



PARENT HANDBOOK

Shining Stars Program Statement

Shining Stars Child Care Centre is located in the heart of York Region, servicing the communities of both Richmond Hill and Markham. We are licensed by the Ministry of Education and our facility and programming complies with the Child Care Licensing Manual and Child Care Early Years Act of Ontario.

Our programs accommodate and meet the needs of toddlers, preschoolers, kindergarten-aged children (from one and half to six years of age), as well as children preparing for bilingual and French immersion programs. We provide exceptional quality childcare for families seeking to help their children realize their full potential.

We serve our children with three nutritious meals daily, all of which strictly follow Canada's food guide. In accordance with our Anaphylaxis Policy, Shining Stars Child Care Centre strives to be a nut-free environment. Information to this effect will be posted in prominent locations throughout the Child Care. We encourage parents/guardians to take an active role in their child's learning experiences, and work in a collaborative manner in order to meet every child's goals.

We adhere to the philosophy and methodologies of both High Scope learning, as well as Emergent Curriculum. High Scope learning places emphasis on the importance of providing children with a solid foundation of language and mathematics skills, while Emergent Curriculum encourages creativity on both the parts of the caregivers and children by giving them the opportunity to express themselves freely and to design programming based on the children's interests.

How Does Learning Happen? is organized around four foundational conditions that are important for children to grow and flourish: Belonging, Well-Being, Engagement, and Expression. These foundations, or ways of being, are a vision for all children's future potential and a view of what they should experience each and every day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the Kindergarten program. They are conditions that children naturally seek for themselves.

- **Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.
- **Well-being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.
- **Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond
- **Expression** or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy

Within Shining Stars environment the children are looked upon as being competent, capable of complex thinking, curious, and rich in potential. They grow up in families with diverse social, cultural, and linguistic perspectives that we need to respect and take into consideration.

We believe that every child should feel that he or she belongs, is a valuable contributor to his or her surroundings, and deserves the opportunity to succeed. When at Shining Stars Child Care we recognize children as being capable and curious. We strive on delivering programs that value and build on the children's strengths and abilities.

The children need to feel that they belong and are valued. We also are aware to address their importance of well-being. The children need to be engaged, involved and focused in the program. They need to feel confident to be able to express themselves in many different forms. When these foundations are in place we have a successful, quality program.

(a) promote the health, safety, nutrition and well-being of the children

healthy environment

- staff aware of all allergies and pertinent lists of health information posted in key areas
- materials disinfected regularly
- hand washing and proper food handling routine adhered to

safe environment

- age appropriate toys (eg. prevent choking hazards), equipment and furniture are arranged in a layout conducive to various types of learning (eg. quiet area/sensory area) and are maintained in good condition
- compliance with group ratios

nutrition

- varied/cultural menu offered in accordance with Canada Food Guide
- meal time is pleasant; ample time for enjoyment and consumption of food provided; children encouraged to try various foods and serve themselves
- staff set example of healthy eating habits

well-being

- physically active periods carried out on a daily basis both indoors/outdoors
- children's self-sufficiency, individuality and capabilities are consistently and positively reinforced which fosters growth and development (eg. tidying up, learning to put on own clothes, expressing oneself in first language, engaging in conversation)
- fundamental elements of self-regulation introduced (eg. labelling of feelings, calming techniques etc.)

(b) support positive and responsive interactions among the children, parents, child care providers and staff

- parents kept informed of their child's experiences at centre via daily regular verbal communication, daily logs in Junior toddler classroom, weekly newsletters, program plans, photos, open-door policy and discuss/address concerns about children
- staff partake in meetings and team building in order to monitor, assess and enhance programs
- sense of belonging for children and their families established through supportive meaningful connections which are built upon trust and open communication
- comforts of home welcome into classroom setting (eg. blankets, stuffies, family wall/pictures, show and share)
- accommodate requests for food preferences, religious and/or health restrictions when possible
- arrange for gradual integration into classroom setting by encouraging parents to have visits with child prior to enrolment date and thereafter if needed
- incorporate smooth transition periods for children progressing to subsequent classes
- parents engaging in programs (Parent career day, Parent's talents)

