



Clinton Co-operative Childcare Centre Inc.

Parent Handbook



CLINTON CO-OPERATIVE CHILDCARE CENTRE INC.

P.O. Box 489 27 Percival Street Clinton, ON

Phone: (519) 482-5777

Email: clintonchildcare@hotmail.com

Website: clintonchildcare.com

Parent Handbook

Program Statement

Clinton Co-operative Childcare Centre provides quality child care for children from birth to twelve years, within an inviting environment. "How Does Learning Happen?" guides us in providing an optimal program for the children both as individuals and as a group. We view children as competent, capable, curious and rich in potential.

We foster the health, safety, nutrition and well-being of the children. The children are provided healthy and nutritious meals and snacks, following Canada's Food Guide to ensure the children's nutritional needs are met, and menus are planned accordingly. Educators ensure all equipment and materials are in good repair, with Health and Safety Inspections completed monthly. All staff are trained and current in First Aid and CPR, and take additional Health and Safety trainings when possible. As well, educators complete visual health and emotional checks of each child upon arrival, and communicate daily with the parents and caregivers to ensure the health of the children. Using fundraising dollars we purchase new toys and equipment regularly.

We support positive and responsive interactions among children, parents, educators and staff. This is done through encouraging meaningful interactions, and listening to what the children, parents, educators and staff have to say at all times. We are genuinely interested in their personal lives, interests, and in their day to day activities. Families are encouraged to share experiences and ideas.

At Clinton Co-operative Childcare Centre we encourage the children to interact and communicate in a positive way and support their ability to self-regulate through leading by example and allowing them to problem solve. We assist children in identifying and acknowledging their feelings, and how to regulate them. We allow them to make mistakes, and to learn from those mistakes.

We foster the children's exploration, play and inquiry by providing a vast array of learning materials according to their interests, and add to them as their interests evolve. These items may include nature items, things from home or from the community. We offer many areas for children to engage in, which include but are not limited to creative, literacy, dramatic and cognitive. We will inquire, observe, and document the interests of the children and provide them with materials that challenge and inspire. Meeting the needs of the children in the program.

At Clinton Co-operative Childcare Centre we provide child-initiated and adult-supported experiences regularly. This is done through observing and documenting the children's interests and encouraging them to explore that interest further by providing the necessary materials and supporting them throughout. The educators support the individual needs of the children and are flexible in their programming. We will provide choices, and expand on those choices.

Staff plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including those with individualized plans. Staff are knowledgeable in child development, and offer both planned and

spontaneous developmentally appropriate activities dependent upon the children's interests and needs. We will observe the children and create their learning environments in a way which will support them developmentally and cognitively, using the environment as a third teacher. We value the importance of both indoor and outdoor play, as well as active play, rest, and quiet time. In a quiet, dark room, with soothing music, the infants will nap as required, as per the parent's preference. Staff will provide visual and physical checks. The toddlers and preschoolers will have a rest and quiet time after lunch, dependent upon their individual needs. We take the inside outside, and vice versa, such as creative experiences outside, and ball play inside.

We at Clinton Co-operative Childcare Centre foster the engagement of and ongoing communication with parents about the program and their children, through creating partnerships with families. We value the importance of welcoming all families into the centre and having meaningful, daily verbal exchanges with them. Educators create monthly newsletters which are distributed to parents, use social media and send regular emails to parents as a way of communication. We also host our Annual General Meeting/Open House each spring, which includes a meal and entertainment, which parents are invited to attend.

The childcare centre will involve local community partners, and will allow those partners to support the children, their families, and staff, through being involved in community events. By involving community partners, we value that children are an integral part of the community. We build partnerships with community members for things such as local field trips, donations, fundraising, as well as volunteer opportunities. We encourage community partners to come to the centre in order to share their expertise with both the children and staff. We network to provide co-operative education and apprenticeship opportunities. We also have a volunteer Board of Directors which are actively involved within the centre. Clinton Co-operative Childcare Centre has a close partnership with the Ontario EarlyON Program, and regularly attend Child Care Provider, and School Age Network meetings. We strive to maintain close working relationships with community organizations to provide available services to families. Sharing space with local school boards, maintaining valuable partnerships and providing smooth transitions from Early Childhood to school.

All staff will participate in continuous professional learning. We will provide learning opportunities within the centre, and encourage and support staff in attending training both within and outside of the county. Staff engage daily in reflective practice. Clinton Co-operative Childcare Centre will bring in community partners such as the Health Unit and Resource Consultants to our monthly staff meetings as a way to provide staff the opportunity for ongoing professional development. Our Early Childhood Educators are registered with the College of Early Childhood Educators, and are in the process of becoming part of the continuous professional learning program with the College.

