

The Family Place
Oakville Parent Handbook

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Please find all policies on our website.

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Chapter One: General Information

Board of Directors

The Board of Directors is a group of parent and community representatives who support The Family Place through oversight of governance, strategic planning, fundraising and public relations. Anyone may seek nomination to the Board, including community members as well as parents of children at the centres.

1.1 Philosophy

The Family Place is a non-profit organization, run by a Board of Directors. It consists of two child care centres; one based in Bishop Reding High School in Milton and the second in Heritage Glen Public School in Oakville.

Mission Statement

“Committed to the provision of child care for children, from infancy through to ten years of age, in a supportive, child-centred environment, where discovery and challenge lead to learning and well-being.”

1.2 Program Statement

The Family Place provides high quality child care in an enriched atmosphere. We welcome all families who would like to share their children with our trained staff. With openness to culture, race, religion and abilities, we ensure that all children and their families are treated with respect and dignity. We believe that children bring their own unique talents to our classrooms as competent, capable and curious individuals. As educators, we provide a positive learning environment which enhances children's experiences and encourages exploration within the world around them. We support positive and responsive interactions with our children, their parents/guardians, our staff and our community partners fostering the engagement of ongoing communication. The staff of The Family Place believes that children benefit when we work hand in hand with families and collaborate with community partners to support their growth and development.

Emergent Curriculum

Our programs are current with the Ministry of Education's *Child Care Early Years Act*. Our staff is trained in the new pedagogy: *How Learning Happens, Ontario Early Learning Framework, Think Feel Act* and *Early Learning for Every Child Today (ELECT, <http://www.edu.gov.on.ca/childcare/>)*. Emergent Curriculum is responsive to children's interests by enabling them to engage in meaningful exploration in their surroundings. By taking the child's lead, the staff and children build an interactive space which enhances their imagination and creativity. The teachers engage the children during play, listening, responding and encouraging dialogue to expand their play. We take their cues and enhance the classroom activities, allowing the children to build onto their own knowledge.

The Role of the Teacher

Our teachers believe in the importance of reflective practices. They reflect on their experiences with the children to build a continuous learning forum that enhances both the child's and the educator's own development. It is our belief that children are competent thinkers and learners. Each child is thought of as an individual, giving them the opportunities to grow and develop at their own pace. Children respond when they are heard and when activities reflect their own interests. We acknowledge that children's actions and ideas are key to their growth. Through the use of open-ended questions and meaningful conversations, we dig deeper into what children are thinking in order to expand their learning opportunities.

Our teachers observe the children throughout their day. The teachers talk with children, listening and expanding on the children's interests. The teachers then build on these interests by incorporating activities into the classroom and in the playground. The children can move from area to area, freely taking activities with them to enhance and build on their play. The teachers engage in the children's play, asking questions, encouraging language, inviting other children in to expand the play. They may introduce different activities to broaden the learning moments, gathering in large and small groups. These spontaneous moments are what lead the classroom to different learning moments.

Our educators follow pedagogical documentation, whereby they make daily observations, then use this information to build onto the existing activities, to enhance their learning process. Our educators document this information on their white boards through anecdotes and pictures. The white boards are located in each classroom. Each day, the teachers add to the boards the children's statements, their work, and pictures of the children engaged in activities. This documentation is not only for teachers to review, and then expand on the learning moments, but for the children to visualize their progress. Parents are encouraged to take a moment each day and look at the progress their child and their peers are making. This can start a conversation about child development.

The interest on the board can last a week, or up to a month, all depending on the interest of the children and how far the classroom wants to go. The teachers take pictures of their boards and file them in a binder for future use. The teachers may look back on some ideas they have used before or review with the children what they have talked about previously with visual cues.

The Supervisors support the classrooms daily by visiting each classroom, listening to the teacher/child interactions and ensuring the interests are being explored and expanded. Each classroom has a designated monthly date and time to meet with the Supervisor to go over any concerns or challenges within the classroom. This enables the teachers to have time to brainstorm without interruption. Strategies are discussed, and the Supervisor follows through during daily visits to the classrooms.

As educators, we reflect on child development theories with co-workers and professionals in our field to support and enhance the growth of each child at The Family Place. Our belief is that children learn through trial and error. Our teachers can best support the child through conversation, positive redirection and follow through. We look at the child's ability to process information, adapting to the strengths and needs of the child. We support the child's ability to self-regulate by allowing them the time to process their actions, reactions and to move beyond

the situation. Our educators participate throughout the process to ensure all parties feel heard and a solution is acceptable to all parties. We believe children are more apt to retain information when they are part of the process, a skill for lifelong learning.

Professional Development

The Family Place is a member of the highest level of Halton Region's Quality First, an early learning initiative. We are committed to high quality in our programs and in our teacher/child interactions. The commitment of our long-term staff shows their passion in the child care field. Most of our educators are registered with the College of Early Childhood Educators, while other educators bring a wealth of knowledge in this field. To maintain our high standards, The Family Place requires its educators to update their professional development yearly through workshops, conferences and webinars.

We have many opportunities for professional and personal development through Halton Region. Staff are able to share their experiences during staff meetings, allowing all our educators the ability to enhance their development. We hold monthly staff meetings at each centre and every three months we hold joint staff meetings, where both centres come together to have a professional development evening from a speaker or visit the other's centre for ideas and dialogue surrounding Emergent Curriculum, Loose Parts and the ELECT documentation. We invite other centres to join in this sharing evening. This allows the building of partnerships, engaging in information sharing and allowing for the enhancement of our profession

Behaviour Guidance

Behaviour guidance is a technique of using positive strategies that enhances a sense of belonging and well-being for children in our care. Once a child enters our program, we need to build caring, respectful relationships with them. We need to look at each situation from the child's perspective. Behaviour guidance is an ongoing process.

Environment - Are there enough activities for all children, is there enough space for the children to freely play and interact with each other.

Transitions - Give children notice prior to a transition, work with small groups during transitions which gives children more time with a teacher.

Positive Social Interactions – Role model positive interactions with children, families and staff.

Self-regulation – Offer children time to absorb their surroundings, acknowledge their feelings, offer fidget toys and quiet areas for children to relax. Look at the child's emotional state, are their outside sources affecting their emotional state.

Look at our own judgements – Are we emotionally open, do we support in the classroom from peers, are we free from judgement, be patient with ourselves.

BEHAVIOUR GUIDANCE IS:

- Related to the nature of the behaviour
- Appropriate to the developmental level of the child
- Used in a positive and consistent manner

- Aimed at separating the behaviour from the child (the deed from the doer)
- Designed to assist the child in learning appropriate behaviour and self-regulation
- Discussed with parents if a difficult situation arises or is ongoing with a child

Procedure

- Approach quickly and calmly to stop hurtful or unsafe behaviour right away,
- Acknowledge each child's feelings,
- Gather information from each child involved,
- Identify and state the problem to the children,
- Brainstorm solutions with the children,
- Allow the children to develop a solution and use it, if the child is having difficulty coming up with a solution, give them choices
- Follow through, facilitate the interaction with the children if need be

Prohibited Practices

THE CHILD CARE EARLY YEARS ACT STATES THAT NO OPERATOR SHALL PERMIT:

1. Corporal punishment of the child;
2. Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. Locking the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

The staff of The Family Place are expected to comply with the program's stated policies and procedures and the requirements of the CCEYA with respect to behaviour management.

Dangerous or Disruptive Behaviours

In the case where behaviour is out of control on a consistent and regular basis, the staff, in conjunction with the Supervisor and/or Executive Director, will meet with the parents. With input from both sides, a behaviour plan will be outlined that will identify the areas of concern and map out strategies to be implemented both at home and at the centre. Where the child is in the school-age program, a contract may be signed with the child.

In severe cases where dangerous or disruptive behaviours continue, the child may be asked to leave child care. This decision will be made by the Executive Director, only after a behaviour plan has been given a reasonable try.

Children attending The Family Place in Oakville are expected to adhere to the Code of Student Behaviour adopted at Heritage Glen Public School since the child care centre is located in and participates with the elementary school.

Code of Student Behaviour (Heritage Glen) - <http://hgp.hdsb.ca/behaviour>

Workplace Violence and Harassment and Sexual Harassment and Violence

The Family Place (FP) is committed to providing a safe, healthy and supportive working environment for all by treating our employees and clients with dignity, respect, fairness and sensitivity. FP is also committed to the principles set out in Bill 168, Bill 132 and in the Ontario Human Rights Code that every employee has a right to freedom from violence, sexual violence, harassment and sexual harassment in the workplace. Each employee must equally assume responsibilities in achieving this result. The management of FP will make every reasonable effort to identify potential sources of violence and harassment and to eliminate or minimize these risks through our Workplace Violence and Harassment Prevention Policy and Procedures.

Health and Safety

The Family Place meets or exceeds all health and safety requirements of the Ministry of Education and Halton Region. The Family Place promotes health and safety through our policies and procedures, which are approved by our Board of Directors. All staff are required to read and follow all policies and procedures. They are reviewed during the staff's annual evaluations. All policies and procedures can be found on our website.

All staff are trained in Standard First Aid and CPR/AED, with recertification completed every three years. Staff, volunteers, and students over 18 must have a recent Police Vulnerable Sector Check (PVSC) prior to employment at The Family Place. All staff presents an original copy of their PVSC prior to working at The Family Place. On the anniversary of this PVSC, all staff will sign a Declaration of Offence each year for four years and on the fifth year; they are required to produce a new PVSC. Staff cannot work or volunteer at The Family Place without a current PVSC.