(c) encourage the children to interact and communicate in a positive way and support their ability to self-regulate

- model appropriate behaviour and language
- assist children to comprehend and identify emotions/feelings with vocabulary (eg. sad, happy, angry, hurt) and provide coping strategies (eg. deep breaths, constructive expressions – "I like/don't like that," I am feeling...)
- use of puppets with different facial expressions to discuss feelings (eg. How do you think puppet is feeling? What made puppet feel this way? / How can we make puppet happy again?)
- acknowledge and assist children with caring and considerate actions amongst children to promote empathy
- focus on positive reinforcement by giving praise and provide fostering dialogue
- entrust children with suitable responsibilities which support their ability to be competent and capable helpers
- reason with children, present plausible options and explain consequences of actions; IF / THEN (eg. jump on bed/bed breaks/child gets hurt)
- allow for children to lead experiences without strict timelines or expectations
- arrange for small group interactions to facilitate relationship building, problem-solving and turn-taking

(d) foster the children's exploration, play and inquiry

- daily program schedule allots substantial periods of time for children to discover, explore, engage and play in centre with minimal transitions and proportional flow/structure
- adequate amount of and variety of natural/loose /textured materials offered
- range of accessible literacy and numeracy items supplied in multiple languages (French, Chinese, Spanish etc.)
- provide open-ended toys, crafts, activities that highlight unique individuality
- program and environment adapted to children's interests/cues with use of observation, listening, webbing techniques (eg. one thing leads into another approach, pertinent library books borrowed, concepts and projects expanded or revisited)
- alternate/rotate materials on a regular basis to maintain enthusiasm/interest

(e) provide child-initiated and adult-supported experiences

- encourage exploration of multiuse/multipurpose materials and hands-on activities (eg. science experiments, sensory opportunities)
- embrace/accept use of materials in different areas of classroom; permit children to make choices of how to play and subsequently learn
- topics of interest actualized by staff in direct association with children's demonstration of inquisitiveness/desire to know and understand (eg. interest in cars- bring in assorted types of vehicles – expand on concept of transportation – discuss how to you get to school etc.)
- teachers discover information in unison with children
- allow children to be their own teacher; talk and listen to each other and learn through experiences of classmates
- be at child's level and ask guiding / open-ended questions

(f) plan for and create positive learning environments and experiences in which each child's learning and development will be supported

- weekly programming focuses on strengthening all developmental domains by implementing new and exciting appropriate learning opportunities based on observations, interactions and conversations with the children
- facilitate acquisition of knowledge in conjunction with children's interests; the child's initiates and the teacher guides resulting in meaningful purposeful learning/education
- focus on process vs product which promotes exploration and inquiry
- research and bring outdoor world in (eg. natural materials such as rocks, dirt, sand etc.) as well as bringing indoor world out (eg. paint, chalk etc.)
- incorporate anti-biased programming which celebrates/encompasses diversity by recognizing varying cultures, languages and abilities
- employ scaffolding to guide and encourage children which assists them to further enhance their skill levels
- provide classroom materials that are representative/reflective in terms of culture, language, gender and abilities
- create inclusive surroundings that are adapted to varying learning styles

(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

- create well balanced schedule/routine consisting of indoor and outdoor activities in combination with energetic/calm experiences (eg. outdoors twice daily, nap time, free play period)
- bring outdoor world indoors and vice versa
- respond to children's signals with regard to level of activity best applicable for moment (eg. tired child may need rest on cot / movement and music to alleviate restlessness)

(h) foster the engagement of and ongoing communication with parents about the program and their children

- provide positive daily feedback through daily conversations, daily logs in Junior toddler classroom, weekly programs/newsletters, photos and periodic progress reports when discussed
- maintain open door policy
- carry out documentation and post throughout the center/display children's efforts throughout the classroom
- exhibit samples of how learning happens and convey relevant terminology
- ensure parents receive all of their children's creations to take home
- video feed and parent handbook accessible to parents