Through both formal and informal observation, we will monitor the impact of our Program Statement on the children and their families. Regular documentation is completed and displayed in each program space.

At Clinton Co-operative Childcare Centre, we strive to create the optimal atmosphere for children and their families, through using the document, "How Does Learning Happen?" viewing the children as competent, capable, and rich in potential. We have strong partnerships with families, and members of the community. Through inquiry, communication, observation, and documentation, we discover the interests of the children, and guide them to learn life skills. Our program statement will be reviewed annually by all Educators at Clinton Co-operative Childcare Centre. It will also be reviewed annually to ensure it remains aligned with the Minister's policy statement and is current and relevant.

Childcare Policies

General Information

The main location and St. Joseph's before and after school program are open from 6:30-5:30 pm Monday to Friday. Our Goderich before and after school program is open from 6:30-6:00 pm.

Information about fundraising, special events, billing statements etc. will be placed in, attached to your child's cubby/bucket and/or sent via email. Please check on a regular basis for any information being sent home. The following items need to be sent to daycare with your child on a daily basis (please label all items with your child's name):

- *a complete change of clothes
- *weather appropriate clothes; such as mittens, hats, boots, splash pants etc.
- *inside footwear
- *blanket

Upon enrollment within the childcare centre, parents are encouraged to make arrangements with staff to have their child(ren) visit the program they will be attending. This gives children the opportunity to meet the staff and other children within the program and helps them feel more comfortable when they begin.

We are a co-operative centre which means parents are involved within different aspects of the centre itself. Upon registration, parents are encouraged to sign up for a volunteer committee in which they feel they would be able to participate. Volunteer committee members may be called upon from time to time to assist in different areas of the centre including fundraising events or indoor maintenance.

Clinton Co-operative Childcare Centre has Emergency Policy and Procedures, as well as Fire Procedures. In an emergency situation, parents will be notified via phone, email, and/or social media as soon as possible after the situation occurs.

Immunizations

Before a child can begin in our programs, we are required to have a copy of their immunization record on file. Parents are also required to submit their child's immunization record to Huron Perth Public Health using the following link; <https://www.hpph.ca/en/health-matters/immunization-records-and-reporting.aspx>.

Health/Medication

Medication is only administered if it is prescribed by a doctor or is accompanied by a doctor's note. It must be in its original container with the child's name, start and finish date of the medication, date of purchase and expiration, name of medication, condition needing medication, dose, time to be given, if medication requires refrigeration, reactions to medication. Every day that the medication is to be administered, the Parent or Guardian must sign our Medication Form or the medication cannot be given to the child that day. After signing the form, please give the medication to the Food Services Supervisor so it can be locked in the fridge or medicine cabinet in the kitchen.

With written authorization, Educators are permitted to administer the following over-the-counter products to children; sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer, and diaper cream. These products must be clearly labelled with the child's name, stored in accordance with the instructions for storage on the label, and administered from the original container/package in accordance with the instructions on the label and the parent's written authorization.

If your child has a communicable disease such as hand foot and mouth disease, please inform us and we will help you decide on a return date. The Centre must report any incidence of disease to the Health Unit and the families within the centre, so it is important that you notify us. If your child has a

fever of 38° Celsius or 100.4° Fahrenheit or is suffering from vomiting and/or diarrhea they must be kept at home.

The Huron County Health Unit recommends that a child with a fever can return once they have been fever free without medication for 24 hours; 48 hours for gastrointestinal (vomiting and diarrhea). On the same note, if your child is unable to participate fully in the program due to illness, it is recommended that they do not attend the child care centre.

The staff will notify parents when their child has been exposed to, or is suffering from a communicable disease or illness, with recommendations to contact their family physician. Moderately ill children, or children who become ill during care, will be removed from contact with the children. The Educators will monitor a child with a low grade temperature less than 38°C or 100.4°F, and document this on the Child Illness Documentation form. The child will be monitored every half hour. If the child's fever reaches a temperature of 38°C or 100.4°F or higher the parent(s) will be called immediately.

The Executive Director/Supervisor will contact the parent if the child:

1. Has a fever or unexplained rash.
2. Has more than 2 loose bowel movements in a day.
3. Is unable to function normally at the Centre due to illness, such as a severe cold, cough, stomach flu.
4. Is infected with a communicable illness such as measles, chicken pox.
5. Is infected with a contagious condition such as head lice, scabies

If a parent cannot be reached after exhausting all of their contact numbers, the emergency contact(s) will be called, after a 15 minute time frame, to allow parents time to receive and return the Centre's messages. This is a guideline only, and the time frame may be shortened due to the seriousness, and uniqueness of each situation. If an illness becomes more serious, the time frame will be shortened and phone calls escalated, and in extreme cases 911 will be called.

