Our Centre closes at 2:00 pm on the Friday before our one-week Christmas Break Closure. Important to note full payment for the holidays and early closure is required and there is no reduction in fees due to the holiday/closure.**

*Royal Bear will have a 1-week closure during December that may vary each year for the Christmas break. Parents will be provided at least 2 months' notice of the closure dates. You will be required to pay for all stat holidays that fall during this closure. Please note: Royal Bear Child Care closes at 2:00 new year's eve day if the holiday does not fall during the one week Christmas Break Closure.*

## Holiday Closure Includes

New Year's Day	Canada Day	Thanksgiving Day	Good Friday
Civic Holiday	Christmas Day	Victoria Day	Labour Day
Boxing Day	Family Day	Easter Monday	

**Please note: Emails/ himama messages will not be answered to during weekend and holiday closures. Messages will be returned the next business day.**

## Payment Policies

Fees are due between the 10<sup>th</sup> and 25<sup>th</sup> of the month. Fees must be paid in full before commencing care. If your child's spot has been suspended due to non-payment and you have not formally withdrawn from the centre, you are required to pay for the days missed until payment is received. Although your space has been suspended it will be reserved until a decision regarding your attendance has been determined either by yourself or the centre. Royal Bear Child Care reserves the right to terminate services if payment policies are not adhered to. Fees include all absentees and statutory holidays. **Note: Fees may be increased on an annual basis with an increase of 1-3%.**

## Tax Receipts

Tax receipts are given during the income tax period. If you are no longer attending the centre, it will be the parent's responsibility to contact us to request the receipt. You can have the receipt emailed or you may pick up in person.

## Late Fees

The center closes at 6:00pm. Any pickup after 6:00 pm will be subjected to a fee of **one dollar per minute**. The fees are to be paid directly to the staff member who stays past their shift. If a parent is late more than twice your care can be terminated effective immediately.

## Canada Wide Early Learning and Child Care System

Royal Bear Child Care Centre will be participating in the Canada Wide Early Learning and Child Care (CWELCC) System. The Federal government is committed to investing in a national childcare system with all provinces and territories, as well as Indigenous organizations. Funding under the Canada-Wide Early Learning and Child Care Agreement (CWELCC) System will be used to build and leverage the success of Ontario's existing early learning and childcare system by

increasing quality, accessibility, affordability and inclusivity in early learning and childcare. Licensed childcare programs will see a fee reduction of fees, retroactive to April 1, 2022. This means that parents will be eligible to receive a refund for the higher fees that were paid once enrollment in CWELCC is complete. Parents will be informed as information is provided to the centre. Parents do not have to apply to receive a childcare fee reduction. Parents or guardians of children under the age of six do not have to apply to receive a child care fee reduction.

You may be eligible for reduced fees if:

- you pay more than \$10.00 per day for child care and your child:
  - is under the age of six
  - turns six years old and is enrolled in a licensed preschool, kindergarten or family age group or a licensed home child care premises, until June 30
  - your licensed child care provider chooses to enroll in the Canada-wide Early Learning and Child Care System

The amount that you will save depends on the current fees your child care provider charges and may vary by region. <https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>

## 2024 Royal Bear Fees

(Fees must be paid in full before commencing care)

Age Group

Per Day

<b>Toddler</b>	<b>18 month -2.5 years</b>	
		\$26.46
<b>Pre-School</b>	<b>2.5 years to 5 years</b>	
		\$23.63
<b>Nursery</b>	<b>2.5 years to 5 years</b>	
		\$20.32
<b>Before and After</b>	School Bus	\$15.59
<b>6 and over</b>		<b>\$33.00</b>
<b>Before Only</b>	School Bus	\$12.00
<b>6 and over</b>		<b>\$23.00</b>
<b>After Only</b>	School Bus	\$14.18
<b>6 and over</b>		<b>\$30.00</b>
<b>Before and After</b>	RBCC	\$17.96
<b>6 and over</b>		<b>\$38.00</b>
<b>Before Only</b>	RBCC	\$13.70
<b>6 and over</b>		<b>\$29.00</b>
<b>After Only</b>	RBCC	\$17.01
<b>6 and over</b>		<b>\$36.00</b>
<b>School Closures</b>	Summer/PA Day, March Break	\$21.74
<b>6 and over</b>		<b>\$46.00</b>

## Fees

**All fees are required to be paid between the 10<sup>th</sup> - 25<sup>th</sup> of each month by e-transfer. Our fees are based on a 9.5-hour day.**

- Fees may increase annually from 1-3 percent.
- Base fee refers to fees any fees or part of a fee that is charged in respect to childcare for the child and anything that is required by the licensee under the CCEYA.
- Non-Base fees refer to fees for optional items or optional services. Non base fees include but are not limited to field trips, late fees, NSF fees.
- Fees must be paid in full before commencing care.