(i) involve local community partners and allow those partners to support the children, their families and staff

- incorporate partnership and collaboration via library literacy programs, field trips, special visitors, fundraising, volunteer opportunities, student placements from colleges/universities, translation services
- supply onsite resources and conduct information sessions
- establish connection with resource persons/organizations that have similar mandate to promote children's interests, needs, well-being (e.g. early intervention)

(j) support staff, home child care providers or others who interact with children at a child care centre or home child care premises in relation to continuous professional learning and;

- professional development workshops/training available with specialists in field
- applicable reference materials on site
- RECE's registered with College of Early Childhood Educators of Ontario which requires continuous professional learning and provides resources for life long learning
- staff aware of policies and procedures which are reviewed on an ongoing/annual basis

(k) document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families

- highlight and document children's work, activities, projects with photos and description
- conduct regular discussion amongst staff of improvements to undertake and what to maintain

Please feel free to come in and take a tour of our center. Your feedback is greatly valued as it will assist us in the pursuit of continuous improvement, and allow us to strive to be our very best in providing top-quality childcare services.

PARENTAL INVOLVEMENT

Communication with the parents is an integral part of the program. We encourage parents to have an active roll in their child's educational experience. Participation by family members that contribute to the growth and development of all children are welcomed.

STAFF REQUIREMENTS

All programs at Shining Stars Child Care are staffed by qualified and experienced teachers who have been trained in Early Childhood Education or an acceptable equivalent. Each ECE is expected to be a member of the College of Early Childhood Education.

In addition, each staff member is required to hold a current Infant-Child CPR Life Saving Certificate and one of the following first aid certificates, Red Cross, St. John's or Heart Safe certificate. All staff are also expected to be trained annually on epi-pens as per our Anaphylactic Policy.

All Staff are expected to follow the current policies that are outlined in the childcare guidelines.

All Staff are required to submit a medical that states that their immunization records are up to date.

All staff members are required to read new policies, review old policies and sign off on these policies each year and as new policies are implemented.

The staff are monitored semi-annually to ensure that the expectations of the Behavior Management and Contravention Policies are being met.

After reading the policies, all staff are expected to sign the policies confirming they understand and comply.

All newly hired staff are also required by law to complete a Criminal Reference Check within their region.

All Staff are encouraged to pursue professional growth opportunities on an ongoing basis.

STUDENT/VOLUNTEER POLICY

Shining Stars Child Care is committed to providing a high quality, safe and secure environment for all children enrolled in our programs. The safety and well-being of children who are being supervised on our premises is the Centre's highest priority. The Centre may have volunteers and/or Early Childhood Education students working within the organization along with staff throughout the year. At all times, volunteers and students must be under the direction and supervision of the Centre's staff.

No child or children will be supervised by any person less than 18 years of age.

No volunteer or student is permitted to be alone with any child

No child or children will be supervised by someone who is not an employee of the Centre.

All volunteers including participating parents having direct contact with children in the Centre must have a satisfactory criminal reference check, as determined by the Centre.

All volunteers and placement students will be provided with a detailed orientation outlining the Centre's Policies and Procedures as well as the volunteer's roles and responsibilities within the organization. This orientation will occur prior to working with the children for the first time.

All volunteers and placement students will read and sign off in compliance with the centre's policies and expectations.

CHILD CARE PROGRAMS

Toddler Program (1.5-2.5 years old)

- Full day program 5 days a week
- Part time program 3 days a week
- 7:00am to 6:00pm
- Mandatory two hour rest period is provided
- Breakfast, lunch and afternoon snacks are provided by the centre
- Maximum ratio of children to staff is 5:1
- Opportunities for outdoor and indoor play

For toddlers we have a program that has been developed to meet their needs of limitless energy, natural curiosity for learning and struggle for independence. Learning centers, with educational and developmentally appropriate toys designed for learning, create a bright and exciting environment for your child. Expanding the imagination and strengthening the muscles has never been more fun! Weekly lesson plans provide activities designed to develop skills necessary to accomplish developmental milestones. At this tender age, there's no such thing as too much love, too many hugs, or too many giggles. It's imperative to create strong bonds with families and caregivers. At Shining Stars Child Care Centre, you know your child is being loved, hugged and nurtured from the very beginning and as he/she continues to develop. The program also introduces French in a fun and interactive way through gatherings, nursery rhymes as well as songs.