Parents may be requested to have a doctor's note completed when their child returns to care, following a communicable illness.

Closure of the Centre

The centre will be closed on the following statutory holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Day, Labour Day, Thanksgiving Day, Christmas and Boxing Day. The centre will also close on Easter Monday and Christmas Eve.

We will also be closed annually during the week between Christmas Day and New Year's Day.

If the centre is closed due to unforeseen circumstances, we will post on social media as well as on FM 101.7.

Arrival and Departure

When bringing your child to the Centre, please be sure to drop them off in the classroom with a teacher for safety reasons. The teachers are responsible for recording the arrival and departure times of the children in accordance with the Childcare and Early Years Act.

To ease departure issues, we recommend you develop a routine with your child such as giving a hug/kiss goodbye. Once you have said goodbye, it is best to leave quickly, instead of lingering around. If your child is upset you can pass them to a staff member who will comfort your child and once they are settled, encourage them to play.

Please be sure the teacher is aware when you are leaving with your child at the end of their day. The teacher may communicate your child's development issues or general information at that time.

Late Policy

We understand there are rare occasions when you cannot be here on time to pick up your child. However, it is expected that you will notify the centre if this should happen so we can be aware of the situation in advance. Parents/guardians who are late in picking up their children will be given one verbal warning. If a second instance occurs, a late fee of \$10.00 for each half hour will be charged and a written warning will be issued. The written warning will include the information that if a third instance occurs, service to the family will be withdrawn. Parents/guardians may appeal this decision to the Board of Directors.

Outside Play

Please bring your child dressed appropriately for outside play every day. The Childcare and Early Years Act requires the children go outside for two hours daily, weather permitting. If your child is well enough to come to daycare, they will be going outside.

In the winter we will not go outside if the temperature is colder than -10 degrees Celsius, including the wind chill factor, at the discretion of the Educators. This may mean we won't go outside in the morning, but may in the afternoon.

In the summer we will not go outside if the temperature is hotter than 30 degrees Celsius, including humidex, at the discretion on the Educators. This may mean that we will go outside in the morning and not the afternoon.

Program staff will design and provide the outdoor activities including games that will enhance gross motor skills and provide creative stimulation.

Sleep Policy

Staff in the infant and toddler sleep rooms are completing direct visual checks of sleeping children. Toddler staff complete checks every half hour. Infant staff complete checks every 15 minutes; the infant sleep policy is outlined further in this Parent Handbook. They are physically present and checking for indicators of distress or unusual behaviour. These visual checks will be documented on the sleep chart located in the classrooms.

Staff will ensure there is sufficient lighting in sleep room to conduct the direct visual checks.

At no time shall a child's head be covered with a blanket. If a child moves in their sleep, thus covering their head, an Educator shall uncover the child's head promptly.

Children in our programs are assigned individual cots labeled with their names, according to their schedules.

Upon registration, sleep information is collected in the registration packages. Sleep arrangements are discussed as needed throughout the child's time at Clinton Co-operative Childcare Centre.

Parents will be provided with information if their child is observed to have any significant changes in sleep patterns or behaviours during sleep. They will then discuss which adjustments will be required with regards to how the child will be supervised, and document these changes in the daily journal, and make those changes accordingly. There is a dry erase board located in each room. Educators document the children who are the room, what children are with Early Risers, and with what Educator.

Smoke-Free Policy

According to the Centres for Disease Control and Prevention (CDC), exposure to nicotine and tobacco toxins is dangerous, especially for infants and children. Children exposed to second and third hand smoke toxins are at a higher risk of health issues, including SIDS, acute respiratory infections, ear infections, learning disabilities, behavioural problems, and asthma (Centre for Disease Control and Prevention, <http://www.cdc.gov/tobacco/>). CCCC recognizes the hazards to young children from the exposure to tobacco use. This policy covers the use of any tobacco. In this policy, tobacco is defined to include any lighted or unlighted cigarette, cigar, pipe, and any other smoking product; and spit tobacco, also known as smokeless, dip, chew, spit less, snuff, in any form; including, but not limited to, non-FDA approved cessation nicotine products, digital/electronic nicotine delivery systems such as e-cigarettes, vapor products or anything that stimulates or can be

constructed as being a smoking or smokeless tobacco product.