Parents will have any time between the 10th of the month and the 25th of each month to pay the fees outlined in the invoice. If your fees are not paid by the 25th of the month your care will be automatically suspended until payment is received. Parents will be responsible to pay the days you do not attend due to suspension. In addition, if your fees are not paid within 5 days after the 25th (30th) we will assume you no longer wish care, and your spot will be filled. Unfortunately, there will be no exceptions to the new policy. Our expectation is that parents adhered to the new policy and pay within the time frame provided.

Your childcare fees cover for the upcoming month. Therefore, if you wish provide notice it must have it in writing before the 10th of each month. If it is provided after the 10th, you are responsible for 1 month of fees. Essentially you are now giving the centre 1 months' notice. School age parents are responsible for paying for

their space regardless of your attendance or not for the March break, summer, Christmas Break, and pa days etc. You will not be required to pay the increased amount, but you will be charged to keep the spot.

In addition, Separate invoices are for tax purposes only. Childcare fees for all children (siblings) who attend the centre must be made on time. Should there be outstanding fees or fees owing (including the withdrawal notice period) suspension for all family members is implemented until payment is received.

Emails or himama messages will not be answered after business hours. All messages will be answered the next business day. If your email is regarding late fee payments, please review our payment policy and fee policy. **Suspension of care will be implemented if your fees are not paid by the due date regardless of a message sent during holiday closures or on weekends. If payment arrangements need to be discussed, they need to be done so during business hours and with the director of operations.**

### Withdrawal

Your childcare fees cover for the upcoming month. Therefore, if you wish provide notice it must have it in writing before the 10th of each month. If it is provided after the 10th, you are responsible for 1 month of fees. **If your fees are not paid before your child's last day your account goes directly to a collection agency regardless of the amount outstanding.**

### Sick/Absentees

If you have informed the centre/educator your child will be away for a specific time or day you must make arrangements with the centre prior to bringing the child back to ensure ratios are met. An earlier return will not be permitted if arrangements have not been made. (This applies for vacation periods as well). Parents are required to pau all absentee days regardless of the reason (sick, day off, vacation)

**Until further notice Covid Policies will remain in place and override some of the illness policies set out for Royal Bear Child Care Centre.**

### Safe Arrival

#### **Purpose**

What is the safe arrival program?

The safe-arrival program is a system which is performed together with the centre and parents/ guardians for daily attendance taking.

The centre will implement the policy by having a staff member contact a parent (s) via email or a himama message (shortly after 10:30) to confirm your child's absentee. If we are unable to reach you or a response is not provided within a half hour, we will follow up with a phone call.

For the safe arrival program to be successful we require all of our parents contact the centre regarding absentees no later than 10:30.

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.

## Policy

The safety of the children attending Royal Bear Child Care programs is one of our top priorities. We need to work together with parents, guardians, teachers, and our host schools to ensure our children are safe. Strong communication is required to ensure all children are where they are supposed to be.

The safety and wellbeing of your children is a high priority. We are asking that parents call the centre if their child will be absent.

Royal Bear Child Care Centre will ensure that any child receiving care at the child care centre is only released to the child's parent/guardian or an individual that the parent or guardian has provided written authorization the child care centre may release the child to. 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 procedures set out below.

## Procedures

### Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- parent/guardian to provide authorization for pick-up in writing (e.g., note or email) if there is a change in pick up.
- 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 for full day Child Care for Toddler & Preschool AND for full day programs on Non-Instructional Days for Kindergarten and School Age children:

Where a child does not arrive at the child care 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 program staff in the classroom must:

- Inform the Supervisor/on site Designate, and they must commence contacting the child's parent/guardian no later than 10:30 a.m. The supervisor or designate shall email or send a himama message to the child's parent/guardian using the contact information provided by parents. If there is no response from the parent, the supervisor or designate will try all contact numbers. etc. and ensure that a message is left for the parent.
- If the program staff has not received a response within ½ hour from either parent/guardian, they will continue to contact parent/guardian while contacting the emergency/authorized contacts on the list. If no response is received, indicating the child is safe, the program staff will send an email. Program staff will contact emergency/authorized pick-up contacts for assistance in contacting the parent/guardian or to confirm absence.
- If no confirmation has been received by 11:30 a.m. confirming the absence police may be contacted.

Once the child's absence has been confirmed, the 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.

