



## Elite Day Care

### Parent Handbook

Created: April 2016

Revised: January 2024

#### Arrivals and Departures

Elite Day Care opens at 7:00 a.m. (Kitchener 6:30am) and closes at 6:00 p.m. We kindly ask that you have your child at the centre by **9:30 a.m.** to avoid interruptions to our program. If your child will be absent for the day, we ask that you call the centre, email or text through Communication App. (See Safe Arrival & Departure Policy for more information)

All parents must drop their child(ren) off at the classroom door or to Educator and not in the hallway/playground. An educator will receive your child(ren). This will help to ensure that your child is signed into the classroom attendance and are supervised.

If someone other than those listed on the emergency contact and pick up form, will be picking up your child(ren), we will require written permission/consent from the parents/ guardians. Identification will be required from the individual when picking up the child. Should he/she not have Identification, the staff will not release the child until identification has been provided and confirmed.

#### Closures

The centre is closed on all the following statutory holidays:

**Labour day, Thanksgiving, Christmas Week, New Years Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday.**

Elite Day Care Closes at 1:00 p.m. on the following days: **(if it does not fall on the week of Winter Break) December 24 and December 31** . If less than 6 families commit to attending on either of these days, we will not open. Communication will take place by Dec 1st on the applicable year.

Base Fees are applied regardless of the closure dates including Winter and Summer Closure. Parents will pay base fees for the entire year including all closures. Any additional days that the centre will be closed will be posted with enough notice to parents and regular fees will apply unless there is funding to cover the fees.

Unplanned Closure days, for example inclement weather, unforeseen safety hazards; plumbing, hydro, or closures as ordered due Public Health, Ministry of Education, fees will still be applied so the staff can be paid. Think of it like rent or your Mortgage you still have to pay for the space. In the past some closures have been refunded depending on funding but in general closures are paid if it is their regular scheduled day.

#### Registering your child

**Base Fee:** There is a one- time **NON-REFUNDABLE** registration fee of \$125.00 per family. Once the Supervisor has confirmed a space for your child, the **\$125.00 registration fee along with the completed Auto Withdrawal Form/Void Cheque** will be due along with the completed registration forms to secure your space. Subsidy families contact the Supervisor for registration requirements. Your child will be considered registered when we have all the following:

**Completed Registration Form and Terms of Contract**

**Completed Immunization Form and Copy of Immunization Record**

**Registration Fee and completed Auto Withdrawal form/Void Cheque**

## **Registration Package**

Elite Day Care requires that your child's registration package is fully completed prior to submitting it to the Supervisor. It is the parent's responsibility to ensure that information on the forms are completed and updated as needed for your child's file. All information is required on the forms as per the Ministry of Education requirements and for emergency purposes. Any information gathered is kept confidential and remains the property of Elite Day Care.

## **Orientation**

Elite Daycare, recommends that the week prior to your child starting in our program, you set up a classroom visit day. The following is a recommended schedule for a classroom visit:

**An Educator Zoom; approx 20mins,**

**A 1-hour visit in class and a 2-hour visit without the parent.**

This will allow your child to become familiar with his/her classroom surroundings and become acquainted with his/her peers and teachers. The classroom visits will also aid with a smooth transition into the program on your child's first day.

## **Your Child's First Day**

On your child's first day, parents are asked to drop their child(ren) off in their classrooms. We encourage parents to hug and kiss their child(ren) say their good-byes and tell their child "See you soon". Our classrooms are equipped with viewing glass where you may view your child prior to leaving the building. We strongly encourage parents to exercise their discretion when using the viewing glass. If your child is considerably upset and they see you at the viewing glass, this may make it quite difficult for he/she to settle and could further upset them.

Once there has been a routine established where the child is dropped off each day and picked up at the end of each day, the child will begin to feel secure, and confident within the program.