Clinton Co-operative Childcare Centre is a smoke free environment.

CCCC is in accordance and follows the Smoke-Free Ontario Act, 2017, effective July 1, 2018.

Tobacco use is prohibited on the property including the parking lot and outdoor play areas. All field trips, walks and outside activities will be tobacco free.

Serious Occurrences

Serious occurrences can sometimes take place, in spite of all the best precautions. Serious occurrence reporting is one of the many tools that provide licensed childcare programs with an effective means of monitoring the appropriateness and quality of service delivery. If a serious occurrence takes place within the centre the policy states that the information will be posted so the parents have access to it. This posting will give the parents information about the incident and outline follow up actions taken and the outcomes, while respecting the privacy of all the individuals involved.

Field Trips

Occasionally throughout the year, the jk/sk and school-age groups will participate in field trips that require the use of a school bus. Any such field trips will be accompanied by a permission slip for parents that outlines any detail of the trip. Permission slips, signed by the parents, must be returned to the centre before the child will be permitted to attend the trip.

All groups within the centre participate in off-site activities within town that they are able to walk to. Permission for these off-site trips is included in the registration package.

Nutrition

We provide two nutritious snacks and one hot meal every full day of childcare. The Food Services Supervisor follows the Canadian Food Guide and Nutrition for Healthy Term Infants, as outlined by the Childcare and Early Years Act when planning the menus. The menus are changed seasonally and are posted for two weeks in advance; if there are changes they will be posted on the day of the changes. Water is available for the children at all times throughout the day.

Anaphylactic Policy

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

To reduce the risk of exposure to anaphylactic causative agents, Clinton Co-operative Childcare Centre is nut free. It is essential that all families and Educators follow these guidelines.

- If your child eats a nut product before attending childcare, please wash their face and brush their teeth before bringing them into the centre.
- Treats for special occasions will not be allowed to be brought into the centre. If you would like to bring something in for your child to share with their friends, please bring in a non-food item such as stickers, pencils or bubbles. Please do not feel obligated.
- We understand that mornings can be busy, but we cannot allow a child to bring their breakfast into the centre to finish. If your child arrives hungry, we please let a staff know and we will ensure they have something to eat.
- Infants who need to bring in their own food as per our Infant Room Policies, or require a special diet are able to do so in consultation with the Infant Room staff and/or Executive Director/Supervisor. All items must be nut free and clearly labelled.
- Children in Toddler and Preschool programs may only bring in food items if they have a special diet and/or dietary restrictions. This may only be done after consultation with the Executive Director/Supervisor. All food items need to be clearly labelled.
- Children attending our Full Day JK/SK and School Age Programs, are required to bring their own lunch. This must be nut free, and clearly labelled with the child's name. If a lunch is forgotten, then a lunch will be provided at a cost to the parent. If a child's lunch does not meet nutritional requirements, then it shall be supplemented by the childcare centre at a cost, if required. Snacks will be provided. Please visit <https://www.unlockfood.ca/en/Articles/Food->

allergies-intolerances/Peanut-free-Lunches-and-Snacks.aspx for some helpful peanut free lunch and snack ideas.

- If a child brings in an item that is not nut free, the item will be removed from the classroom, stored in a zip-lock bag in the office and returned to the parent upon pick up with a reminder to the parent that we are a nut free centre. The childcare care centre will supplement the child's lunch at a cost, if required.
- Proper hand hygiene will be followed prior to eating.
- Bee allergies are also a concern; for this reason the yard will be checked for bees regularly with hives removed as needed.
- Educators will not use materials in their classrooms which may have been in contact with peanuts, and egg cartons are not used.

Sunscreen Policy

Outdoor play is important to the overall development of all the children. Clinton Co-operative Childcare Centre's goal is to ensure the children are being protected from the elements of the environment, while participating in outdoor activities.

The following are policies to be practiced by all childcare employees, from mid-spring to mid-fall (under the discretion of the Executive Director) while engaging in outdoor activities.