### Where a child has not arrived in the program as expected in the morning for Kindergarten and School Age children on Instructional Days:

All children must be escorted by a family member or designate into their classroom to a program staff. Program staff are only responsible for children when they are signed in for care. Children in our School age/Kindergarten morning

programs can have inconsistent attendance based on family need. Due to the nature of regular absences in the morning, School Age/Kindergarten programs, and the short period of time that these children would be in the morning program, we will mark children who do not show up as absent on the attendance.

Durham Region school boards have a safe arrival program in place that ensures kindergarten and school aged children arrive in the morning. School personnel make roll calls to any parents/guardians of children who do not show up at school each day.

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 prior day), the program staff in the classroom must follow the procedure below:

On instructional days (when the host school is in session), program staff will prepare a list of the children that were absent for the morning program. This list will be shared with the school administrative staff.

**Where a child has not arrived in the program in the afternoon as expected for Kindergarten and School Age children on Instructional Days:**

For school age children attending the after-school program, the program staff will notify the centre supervisor/designate and they will contact the parent/guardian by emailing/ sending a himama message. If no response is received a follow up phone call will be made to the parent/guardian requesting confirmation of absence.

If the supervisor /designate/program staff are unable to confirm a child's absence as per the procedure above, they are to contact the emergency/authorized contacts to assist in reaching the parent/guardian.

- Follow the direction provided by the police department.
- Any additional staff shall look for the child on the grounds of the school.
- Program staff will continue to try to reach out to the parent/guardian/authorized or emergency contacts.
- 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.
- A Serious Occurrence will be filed with the Ministry of Education within 24 hours.

**Releasing a child from care**

The program staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- 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.

**Custody situations**



In situations where parents are separated or divorced, Royal Bear Child Care Centre cannot follow a parent's request NOT to release a child to the other parent. Royal Bear Child Care staff cannot follow a request without a court order that says the other parent cannot see the child. A court order may also state what days and times the parent can see the child.

If a parent asks program staff you not to release a child to the other parent but does not have a court order indicating this, program staff will, follow these steps:

- Tell the parent that you cannot stop the other parent from picking up their child, unless you see a court order that says this. Only a court of law can take away a parent's right to be with their child.
- If the parent is still concerned that the other parent may come, ask that the child not remain in care until this is sorted out.
- If the parent tells you that the other parent may be abusing the child, call the Children's Aid Society immediately.

If there is a court order with instructions with which days each parent has and the parents want to switch days, a written note must be provided to the program staff indicating who is picking up on which day ahead of time. If a parent comes to pick up the child on a different day, program staff will follow these steps:

- Inform the parent who has come to pick up the child that you must call the other parent to make sure that it is okay to release the child.
- Call the parent who is supposed to pick up the child on that day. Ask for permission to release the child to the other parent. You must get an email / text message permission note or a message on the voice mail from this parent agreeing to the change. **Do not release** the child until you receive the email /text or phone message.
- If the parent insists on taking the child without permission, or begins to get upset, angry, or threatening in any way, release the child to them and call the police or 911. Inform the supervisor/designate as soon as the parent begins to get upset/threatening.
- If you know that there is a restraining order, condition of bail, or prohibition order that does not allow the person to be near the child, call the police immediately when that person arrives at the centre. You cannot let a parent visit a child if you know there is a court order against this, even if the other parent says it is okay.
- Call the Children's Aid Society if the child tells you that someone who is not allowed to be near the child has been visiting or seeing the child.
- Notify your supervisor that you have made the call.

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

- Where a parent/guardian has previously communicated with the Program 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 Program Staff shall contact the parent/guardian by a phone call and advise that the child is still in care and has not been picked up.
- Where the Program Staff is unable to reach the parent/guardian, they must call again 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 Program Staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, 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**

- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 p.m., program staff shall ensure that the child is given an activity, while they await their pick-up.

- One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire 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.
- If after 15 minutes and the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the authorized individuals listed on the child's file. The child will be provided with a snack while waiting. Notify the supervisor or Assistant Supervisor, or Director. If an alternate pick-up person is available to pick up, staff will confirm their identification before the child is released. Staff will leave a message on the parent's telephone to let them know who has picked up their child and at what time this occurred.
- 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 7:00 p.m., the staff shall proceed with contacting the local Children's Aid Society.
- Staff will leave their name and phone number if they get an answering machine at CAS. Once the Children's Aid worker calls back, staff will tell the Children's Aid worker that they are calling from Royal Bear Child Care Centre and that the staff have been unable to reach anyone to pick up the child.
- Staff will wait for a Children's Aid worker to arrive. This may take several hours. Staff will not go out or drive the child anywhere. When a Children's Aid worker or police officer arrives at the centre, the staff will ask for identification before letting them in.
- If the parent arrives before the Children's Aid worker arrives, release the child. Call Children's Aid to report when the child was picked up. Also, let the Children's Aid Society know the reason given as to why the parent was late.
- Document the incident in the communication book:

**Note: Do not follow this procedure if the parent has given you a reasonable explanation for being late. An example of a reasonable explanation would be there was a bad accident on the road and the parent is stuck in traffic.**

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

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

### Illness

Please keep your child at home if they show signs of the following symptoms:

- **He/she has a fever of 100 degrees Fahrenheit or over (37.9 or higher) Exclusion of 48 hrs (not including the day of symptom)**
- **He/she has had or has a heavy nasal discharge and a cough**
- **If your child contracts hand foot and mouth, you are unable to return until all the blisters have dried out/scabbed over.**
- **He/She has any form of oozing//goop or discharge from the eye. Your child can not come back to the center for 24 hours. Doctors' notes will not be accepted until after the 24-hour period.**
- **He/she has vomited or has had diarrhea (1 diarrhea while in the centre will result in sending your child home and off for a period of 48 hours not including the symptom day).**
- **He/she has any contagious diseases or viruses (a doctor's note may be requested)**
- **He/she was sent home and requires prescribed medication. Please Note: Your child return to the center for 24 hours.**
- **Head Lice**

Our expectation from parents is if your child is unwell that you, please disclose to us they are ill so that we can take the necessary steps to ensure additional cleaning and disinfecting. Keeping our staff and children healthy and safe is our top priority. If your child

becomes ill during the day with any of the above symptoms, they will be isolated from the other children, and we will notify you to come and pick he/she up.

To prevent or stop the spread of an outbreak your child must stay home for 48 hours **after the last symptom (symptom day not included)**. Your child must be unmedicated symptom free. In the event of an outbreak the health department may require the centre to submit samples. **Note: If an illness is questionable (i.e.: rash/bumps/eye discharge) the centre reserves the right to ask for a doctor's note to clarify illness.**

If a child is absent due to illness for **3 or more days** or the child has a communicable disease such as Pink Eye, measles, strep throat etc. a Doctor's Note is required to accept the child back into the program. Kids Come First does not require a note for a child who has been away with Chicken pox; however, we do require that a child not return until the spots have scabbed over.

- It is Royal Bear Child Care Centre's right to refuse admittance to a child for any of the above reasons and parents must abide by such decisions.
- The Child Care and Early Years Act (CCEYA) outlines mandatory daily outdoor play for all children.
- A child that is too ill to fully participate in daily activities at Royal Bear Child Care Centre is required to remain at home until he/she recovers.
- Note: It is not uncommon to see an increase of illness in your child within the first 6 months to a year of beginning care. Your child is being exposed to a new environment and new germs they haven't experienced before. We understand this can be a frustrating adjustment, but our priority is to maintain a healthy environment for all children and staff.

**Until further notice Covid Policies will remain in place and override some of the illness policies set out for Royal Bear Child Care Centre.**

### Head Lice

Head Lice always causes concern and frustration for some parents, staff, and children. This childcare policy is intended to outline roles, responsibilities, and expectations of the childcare community to assist with treating and controlling head lice in a consistent and coordinated manner.

While parents have the primary responsibility for the detection and treatment of head lice our childcare centre will work in a cooperative and collaborative manner to assist all families to manage head lice effectively.

If a child has **live** head lice present, they are to be excluded from the Centre until treatment has commenced and all live lice and eggs have been removed (the most important part of the treatment is the removal of eggs with a comb, treatment alone does not remove the lice and eggs). The procedure should be repeated in 7 days to ensure that any live eggs that weren't removed in the first course of treatment are killed off before hatching into lice.

### What to bring to Daycare Daily in a School Bag/Diaper Bag

- Blanket or special toy for sleep time (parents are to supply a crib sheet for cribs/cots\*\* 2 if possible)
- Diapers (approx 3-5 day) and wipes, cream
- Two changes of clothing including socks and underwear
- Indoor shoes or slippers
- Clothing for outside play (appropriate for current weather conditions)
- Sunscreen (May – October)

**ALL ITEMS BROUGHT TO THE CENTRE MUST BE CLEARLY LABELLED WITH YOUR CHILD'S NAME**

If any of the above items need to be replenished a note will be placed on your child's cubby for the next day. All children should be dressed in clothing that is appropriate for physical activity and weather. Footwear should also be comfortable and appropriate for physical outdoor activity. **Flip flops are not permitted at the centre.**

## Medication

The staff at Royal Bear Child Care Centre will only administer prescribe medication. The medication must be in the original container as supplied by the pharmacist with the following information:

- Child's Name
- Name of the Medication
- Dosage
- Date of Purchase
- Instruction for Storage and administration clearly labelled

We require you to fill out medication authorization forms giving designated staff permission to administer the medicine. The forms will provide staff the scheduled times with given dosage. Any reaction that would result in the discontinuation of the medication must be clearly indicated on the form.