## **Immunization**

The Ontario Early Years Act (CCEYA) indicates that prior to a child being accepted in the program, he/she must have an immunization record on file. Please notify the office ASAP for any updated immunizations so we can provide the health department with the updates. You are also responsible to update your child's immunization on

<https://e-immunization.regionofwaterloo.ca/>

If your child is missing any information, you will be notified. The Health Department has the right to suspend your child from child care if you are out of date. If this occurs, you are still responsible for paying fees during your suspension. If your child is not immunized due to religious beliefs, medical reasons etc. we must receive a signed Affidavit prior to your child starting in the program.

## Fees

Fees will be debited from your account the first of each month. There will be a \$100 Charge for insufficient funds. Tax receipts will be issued yearly prior to the end of February..

Elite has been approved and is participating in the Canada Wide System Plan. Canada Wide System Plan reduces the BASE Fees (daily fee and registration fee) not Non-Base Fees (late fees, nsf fees or trip fees)

If we discover that the plan is no longer feasible for Elite we will give the Region and parents 30 day notice. We want what is best for the families but also need to keep Elite sustainable and maintain and continue to offer Elite quality care.

Base Fees	Full Time Base Fees	Part Time Base Fees
Infant	\$85.00	NA
Toddler	\$70.00	\$80.00 (limited and being phased out)
Preschooler	\$62.00	\$70.00 (limited and being phased out)

### Late Pick Up Fees: Non Base Fees

A late fee pick- up will be charged to all parents should they arrive to pick up their Child (ren) after 6:00 p.m. \$1.00 per minute, per child will be charged after 6:00 p.m. and \$5.00 per minute after 6:30 p.m. The fee is payable to the staff on duty at the time of pick. This fee applies to all children enrolled in the program.

If you are running late we kindly ask that you call the centre and inform the staff ASAP. If we do not receive a call indicating that you are running late and that you are on your way, we will contact you. If we are unable to reach you, we will begin contacting emergency contacts listed on the emergency contact/pick up form. If we are **unable to reach anyone**, by 6:30 p.m. and your child is still in the centre, we will have no choice but to contact CFS (Children Family Services).

### Vacation and Absence.

If your child is on vacation, absent from the program or ill, full payment is still required. Ample notice will be provided for planned closure dates.

### Withdrawal Notification

If you wish to withdraw your child from Elite Day Care, we will require 4 weeks/one month notice. Subsidy families we ask for 4 weeks to allow us as much notice as possible to backfill in a timely manner but as per Region agreement 2 weeks is required.

# Waiting List Policy

Date Policy and Procedures Updated: Nov 28 2023

## Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

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

## Policy

### General

- Elite will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

## Procedures

### Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via HSN One List, [cambridge@elitedaycare.ca](mailto:cambridge@elitedaycare.ca), [kitchener@elitedaycare.ca](mailto:kitchener@elitedaycare.ca) or phone calls or drop ins. Everyone is encouraged to use HSN One List.
2. Families receive an auto response from onelist on when is our next available space. And registration is open and available for that time frame.

### Placing a child on the Waiting List

1. The Supervisor or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

### Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to
  - children who are currently enrolled and need to move to the next age grouping
  - staff child(ren)
  - Currently enrolled children (transfers or increase in scheduled days)

- sibling of child currently enrolled
  - 30% of 26 newly funded spaces in Kitchener will be allocated/reserved for diverse and vulnerable population; families that receive fee subsidy, children with special needs, Indigenous children, Black and other racialized children and children of newcomers to Canada as well as official language minorities.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program/ specific age availability and the chronology in which the child was placed on the waiting list.