1. Sunscreen with an SPF#30 or higher, is to be applied for outside time. It is applied 20 minutes before exposure to sun whenever possible. Sunscreen is reapplied every two hours.
2. The Centre will supply sunscreen for children in our infant, toddler, preschool and jk/sk programs. If parents wish to supply their own, they will be asked to sign off, and give permission if the child is able to use ours if needed. Parents of school age children must supply their own during the summer months. The Centre will provide sunscreen for any child if needed.
If a parent does not want their child to wear sunscreen, they must sign off.
Staff will communicate with parents regarding the brand of sunscreen we are using.
A copy of the sign off form is located at the end of this policy.
3. Each child will be encouraged to wear a sun hat. If a child does not have their own hat, an Educator may supply a daycare hat for the child to wear. All daycare hats are to be washed at the end of the day. Wide brim hats are recommended.
4. Staff are to be aware of the air quality index by listening to the local radio station, and looking on the Weather Channel APP on their IPad. On days which there are reports of poor air quality, the children will stay inside between the hours of 10:00am and 3:30 pm (or not go outside at all).
5. Water and shade are made available at all times. A water jug is taken on field trips.
6. Staff will teach children the importance of sun awareness.

Supervision Policy for Volunteers and Students

The intent of this policy is to help support the safety and well-being of children in licensed child care centres. It is a requirement under the Child Care and Early Years Act that every operator shall ensure that every child who is in attendance in a child care setting be supervised by an adult at all times.

No child is supervised by a person under the age of 18 years old.

Every student or volunteer at Clinton Co-operative Childcare Centre is supervised by an Educator at all times, and is not permitted to be alone with any child.

Volunteers and Students cannot be counted in the staffing ratios.

Roles and Responsibilities of the Centre/Supervising Employees:

Prior to students beginning placement, they will have an interview with the Executive Director/Supervisor. If the interview goes well, the student will then complete any necessary

paperwork. Upon the student's first day, they will read the Policies and Procedures and review them with the Executive Director/Supervisor. This will be done annually, as a minimum. A staff will be designated as the students supervising teacher and will mentor that student throughout their placement.

Volunteers will also complete any necessary paperwork prior to beginning, and read the Policies and Procedures and review them with the Executive Director/Supervisor. This will be done annually, as a minimum. Depending on the circumstances, volunteers will be supervised by a designated staff member, Executive Director, or Supervisor at the Centre.

Individualized Support Plans and Emergency Plans for children with anaphylaxis must be reviewed with volunteers and students who will be providing care or guidance.

Criminal Reference/Vulnerable Sector Checks are required for all volunteers.

Roles and Responsibilities of Volunteers/Students:

Volunteers and Students are responsible for reading and following the Centre's Policies and Procedures.

Volunteers and Students will not be left alone with the children and will not be included in the rations, however they will assist the Educators in their daily programming. They are an extension of our Educators.

We encourage volunteers and students to develop relationships with the children, and to give them the opportunity to establish connections. It is our hope that the children will learn from and share positive experiences with our volunteers and students.

Guiding Children's Behaviours

Any discipline situations shall be handled in a positive and consistent manner and be appropriate to the developmental level of the child. Developmental techniques shall be implemented as soon as possible after the behaviours and be designed to assist the child in learning appropriate behaviour. Children should be taught that angry or frustrating feelings are okay and how to deal with these feelings in a socially acceptable manner. Staff will handle disciplinary situations using positive reinforcement and language, praise and by redirecting the child to more appropriate behaviours or activities. Time outs will not be used.

Prohibited Practices Include:

- a) corporal punishment of the child;
- b) physical restraint of the child, such as confining the child for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves, or others, and is only used as a last resort and only until the risk of injury is no longer imminent;
- c) locking the exits of the child care centre premises for the purposes of 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 their self-respect, dignity or self-worth;
- e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- f) inflicting any bodily harm on children including making children eat or drink against their will.

Parent Issues and Concerns Policy and Procedures:

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

Clinton Co-operative Childcare Centre encourages parents/guardians to take an active role in our Centre, and to regularly discuss what their child(ren) are experiencing within our program with both their children and staff. As shown by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster ongoing communication with families about the program and their children. Our staff are available to engage parents/guardians in conversations and to support a positive experience during every interaction.

All issues/concerns raised by parents/guardians are taken seriously by Clinton Co-operative Childcare Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Whenever possible, the staff at Clinton Co-operative Childcare Centre will do their best to listen to parent/guardian concerns. If a parent brings a concern to a staff member who is in program, the Educator will help if possible, and then report to the Executive Director/Supervisor. If that staff member is too busy with the children, than he/she will refer the parent to the Executive Director/Supervisor.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of the parents/guardians, children, staff, students and volunteers, except when the information must be disclosed for legal reasons (ie Ministry of Education, College of Early Childhood Educators, Law Enforcement Authorities or Children's Aid Society).

An initial response to an issue or concern will be provided to parents/guardians within 3 business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

If necessary, the issue/concern will be brought to our Board of Directors.

Conduct: Our centre maintains high standards for positive interaction, communication and role-modeling 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 Executive Director.