Nutrition

The Family Place realizes that children in child care receive a large portion of their daily nutrition away from home. In order to ensure that your children receive the nutrition they need while at our centres, we follow the recommendations set out in Health Canada's *Eating Well with Canada's Food Guide* and *Nutrition for Health Term Infants*. Food for Tots supplies our children with nutritious hot lunches, approved by a registered dietician. Our floater staff purchases and prepares nutritious snacks daily, ensuring that two food groups are served at each sitting. Children are supervised at all mealtimes for safety and to encourage positive mealtime practices. No foods are to be brought into the centres by parents without prior approval from Supervisors. An ingredient list must be provided.

Anaphylaxis

- Some of our children and staff are allergic to certain foods, medicines, insects and latex. When they come in contact with these things, they have a severe allergic reaction. When a family comes to us acknowledging their child is anaphylactic to a certain substance or thing, we take it very seriously.
- We meet with the parent, asking them to outline:

- -the child's allergens,
- -if they have had a reaction and if so the symptoms
- -type of epi-pen

This is documented on our Emergency Anaphylaxis Plan form. This form is then posted in the child's classroom, kitchen, and any serving area. A copy is kept in the emergency contact classroom binder, to ensure this form is with them at all times. All staff, volunteers and students review this form familiarizing themselves with the child, their allergens and symptoms. This form is reviewed by the parents annually, prior to the expiry date of the epi-pen. Staff, students and volunteers must review the form and then sign the back of the form annually. See Anaphylaxis Policy PR27 for Anaphylaxis Emergency Plan form.

Allergies

Allergy lists contain the child's name and food allergy or food restriction. The allergy lists are posted in the kitchen, serving area, all playroom or play areas, and attached to the emergency contact classroom binder, to ensure this form is with them at all times.

Staff are asked to review these allergy lists daily prior to meal time. When groceries are brought into the centre an orange "OK" sticker is adhered to the food to ensure that they have been reviewed for nuts and any other major allergy restrictions within the centre.

Play

Play shapes a child's growth and development. Play is spontaneous, allowing children to lead the play on their own terms, making their own choices. Play allows children to use their imagination and build onto their own knowledge. They build their social skills, learning from their peers, through reasoning and problem solving. Teachers invite the children into play, through gestures and activities. This broadens their knowledge to support their growth and development.

Opportunities for play are found inside and outside the classroom. Our indoor classrooms are set up for free-flowing exploration. Our outdoor areas are set up for children to explore the nature around them. Weather depending, children at our centres have opportunities to engage in outdoor play for two hours per day. This is typically split between the morning and afternoon. This balance allows the children to experience fresh air twice a day. Infants, toddlers and preschoolers require a daily quiet/rest time to be able to rejuvenate and reflect on their experiences during their busy day. Indoor and outdoor areas are arranged to the best of our ability so that all children can move freely and make choices based on their abilities, interests and needs.

Parents

We consider ourselves very fortunate to be able to be a part of your family's lives. We believe that families are the experts on their own children. We look towards a partnership, working together to enhance your child's growth and development during the most important years in his or her life. To do this, we require daily open communication, as we can best support our little ones if we are apprised of any changes in the household. We encourage all families to communicate with our staff daily regarding their children's health. This allows our staff the ability to support each child's emotional and physical needs. We believe this partnership supports the whole child.

We connect with families through several planned family events held at the centres throughout the year. The Supervisors share their quarterly Newsletter through email, which gives parents updates of our programming and events within the centre. We post important notices of upcoming events, PD days and community information for parents on the Parent Board, located in the front hallways of both centres. Our website is updated by a volunteer from the Board as pertinent information for both centres is identified.

We have an open-door policy, where parents are encouraged to talk to their classroom teachers and offer feedback to the centre Supervisor and Director. We have a wealth of knowledge in child development along with connections to our local community partners: Heritage Glen Public School, Bishop Reding Catholic Secondary School, Halton Region, THRC, and Quality First. Students who are enrolled in the Early Childhood Educators program at several local colleges do their placements at each centre, enabling them to gain hands-on experience in the field. This benefits the centres by bringing in new ideas, and also allows the centres to assess potential employees.

Our staff respects and values input from parents, whom we encourage to be part of the decision-making process for their child. The Family Place supports families by consulting with all professionals who are involved with them and their child. We believe in a team effort to support the entire family.

The policies and procedures that govern our programs can be found on our website. Our times of operation and an outline of our programs are listed in our Parent Handbook, which is also found on our website.

Community Members

The Family Place believes that being part of our community supports everyone's well-being and engagement. As both our centres are located in schools, our number one community partners are the teachers, custodians, students and principals at Bishop Reding and Heritage Glen. Both Kelly and Wendy have built a strong connection with the schools over the years, allowing The Family Place to feel a part of their community. Our children observe the older children throughout their comings and goings to and from the school, showing our children the enjoyment of attending school, and their positive interactions on the school grounds. Our children are invited to performances throughout the year, along with the ability to utilize the gyms during inclement weather. This allows our children to get out of the centre and see a different world around them.

We invite community members to showcase their talents while broadening our children's learning opportunities. The local librarian visited the Milton centre for our Literacy week. She read books to the children and handed out library cards to parents encouraging literacy at home. The Oakville centre invites special guests that showcase exotic animals.

MPP Indira Naidoo-Harris has visited the Milton centre several times, announcing the Provincial government's financial commitment to child care. Indira's son used to attend The Family Place in Milton.

Volunteers and Students

The Family Place recognizes the value of having parent volunteers, co-op students and students in ECE placements. However, we also recognize the necessity of providing a safe environment for our children.

Volunteers and students are not permitted to have unsupervised access to the children. The volunteers and students will be supervised by a designated employee at all times. They are not permitted to be left alone with any child. Volunteers, students and agency staff who may be working in the classroom, are not to be counted in the adult:child ratios.

Volunteers and students will have an orientation with the Supervisor and their designated staff member prior to their start date. They will go over all the policies and procedures and must sign off that they will abide by them at all times. We believe that if a volunteer or student is interested in becoming a part of The Family Place, they should be immersed in the daily routines of the programs. **Volunteers and co-op students are not permitted to partake in any bathroom or diapering routines.** ECE students are permitted as this is part of their learning process from their College or University; again they will never be left alone with any child.

1.3 Implementation and Review of Policies, Procedures and Individualized Plans

Policies and Procedures

The Family Place will ensure that all policies and procedures are implemented and kept current at each centre. All staff, volunteers, students and outside agencies working with our children will be required to read the policies and procedures prior to commencing work/educational placement, and thereafter, annually and whenever there is a change in any policy and procedure.

At the Family Place, we believe that any person working with our children should be implementing all our policies, procedures and individualized plans daily.

The Board of Directors review and approve all policies prior to being uploaded onto our website. The Executive Director creates, edits or reviews the policies along with the Supervisors input. Four policies are placed on the agenda for our monthly Board of Directors meetings, where a discussion of the content is reviewed. A copy of the approved policies is placed in the office, along with the Policy Sign-Off form which lists the specific policies approved. The staff are instructed to read the policies, and sign that they will abide by the policies. The Policy Sign-Off form is then kept in the Policy binder in the centre, along with the updated policies. Parent will be informed of the edited or new policy through email.

Annually, staff is given an opportunity to critique the policies and procedures prior to an organization wide Policy staff meeting. At the meeting, each policy and procedure is displayed,

where staff can voice their opinions. The Supervisors and Executive Director will discuss the changes and will decide if they are applicable. If there are no changes, the staff and supply staff will sign off on the Policy Sign-Off form during that meeting. If there are significant changes, the Executive Director will forward the changes to the Board President. The changes will be reviewed at the next Board meeting. The edited policies and procedures will be placed in the office for the staff to reread and sign off on again.

Annually, The Board of Directors will be instructed to read all the policies and procedures and sign the Policy Sign-Off form. This too will be placed in the Milton Policy binder.

Individualized Plans

Anaphylaxis and Medical Plan:

Each individual Anaphylaxis and Medical plan will be reviewed by the Centre Supervisor with staff, volunteers and students, as to the parents' specific instructions and the centre's plan. The staff, volunteers and students will sign the back of the original plan prior to commencing work/educational placement, and thereafter, annually and whenever there is a change. The original plan is kept in the office, where a copy is posted in the child's classroom, kitchen, serving area, and a copy is kept in the emergency contact classroom binder, to ensure this form is with the child at all times.

All staff, volunteers and students review this form familiarizing themselves with the child, their allergens and symptoms. The form is reviewed by the parents annually, prior to the expiry date of the epi-pen. .

Individual Program Plan:

Each child's Individual Program Plan is prepared by the Resource Consultant. All staff, volunteers and students are to review and sign off on the Program Plan, annually and whenever there are changes. The sign-off sheet will be placed Individual Program Plan binder.

Compliance and contraventions

The Supervisors have a daily presence in each of the classrooms. They are aware of the teacher's abilities, and observe compliance of all the policies, procedures, individual plans and/or Program Statement at The Family Place. If the Supervisor or Executive Director sees anyone not abiding by the policies, procedures, individualized plans and/or Program Statement:

1. **First Time** -The Supervisor would address the non-compliance immediately, supporting the person through the correction by reviewing the document and discussing the area of concern.

2. **Second Time** - The Supervisor will meet with the person, reviewing the correct steps, and setting out a plan that the individual will need to follow. This meeting would be documented in the person's file using the Staff Incident report (written documentation).

3. **Third Time** - The Supervisor will advise the person that they are required to attend a workshop to support their learning (if applicable) and/or they will be paired up with a mentor to support their ongoing plan of action. A meeting will be set with the individual either daily or weekly to review their progress up to one month.

4. Final Time - If the individual does not show signs of significant improvement or does not cooperate with the support given to them during this process, they could face termination of employment. The final step of dismissal will be determined by the Executive Director in conjunction with the Board President. Documentation of all steps will be kept in the staff's file. Depending on the severity of an incident, the Executive Director may proceed directly to the final step, without the intervening steps.