### **Offering an Available Space**

1. Parents of children on the waiting list will be notified via email that a space has become available in their requested program.
2. Parents will be provided a timeframe of 1 week in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

### **Responding to Parents who inquire about their Child's Placement on the Waiting List**

1. Supervisor/Designate will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. Supervisor/Designate will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

### **Maintaining Privacy and Confidentiality**

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents. We will also try to explain to parents that this number is fluid as children's age changes over time and this will change their number. Most valuable information we can give is when the next space is available and approx amount of spaces in their age group. (Currently 2025 6 preschool spaces and advise registration open so these spaces are available to you to register)
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

### **Health Policy**

Parents, please notify us of your child's symptoms. We are looking out for the best interest of all the children and the staff. We greatly appreciate your cooperation.

**If your child is not well enough to participate in the daily activities, routines, transitions, including outdoor play, then your child should remain at home and not return to the program until he/she is well enough to participate in all activities.**

### **Illnesses**

**COVID-19** can return once feeling better for a minimum of 24hrs.

**Fever:** temp over 100.4/37.8 degrees. Child must be 24 hours free of fever **without medication** before returning to the program. If child has prescribed medication for fever accompanied by an Individual Support Plan-Febrile Seizure, educator can administer but parent still needs to pick up. (48 hours free when in outbreak)

**Diarrhea: (2 loose BMs in a short period of time or 1 extreme BM-out of the diaper top & down legs)** Child must be 48 hours free of diarrhea and other symptoms before returning to the program. Parents will notified after 2 loose BMs for pick up.

**Vomiting:** Child must be 48 hours free of vomiting and other symptoms before returning.

**Chicken Pox:** Until the child is well enough to participate in all activities pox are dry.

**Impetigo:** Until the antibiotic prescribed by a doctor has been taken for at least 24 hours.

**Measles (Rubella):** For at least 4 days after the rash begins.

**Mumps:** For at least 9 days after swollen glands first appear.

**Pink Eye (Conjunctivitis):** Until the antibiotic (drops) prescribed by a doctor have been taken for at least 24 hours/3 doses.

**Hand Foot and Mouth:** once fever free for 24hours without medication and blisters are dry.

**Ringworm:** Until treatment has been given for 24 hours.

**Rubella (German Measles):** Until after 7 days the rash first appears.

**Scabies:** Until treatment has been give for 24hours.

**Scarlet Fever:** Until Antibiotic treatment has been taken for 24 hours

**Whooping Cough:** Until antibiotic treatment has been taken for at least 5 days.

**Pertussis:** 3 weeks from when the cough began.

**Head lice (Pediculosis):** Children are not able to return to the centre until they have been treated. They can return when they no longer have any live eggs or nits.

Head lice is more of a nuisance than an illness. However, it does spread quickly. If you suspect your child has head lice, please call the day care to inform the Supervisor.

### **Medication Policy**

Elite cannot administer medication unless it is **prescribed** by a Doctor, RN or a PA. It must be in the original container. Label must read clearly your child's name, dosage, purchase and expiry date. Also, we require specific instructions on when to administer. "As needed" is not acceptable.

Medication forms are to be completed by the parents. A staff member will check over the form to ensure all necessary info is included before a parent leaves the medication.

Sunscreen, lip balm, bug spray and diaper cream all need to be store bought and in original container so we can see ingredients. Educators can label with child's name. Permission to administer these types of "creams" in considered a blanket permission form and is in the registration package.

If prescribed medication is administered for fever it has to be due to an emergency medical plan (history of seizures or a medical ailment that requires the team to reduce fever as quickly as possible- ie. no spleen or 1 kidney), the parents/ guardians will still be required to pick up their child as quickly as possible. Purpose of giving medication to relieve a fever is to provide relief from pain and hopefully halt damage. Medication may be suppressing one or more other symptoms.

Elite Day Care would like to stress that if your child is not well please do not bring them into the centre as this will help us stop the spread of germs and infection.

### **Sunscreen**

Elite is committed to the health and well-being of your child(ren). To ensure your child can participate in all aspects of our outdoor program, we require them to wear sunscreen. Staff members will apply morning and afternoon. (This applies during Spring and Summer months).