If a parent becomes angry due to a concern about their child's care the procedure outlined below will be followed:

*The parent is directed to speak to the Executive Director/Supervisor. Program staff will politely explain they need to care for the children by the Executive Director/Supervisor will listen to their concern. The Executive Director/Supervisor will ask the parent to meet with him/her in the office. After listening to the concern, the Executive Director/Supervisor will explain the appropriate procedure to take if the parent should have further concerns.

*If there is a second time the parent behaves in a confrontational manner with the staff, the parent will receive a letter from the Board of Directors stating that if it should happen a third time their child will be removed from the program.

*Following the letter, parents who wish to do so may appeal the decision to the Board of Directors.

Concerns about 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 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*.

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 in writing to either the Executive Director or The Board of Directors.

Procedures

Nature of Issue/Concern	Steps for Parent/Guardian to Report Issue/Concern	Steps for Staff and/or Executive Director in Responding to Issue/Concern
Classrooms-Related Eg-schedule, sleep, toileting, food...	Raise the issue or concern to *the classroom staff directly OR *the Executive Director/Supervisor	*address the issue/concern at the time it is raised OR *have the Executive Director/Supervisor contact the parent/guardian OR *arrange for a meeting with the parent/guardian within 5 business days if requested Document the issues/concerns in detail. Documentation should include: *date and time the issue/concern was received *the name of the person who received the issue/concern *the name of the person reporting the issue/concern *the details of the issue/concern *any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter.
General Centre Operations-Related Eg-fees, hours of operation, staffing, wait list, menus...	Raise the issue or concern to *the Executive Director/Supervisor	Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 days or as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian who raised the issue/concern.
Staff, Supervisor, Executive Director-Related	Raise the issue or concern to *the individual directly OR *the Executive Director/Supervisor All issues/concerns about the conduct of staff, volunteers, etc. that puts a child’s health, safety and well-being at risk should be reported to the ED/Supervisor as soon as parents/guardians become aware of the situation.	
Student/Volunteer-Related	Raise the issue or concern to *the staff responsible for supervising the volunteer or student OR *the Executive Director/Supervisor All issues/concerns about the conduct of students, volunteers that puts a child’s health, safety and well-being at risk should be reported to the ED/Supervisor as soon as parents/ guardians become aware of the situation.	

Wait Lists

As new families add their infant, toddler, preschool, kindergarten and school-age children to the wait list, an intake form is completed. The information on this form includes both the parent and child’s name, contact information, the child’s date of birth, the expected start date, how often care is needed, and when they were added to the wait list. This information is then filed in the Wait List binder accordingly.

Priorities for space availability will be:

1. Available Space
2. Sibling of children already in program

3. Date added/date required to start/how often care is required

4. Referred Children

The intake form will not be made available to parents, families, or the general public. It will be strictly used as information for the office staff. Upon request, parents are able to view a separate list which indicates where their child is on the wait list. Parents are also able to call the centre to determine where their child is on the wait list.

There will be no charges, fees or deposits for the placement if a child on the wait list.

Fee Policy

Upon registration, there is a one-time non-refundable membership registration fee charged per family. An annual renewal fee will be charged each year thereafter.

Base Fees are fees which were in effect prior to the Canada Wide Early Learning Childcare System (CWELCC). Non-Base Fees are, which are in effect from September 1, 2022 to December 31, 2022, show a reduction of 25%. Beginning January 1, 2023 further reduction of 37% is in effect.

For children under 6 years of age, the membership registration fee is \$12.00 and the annual renewal fee is \$12.00.

For children over 6 years of age, the membership registration fee is \$50.00 and the annual renewal fee is \$40.00.

The annual renewal fee may be waived at the Executive Director's discretion.

A registration fee will be charged per child/per session for jk/sk and school age children attending only March Break, the summer or PD Days.

For children under 6 years of age the fee is \$5.00.

For children over 6 years of age the fee is \$20.00.

The membership registration and renewal fee is not covered by subsidy and is the responsibility of the parent/guardian.

Clinton Co-operative Childcare Centre Inc. is a non-profit co-operative. It is extremely important that all families using the Centre's services keep their accounts in good standing in order to ensure the efficient operation of the programs. We do not have the ability to borrow to meet our short term obligations.

Fees are due each week on the first day of care. We ask that you complete a monthly calendar to indicate the care required and at this time also submit your payment(s) for that month. If you intend to send an e-transfer please indicate this on your monthly calendar. Receipts for cash payments will be issued as soon as possible and placed in your child's cubby or bucket. Monthly invoices will be sent out at the beginning of each month to the main account holder on each child's account; it is expected that the invoice will be paid in full each month. If there is a discrepancy, please contact the Financial Administrator when you receive your invoice to clear it up.