Annually, the Supervisors evaluate the staff on their performance: Areas of Attendance, Trainings, Program Development, Relationships, Supervision, Health and Safety, Leadership, Contribution to the Organization and Administration. These topics cover the regulated policies, procedures and individualized plans. Strengths and needs are discussed and then goals and strategies are set by the Supervisor and the staff member. A timeline is noted and a meeting is set to discuss the progress.

1.4 Board of Directors

The Board of Directors is a group of individuals, who represent the community interests in the programs at the centres. Anyone may seek nomination to the Board. Parents are encouraged to be active on the Board or on one of the committees acting on behalf of the Board.

The board meets every month, taking a break over the summer. Meetings are held alternately at the Milton or Oakville centres. Generally, the meetings last about two hours. Please contact the Director or your centre Supervisor if you wish to have a Board Orientation Package or to attend a meeting. These meetings will give parents a more in depth look at governance and operations of the centres.

The Annual General Meeting is held every May. Ballots are emailed to parents, where parents can nominate the individuals in the positions of President, Vice President, Secretary, and Treasurer.

1.5 Wait List, Admissions, Withdrawal Policy (PR 4)

The Family Place maintains a wait list when there are no spots available or for a future spot in a program. Parents are encouraged to place their child's name on the wait list which can be completed on our website. These forms are date and time stamped to ensure fairness when filling spots. The Supervisor will review the Wait List book once a spot opens up, contacting the parent on a first come, first served basis depending upon the available space and to match the age of the group in the room.

When filling a spot, The Family Place will prioritize admission (in their respective order) while continuing to maintain order through the date and time stamp from the wait list.

1. Internal Families
2. Students and staff of Bishop Reding High School
3. Previous families in good standing with The Family Place
4. Community families

Procedure

Parents who phone or email a request for registration at The Family Place, are directed to fill out the wait list form found on our website. There is no charge for being on the wait list.

The waiting list contains:

- date of request
- child's name
- child's date of birth
- parent's name
- telephone number where available during the day
- date when care required
- centre requested
- a list of any professionals or services involved with the child
- any comments regarding abilities, moving dates, visits to the centre, etc.

1. The wait list form will be emailed back to the Family Place email address, where the Supervisors will review the wait list form. The Supervisors will send a confirmation email to parent.
2. If a parent asks for a tour, the Supervisor will contact the family to set-up a tour.
3. The Supervisor prints off the wait list form and places it in their Wait List book according to age of the child and desired start date.
4. When a parent requests their position on the wait list, the Supervisor will invite the parent into the centre to review the wait list binder. The Supervisor will prepare the wait list pages of the specific age group by folding the pages in half to ensure privacy of other families. The Supervisor will count the number of pages ahead of the parent, showing them their position on the wait list. If a parent prefers to be told of their position over the phone, the Supervisor will count the number of families ahead of them in the specific age group.
5. When a spot opens up, the Supervisor will review the Wait List binder, and then contact the next person in the specific program. The Supervisors will look to the date to ensure they contact parents on a first come first serve basis.
6. Once contacted, the family has 48 hours to respond to the offer of the open spot. If the parent does not respond within this time frame, the Supervisor will move on to the next person on the wait list. **It is up to the parent who did not respond in time, to inform the Supervisor if they would like to remain on the wait list.** The Wait List Policy can

be accessed on our website at www.thefamilyplacechildcare.com . If the parent requests to stay on the wait list, they will become the next person in line for an open spot. If we do not hear back from the parent within 48 hours, we will assume they do not want to be on the wait list any longer. The hard copy will be discarded, as we have the soft copies archived.

7. Once the parent accepts the spot, they will be asked if they would like a tour. During this time, they will be given a Registration Package and pay the Parent Security Deposit.

1.6 Hours of Operation (PR02)

The Family Place operates to provide service to parents who need child care Monday through Friday during the daytime.

Hours have been established to meet the needs of the majority of parents while still maintaining financial viability of the centres. The centres are open for child care children and school-age children from 7 a.m. to 6 p.m. Monday through Friday, all year long, except for statutory holiday closures and additional closures approved by the Family Place Board.

The Family Place Board will approve any changes or additions to the Holiday Closures listed below in September of each year, and a notice will be sent to parents at that time specifying any changes. School-age closures may differ from the centre closures and will be noted accordingly.

Statutory Holiday Closures: The centres close for the Statutory Holidays listed below: Parents are informed of these dates on their child's monthly calendar and also on the centre's Parent Bulletin Board.

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

Winter Break: The school-age program is not available during the winter break and will be closed over the break as per the dates outlined by the school board. For child care, the centres close at 2 p.m. on Christmas Eve when it falls on a weekday. When Christmas Eve falls on a weekend, the centre will close at 2 p.m. on the Friday prior. As noted above, the Family Place Board may close the centres on additional days over winter break and will communicate this to parents in September of every year. If open on December 31, the centres will close at 4 p.m.

Summer Break: The school-age program is not available during the summer break.

Easter Monday: The school-age program is typically not available on Easter Monday.

Inclement Weather: The centres may need to close for inclement weather or where safety cannot be assured. Parents will be notified to pick up their child if closure occurs during the day. If closure occurs after hours parents are asked to listen to local media for closures of the Halton District School Board (Oakville centre) or Halton Catholic District School Board (Milton centre). The centres follow school board closures.

Billing: Parents will be charged for every *enrolled* day of the year, including statutory holidays, sick days, vacation days, and any closures due to inclement weather. The only exceptions will be:

- Closures of school-age over Christmas Break and Easter Monday
- Additional holiday closures (outside of statutory holidays) as approved by the Board

Where parents are required to sign up for additional school-age care (such as that offered during school holidays or professional development days), they will have until the last day of the sign-up due date to cancel without penalty. Cancellation after that due date will be billed fully.

Procedure

1. Statutory holidays will be taken on the day designated unless they fall on a weekend. Parents will be notified in writing in September of each year, as to the day of closure when a statutory holiday falls on a weekend.

2. With Board permission a statutory holiday may be moved to create a long weekend. Parents will receive written notice in September of each year. This would apply, in most cases, only to Canada Day.

1.7 Fee Policy (PR12)

Although The Family Place is a non-profit organization, child care fees must be charged to cover the reasonable expenses of the business.

Toddler Program	\$58.55 per day	Before Kindergarten	\$11.80 per day
Preschool Program	\$52.30 per day	After Kindergarten	\$19.50 per day
		Before/After Kindergarten	\$26.80 per day
Before School Age	\$10.45 per day	Full Day Kindergarten	\$46.35 per day
After School Age	\$18.45 per day		
Before/After School			
Age	\$25.75 per day		
Full Day School Age	\$43.80 per day		

Procedure

1. Fees will be set annually by the Board of Directors. Parents will be notified of any change in writing. There is no registration fee at The Family Place.

2. Method of Payment - Fees will be paid by cheque or money order payable to The Family Place and placed in the fee box outside the respective offices. Cash is not permitted.
3. Security Deposit - Parents are required to pay 10 days of fees upon registration. Where one month withdrawal notice is given, this deposit will be reimbursed to the family once the account is clear. If a subsidized client's situation changes, adjustments will be required. These cheques will be deposited upon receipt.
4. Payment Due - Parents are invoiced monthly. The invoice reflects the month each child is currently attending the centre. All fees must be dated for and placed in the fee box, no later than the 15th of each month. A late fee of \$50 will be incurred on each payment dated or received after the 15th of the month.
5. NSF Cheques - A fee of \$20.00 will be charged to the parent for NSF cheques. The cheque replacing a NSF cheque must be certified or a money order.
6. Late Pick-up Fee -
 - a.) A fee will be set by the Board and charged to the parents if a child is picked up past our closing time of 6 p.m. The Family Place goes by our clock in the centres. The fee is \$20.00 for every 15 minutes or part thereof that the parent is late. The charge will be per family not per child. It will be invoiced the following month.

-In the Oakville centre, the time of pick-up will be determined by the satellite clock located in the centre. This time will be recorded on the Late Pick-up Book.
 - b.) The amount of the Late Pickup Fee will be paid directly to the staff that stayed late.
 - c.) The late parent will be required to sign the Late Book.
 - d.) Parents who are late three times in picking up their child within a period of one month will be sent a letter by the Executive Director and/or Supervisor. The child care could be terminated.

1.8 Staffing (P14)

The Family Place is governed by the Child Care Early Years Act, which sets the adult to child ratios for the classrooms. These are always met and considered a minimal requirement. When possible or where needed, extra staff is available to enhance these requirements. The majority of our staff is Registered Early Childhood Educators (RECE); all have Standard First-Aid and CPR/AED C and a current Police Vulnerable Sector Check. All of our staff brings a wealth of knowledge and experience to our programs. We have several teachers who have been with the organization for over twenty years, which greatly adds to the quality of our centres.

Each centre has its own Supervisor, who reports to our Executive Director, who in turn reports to the Board of Directors. The staff report directly to the Supervisor but are responsible to the Director.

1.9 Police Vulnerable Sector Check Policy (PR12)

According to the Child Care and Early Years Act (CCEYA), all employees, volunteers, students over 18 years of age and any person offering services to The Family Place are required to have a current Police Vulnerable Sector Check (PVSC) prior to working or providing services at The Family Place.

The CCEYA requires all employees, volunteers and employers of services to update their PVSC, every five years. The Executive Director and Centre Supervisor will ensure all PVSC's are current. An Offence Declaration must be signed no later than 15 days after the anniversary date of the previous PVSC or Offence Declaration. Prior to the fifth year anniversary, a new PVSC must be submitted.

All staff and volunteers returning from an unpaid leave of absence, longer than three months (e.g. maternity/paternity leave, leave of absence, long-term disability, etc.) is required to obtain a current PVSC.

In order to start employment without a PVSC, an employee must show a receipt for the application of a PVSC to prove them awaiting the paperwork from the Police. Until the PVSC is provided, the centre Supervisor must take extra measures to ensure the safety of all. The new employee will not be left alone with the children at any time until the completed PVSC has been given to the Supervisor or Executive Director.