What You Should Bring:

- Diapers/Pull ups/Underwear
- Wipes/Diaper Cream
- Full Change of Clothes
- Indoor Shoes
- Blanket
- Appropriate Outdoor Clothing (Jacket, Snow pants, Hat, Mittens/Gloves, Boots, Etc.)
- Sunscreen Lotion (Summer)
- Water Bottle

Preschool Program(2.5-4 years old)

- 7:00am to 6:00pm
- Mandatory two hour rest period is provided
- Breakfast, lunch and afternoon snacks are provided by the centre
- Maximum ratio of children to staff is 8:1
- Opportunities for outdoor and indoor play

Preschoolers have a program that includes a wide range of experiences, which builds on the natural curiosity of this age group about the world around them. The children will explore topics through group time introductions and reviews, daily enrichments, and additions to each learning center. Because preschoolers like to learn new information and have the desire to master new tasks, much of what your child learns will be through self-directed experiences. Throughout the day children will have the opportunity to explore the classroom's learning centers: Blocks & Building, Dramatic Play, Library, Music & Movement, Cognitive, Science & Discovery, and Creative. Learning through play, in these clearly defined areas of interest, promotes independence, fosters decision-making, and encourages hands-on involvement. Each learning center engages the child's core components of development: social-emotional, language, cognitive, physical and aesthetic. Each child develops at their own pace and we encourage communication between teacher and parents on the progress of their child. Daily communication from the classroom teachers will update parents on activities, future class projects and field trips. The program also introduces French in a fun and interactive way through gatherings, props, charts and stories. Our teachers will encourage children to become comfortable with using basic French words in everyday conversations. Parents will receive daily updates with their child's teacher about their progress and progress reports are able upon request.

What You Should Bring:

- Full Change of Clothes
- Diapers/Wipes if required
- Indoor Shoes
- Blanket

- Appropriate Outdoor Clothing (Jacket, Snow pants, Hat, Mittens/Gloves, Boots, Etc.)
- Sunscreen Lotion (Summer)
- Water Bottle

Kindergarten Program (4 to 7 years old)

- 7:00am to 6:00pm
- Mandatory two hour rest period is provided
- Breakfast, lunch and afternoon snacks are provided by the centre
- Maximum ratio of children to staff is 10:1

Our JK/SK program is geared to the needs of children who attend junior or senior kindergarten. Activities in the program build upon the kindergarten experiences such as auditory skills, reading and writing, visual discrimination, art projects, letter concepts and math awareness. Topics, with related activities, assist in developing your child's knowledge base, attention span and effective communicating skills. The children have the opportunity to explore the discovery centers that exist in the classroom such as Blocks & Building, Dramatic Play, Library, Music & Movement, Cognitive, Science & Discovery, and Creative. The children will learn the basic skills for reading and writing; Learning the letter sounds (including initial consonant and vowels), learning letter formation (correctly printing the letters), blending (forming words by combining letter sounds to make words), identifying sounds in words (beginning, middle and ending), spelling and identifying familiar words ("tricky" words). The children also focus on printing and level reading to develop language and literacy skills. Our numeracy program introduces the children to the basic math skills they will need when entering grade one. The program also introduces French in a fun and interactive way through gatherings, props, charts and stories. Our teachers will encourage children to become comfortable with using basic French words in everyday conversations. Our focus is on verbal speaking but the children will have visual displays to accompany their lessons. Parents will receive daily updates with their child's teacher about their progress and progress reports are able upon request.