## **Nutrition**

A key component that is vital and essential to ensure a lifetime of health, vitality and energy for children and that is the quality of the food they eat. A child's daily nutritional intake affects every aspect of their lives. Susceptibility to illness and infection, behaviour and physical activity, and mood are all affected by their daily diet.

As your child grows, proper nutrition and exercise are vital for meeting the needs of their developing minds and bodies. Research clearly demonstrates that the food we give our children is by far the most powerful healing tool we can use daily. There are no medications, supplements, magic potion or lotion that can be equivalent to the health benefits achieved by proper nutrition. In addition to helping the body fight off infection and illness, food can also be used as a very powerful preventive measure. Fresh vegetables and fruits, wholesome grains and proper proteins are all essential in ensuring the health of your child's immune system. Keeping their systems strong can prevent them from becoming ill in the first place. Every meal your child has is another opportunity to provide life-building nutrients ensuring a life time of optimal health, and good habits.

We at Elite Day Care, believe that children should receive optimal nutrition daily, which is why we have developed a menu that consists of organic fresh fruits and vegetables, purchased locally, whole wheat/grains, organic dairy and meat and most importantly home-cooked. We have an on-site cook who prepares our meals and snacks daily. Our snacks, and meals consist of non-GMO or processed foods, dyes or synthetic sugars. We believe in building healthy children here at Elite. We encourage children to eat. Food is never used as punishment or bribe. We have family style snacks and lunches, our teachers sit at the table with children and engage in conversation while assisting the children with serving. Please be aware that we are a nut free facility and we ask that no outside food be brought into the centre. On Special Occasions outside food may be permitted, please speak to your classroom educator to coordinate and to check if allowed. Must be store bought, with ingredient list available and made in a nut free facility. Examples:

- \*Fruit and dip
- \*Cheese and crackers
- \*Cupcakes
- \*Veggies and dip
- \*Yogurt Tubes (can freeze for frozen treat)

## **Food Allergies**

The Child Care Early Years Act, requires all allergies including food allergies and medical conditions to be posted in each class as well as the kitchen. Please notify the educators if there are any changes in your child's restrictions, or care.

Elite provides substitutes for those children with allergies and food restrictions. For special dietary cases, we will make exceptions. In these cases, a Special Dietary Plan needs to be completed and followed.

## **Policy for Management of Allergies and Anaphylactic**

It is the responsibility of the parent of an anaphylactic or potentially anaphylactic child to inform the office (Supervisor or Designate) of the child's allergies and to list them on the registration form. All teachers and staff members will be made aware of the child's allergies upon enrollment. Allergy lists are posted in each classroom, binder and kitchen.

Anaphylactic or potentially anaphylactic must provide an epi-pen to the day care. All teachers and staff at Elite Day Care have been trained to administer an epi-pen at the first sign of a serious reaction. All staff are trained to handle emergency situations. Plan is posted in the child's classroom, and in emergency binder and signed copy posted in the staff room so all staff are to review upon hire or before child's start date.

Families are not permitted to bring in outside food unless it is cleared by the supervisor/and or cook. All ingredients must be labelled. And other than rare individual dietary needs, it must be store bought and in original container. Children with extreme dietary needs where the family find it necessary to bring in their own food, a special food plan is made in coordination with the Supervisor and centre cook. However at this time Elite has been able to meet a wide variety of needs and exclusions to ensure the safety of all. (Infants provide formula when appropriate. In original store containers)

## **Monthly Newsletter and Calendar**

Monthly newsletters and calendars are shared on Communication App at the beginning of each month to keep parents updated and informed with any new events, changes etc.

## **Custody Arrangements**

Elite Day Care, requires all legal/parental/guardian information on the registration forms to be provided. Should there be a legal agreement we require all legal documents indicating which parent/guardian has sole custody of the child (ren). Personal notes and not providing information on the forms does not constitute as a legal document for your child's file.