All copies of PVSC's will be kept in the same file cabinet as the employee files. Confidentiality of this and all other personal information in a staff file will be kept in a secure manner in this locked file cabinet.

If a positive PVSC (i.e. one which identifies a criminal charge) is received, acceptance for employment or a volunteer position is not necessarily precluded. Further information will be sought and a decision will be made by the Executive Director and the Board of Directors. The nature and circumstances surrounding the charges and convictions will be taken into account. (see Procedure below). The PVSC is just one part of the hiring process. Confidentiality will be closely protected.

For any person who provides services to The Family Place, their employer will be required to provide an offence declaration or attestation to The Family Place. The attestation would confirm that a vulnerable sector check was performed within the last five years, has been obtained from that person and reviewed, and it did not list any convictions for offences listed in Subsection 9(1) of the CCEYA.

The offence declaration or attestation must be obtained before the person enters into the centres. If the person continues to provide services, another offence declaration or attestation must be obtained every year thereafter and no later than 15 days of the most recent offence declaration or attestation.

Procedure

Upon successful application for a position at The Family Place, the candidate will present a current PVSC. The Executive Director/Supervisor will review this check in confidence. If the PVSC is negative with no charges or convictions listed, the Executive Director/Supervisor will

feel the seal, and write beside it "This is a true copy", sign and print their full name and date. The Executive Director/Supervisor will make a copy of the PVSC and put it in the manila envelope in the same drawer as the employee's confidential files. The Executive Director will add the information to the CCEYA Tracking Form.

If immediate employment is required and the PVSC is not yet available, the employee must go to the Police Station in their Region and apply, bringing the receipt back to the centre for proof of application. The Supervisor will ensure that this person does not work alone with the children until that PVSC is obtained and approved. The Executive Director or Supervisor will note in the log book that this particular staff member is not to be left alone with the children until their PVSC is submitted and/or approved.

In the case of a positive PVSC, the Executive Director will notify the Board President, who with the Executive Director and one other Board Member will review the PVSC, discussing the circumstances with the applicant or staff member. The final decision lies with the Board President, Executive Director and Board Member present at the discussion, who will take into account all factors of the screening process. The applicant may appeal the process to the Board of Directors upon submission of a written request.

The CCEYA requires all employees to update their PVSC, every five years. The Executive Director and Centre Supervisor will ensure all PVSCs are current. The PVSC or Offence Declaration must be updated no later than 15 days after the anniversary date of the previous PVSC or Offence Declaration. Prior to the fifth year anniversary, a new PVSC must be submitted.

If a staff or volunteer declares an offence on the Offence Declaration form, we will follow the same procedure as a positive PVSC as noted above.

The Executive Director will review and update the CCEYA PVSC/Offense Declaration Tracking Form whenever changes are arising.

1.10 Volunteer and Student Supervision Policy (PR25)

The Family Place recognizes the value of having parent volunteers and student placements in the program; however, we also recognize the necessity of providing a safe environment.

Volunteers and students are not permitted unsupervised access to children, other than their own. Volunteers, students, and other agency staff who may be working in the classroom, are not to be counted in the adult to child ratios. Volunteers, as parents, are aware of the centre policies through their Parent Handbook and have agreed in writing to abide by these policies.

Students and any non-parent volunteer will receive an Orientation Package containing all relevant and required policies. Volunteers are required to review the package and meet with the Supervisor or designate to confirm their understanding as well as to discuss all relevant policies and procedures. Volunteers will sign the Policy Sign-off form stating they have read, and will abide by the policies. A copy of the Parent and Staff Handbooks are made available.

All volunteers and students over 18 years of age of The Family Place are required to have an appropriate Police Vulnerable Sector Check (PVSC.)

Where there are volunteers for field trips, the volunteer does not require a PVSC if they are only responsible for their own child. They will not be assigned to other children to supervise on the trip.

Procedure

The Executive Director and Supervisor will ensure that volunteers or students do not have unsupervised access to children. A staff member will be assigned to the volunteer or student during their time at The Family Place (an alternate staff member will be designated if the original staff member is away). They will ensure that the student and/or volunteer are never left alone with any children.

The Executive Director and Supervisor will ensure that volunteers or students are not considered in ratio for the program.

Volunteers and students will have an orientation with the Supervisor and their designated staff member prior to their start date. They will go over all the policies and procedures, Emergency Plans and Individual Program Plans and must sign off that they will abide by them at all times.

We believe that if a volunteer or student is interested in becoming a part of The Family Place, they should be immersed in the daily routines of the programs. **Volunteers and co-op students are not permitted to partake in any bathroom or diapering routines.** ECE students are permitted as this is part of their learning process from their College or University, again they will never be left alone with any child.

When having ECE students, we agree to support the student throughout their placement. The student reviews his or her outline with his or her supervising teacher, who supports the student through his or her placement. If the supervising teacher doesn't agree with the specifics of the outline, he or she will take it to the Centre Supervisor. The Centre Supervisor will support the teacher and the student as best he or she can within the constraints of our program. If there is a huge discrepancy, the Centre Supervisor will contact either the student's teacher or the course organizer.

When planning a field trip which includes volunteers and students, the Supervisor will ensure that staff provide all direct supervision except where a parent is accompanying their own child.

1.11 Communication

An open door policy exists at the centres, meaning that parents are welcome to drop by anytime. We also encourage parents to talk to the staff as much as possible, to bring them up to date on family happenings, their child's situation or to ask questions about their time with us. Occasionally, demands in the classroom make it difficult to have a lengthy conversation at that particular time, so parents may wish to request that the teacher call them later or you may set up a meeting to talk at a more convenient time. Any concerns, of course, may be brought to the attention of the Supervisor and/or Executive Director.

Written communication with families from the centre will be passed along either through the teachers, left at their child's cubby or through email. General information may be accessed on

our website www.thefamilyplacechildcare.com. Any information that a parent wishes to distribute needs to be approved by the Centre Supervisor, before it can go out.

1.12 Partnership

It is important for everyone at The Family Place to understand the role of partnership that exists at our centres. A strong relationship between the families and staff members contributes to high quality care for the children. Establishing and maintaining a relationship that is based on mutual respect is the responsibility of both parents and staff. We have several mechanisms in place to share information, like the Daily Log Book, but the mutual respect comes from an acceptance that we are partners in the care of these children. Your input and feedback are important to us. We will endeavour to adapt the program, where possible, around family's needs and concerns.

1.13 Dismissal Policy (PR32)

The Family Place endeavours to meet the needs of all the families registered in its programs. Before a family is asked to leave our centre, we will set up strategies that meet the needs of the centre, classroom, staff, and family. We must at all times consider the needs of all the children in our centre. In all cases, we will try our best to connect families to agencies for the support needed. Unfortunately, there are times when the needs of the family cannot be met. When such situations arise, the family will be asked to leave.

Reasons for Dismissal:

1. Non-payment of fees or continual late payment of fees
2. Continual late pick-ups which are documented
3. Behaviours that cannot be managed through our Behaviour Management Policy and make the classroom unsafe for the other children
4. When difficult situations arise and the philosophy of the Centre and the family do not agree, causing a break in the partnership between family and Centre

Procedure

1. The Executive Director will phone the family to inform them of the problem.
2. A meeting will be held with the family, the Supervisor, and the Executive Director to discuss the issue.
3. The Supervisor and Executive Director will suggest steps to rectify the situation.
4. Families will be given the opportunity to connect with agencies for support.
5. A time frame will be set out by The Family Place to allow the necessary time for change.
6. When there is no alternative but dismissal, the family will be told in person of their child's dismissal from the centre by the Executive Director.
7. At the discretion of the Executive Director and the Board, the family will be asked to leave either with two weeks' notice or immediately, depending on the situation.
8. A letter of dismissal will be provided to the parents.
9. Parents will receive their security deposit once the account is clear.

Chapter Two: Health, Safety and Routines

2.1 Child's Illness Policy (PR17)

When a child becomes ill during his or her day at the child care, staff must determine the severity of the child's illness, the effects on the other children and the action that is needed. Our children's best interests are always foremost in the teacher's decision process. We encourage everyone to make sure they have an alternate plan for their care if they become ill.

Children, who cannot participate fully in the program, including outdoor play, should not be brought to the centre. Staff cannot accept a child who is ill. Children who are suffering from the following **may not** attend child care:

- Nausea and vomiting
- Diarrhea
- Fever
- An unnatural discharge from the nose, ears or eyes
- An unknown rash, or open sores from illness
- Severe cough
- Any possibility of communicable disease.

Nausea or vomiting -If the child has had two or more episodes of vomiting during the past 24 hours, the child shall be excluded from attending the centre, until either the vomiting stops for 24 hours or it is determined by a doctor that the vomiting is caused by a non-infectious condition and there is no risk of dehydration. This restriction may be increased by the order of the Halton Public Health Authority.

Diarrhea refers to a change in the normal pattern of bowel movement, resulting in a substantial increase in the number of stools and/or change in the consistency of the stool to water or unformed. Viruses are the most common causes of infectious diarrhea in children. Diarrhea is easily spread from person to person, especially children. Children with diarrhea have thousands of germs in their stool. It may only take a few germs to cause diarrhea in another child. This is why diarrhea spreads so quickly.

Children experiencing diarrhea should not attend child care until 24 hours after the child has had a normal bowel movement.

Children, who have diarrhea while attending the centre, will be sent home after the second episode in 24 hours and must be off for a minimum of 24 hours after the child has had a normal bowel movement.

In severe cases or during an outbreak, children may be sent home after one bout of diarrhea – other symptoms and the severity of the diarrhea will be taken into account.