The staff at Royal Bear Child Care is not authorized to administer non-prescription drugs. We will not administer Tylenol/Advil

Epi-pen or asthma medication storage for school- children only will be left on their personal belonging with written permission of the parent. For quick administration if needed. Otherwise, the epi-pen and asthma medication it will be stored in a locked medicine container out of reach of children.

Any contagious diseases that have been detected at the center will be posted on the front door of the center immediately. If there are more than two cases of children showing the same symptoms the health board will be contact to assist us moving forward and eradicate the illness.

## Individual Medical Plans

Policy Statement: There is an individualized program plan for a child with medical needs developed in consultation with the parent of the child and with any regulated health professional who is involved with the child's health care and who, in the parent's opinion, should be included in the consultation.

Definitions: Medical Devices – tools, equipment and supports used to support child in care

Individualized Medical Plan – A plan developed in consultation with parent of the child and with any resulted health professional who is involved in the child's health care and who, in the parent's opinion should be included in the consultation.

### **The plan shall include:**

Steps to be followed to reduce the risk of the child being exposed to any causative agents or situation that may exacerbate a medical condition or cause an allergic reaction or other medical emergency

A description of any medical devices used by the child and any instructions related to its use

A description of the procedures to be followed in the event of an allergic reaction or other medical emergency

A description of the support that will be made available to the child while in Home Child Care.

Any additional procedures to be followed when child with a medical condition is part of an evacuation or participating in an off-site field trip

A child carrying his or her own medication for self-administration.

Medical Conditions form is completed containing the above information

Administration of Prescribed and Non-Prescribed Medication is completed.

## Sun Safety Policy

Royal Bear Child Care Centre has implemented a sun safety policy to ensure that all children and staff are protected from skin damage caused by over exposure to sun's ultraviolet (UV) rays.

This policy will be reviewed by staff on an annual basis. New staff will be orientated to this policy at the time of hire. Information about sun safety will be given to staff and parents through newsletters, emails, and notice boards. Child care programming will include activities that will educate children about protecting their skin from the sun, in order to keep it healthy.

### **Sun Safety Tips**

- Check the daily UV index before outdoor activities
- Limit sun exposure.
  - Children will be encouraged to seek or create shade (for example: play under trees, or use umbrellas)
- The centre will ensure there are enough shelters and trees that provide shade on the centre's grounds
- Parents will be required to provide a hat or a baseball cap and ensure their child's name is written on it,
- Babies under 1 year of age will be kept out of direct sunlight. Sunscreen may be used on babies over six months of age; avoid the mouth and eye areas.
- Parents will be required to provide broad-spectrum and water-resistant sunscreen with an SPF 15 or more for their child at the child care facility.
- A permission form will be signed by each parent that allows the child care to staff to apply the sunscreen, as necessary. Sunscreen is to be re-applied when needed especially after water activities.
- Gloves must be worn by staff when applying sunscreen to children. Gloves will be changed after each application.

## Accidents

If your child has a physical accident during the day, you will be given an accident report to read and sign. The report will describe the incident, staff witness, and the first aid applied. If a serious injury occurs and we are unable to reach you an ambulance will be called. **Please note:** If an ambulance is required you are responsible for any fees incurred.

## Emergency

Please make sure your registration file is update. Make sure we have the correct home, work, and mobile numbers. All emergency contacts, phone numbers and addresses are current. Alternate emergency persons will be contacted in the case you (the parents) cannot be reached. It is imperative that we maintain up to date files always.

## Serious Occurrence Notification

Although the safety and well-being of the children in our centre is always our top priority, on occasion incidents of a “serious” nature may occur. A serious occurrence is defined as follows; a) the death of a child b) abuse, neglect or allegations of abuse and neglect c) a life-threatening injury or a life-threatening illness of a child d) a child goes missing or is temporarily unsupervised e) an unplanned disruption of the normal operations that pose a risk to the health, safety or well-being of the child. If a serious occurrence is reported to the ministry a parent notification will be posted outside the office for 10 days as per ministry policy put in place November 1<sup>st</sup>, 2011.