Therefore, without a legal document (court order) Both parties (legal parents/guardians) can pick up and receive information regarding the child (ren). We will not under any circumstances release the child (ren) to any individual whose information is not provided to the daycare. We require picture identification to match the name we have on file prior to Elite Day Care releasing your child (ren).

## **Smoke Free Policy**

On May 31, 2006, the smoke free act Ontario Act came into effect. Under the act, smoking is prohibited in all day nursery and outside properties, licensed child care facilities under MEDU (Ministry of Education). This means that all child care facilities like ours must be smoke free 24 hours day, 7 days a week, whether children are present or not This includes our parking lot and the entire facility. All smoke types including e-cigarettes and vapes.

## **Volunteer and Supervision Policy**

Elite Day Care, requires all staff, students, and parent volunteers to have a criminal record check on file according with the CCEYA (Child Care Early Years Act). If parents would like to volunteer on a filed trip etc. they are only able to do so if we have the criminal record check on file. Parent volunteer or students are not counted in our ratio at any time, and will not be left alone with the children. Elite Daycare, is a family friendly environment and we do encourage parent involvement but we do require parents to have a vulnerable police check on file prior to volunteer work in or out of the centre.



## **Serious Occurrences Policy**

### **What is a Serious Occurrence?**

- ~the death of a child;
- ~abuse, neglect or an allegation of abuse or neglect
- ~a life-threatening injury to or a life-threatening illness
- ~an incident where a child goes missing or is temporarily unsupervised, or
- ~an unplanned disruption of the normal operations that poses a risk to the health, safety or well-being of child

Child Centres must report a Serious Occurrence within 24 hours of becoming aware of the occurrence. Then the Centre must post a notification form for 10 days. Annually each child care centre will review and summarize serious occurrences to determine trends.

### **Off Premises Activities**

If Elite Day Care conducts off premises activities such as field trips for the preschool classes. Some of the excursions include, a trip to the farm, a trip to a local fire department etc. Children (Preschoolers) will be transported by "First Student" (School Bus). Permission forms will be sent home for parents/guardians to complete and return to your child's teacher prior to the field trip date.

For safety reasons, Elite Day Care does not provide off premises activities for Infants and Toddlers requiring the use of transportation. Infants are taken on walks with the use of buggies and strollers. Toddlers will have activities and events brought to them onsite.

### **Inclement Weather**

In the event of inclement weather, Elite Day Care may close. If school buses are cancelled but schools and school boards remain open Elite Day Care will be open. If buses are cancelled and schools as well as school boards close, then Elite Day Care will also close.

Mass text message will be sent through Brightwheel, our Communication App and we hope to do that by 6am.

We will post on Facebook, put our "out of office" message on emails and change or voicemail for the day.

### **Outdoor Time**

The children at Elite Day Care, will receive a minimum of 2 hours of outdoor play daily. Please ensure that your child is dressed accordingly for the weather.

Educators will monitor weather. On days of extreme weather we will limit outdoor time or we will not go outdoors. Monitoring Health Unit Alerts; Heat, Humidity, Cold, Wind etc.

If the weather is not suitable for outdoor play, gross motor activities such as obstacle courses, parachute games, physical large group activities will be conducted in the classrooms.

If you feel that your child is not well enough to go outside then they are not well enough to go to child care. In order to attend they need to be able to participate in programming including outdoor play.

### **Emergency Management Policies and Procedures**

Elite Day Care has developed emergency management policies and procedures and in the event of an emergency parents will be notified as soon as it is safe. Parents will be notified by mass text through Communication app. Once safe to do so, we will follow up with phone calls. If you would like to review these policies, please ask the office for a hard copy or email attachment to review.

# Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: August 2017

Date Policy and Procedures Updated: Nov 28 2023

## **Purpose**

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

## **Definitions**

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

*Staff:* Individual employed by the licensee (e.g. program room staff).