At 30 days past due the family will receive a standardized email stating the balance at this time, and provide direction as to how payment can be made.

At 60 days past due the family will receive a formal letter via email as well as a hard-copy stating the current outstanding balance. The letter will outline the expected payment date, and if the account reaches 90 days outstanding that the child(ren) will not be able to attend until the balance is paid. The account will be brought to the attention of the Executive Director.

At 90 days past due the family will receive a formal letter via email as well as a hard-copy. The letter

will state that if payment is not made by the end of the next business day, the centre will suspending childcare to the family immediately. The account will be reviewed with the Executive Director and brought to the attention of the Board of Directors.

If payment is not made after 90 days, and the child(ren) is no longer attending, the outstanding fee may be sent to collections at the discretion of the Financial Administrator in conjunction with the Board of Directors and/or Executive Director.

Once children are registered, two weeks' notice is required to cancel any days for which your child is scheduled and/or to withdraw your child from the program. Notice is to be given to the Executive Director/Supervisor either in person, via email, telephone, or voice mail. If the ED/Supervisor is unavailable, please leave a message with another staff. If two weeks' notice is given, your account will be credited. Fees will be credited to your account if your child has been hospitalized for more than one day.

Revised December 2022

Clinton Co-operative Childcare Centre is enrolled in the Canada-Wide Early Learning and Child Care System (CWELCC).

Below is our fee schedule. Base Fees are fees which were in effect prior to the CWELCC system being put into place. The Non-Based Fees, which are in effect from September 1, 2022 to December 31, 2022, show a reduction of 25%. Beginning January 1, 2023 further reduction of 37% is in effect.

		<u>Base Fees</u>	<u>Non-Base</u>
<u>Infants</u>	Full Day	\$46.00	\$21.74
	Half Day	\$26.00	\$12.29
<u>Toddler</u>	Full Day	\$35.00	\$16.54
	Half Day with Lunch	\$26.00	\$12.29
	Half Day	\$24.00	\$12.00
	Quarter Day	\$17.50	\$12.00
<u>Preschool</u>	Full Day	\$34.00	\$16.07
	Half day with Lunch	\$25.00	\$12.00
	Half Day	\$23.00	\$12.00
	Quarter Day	\$17.50	\$12.00
<u>JK/SK and School Age</u>		Children over 6 years	Children under 6 years
	Full Day	\$26.50	\$12.29
	Half Day	\$18.50	\$12.00
	Before OR After	\$11.50	\$11.00
	Before AND After	\$17.000	\$12.00

*Half Day is 5 hours or less **Quarter Day is 2.5 hours or less

Revised December 2022

Temporary Fee Policy-Effective September 30, 2020

Parents are required to pay the day the child is deemed ill and for two (2) days following. This temporary policy is in place to address the COVID-19 pandemic and public health recommendations. This policy is in effect September 30, 2020 on a go-forward basis and will be reviewed as public health protocols change.

Revised October 8, 2020

Infant Room Policies

Bottles

Written “feeding instructions” are required for all infants in the program, therefore all parents are required to complete the Infant Program Information form upon registration. This form can be found at the end of this policy.

Formula bottles will be supplied from the child’s home. Bottles must be labelled with the child’s name and be delivered to the infant room staff upon arrival.

Homo milk is provided by the Childcare Centre for those infants drinking homo milk on a regular basis at home. For those infants drinking homo milk, empty bottles are supplied by the parents and brought to the daycare on a daily basis. Sippy cups are supplied by the centre, however parents may wish to bring their own cup from home, especially if their child is used to a certain type of cup. Again, these bottles and cups must be labelled.

Dirty bottles and sippy cups from home will be rinsed and placed in the child’s bucket to be taken home each day.

Preparation and heating of bottles will take place in the infant room, away from the diapering and play areas. Staff will heat bottles either with a bottle warmer or by first heating up some water in a container and placing the bottle into that hot water. Another method of heating up formula, breast milk, or homo milk is by heating the liquid in a glass container in the microwave and transferring the liquid to a bottle. This practice is to avoid heating up substances in plastic containers in a microwave. Staff will test all bottles after heating to ensure that they are not too hot.

If a child is given a bottle on their own to hold, the child’s head must be raised to reduce fluid in ears that causes ear infections.