Fever – Normal body temperature is 37 to 38.3 degrees Celsius, taken orally. Fever is a temperature higher than normal. Its presence often means infection, although other conditions may cause fever in the absence of infection. A fever is indicated by a temperature over 38.3 Celsius, or 100.94 Fahrenheit. A child with a temperature over 38.3 C or 100.94 F shall be excluded until the child's temperature remains normal, without the use of medication such as acetaminophen; or until a doctor has confirmed that the fever is not the result of a contagious condition and that the child is well enough to participate in all areas of the program.

In the case of children under 18 months old (Milton centre only), who are experiencing low grade fevers resulting from teething (temperatures under 38.3 degrees C), acetaminophen may be administered by the child care staff with written parental permission. Parents need to supply the acetaminophen in its original container. These infants may attend child care as long as they are well enough to participate normally in the program.

Children sent home ill may be required to see a doctor, and in some cases a doctor's note will be required to re-enter into the program. This is at the discretion of the Supervisor or Executive Director.

An unnatural discharge from the nose, ears or eyes – Children with the common cold do not need to be excluded as long as they are well enough to participate in all areas of the program.

If however, the discharge from the child's nose is heavy, greenish in colour, combined with the child's lack of energy, then there is an indication that the cold has become more severe and a physician should be seen.

A child with a discharge or pus from their eyes shall be excluded until treatment, prescribed by a doctor, has been given for at least 24 hours.

Discharge from the ears may indicate an ear infection and parents are advised to seek immediate medical attention. A child with an ear infection may attend child care, if there is no fever and the child is able to participate fully.

An unknown rash, or open sores from illness – Rashes have many causes and often require a doctor's examination and further information before the cause can be determined. Children who have a rash but no fever or change in behaviour can continue in the child care program, once a doctor has determined that the rash is not caused by a contagious condition. A doctor's note will be needed at this time.

Certain childhood diseases, such as chicken pox, can have rashes that result in open sores. Until these spots are closed or completely covered, your child may not attend child care, for reasons of infection.

Severe cough – Although a cough is often thought to be caused by a disease in the lungs or chest, coughing can be triggered by irritation anywhere in the respiratory tract, from the nose to the throat. Along with infection, there are many causes for coughing. Children with severe coughs need to see the doctor to determine the cause of the cough. A cough is considered to be severe if the child's normal activity is hampered by the coughing and the child is unable to fully participate in activities.

Like other non-prescription medications, cough syrup **will not** be administered at the centre.

Any possibility of communicable disease – The Medical officer of Health requires exclusion of children from group settings, like child care, for a variety of common childhood diseases. The length of exclusion varies and is best discussed with the doctor or the Public Health (905) 825-6000.

Procedure

Parents should contact the child care if the child is not attending and let the staff know the reason for the absence.

If a child becomes ill while attending child care, the staff shall advise the Supervisor, who shall notify the parents to pick up the child immediately.

If the child requires a doctor's note, they will not be admitted into the program, until the doctor's note has been given to the centre.

If a child has two loose bowel movements or vomits twice during the day while attending the child care, the parents will be notified to pick up the child immediately. The child may not return until 24 hours after having a normal bowel movement or after the last incident of vomiting.

If a child has a fever of over 38C or 101F while at child care, the parent will be notified to pick-up their child immediately

2.2 Communicable Disease Policy (PR16)

The Family Place does not have facilities to care for children who are ill. Children who are not able to participate in all areas of the program should not be brought to the centre.

Children who are suffering from communicable diseases will not be allowed to attend child care. An illness will be considered a communicable disease as defined by the Halton Public Health on their website, and Exclusion from child care will be based on their guidelines. The Halton Public Health website is: <http://www.halton.ca/cms/One.aspx?portalId=8310&pageId=11694>.

Exclusion from child care will extend to any child with obviously unhealthy symptoms, such as open sores, regardless of the restrictions set by Public Health.

Procedure

Parents suspecting that their child might be suffering from a communicable disease should contact their physician immediately. If the illness is confirmed as communicable, the parents will report to the child care centre to allow notification to other parents. Children may not return to child care within the restricted period prescribed by Public Health.

If a communicable disease is suspected by a staff member of a child in care, the child will be isolated from other children. The Supervisor or designate will be notified immediately and the child's parents will be contacted for immediate pick-up.

The Supervisor may require a note from the Doctor attesting to the child's health, before returning.

Notification of any communicable disease and its symptoms will be posted in the child care centre. Public Health will be notified, as well as any other group within the community that has contact with the child care centre and this child (e.g., school, senior's home).

Staff may not attend work if they suspect that they may be suffering from a communicable disease. The Supervisor will be informed of their concerns and, once verified; notice shall be made as above.

2.3 Medication Policy (PR19)

ALL MEDICATIONS TO BE ADMINISTERED FOLLOWING THE CHILD CARE EARLY YEARS ACT (CCEYA)

All prescription and non-prescription drugs or medication must be accompanied by written authorization from the parent on the “Medication Authorization” form. Non-prescription, INTERNALLY ADMINISTERED, medicine shall also require a note from the doctor attending the child.

All products containing a Drug Identification Number (DIN) require a Medication Authorization form to be completed by the parents. DIN is an eight-digit number assigned by Health Canada to a drug product prior to being marketed in Canada. It is located on the label of prescription and over-the-counter drug products. DIN can be found on vitamin bottles, medicated ointments, prescription medication and over-the-counter medication. This includes acetaminophen administered to children under 18 months for teething.

Due to the frequency and their longer daily usage, sunscreen, diaper cream, lip balms and hand sanitizers can have a blanket authorization form. This is added to the registration form. If these items are used for an acute (symptomatic) treatment, a Medical Authorization form will be needed. Emergency allergy medication must be immediately accessible at all times. School age children may be permitted to carry their own emergency allergy medication and parents will be required to fill out a specific form for this medication.

Procedure

1. A parent shall deliver the medication to the Designated Medication Person, in the original container and must fill in the “Medication Authorization” form in detail. The form must set out the times the drug or medication is to be given and the amounts to be administered. The Designated Medication Person must match the information the parents fill out on the form with the information on the original container or prescription. They must ensure that the medication is not expired. If a parent requests their child to self-administer their own medication (Epi-pen or Puffers) this must be stated on the form.
2. Medication will be stored as directed and kept in a locked container inaccessible to the children.
3. Medication must be administered:
 - In accordance with the instructions on the label and the authorization received.
 - The drug or medication is administered to the child only from the original container as supplied by the pharmacist or the original package.
 - The container or package is clearly labelled with the child’s name, the name of the drug or medication, the dosage of the drug or medication, the date of the purchase and expiration, and the instructions for storage and administration.
4. If medication is to be administered on an **“as needed” basis**, the written instructions must clearly indicate the situations under which the medication should be given. This could include the physical symptoms that must be present, the behaviour the child must be exhibiting or the

child's temperature.

5. Medication will be dispensed by one staff member designated for that purpose.

6. For each child receiving medication, an entry will be made in the "Medication Authorization Record" portion of that child's "Medication Authorization" form. If a dose is omitted, reasons must be listed. If a child self-administers their own medication, (Epi-pen or Puffer) the authorized staff must keep a record of the date and time of self-administration. This needs to also be written in the Daily Log.

7. Any accidental administration of medication (e.g., medication to the wrong child or dose error) should be recorded and reported immediately to the Centre Supervisor or Director or their designate, who shall then notify the parents of both children.

8. Leftover medication or surplus of medication should be returned in the original container to a parent of the child or discarded with parental permission.

2.4 Inclement Weather Policy (PR8)

In the case of severe inclement weather, The Family Place will close. Whenever the schools that house the centres are closed, The Family Place centres will also close, since there is no plowing of the schools and emergency vehicles cannot get through. Other than school closures, the decision to close will be made by the Executive Director or designate based on considerations for the safety and well-being of the children, parents and staff.

Procedure

The Executive Director will inform the Supervisors if the centre is to close.

For closures before 7:00 a.m., parents and staff should listen to the school closures as announced on local radio stations, Halton District School Board (Oakville centre) and Halton District Secondary School Board (Milton centre). In this case, parents will NOT be telephoned, but the Executive Director will send an email blast about the closure to all parents. If for some reason the school is open but the centre is closed, parents will be notified by email.

If the centres close for inclement weather while children are in attendance at the centres, parents will be notified by telephone to pick up their child(ren) as soon as possible. If the parent cannot be reached, alternates will be contacted. Please be prepared for this when forecasts are foreboding.

In Oakville, if you have **school aged children** that come to us before or after school, and the school closes, your child will be the responsibility of the school. Our school age staff is not available during school hours to care for the school age children. If the school closes early, there will be no after school care.

Fees remain unchanged for early closures or days when the centre cannot open for inclement weather reasons.

The Supervisors will maintain ratios in the program when the centres close early. As numbers go down, staff will be sent home based on those with the farthest distance to go being released first.

2.5 Outside Play

Our playgrounds are inclusive, set-up to support all our children's abilities. In Oakville, the Toddlers and Preschool children have an area that has a bike path, climbing apparatus, sand box, outdoor equipment, loose parts, and wooden activities. In addition, we have a natural play area with grass, cabin, wooden bridge, natural garden, wood, and tires for exploring and building.

Outside Play is a very important part of our program. Weather permitting, Infants, Toddlers and Preschool children go outside for about an hour in the morning and again in the afternoon. The School Age programs will go outside for at least 30 minutes each day. The teachers will make the decision for their particular group, based on experience and training. Consideration as to the circumstances at their location and the time of day will be taken into account. The guidelines set out by the Public Health will be considered. Play times may be shortened in extreme conditions.

If your child is well enough to attend child care, he or she will be expected to go outside. Outside play, when your child is dressed for the conditions, is part of a healthy life style. Fresh air and exercise contribute to the well-being of any person, and is an integral part of our program.

2.6 What to Wear

When you arrive in the morning, please have your child dressed for outside play, if your arrival occurs during your child's normal outside time. Once the rest of the group is ready it is difficult for a teacher to be able to hold the whole group so that they can dress one child.