## **Policy**

### General

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

All issues and concerns raised by parents/guardians are taken seriously by Elite Day Care and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

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

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

## **Confidentiality**

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

## **Conduct**

Our centre maintains high standards for positive interaction, communication and role-modelling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

## **Concerns about the Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

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

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

## Procedures

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

<b>Student- / Volunteer- Related</b>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or designate.</li> <li>-</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/ guardians become aware of the situation.</p>
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**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Director, Ayesha Ali at [a.ali@elitedaycare.ca](mailto:a.ali@elitedaycare.ca) If further assistance is required Lisa Pilon, the Executive Director can be reached at [lisa.pilon@elitedaycare.ca](mailto:lisa.pilon@elitedaycare.ca) and Alexandra Petrusic, the Owner and CEO can be reached at [alexandrapetrusic@elitedaycare.ca](mailto:alexandrapetrusic@elitedaycare.ca).

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

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

Cambridge Site Supervisor: 519-621-2323, [cambridge@elitedaycare.ca](mailto:cambridge@elitedaycare.ca)

Kitchener Site Supervisor; 519-743-9546, [kitchener@elitedaycare.ca](mailto:kitchener@elitedaycare.ca)

Director; Ayesha Ali; [a.ali@elitedaycare.ca](mailto:a.ali@elitedaycare.ca)

Executive Director; Lisa Pilon; [lisa.pilon@elitedaycare.ca](mailto:lisa.pilon@elitedaycare.ca)

Alexandra Petrusic, Owner; [alexandrapetrusic@elitedaycare.ca](mailto:alexandrapetrusic@elitedaycare.ca).

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



# Child Care Centre

## Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Elite Daycare

Date Policy and Procedures Established: November 2023

Date Policy and Procedures Updated: NA

### Purpose

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

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

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

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

### Policy

#### General

- Elite will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Elite will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

### Procedures

#### Accepting a child into care

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

## **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the Supervisor/Designate and they must commence contacting the child's parent/guardian no later than 10:00 am as they are supposed to arrive by 9:30am. Staff shall send text message via Brightwheel our communication app, If no response is received by Noon (contact via text, phone, email or voicemail confirming absence. Staff will contact Supervisor/Designate in order to follow up with phone call.
  - If we reach the point of Supervisor/Designate having to call to confirm absence family will receive an email written notice of failure to follow safe arrival and dismissal policy. Multiple failures to comply will lead to termination of services as this adds undue stress and work to the Educators and Admin team.
  - If Supervisor/Designate cannot confirm absence. The Supervisor will then contact the local Children's Aid Society (CAS) 519-576-0540. Staff shall follow the CAS's direction with respect to next steps.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

## **Releasing a child from care**

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up. Inform Supervisor/Designate.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact authorized individuals listed on the child's file and if needed emergency numbers, eventhough they can not pick up they can continue to try to reach the parent/guardians on our behalf.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) 519-576-0540 Staff shall follow the CAS's direction with respect to next steps.

## Glossary

*Individual authorized to pick-up/authorized individual:* a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

*Licensee:* The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

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

### Regulatory Requirements: Ontario Regulation 137/15

#### Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises, or

(ii) a child is not picked up as expected from the centre or home child care premises.



# Elite Program Statement

Date Policy and Procedures Updated: March 21 2022

When creating our program statement Elite formed a Focus Group. It consisted of an Educator from every group plus the Assistant Supervisor. Each member contributed their thoughts and ideas. They also researched as they collaborated with other educators and parents gathering input. When completed, the Director then added in more thoughts and shared with the whole team for more input. As a living document, when the team feels that we have successfully reached a goal from the “we strive to” section, it will be moved to the “see & hear” section and will be replaced with a new goal.

At Elite we feel everything we do as Educators should fall under at least one of the four foundations, Belonging, Well-Being, Expression or Engagement. Our children are capable and competent and our Educators will give them an environment to foster and develop knowledge and skills. We will continue to learn and grow with them as we are also life-long learners.