What You Should Bring:

- Full Change of Clothes
- Diapers/Wipes if required
- Indoor Shoes
- Blanket
- Appropriate Outdoor Clothing (Jacket, Snow pants, Hat, Mittens/Gloves, Boots, Etc.)
- Sunscreen Lotion (Summer)
- Water Bottle

Meals Snacks and Nutrition

Meal times offer opportunities for children to learn healthy eating habits and develop a positive approach to a variety of foods. Shining Stars aims to provide nutritious meals and snacks,

In addition, Shining Stars aims to help children enjoy meal and snack times and encourage good eating habits by creating a comfortable, friendly, social, cheerful and relaxed environment for children to eat meals and snacks. Parents are asked to support this Nutrition Policy.

It is the responsibility of the Supervisor to ensure that meals and snacks prepared for Shining Stars by our on site cook are followed by the standards set in the *Canada Food Guide*, (b) are served at regular intervals throughout the day, and provide nutrients necessary for growth and development.

We provide alternative lunches based on allergies. Families will be asked to fill out the **allergy and food restriction portion of the registration form** at the time of enrolment informing Supervisor of food allergies and concerns.

Food will not be withheld from students as punishment and will not be offered as an incentive or reward. Families are asked to include any additional information if their child has any food allergies or restrictions as part of their registration package and discuss this with the childcare Supervisor at the time of enrolment into the program so that accommodations can be made.

SPECIALIZED SERVICES

In the event that staff or parent are concerned with the developmental mile stones of a child, a meeting takes place discussing the concerns and after obtaining consent, the staff will assist the family in obtaining family resources.

PROFESSIONAL ACTIVITY DAYS/CHRISTMAS BREAK/MARCH BREAK

Children who enrolled full time have Professional Activity Days included in their monthly rate. If your child is enrolled part-time, you will have to pay an additional fee to have your child spend a full day in the program **if there is space available**. Space is limited, so

parents are requested to contact the Supervisor one (1) week prior to the P.A. Day to inquire if the Centre can accommodate their children.

HOURS OF OPERATION

The Child Care Centre is open 12 months of the year, from Monday to Friday. We are closed on statutory holidays.

<u>HOLIDAY HOURS</u>
New Year's Day Closed
Family Day Closed
Good Friday Closed
Labour Day Closed
Canada Day Closed
Civic Holiday Closed
Vitoria Day Closed
Thanksgiving Day Closed
Christmas Day Closed
Boxing Day Closed

You will be notified in advance if the child care centre must close due to unforeseen circumstances

LICENSING

Shining Stars Child Care Centre is licensed by The Ministry of Education. The Centre accommodates children ages 1.5 to 7 years.

EMERGENCY SHELTER

In the case of evacuation, the children and staff will go to Guardian Pharmacy located at 1285 Elgin Mills Rd East, Unit 23 Richmond Hill Ontario, Phone# 905 787-9828. Our alternative location is Starbucks Coffee Shop, 1241 Elgin Mills Rd Building C, Richmond Hill, Ontario 905-508-9956

MEDIA RELEASE INFORMATION

I (we) give Shining Stars Child Care permission to photograph and/or videotape my child(ren) for program purposes to be used within the classroom. I understand that these photographs or videotapes will not be reproduced or distributed outside the centre.

REGISTRATION

General Registration Procedure

Please note that a complete registration package, including all supporting documentation and required fees, is necessary before the application can be processed.

If you have a child that requires an Epinephrine, please be sure to fill out the appropriate forms and submit a current photo of your child for our records. All forms are available on the website.

A registration package must be completed for each child enrolling in the program. This includes:

- Completed Registration Forms
- Signed Parent Contract
- 2 Current Photos Of Your Child (3 x 5)
- Registration Fee
- First and Last Month's Payment
- Completed Emergency Cards
- Completed Student Questionnaire
- Copy of Child's Immunization Record
- Completed Anaphylaxis Forms (If Applicable)
- Completed Custody Papers (If Applicable)

FEES

Fees are set according to the ongoing cost of operation and are pro-rated to include closures throughout the year. At the time of registration two cheques must be given. Cheques are to be made payable to Shining Stars Child Care Centre Inc.