Always alert the teacher to your child's arrival. Children must never be left unattended in the classroom, halls or playgrounds—regardless of age. School age children must be escorted to their teacher and group when arriving in the morning.

Children need clothes in child care that allow them freedom to move about and have the independence of being able to dress themselves when appropriate. Jogging suits, pants with loose waistbands and easy-to-fasten closures are the best. Watch a group and see the confidence of a child who needs little adult assistance. One piece outfits, with zippers in the back or overalls with tight fasteners frustrate a child who wants so much to "do it myself".

Each child, regardless of age, needs a change of clothes. Infants and Toddlers should have at least two complete outfits. Older children spill juice or slip in a puddle and need to be dry in their own clothes. If you are running low and haven't topped up, you will find a reminder note on your child's cubby. Please bring the change of clothes in the next day. School age children often become wet when playing outdoors. If your child does wear "Family Place" clothes home, please launder and return them as soon as possible. We have **few** extras.

Shoes are required and should have non-marking rubber soles. Party shoes are lovely but are too slippery for safe play and will not be allowed in the school gyms. Slippers do not provide enough support or traction for safe running and jumping. Outside, children need strong footwear that is seasonable warm and dry. "Crocs" are not acceptable for outside play.

The winter brings many challenges to the child care centres. Please help us by assuring that your child has a snowsuit that fits with extra room, warm boots, a hat that covers their ears, and at least two pairs of waterproof mitts. Scarves or string on outside clothing are not permitted by the Board of Health. Neck warmers make an excellent substitute for scarves. Remember we go out every day, so please make sure your child is prepared for the weather.

Summer clothing needs to be considered carefully as well. Shorts and tee shirts, sun hats worn with a large enough brim to shade their face and ears, a jacket or sweater for chilly mornings and sturdy footwear are the ideal. Sandals fill with gravel and leave toes open for stubbing. No flip flops.

2.7 Daily Log Book

Preschool and Toddler classrooms has a "Sign in and Out" Book. Parents are required to enter the time their child arrived and the time they departed the centre. Depending on the age of your child, you may be asked about their amount of sleep the night before. There is always a place for you to note any messages for the teachers, such as a change in pick-up, medications or even a relative visiting. For all the children, except the school age, the teachers will comment on lunch and nap time, as well as commenting on how the child's day has gone. You will also find Incident Sheets and Accident Forms in this binder. Notes from your child's teacher will be left in their folder in the binder.

2.8 Arrival and Pick-up

Children do best when they have routine. Coming to the centre and being picked up at the same time each day is important. Even the Infants are aware of the routine times, and expect their parents at the same time each day. Older children are very aware and find it difficult to adjust to varying schedules. For this reason, we ask you to let us know if you are dropping your child off or picking up at a different time than usual.

Our mornings are the time when most of the new cognitive concepts are introduced. The afternoon is a time for consolidating skills and reviewing on-going concept development. If your child arrives later in the morning, they will miss a great deal, so if you can, please have your child here by 9 or 9:30 in the morning.

The staffing of the child care centres is based on the number of children in attendance. When your child hasn't arrived by their usual time and we have not heard from you, staff assignments may be re-organized to better meet the needs of the whole centre. *Therefore, please notify the centre by 8 a.m. of absence or a change in normal arrival time.*

We require the name, address and telephone number of a **local** alternate. This person will be called to pick up your child if necessary, if we cannot contact you. Your alternate must bring Photo Identification when picking up your child.

If you send someone else to pick-up your child, you must inform the centre of the name of the person prior to pick-up. They will need to show photo identification. The name the parent gives us will be matched to the id. **No child will be dismissed to anyone other than their parent without photo identification and confirmation from parent.**

2.9 Saying Good-bye, Still Saying Good-bye

The first few days will be a trying time for children and their families, but as the children realize that their parents will be back and that they have a busy and happy day ahead, they settle in and those good-byes get easier. For you parents it is not as easy. You may have left a crying child who will be tired and cranky at pick-up time. For you, it seems a very sad situation..... invisioning your poor child, crying all day. What you haven't seen is the laughing and sharing, the joyful time during the day. Please rest assure, we will let you know if your child is unhappy. Relax and go about your day and call part way through, if you wish; we are happy to let you know how things are going and will be honest with you.

As time goes on, most children say good-bye comfortably, but some still have a bit of trouble with their parents leaving. For these children, a prolonged good-bye only emphasizes the present sadness. You may think you are giving them extra comfort by staying longer or coming back for a second hug or kiss. If your child continues to fuss over a long period of time, you may need to do a re-assuring but quick good-bye, allowing the child to become involved and busy more quickly. Remember it takes about 2 – 3 weeks to adjust to a new surrounding or event, this is for the child and the parents. Our staff has many years of experience in saying good-bye, they will be happy to give you some helpful hints along the way.

2.10 Home Time

Your child will be excited to see you at the end of the day, but they are tired. They have had many experiences throughout the day that they want to share with you. Try to leave some time to spend with your child to look at their classroom and the white board which outlines the children's development. Take a moment and speak with the teacher about their day.

The centres close at 6:00 p.m. This is a policy established by the Board of Directors. It is important that parents arrive with sufficient time to have their child organized to be out of the centre by 6:00 p.m. Try to arrive at the centre by 5:50 p.m. to allow your child the time to have a relaxing pick-up, starting your evening on a positive step.

There is a late fee charged for anyone leaving the centre after 6:00 p.m. **SEE 1.8**

- a.) A fee will be set by the Board and charged to the parents if a child is picked up past our closing time of 6 p.m. The Family Place goes by our clock in the centres. The fee is \$20.00 for every 15 minutes or part thereof that the parent is late. The charge will be per family not per child. It will be invoiced the following month.
- b.) Parents are invoiced for the Late Pick-up fee.
- c.) The late parent will be required to sign the Late Book.
- d.) Parents who are late three times in picking up their child within a period of one month will be sent a letter by the Executive Director and/or Supervisor. We will ask parents to find an alternate person to pick-up your child. If the late pick-ups continue, child care could be terminated.

2.11 Food in the centre – See Nutrition and Anaphylaxis Policy below

PLEASE DO NOT bring food or drink from home, unless:

- The food or drink is required for medical reasons (allergies-noted in the child's file)
- Your child is too young to be on table food
- Cultural reasons
- The food is for nutrition breaks at Heritage Glen School and will remain in a sealed container while at the centre.

All these exceptions must be discussed and approved by the Supervisor/Executive Director

These restrictions are necessary as we have young children, who may have been identified with an allergy or we have very young children who may have unidentified allergies and it is important that we know exactly what each child has eaten during their day with us. We also try to keep our centres as clean as possible and food in their cubbies, attracts bugs.

2.12 Things from Home

Please discourage your child from bringing toys from home. They can get lost or broken and can create jealousy among the children. There is more than sufficient equipment and activities at the centres for all to have a wide variety with which to play. Several of the age groups have regular “show and share”, and can then bring one item from home. **Guns, war toys and any toy of destruction should never be brought to the centres.**

Children with electronic games and entertainment gadgets need to be very mindful of the chance of loss or breakage. The school age staff will restrict their use during their programs.

2.13 Day Trips – Off Premise Policy (PR31)

The Family Place believes that our children can bridge their exploration of the world around them by going on local walks around our neighbourhoods. We walk to parks, stores, community buildings, and splash pads, and go on field trips throughout the year.

We are lucky enough to have the opportunity to use splash pads near both our locations. There is no standing water at the splash pads.

We typically take a few field trips each year that require children to be bused. We accept parents on these trips, but they are never counted in the ratio. Parents are not allowed to supervise any children other than their own. It is up to the parents' discretion if they wish to drive their child to the facility or pick them up. We would need to be aware of this ahead of time, due to numbers on the bus. Children do not pay for entrance fee or bus fees. If parents want to join us, it is their responsibility to pay for their entrance fee.

Procedure

- Staff maintains ratios set out by the Child Care Early Years Act (CCEYA), at all times.
- Parents are not included in ratios and are not allowed to supervise any children other than their own.

- If a parent wishes to transport their child to or from the off-premise activity, they must get prior approval from the Supervisor.
- Staff takes the children's emergency files, a cell phone and a First Aid kit with them.
- No extra fees are charged for any off-premise activities for the children; however, parents must pay for their entrance fee.

Local Walks and Splash Pads

- All parents sign a consent form for local walks and for the splash pad in their Registration Package.
- All children are changed at the centre by our staff.
- During the summer months, our children wear Family Place T-shirts.
- We only cross the street at stop signs, lights and cross walks.
- A count of children is done prior to leaving the centre, during the walk and when we return.
- Parents who are late dropping their children off can meet the group at the location or wait for their class to return to the centre.
- The location of the walk, the departure and return time, and the number of children and staff on the walk are communicated on a board outside of each classroom.

Field Trips

- When we go on field trips, a separate permission form is given to the parents outlining the location, if we are using a bus, and the time we leave and return to the centre.

2.14 Transportation Policy (PR06)

Transportation of children to and from The Family Place is not the responsibility of the centre.

Parents shall make their own arrangements.

The staff shall not use their own vehicles to transport any of our children.

If transportation is required for a day trip, a permission slip will be sent home and must be signed before the trip takes place.

Emergency transport will be by ambulance or taxi, depending on the severity of the situation (see PR 22: Reporting Accidents). At least one staff member will accompany the child, bringing the child's file with them for reference. Parents will be informed immediately of this situation.

Procedure

- Parents are made aware in the Parent Handbook that we do not transport the children to and from the centre.
- Children of all ages must be escorted into the centre by an adult. The person dropping off must ensure the teacher on duty is aware of the child's arrival.
- Written permission will be received from each child's guardian before any trip requiring transportation. – see PR 31: Off-Premise Activity
- Transportation for trips will be in most cases by bus and never by personal cars, except where a parent is transporting their own child.
- As per PR 22: Reporting Accidents, serious injury will require an ambulance. Where the injury requires medical attention but is not serious as considered by the staff,

transportation may be by taxi if a parent is not readily available to come and transport the child themselves. If in doubt, staff will call an ambulance.