We are excited and honoured to be on this journey with our children and their families. At Elite become family. Elite program goals, we strive to:

## 1. Meet the individual developmental needs of the whole child; meets ss. 46(3) a f g

*A. Promote the health, safety, nutrition and well-being of children,*

*F. Plan for and create a positive learning environment in which child's learning and development will be supported. G. Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care]*

- Family style eating atmosphere. Meals/snacks should be a positive experience. Talking will be encouraged. Learning new words, describing textures, foods, etc. Children will self serve. This will be a gradual process. Toddlers for instance may start with selecting their bread or cracker. Infants will self-feed when possible. Educators will assist as needed to ensure they are learning self-help skills as well as receiving nourishment.
- Physical Literacy. Improving our playground has been an ongoing goal. Nature is a proven link to well-being. Each group should plan 1 cooperative activity/gross motor game per day. It can/will be implemented outdoors but will be adjusted to indoors when necessary due to weather conditions.. We will also add more equipment and materials to outdoors.

## 2. Promote child-led and active exploration opportunities in carefully planned and inclusive learning environments; meets ss.46(3) d, e, f

*D. Foster children's exploration, play and inquiry;*

*E. Provide Child initiated and adult supported experiences*

*F. Plan for and create a positive learning environment in which child's learning and development will be supported.*

- Each Educator will record observations; goal 1-2 observations/child/ with min 2/Educator
- Open Ended Materials so children can use freely, support exploration and inquiry
- Educators will foster their knowledge and skills on extending and scaffolding learning/ac2vi2es
- Each group will set up 1 provocation pre week

3. Foster positive relationships, maintain communication and support continuous learning between staff, children, families and community partners; meets ss.46(3) b, c, h, i, j

*B. Support positive and responsive interactions among the children, parents, child care providers and staff*

*C. Encourage children to interact and communicate in a positive way and support their ability to self-regulate*  
*H. Foster the engagement of and ongoing communication with parents about the program and children*

*I Involve local community partners and allow those partners to support the children, their families and staff; J Support staff or others who interact with children in relation to continuous professional learning*

- Send a min of 1 picture to each parent every day
- All staff will participate in a minimum of 3 PD opportunities a year

4. Document and reflect on the effectiveness of our program. meets ss.46(3) k,]

*J Support staff or others who interact with children in relation to continuous professional learning*

*K Document and review the impact of strategies on children and families*

- Each Programming Educator will start with one Document per week beginning November 2019 after training event.
- Annual Parent Survey beginning December 2020.
- Developmental Checklists will be completed when a child is about to change groups, or when a parent or educator is concerned.

In our programs you will see & hear:

- Wellness Policy and Sanitization Policy; includes exclusion procedures for illness of children and staff, routine and outbreak sanitization of toys and equipment, reporting outbreaks, best practices for hand washing and diapering procedures. [approach that supports achieving goals #1 & #3]
- Educators complete daily sleep checks for infants and toddlers, playground checks, sanitization logs, water flushing logs, maintaining kitchen logs including food temps and dishwasher temps. [approach that supports achieving goals # 4]
- Educators role model hydration and encourage children to drink water throughout the day. In warmer months, children's water bottles travel outside. [approach that supports achieving goals #1]
- We have a high plant based diet, founded on Canada's Food and Nutrition Guide. Our cook makes accommodations for children's special dietary needs. The cook makes most items from scratch, limited processed items. Reducing sugar in recipes and using organic food when possible. [approach that supports achieving goals # 1 & #2 & #3 ]
- Individualized support plans are in place for those who require. When it is an emergency medical plan it is posted in each classroom as well as the staff room for sign off. [approach that supports achieving goals # 1] Minor plans (medical devices, medication needs are in the class binder for easy access with specific child's enrollment)
- A program plan is created based on the children's interests and development needs in mind. The Educators will check mark activities as they are implemented, add spontaneous activities, and add new words the children introduce and new words Educators want to introduce. The Educators can start a new program plan when they feel that the interest has evolved or they run out of room. [approach that supports achieving goals # 2 & #4]
- Positive wording, tell a child what you need them to do, avoid "no", "don't" [approach that supports achieving goals # 2 & #3 ]
- First, Then statements [approach that supports achieving goals # 1 & #3 ]
- Educators facilitate and role model, constant dialogue for problem solving [approach that supports achieving goals # 1 & #3 ]