## Legal Requirements for Reporting Child Abuse

Any adult who suspects that child may need protection from harm or abuse must report their concerns to a local Children’s Aid Society. People who work closely with children, including all Royal Bear Child Care Staff, have a duty to report suspected abuse or risk being fined for not doing their duty.

If our staff members have any concerns that a child might need protection, they must contact a Children’s Aid Society to ask them to investigate. Staff are required to report concerns about:

- Neglect—basic needs for food, clothing, shelter, and safety are not met.
- Physical abuse—signs of physical harm or injury.
- Sexual abuse—inappropriate touching or involvement in a sexual activity or exploitation.
- Emotional abuse—humiliation, insults, threats, and other behaviour that harms a child’s emotional state.
- Exposure to family violence.

The Children’s Aid Society will investigate to find out whether the concerns are serious and if the child needs protection or community support.

## Authorization to Pick Up Your Child

Unless otherwise arranged, children will not be released to any person other than those specified on the registration and permission forms. If you know someone will be picking your child who is not listed on your file, please call the centre prior to pick up.

Royal Bear Child Care requires that this person be an adult (**18 years of age or older**).

**We will NOT release a child from the centre to anyone under the age of 16.**

**In an emergency only**, a person, 16 years to 18 years may be permitted to pick up a child from the centre. In this situation, parents must speak directly with a supervisor authorizing Royal Bear Child Care Centre to release their child to this person.

We will be asking for picture identification so please inform the person you have designated to pick up your child to be prepared to show ID.

Your child may be picked up by an older sibling on the condition there is written permission given by the parent and the person picking up is of age. **If information changes, please notify us immediately.**

## Specialized Services

Our centre attempts to answer the needs of exceptional children when resources permit. Experts of community professionals will be sought out to respond to these special needs.

## Fire Drills and Emergency Management

Fire drills are practiced monthly. Fire procedures are posted in each room. To ensure optimum safety, fire inspections are held yearly as well fire equipment tested. In the event there is a real emergency at the centre which include fire, lockdown, flood, sewage backup and a power outage. The children will be evacuated and brought to our designated emergency shelter which at this time Harmony Valley Medical Clinic (in the plaza). Once a head count is conducted and each child /staff are safe the supervisor and/or designate staff will contact each parent by phone. Please make sure your contact information is up to date. If the situation is not an emergency such as explained above, there will be a written notice that goes out to the parents.

## Aggressive Behaviour Policy

We do our best to include all children in our programs (see our policy on inclusion) but some children have needs that we cannot meet, and some have challenges that affect the safety and needs of the whole group. When we have concerns about a child the Centre Supervisor will work in partnership with families to explore options, make appropriate recommendations and, if necessary, make referrals to other programs. Our goal is to have a support system that allows for the success of your child while attending Royal Bear Child Care Centre.

We will:

- Treat your family in a fair and equitable manner.
- Invite you to meet to discuss ways to adapt the program to accommodate your child. ie: (reduced hours)
- Seek out and introduce additional resources or community agency support to address build success
- Provide consistent notice of meetings and clear documentation of discussions.
- Royal Bear Child Care staff will observe the child and document findings

In the extreme event, if Royal Bear Child Care is unable to accommodate your child's needs or family's circumstances, termination of care may be required.



## Biting

Biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age. The safety of the children at the center is our primary concern. The center will take the following steps if a biting incident occurs:

- Act without emotion. Acknowledge the bite by saying, "Biting hurts." "Biting is not okay."
- Console and give first aid to the child that was hurt. Allow them to return to their play group.
- The "biter" should not immediately return to their group. Take the time to help the child choose the words that describe their feelings of frustration that lead to biting. Asking a child to "use their words" is too vague for them to understand.
- Give a child who is teething an appropriate object to bite on.

The teacher in the classroom will fill out the incident report and will do the proper documentation after administering First Aid to the bitten child.

A referral may be made to Resources for Exceptional Children for help. More resources will be given to parents to prevent biting at home as well.

## Babysitting Outside of Child Care Hours

### **Royal Bear Child Care Centre**

#### After Hours Interactions Policy

Royal Bear Child Care Centre hours of operation are Monday to Friday, 6:30 am to 6:00 pm. Any relationships that occur between Day Care Staff and Registered Families at the Center are to remain separate from the daily operations and interactions at the Center.