Food

Baby food, including baby cereal, will be supplied by the parents. All food containers must be labeled with the child’s name and be delivered to the infant room staff upon arrival. Containers requiring refrigeration will be placed in the infant room fridge. All other containers will be stored in the food cupboard in the infant room. Food preparation and heating will be done in the infant room away from diapering and play areas. Baby food will be heated in the microwave in a glass container and then transferred to a baby dish prior to feeding. Again, this practice is to avoid heating substances in a microwave in any plastic container. Staff will test the temperature of all foods after heating to ensure that the food is not too hot.

Dirty food containers from home will be rinsed and placed in the child’s bucket to be taken home each night.

Once an infant is on solid foods at home, food will be supplied by the Childcare Centre. Parents will need to complete the Infant Food List at this time. This checklist can be found at the end of this policy. Menus will be posted and food preparation will be done in the childcare kitchen. Children in the infant room will not be served oranges, honey or chocolate. Any “new foods” will not be introduced at daycare.

All Food brought from home must be NUT Free. For more detail, please refer to Anaphylactic Policy-Notice Regarding our Nut Free Environment in our Parent Handbook.

Diapering

Diapers and creams will be provided by the parents. Each child will have their own buckets in the diaper changing area in which to store diapers and creams. When a child is getting low on diapers at the Childcare Centre, the parents will be notified to bring in more. All diapering will take place on the change table, away from all food preparation and play areas. The change table will be disinfected and both the child and staff's hands will be washed after each diaper change. A copy of the diapering procedure is posted in the changing area.

Infant Sleep Policy

Clinton Co-operative Childcare Centre will ensure that children under 12 months old are placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep, unless a child's physician recommends otherwise in writing. Parents will be advised of our obligation to place children under 12 months old on their back to sleep, as per the Joint Statement of Sleep.

http://www.phac-aspc.gc.ca/hp-ps/dca-dea/stages-etapes/childhood-enfance_0-2/sids/jsss-ecss-eng.php

Infants will be assigned individual cribs labeled with their names, according to their schedule. At no time shall a child's head be covered with a blanket. If a child moves in their sleep thus covering their head, an Educator shall uncover the child's head promptly.

In the infant sleep room, physical checks will be documented. Staff will physically stand next to each crib or cot, and place their hand on the child to feel them breathing, and will also check for indicators of distress or unusual behaviour.

These checks will be performed every 15 minutes, and documented by the educator completing the check by placing their initials on the sleep chart outside of sleep room, and adding comments when necessary. A copy of this sleep chart is located at the end of this policy, in our Policies and Procedures Manual.

The child's sleep will be recorded on their daily notes, as well as the time of the sleep room checks. Staff will ensure there is sufficient lighting in sleep room to conduct the visual checks.

If there is a change to a child's sleep routine, the Educators will have a discussion with the parents/guardians, and have them sign off on that change. For example, when an infant is moving up to the toddler room and they begin to sleep on a cot. A copy of this letter is located at the end of this policy, in our Policies and Procedures Manual.

An Electronic Sleep Monitor is used in the infant room to assist staff when a child wakes up. It does not replace the direct physical checks performed by the educators. It is checked daily by the infant staff to ensure it is in working order. If the monitor is not working, staff will ensure all educators in the room are aware that it is not working. A Supervisor will be notified, a verbal plan will be established with regards to purchasing a new one, and this will be documented in the daily journal.

There is a chalk board located on the refrigerator where Educators document which children are present. It identifies which children are awake and which children are sleeping.

At no time will an infant be placed in a crib with a bottle, even if a parent has requested it.

Infants will not be placed in a crib wearing a bib.

Bumper pads will not be used in the cribs.

Laundry

Crib sheets are supplied by the Childcare Centre and will be washed:

a) once a week for full time children's

b) daily for part time children's

c) as needed.

Parents may supply their child's own blanket from home for naps. These blankets will also be washed once a week, or as needed.

Toy Washing

Toy washing for the Infant Room will be done on a daily basis, and more often as needed.

Immunizations

As an infant's immunization is updated, the Childcare Centre must be aware of these updates so that they can be added to the child's file. Parents are required to update Huron Perth Public Health using the following link; <https://www.hpph.ca/en/health-matters/immunization-records-and-reporting.aspx> .

Fire Alarm

When the fire alarm sounds:

- 1) one staff will get compact crib from the sleep room
- 2) all infants will be placed in the crib
- 3) ensure all infants are accounted for
- 4) check sleep room and wash room, turn out the lights and take emergency binder
- 5) leave building through the emergency exit (main daycare doors) and proceed to grassy area next to preschool playground

Fire Drills will be performed on a monthly basis.