- Find the reason why; environment, making friends, play, interest, sensory, zone of proximity development. Find solutions. Change environment, be a role model, be a play partner, facilitator, reduce sensory overload, introduce sensory, know child development, keep children busy and extend and scaffold based on interested [approach that supports achieving goals #1 & #2 & #3 & #4]
- Daily Communication and exchange of information: Communication app, on phone and in person. [approach that supports achieving goals # 3 & #4]
- Communication from Director/Supervisor to Families and Educators using Facebook and Communication App . [approach that supports achieving goals # 3 & #4 ]
- Monthly Staff and Team Meetings [approach that supports achieving goals #3 & #4 ]
- All planning staff receive 1 hour of program 2me a week [approach that supports achieving goals #2 & #4]
- Community Partnerships; Early Years Engage, KW Hab, KidsAbility [approach that supports achieving goals # 3]
- Family events; Grandparents Day, Mothers' Day Tea, Father's Day Brew, Christmas Open House, Summer BBQ(we invite former and future families as well as current families to the BBQ). [approach that supports achieving goals # 3]
- a wide variety of open-ended play materials in loosely defined areas so that children can freely use the materials to support their exploration, inquiry and play with bodies, minds and senses. [approach that supports achieving goals #1 & #2]
- periodic visits from and to community partners (e.g., librarian, local market) to enhance the children's experiences. [approach that supports achieving goals #2 & #3]
- Continuous Professional Learning; we have multiple educators participating in the Apprenticeship program. We started a Staff Facebook Page to share resources and PD Opportunities. We offer in house training and when possible, will support staff in attending training. In some cases, their 2me may be paid. [approach that supports achieving goals #3 & #4 ]
- In 2021-22, we began to build a more in depth orientation process for Educators to better prepare them for Elite Classroom Success. Creating consistency from class to class and centre to centre.
- Count and Scan policy for new staff to build and enhance supervision skills. Staff count children every 15 minutes and record thus creating an essential habit. They will also mentor an Educator on their first couple days and discuss supervision; body position inside and outside while engaging to ensure eliminating the most blind spots, also practicing transporting from one area to another; head counting and verbal communication with partners. Supervision is ESSENTIAL skill that needs to be practiced and with support they can build good habits and confidence.
- Above emergent curriculum based on interests we have specialty classes; Music, Dance, Languages, Cooking and Yoga which we based on children's background or interest. [approach that supports achieving goals #1 & #2 & #3 & #4 ]

## **Prohibited Practices**

The following is the list Prohibit Practices ss48(1). If any of the following is observed, the person observing has a legal DUTY to REPORT. They need to call the Children's Aids Society with as much detail as possible. The observer should report to the Supervisor as soon as possible. So the Director or Owner can offer support and so they can follow up with the Ministry. A complaint in this nature would result in the following action; suspension of the staff or volunteer during investigation from CAS and Elite. And it would result in a Serious Occurrence with the Ministry.

Elite will fully cooperate with the investigation, which may mean sharing video footage if applicable and available. If an RECE is found guilty, Elite will contact the College of ECEs to report the incident and dismissal of the employee.

Elite will do what they can to ensure the well-being of all.

As with any non compliance, there will be a follow up with Monitoring of Compliance of Policies and Procedures.

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

\* No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, and no person who provides home child care or in-home services at a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care.