Chapter Three- Heritage Glen, Location, Oakville

3.1 Programs

The capacity of the child care centre is limited by the license issued by the Ministry of Education, through square footage of the centre.

- 15 Toddlers from 18 months to 2 1/2 years
- 16 Preschool from 2 1/2 years to 3.8 years
- Before/After Kindergarten from 4 and 5 years
- Before/After School Age from 6 years to 10 years

Children enrol within the appropriate age group. It is the policy of The Family Place to have children move up to the next age group, based on age, developmental readiness, and space availability in the group. Children can move to the next group only when a space is available; we cannot exceed the group size listed above. Where there is no space, the child will remain in the younger group, and the teachers will support the next stage of their development until the spot becomes available.

Our Before and After Kindergarten and School Age Program provides care for child attending school (mostly Heritage Glen Public School). We are open for before school care in the morning from 7 a.m. until school starts. After school care begins with school dismissal and runs until 6 p.m. The Before/After Kindergarten program is run separate from the School Age program. We use the Kindergarten classrooms within the school, with the capacity for 26 children. The School Age program uses the Concourse and a large classroom with the capacity for 60 children. We have two groups of 30 children each which are divided by grade, as much as, possible. The program follows Emergent Curriculum, focusing on social skills, group challenges, fine and gross motor skills and cognitive activities.

3.2 Nutrition Policy (PR28)

The Family Place recognizes that children in child care receive a large portion of their daily nutrition away from home. In order to ensure that children receive the nutrition they need while at the centre, we follow the recommendations set out in the Health Canada documents “Eating Well with Canada’s Food Guide”, “Eating Well with Canada’s Food Guide – First Nations, Inuit, Metis” or “Nutrition for Healthy Term Infants”.

The Family Place also believes that children’s food attitudes and preferences are developed at a very early age and are strongly influenced by attitudes and preferences of the adults who care for them, as well as the child’s cultural and family heritage.

Snack and meal time is an opportunity to build many skills, especially social interactions, and is seen by The Family Place as an important part of the developmental program.

No foods are to be brought into the centres by parents without prior approval from Supervisors and an ingredient list must be provided.

Procedure

The following principals guide mealtime and snacks:

- Food should promote normal and healthy growth and should meet the nutritional needs of each child
- Our lunches are catered by Food For Tots
- Provide one lunch and two snacks per day
- Each lunch includes four food groups
- Each snack includes two food groups
- Food temperatures are taken when food arrives at the centre by the designated staff member to ensure it meets the Public Health Regulations. These temperatures are recorded in the Temperature Log
- At all ages, but especially with Infants, the parents' nutritional preferences will be followed, when possible
- If the child has substitutes for certain foods on the centre menu, this must be authorized by the parent on the Diet, Rest and Exercise form
- Special dietary arrangements will be noted on the child's application and expanded upon on the Diet, Rest and Exercise form
- **Allergies** are posted with the names of the children who have food allergies or food restrictions along with their respective allergies or food restrictions. These will be posted in each cooking and serving area, in each play area and play room and in any other area in which children may be present. When outdoors, the staff have a copy of the allergy list on their emergency contact classroom binder.
- **Anaphylaxis** - Emergency Anaphylaxis form is used for any child/person who may be anaphylactic. This form is then posted in the child's classroom, kitchen, serving area and hallway, and a copy is kept in the emergency contact classroom binder, to ensure this form is with them at all times. All staff, volunteers and students review this form familiarizing themselves with the child, their allergens and symptoms. This form is reviewed by the parents annually, prior to the expiry date of the epi-pen. Staff, students and volunteers must review the form and then sign the back of the form annually.
- Food brought into the centre by parents, must be clearly labeled with the child's name
- Children's and staff's hands will be washed before preparing or eating food
- Tables need to be disinfected prior to setting for lunch or snack
- Staff are encouraged to eat lunch with the children they are supervising
- Snack and mealtimes should be a positive to enhance socialization, self-regulation and language skills
- Children will not be rushed through snack or lunch
- Food is never used as a behavioural tool – no bribing or withdrawing of food to get a desired response
- Enough food shall always be provided to meet the children's nutritional requirements, being sensitive to picky eaters or children with excessive weight concerns
- Children are encouraged to serve their own lunch and snacks in the Toddler, Preschool and SACC programs

- Dessert is part of lunch, not a reward for eating the main course
- Morning snack is not a substitute for breakfast
- Afternoon snack is not a substitute for dinner, nor shall it spoil a child's appetite for dinner
- Drinking water will be available at all times

Only school age children are permitted to bring a bagged lunch, with the following guidelines:

- Parents need to be actively encouraged to ensure their child's lunch meets nutritional guidelines
- Teachers need to be aware of what is brought and eaten by a child at lunch
- Children should not share food or beverages
- Morning and afternoon snacks will be provided by the centre
- In the case of child not having a lunch with them, the centre will provide a basic lunch and drink

For Milton Infants under 1 year:

- Individual feeding schedules will be posted in the Infant room
- Infants will be held when having a bottle
- Any food or drink supplied from home will be kept in a sealed container, labelled with the child's name and date, in order to retain maximum nutritive value and prevent contamination

3.3 Anaphylaxis Policy (PR27)

"Anaphylaxis is a serious allergic reaction and can be life-threatening. Anaphylaxis means a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock".

The Family Place recognizes the potential health dangers that arise from anaphylaxis. Measures are in place to reduce the risk of accidental exposure and to respond appropriately in an emergency. The staff of The Family Place are trained and prepared to handle the risk and to respond in an emergency for anaphylaxis, in reflection of "Sabrina's Law 2005".

Procedure

1. Strategies that reduce risk:

- Parents are made aware that our environment strives to be NUT FREE. This is stated on our website, in the Parent Handbook, Anaphylaxis Policy, and Nutrition Policy. Parents are informed during their tour, as well as reminded prior to their child's first day by the Centre Supervisor.
 - All food coming into the centre is checked for potential allergens. Peanut and tree nut products are not allowed in the centre. Many products may say "May Contain" certain potential allergens; where this is a concern for a particular parent as indicated on Form PR27B Potential Allergy, this product will not be given to that child and that will be noted on the posted Allergy List.
 - If parents provide alternate food, they must provide the original label of ingredients. This will be reviewed by the staff prior to entry into the classrooms and/or kitchen.
 - A licensed caterer with an allergy management program is used to cater

our lunches within the centre.

- The Floater and/or Centre Supervisor shops for snacks, where all ingredients are reviewed prior to entering the centre.
- The staff are trained to avoid labels that read “May Contain Nuts” when purchasing creative materials or sensory materials. Trained staff will oversee new staff, volunteers or students to ensure that items or food with “May Contain Nuts” are not brought into the classroom.

2. A communication plan:

- A brochure on Anaphylaxis and a poster on signs and symptoms of Anaphylactic reactions are posted on the Parent Board
- Parents are required to indicate allergies on their registration form. Once they have noted an allergy, they are required to fill out either Form PR27A – Anaphylactic Emergency Plan or Form PR27B Potential Allergy, depending on the severity of the allergen.
- Form PR27A – Anaphylaxis Emergency Plan is a form that the centre Supervisor and the parents fill out together, please see below for Emergency Plan.
- Form PR27B – Potential Allergy is a form that the parent fills out to inform the staff that their child may have non-life threatening allergies.
- Form PR27 A and PR27 B are posted in the kitchen, office, classrooms, eating areas and in each classrooms Emergency Binder
- Each individual Anaphylaxis Emergency Plan will be reviewed by the Centre Supervisor with all staff, volunteers and students, as to the parents’ specific instructions and the centre’s plan. The staff, volunteers and students will sign the plan upon completion and annually thereafter.
- The Centre Supervisor will update the Allergy list as per needed, posting the list in the kitchen, office, eating areas, classrooms and in the classroom Emergency binders. Staff, volunteers and students will review the updated Allergy list. The Centre Supervisor will meet with the child’s classroom teachers and the kitchen staff to review for the potential for appropriate food substitutes
- Children are educated on the harm of specific allergens within the centre. This is done through natural circumstances. (e.g., No peanut butter)

3. Individualized Anaphylaxis Plans and Emergency Procedures:

- Parents are required to identify any serious allergies. In the case of Anaphylaxis allergy, parents are required to fill out the Anaphylaxis Emergency Plan (PR27A) that includes the type of allergy, triggers, symptoms and the adult response to a reaction.
- The Centre Supervisor will review the form with the parent, ensuring the parents views are taken into consideration. The parent must sign PR27A.
- Parents will be encouraged to come forward and inform the Centre Supervisor of any updates to the allergens, plans, new symptoms, or if the child has outgrown the allergy and no longer requires the medication. If parents do not come forward, this form is reviewed by parents and the Centre Supervisor annually, upon the expiration of the medication.

The Individual Plan

- The Emergency Plan would include:
 - A description of their child's allergy
 - The centres strategies to monitor and avoid these allergens
 - The signs and symptoms of their child's reaction or possible reactions to the allergen
 - The actions the staff will take with their child during an allergic reaction
 - Parents signed consent to administer the allergy medication located on the Anaphylaxis Emergency Plan
 - Emergency contact information including parents, and an alternate emergency contact person
 - All staff, volunteers and students are trained on the Emergency Plan upon completion and annually thereafter prior to the expiry date of the medication. The staff name, signature and date are kept on the back of each Emergency Plan and updated as needed.
 - Parents must review the Emergency Plan annually.
 - This form is posted in the child's classroom, kitchen, and any serving areas. A copy is kept in the emergency contact classroom binder, to ensure this form is with them at all times.