### **Babysitting**

We ask that Parents/Guardians of children enrolled at Royal Bear Child Care Centre not ask employees to provide babysitting services outside of the Center, in their homes or elsewhere. The Staff at Royal Bear Child Care Centre are certified, qualified Early Childhood Educators, and experienced assistants employed by Royal Bear Child Care Centre. Employees are also prohibited from providing babysitting services to families of enrolled children as well as soliciting babysitting positions to others while on the job. In addition, employees of Royal Bear Child Care are prohibited from taking children off the Day Care premises, outside of regular scheduled Day Care activities such as: scheduled Fieldtrips and walks to the park. Contravention of this policy may result in significant consequences (termination) for the Staff and Parents who do not comply with this policy.

## Discharge Policy

Royal Bear Child Care recognizes that a childcare centre is not always appropriate for all children. Many supports are put into place to create a happy and successful placement for all children. In cases of severe behaviour issues, it may be necessary to terminate the childcare space. A decision to terminate a child's space will be made in consultation with parents. Our priority is for the safety of all children in its programs. Royal Bear Child Care believes in providing and maintaining a work environment in which all employees are free from violence, threats of violence, intimidation, bullying, unkind comments and other disruptive behaviour or actions which belittle, threaten, offend, embarrass, humiliate, or diminish another's self-esteem, whether deliberate or unintentional, including sexual harassment and discrimination. Such actions are not tolerated, will be addressed immediately and may result in the termination of childcare spaces or

other consequences (e.g., police contact). Failure to comply with Royal Bear Child Care policies, including payment provisions, may result in termination of space in the childcare centre effective immediately.

## **Parent Conduct**

ROYAL BEAR CHILD CARE CENTRE strives to maintain a comfortable and positive environment for parents, children and staff. Parents are required to conduct themselves in a manner that maintains a positive atmosphere in their interaction with children, staff and other parents. It is necessary to use appropriate language and tone of voice even when addressing concerns (the parking lot included). The Director and the supervisor will address issues regarding parent conduct. Parents should address concerns regarding individual issues, issues with other children or program related issues with the classroom staff, and the supervisor of ROYAL BEAR CHILD CARE CENTRE and then may contact director to find out if their concern requires discussion or a decision at the director level.

Parents should not discipline children who are not their own and who are in the care of ROYAL BEAR CHILD CARE CENTRE.

Confidentiality is a priority at ROYAL BEAR CHILD CARE CENTRE so the classroom staff or the supervisor may request a meeting away from the drop off/pick up area to ensure confidentiality is maintained.

The process for addressing issues of parent conduct is as follows:

- The Director and/or a supervisor will speak with the parent involved and address the conduct that occurred.
- The Director and/or the supervisor will put in writing specific concerns regarding parent conduct.
- The director and owner will consider issues concerning parent conduct individually on a case-by-case basis. If it is deemed the conduct of a parent to be extreme or uncontrollable the family may be asked to leave ROYAL BEAR CHILD CARE CENTRE.

**Acceptable Behaviour:** - Politeness and consideration for all people always - Respect - Kindness and empathy - Solving conflicts and differences in a peaceful manner - Positive communication and cooperation

**Unacceptable Behaviour:** - Tease or bully - Unwanted physical contact - Use language that is hurtful, profane, or otherwise inappropriate - Threaten to harm anyone - Raise your voice and create an unwelcoming environment. (This also includes any written documentation such as emails or texts etc.). Hanging up on any staff member of ROYAL BEAR CHILD CARE CENTRE. Violating Policies outlined in the parent handbook.

WE ARE A DIVERSE CENTRE and Racism of any kind will automatically result in the termination of care effective immediately.

Finally, as the parent/legal guardian you will be held responsible for the conduct of family members, friends or any other individual who is at the centre picking up or dropping off your child/ren on your behalf.

**The process for addressing issues of parent conduct is as follows:**

- Step 1: Verbal Warning

The Director and/or a supervisor will speak with the parent involved and address the conduct that occurred.

- Step 2: Written Warning

The Director and/or the supervisor will put in writing specific concerns regarding parent conduct.

- Step 3: Final Decision

The director and owner will consider issues concerning parent conduct individually on a case-by-case basis.

**If it is deemed the conduct of a parent to be extreme or uncontrollable the family may be asked to leave ROYAL BEAR CHILD CARE CENTRE without implementing Steps 1 and 2.**

### Door Codes

Parents (only) will be given a key code upon registration it is your responsibility to know the code. In the interest of security, the codes are not to be transferred to unauthorized individuals. If you are having someone else pick up your child, they will be buzzed in by staff at Royal Bear Child Care Centre. We apologize for any inconvenience this may cause

**Note: Please do not provide the code to grandparents, friends, or aunt and uncles. The code for the centre is for parents only. Anyone that does not adhere to this policy may have their care terminated.**

### Rest Period

We have a two-hour rest period at which time all the children are required to lie down and rest. For this time a blanket and sleep toy (stuffed animal) may be brought in. Quiet activities are provided for early risers.