Emergency Administration of Epinephrine:

If an employee has reason to believe that a child is experiencing an anaphylactic reaction, the employee may administer an epinephrine auto-injector, even if there is no pre-authorization to do so.

Training:

- Staff are trained in Standard First-Aid and CPR, where the instructors discuss in detail types of allergens, including allergens that can cause anaphylactic shock to children and adults. They are taught the signs and symptoms and how to perform emergency services.
 - Parents will be asked if they would like to train the staff. A staff meeting will be set-up immediately prior to the child's start date.
 - Medication is kept in an area inaccessible to the children within the child's classroom. The Epi-pens are then transferred by a teacher to their outdoor bags when outside their classroom.
 - With our School Age program, we follow the parent's lead on whether their child carries their own medication or whether it is located on the staff's persons. This medication can be an Epi-pen, antihistamine or puffers. The parent's permission will be kept in the child's files.
 - The children who carry their own medication, will be checked by staff prior to entry into their program.

3.4 Toilet Training

In the Toddler Room, the parent and the teacher's will begin to look for signs of toilet readiness. They need to be able to go a length of time with a dry diaper, show interest in using the toilet and be able to pull their pants up and down. Loose clothing is essential to make it easier for the children to manage please bring numerous clothes and shoes for changing – there WILL be accidents. Once your wee one is ready for toilet training, you will be a big part of the exercise by following through with your child in underwear when at home. Children go to Preschool toilet trained.

3.5 Cubbies

Each child has their own “cubby”, a place in the hall to hang their coat and a shelf for their things. Notes and invoices are hung above your child's cubby. Your child's very precious art work will go in their cubby. They have worked hard on this art, please take it home regularly

3.6 Rest Time

Children enjoy having a soft, cuddly stuffed animal and a blanket from home for rest time and we encourage you to bring them in. We do have sufficient bedding for all the children. Soothers are discouraged for both Toddler and Preschoolers.

3.7 Sleep Safety Policy (PR33)

The Sleep Safety Policy is to ensure that all our children are supervised during their sleep time. This policy and procedure will be available on our website for parents to view prior to registering with The Family Place. During the enrollment process, the Supervisor will review with the parent(s), the child's sleeping arrangements and then throughout their child care at The Family Place. We will make the necessary changes within the guidelines of the Ministry of Education

Each child will be assigned to an individual crib or cot from 3 months to 5 years of age. The child's name is posted on the crib or cot. There is a bed plan in each classroom. A staff member stays in the sleep room at all times with our children. The Family Place **does not** use electronic sleeping devices as a means to supervise sleeping children.

Upon registration, Centre Supervisors will discuss with the parents their child's sleep preferences, required accommodations and any precautions. This will also be done prior to transition to other classrooms and if they transfer to the other centre.

Children under 12 months of age

A child who is younger than 12 months in the care of The Family Place is placed for sleep in a manner consistent with the recommendations set out in the “Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada” (by the Public Health Agency of Canada) or unless a child’s physician recommends otherwise in writing.

Prone and lateral sleeping positions are linked to increased rates of SIDS, even for infants who regurgitate. Infants who normally sleep on their backs and are then placed to sleep on their stomachs are at a particularly high risk. **This reinforces the importance to consistently place infants on their backs to sleep at home, in child care settings, and when travelling.** Sleep positioners or any other infant sleep positioning devices should not be used as they pose a risk of suffocation. **Once infants are able to roll from their backs to their stomachs or sides, it is not necessary to reposition them onto their backs.**

Other than a firm mattress and fitted sheet, there should not be any extra items such as pillows, duvets, blankets and bumper pads in the crib.

Infants are safest when placed to sleep in fitted one-piece sleepwear that is comfortable at room temperature to reduce the risk of overheating and minimize the use of blankets. If a blanket is used, only a thin blanket of breathable fabric is used.

Strollers, swings bouncers and car seats are not to be used for infant sleep. An infant’s head, when sleeping in a seated position, can fall forward and cause their airway to become constricted. Once an infant falls asleep, the child should be moved to their crib as soon as possible or moved to a supine sleeping position as soon as the destination is reached.

Infant Classroom

Each child has their own sleep log, which outlines in 15 minute intervals, the date, time and the child’s body position, the child’s natural body temperature and the child’s breathing. The staff fill out the log every 15 minutes, adding comments if necessary.

A staff member performs a direct visual check using a flashlight (as needed) for each sleeping child at 15-minute intervals, beginning once the child has fallen asleep. The staff are physically present in the sleep room, while the child is sleeping and looking for indicators of distress or unusual behaviours. Staff bend down to ensure the child’s body position is correct, they feel their cheek or forehead for their body temperature and they listen to the child’s breathing. This is noted on the child’s Sleep Log every 15 minutes

If staff observe any significant changes in the child’s sleeping patterns or behaviours during sleep, the staff will follow emergency procedures depending on the severity of the issue. The parents will be called immediately and this will be noted in the child’s sleep log. The Supervisor, staff and parents will discuss adjustments necessary to the manner in which the child is supervised during sleep. Parents will be asked to notify their child’s physician of the different sleeping patterns or behaviours during sleep. We will ask for the physician’s recommendations, depending on the severity of the issue. This will be noted in the child’s sleep log and file.

Toddler and Preschool Classroom

All staff will perform a direct visual check, using a flashlight (if needed) on all sleeping children by being physically present and checking for indicators of distress or unusual behaviours. Staff will physically check each child every 30 minutes by walking over to the child and looking for their natural fall and rise of their chest or their back, and they will listen for their breathing. If staff observe any significant changes in the child's sleeping patterns or behaviours during sleep, the staff will follow emergency procedures depending on the severity of the issue. The parents will be called immediately and this will be noted on the child's Incident Sheet. The parents, Supervisor and staff will discuss the best method to support the child through sleep time, making necessary changes if needed.

The Toddler and Preschool classrooms have their own Sleep Logs. These Sleep Logs depict the date, time of check, check for rise and fall of chest or back, listening for breathing and staff signature within 30-minute intervals. The staff will fill out the checklist daily. The Sleep Log will be available in the classroom for parents to review.

3.8 Before and After Kindergarten and School Age Programs

These programs run from September to the end of June. We are fortunate to be linked to Heritage Glen Elementary School and have the ability to use their classrooms, facilities and playgrounds. These programs are known as SACC, "sack".

Bagged lunches: On P.D. days and March Break, parents provide their child's lunch and The Family Place will provide snack. It is important that your child's lunch provides healthy food choices and of course, **NO PEANUTS OR TREE NUTS**. Children are discouraged from sharing food or drinks due to allergies and hygiene.

Simply by the nature of this program, certain things only apply to these children and their programs. Kindergarten and School Age child care is unique blending of care giving and letting go. The youngest in the program may be just under 4 years of age and the oldest in Grade 5. This is a huge gap in age, developmental stage, social understanding and expectations. Our teachers are very accomplished at adjusting these factors to provide a safe but "cool" program.

The children go outside for at least thirty minutes each day, weather permitting. They have a chance to play organized games, or just use the sports equipment with a group of friends. Some simply like to "hang with their buds". Inside activities include snack, art, games and age appropriate activities to use in free-play. There is an area for children to work on homework but we do not insist on it being done at SACC. All groups enjoy activities at the various interest centres, which include Science, Construction, Books, Team activities and Art.

The Family Place is dedicated to the growth and development of a child's sense of independence and confidence. The children's safety is always the most important issue but we recognize that the SACC children are becoming ready for a certain amount of independence. Children in the older School Age groups have close supervision but may be allowed to move from one supervised area to another on their own. This means that your children may go to the washroom on their own. We ask them to go in pairs for increased safety.

Even though your child may go to school on their own, the Child Care Early Years Act requires an adult to accompany each child to their child care program. WE ask that you walk with your child to the SACC classroom and sign them in for the morning and sign them out again in the afternoon. The teachers appreciate your input about the program and your as well.

Please let us know in writing if your child has permission to go anywhere other than SACC after school. Staff will be in touch with you, if your child does not arrive as scheduled. Please make sure your telephone or cell numbers are current. Children need to be picked up by someone who is over 18 years of age and listed on your application form as authorized to pick-up.

3.9 School Age Behaviour Guidance

A final word needs to be said about Behaviour Guidance. We realize that our youngest school age group includes children in Junior and Senior Kindergarten. These children are just beginning to develop the social skills and self-confidence to manage their own behaviours. Our behaviour guidance practises take this into consideration, but we cannot allow any child to wilfully hurt another. The older group should be at the stage, when regular reminders support and supervision should be sufficient to curb all aggression. Our expectation is that these children can solve their own conflicts peacefully or seek adult support to do so. In case of inappropriate behaviours at any level, parents will be contacted and may be asked to pick up their child immediately. Each day starts with a clean slate. If there is a continued problem and the child, teachers or parents together cannot find a solution, the child may need to leave our care. We will try our very best to support your child and your family.

3.10 P.D. Days and School Holidays

Full day care is available for all P.D. days and March Break. Parents of the Kindergarten and School Age programs MUST sign their children up for this additional service and full day fee will be invoiced.

At the beginning of each term, The Family Place will send out an email outlining the P.D. dates. Please mark these dates on your calendar, so your child can enjoy the interactive program developed specific for these dates. Parents have one month notice to sign their children up for the PD day. Two weeks prior to the date, all children signed up will be charged for the spot, whether they attend or not. This is to ensure we have the appropriate number of staff on hand for that day. Our experienced staff work in advance, planning new and exciting programs that support your children's interests for the full day.

The Family Place is a family, supporting each other, making it a wonderful and positive environment for children, families, and staff. Please come join us at The Family Place. We look forward to having your family as part of our family.

You can find all of our policies on our website at www.thefamilyplacechildcare.com

The Family Place - 905 469-0888

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