Any sleep items brought in are done so daily and will be returned to your child's cubby following sleep time.

### Outdoor Play

Children will have two outdoor play times consisting of an hour each weather permitted. Should a parent's request their child stay inside the request needs to be supported in writing by a physician. In addition, accommodations will only be permitted if staffing allows. Please be sure to dress your child appropriately and ensure that your children's outdoor dressing items are available.

### Clothing

Each child is required to have 2 pairs of footwear at the centre; one pair for indoor use and the other for outdoor time. Sandals are not permitted for outdoor play.

We ask that each child have a change of clothing available at the center in case of accidents or spills. In the case your child requires a change of clothing but do not have any you may be called to bring in a change of clothes. We have a limited supply of extra clothing and if you are provided with childcare clothes, please be sure they come back laundered the following day. Finally, please be sure that your child has weather-appropriate clothing as we do spend time outdoors every day. **Please Note: Royal Bear Child Care staff will do it's very best to ensure the placement of clothing however we will not be responsible for loss or damaged clothing. Reimbursements will not be provided.**

**IMPORTANT: PLEASE LABEL ALL BELONGINGS.**

### Potty -Training

We will work in conjunction with parents during potty training. If you have a method that has been working for you, please let us know and we will adopt it for your child. We will work with you - but not for you. Should you discontinue potty training at home, please let us know. If a child shows no interest in potty training, we may choose to discontinue and try again later. Please do not ask us to offer "treats" to the child for going "potty".

## Toys

Please leave all toys at home except for designated show and tell days. If your child does bring in a toy, please clearly label it. **Please Note: Royal Bear Child Care is not responsible for its loss or damage.**

## Trips and Neighbourhood Walks

Throughout the year Royal Bear Child Care may plan field trips to various locations. You will receive notice and be required to sign a permission form for such trips. Parent volunteers are welcome however, space is limited on the bus, and you may need your own transportation. Neighbourhood walks may occur occasionally, locally and you may or may not be notified in advance depending on the walk.

## Photography and Videos

Pictures and Videos are a great way to share in your child's childcare experience. At Royal Bear Child Care Centre, we welcome staff to post pictures throughout the centre; For your child's pictures/videos to be taken and displayed a consent form must be on file. This is included upon registering your child.

**Important:** Please be advised for the safety of the children the childcare premises are protected by a closed-circuit surveillance system. This monitoring system is strictly for protection only and will not be used for any other purposes such as broad casting or for distribution.

## Custody Issues

If there are custody papers assigned, please be sure to discuss with the supervisor upon registration. A copy will be made for your child's file and the information may be shared with staff.

## Inspections

Being a licensed childcare facility Royal Bear Child Care is subject to several inspections throughout the year by various departments including but not limited to; The Ministry of Education, The Health Department, The Fire Department, Playground, The Region and Durham Children Services.

## Students and Volunteers

Royal Bear Child Care welcomes students for placement from local high schools and colleges. Volunteers are also with us from time to time to assist staff with various tasks. **Students/Volunteers will never be supervised at all time and will never be left alone with children.** Students/Volunteers are never permitted unsupervised access to children in our care

and do not count in our required staffing ratios. Students/Volunteers are required to review all center policies and expectations and submit some criminal police check before commencing their placement.

## Transportation

Royal Bear Child Care Centre provides transportation to **Pierre Elliot Trudeau and Harmony Heights**. In addition, the childcare centre will determine additional transportation on a “need to” basis and schools are determined during the early spring/summer months and will remain in effect for the school year. It is important to note each year the schools we service may change.

**Please note: In the event the bus service is cancelled due to inclement weather, your child misses the bus or has activities after school; it is the responsibility of the Parent/Guardian to arrange alternate transportation to/from school. In addition, if the school board cancels transportation Royal Bear Child Care Centre will also cancel our bus. Parents, please note you are still responsible for payment if the bus is cancelled. If you have any questions or concerns, please contact the centre**

**Please return this page to the centre signed so that it may be kept on file.**

I have read the parent handbook and understand the policy and procedures outlined within. I also understand that failure to comply may result in the termination of Royal Bear Child Care Centre services. I acknowledge the parent handbook will be updated regularly as required with notification. It is your responsibility to review the changes and are familiar with the updates and are expected to be adhered to.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor’s Signature

\_\_\_\_\_  
Date