A receipt will be issued and given to you in February for the prior year's fees for tax purposes. Please retain this for your personal records, as no other receipt will be issued.

It is important for parents to carefully note the following:

No credits or refunds will be given for absences or holidays scheduled by you for your child during year.

A charge of \$35.00 will apply to all NSF or returned cheques and late payments.

Waiting List

Shining Stars Child Care respects each families individual needs for certain dates to enroll their child/children. The waiting list is maintained on a first come, first serve basis. Each child's/Parent's name, child's date of birth, phone number and date of interest will be placed on the wait list. No fees will be collected for maintaining ones name on the waitlist and enrolment fees will not be collected until space is confirmed. Families will be contacted upon availability to discuss enrolment. If Parent's are interested in visually viewing their position on the wait list we will provide them with the same list but will ensure that the privacy and confidentiality of the children's families information is kept unknown by blacking out their private information.

WITHDRAWAL

Notice must be given in writing 60 days prior to with draw from the program and must be given at the first of the month. If such notice is not given, the last two months payment will be retained.

The first and last month payments are to secure your child's placement in the program for the admission date agreed upon registration. There are no refunds on First and Last month payment and registration fee under any circumstances.

A parent may be required to withdraw their child from the program, and services provided by Shining Stars terminated, pursuant to the terms set out in the Withdrawal Policy, which is included in the parent contract.

SUSPENSION / TERMINATION OF SERVICE

SHINING STARS CHILD CARE CENTRE reserves the right to withdraw services for the following reasons:

A) A child's:

- a) **Persistent opposition to authority;**
- b) **Wilful destruction of property;**
- c) **Use of profane or improper language; and**
- d) **Conduct, which is injurious to the moral tone of the Centre or the physical or mental wellbeing of others in the Centre.**

PROCEDURE:

First Incident: Staff will speak with the child, and parent(s)/guardian(s) will be informed through daily verbal communication and discussion. A written warning to be signed by parent(s)/guardian(s) and children aged 5 years and older).

Second Incident: Suspension of one – five days.

Third Incident: The Supervisor will consult with the Owner/Operator After following the above steps, the parent(s) will be notified in writing of termination of services.*

B) Behaviour that manifests itself into a potential safety hazard to other children and staff.

PROCEDURE:

First Incident: Documentation of incident and written warning will be given to the parent(s)/guardian(s).

Second Incident: The Supervisor will consult the Owner/Operator Parent(s)/guardian(s) will be contacted to remove the child(ren) from the Centre and services will be terminated.*

C) If any parent/guardian becomes verbally/physically abusive to Administration, Staff, Owner/Operator, Students and Volunteers of the Centre.

PROCEDURE:

Physical Abuse:

First Incident: The Supervisor will consult with the Owner/Operator. The family will be notified in writing of automatic termination of services to the family.* If necessary, the police may be notified and charges possibly laid.

Verbal Abuse

First Incident: Staff documents Incident and the parent(s)/guardian(s) is/are provided with a written warning that must be signed.

Second Incident: The Supervisor will consult with the Owner/Operator. The family will be notified in writing of termination of services to the family.* If any type of threat were to be uttered, the police may be notified and charges possibly laid.

If staff discovers any type of abuse (physical or verbal) which has occurred toward a child registered in our program, the Centre is not under any obligation to inform the parent(s)/guardian(s) that the Children's Aid Society will be notified.

D) Failure of parent(s)/guardian(s) to comply with policies agreed upon in the Parent Handbook. Failure of parent(s)/guardian(s) to comply with program regulations and limits.

PROCEDURE:

First Incident: Meeting with the Supervisor and parent(s)/guardian(s) to discuss the issue.

Second Incident: Written warning to parent(s)/guardian(s).

Third Incident: The Supervisor will consult with the Owner/Operator. The family will be notified in writing of termination of services to the family.*

E) Parent(s)/guardian(s) fall(s) more than three weeks in arrears in their fees, with no written explanation, or payment schedule worked out with the Supervisor, or approval by the Owner/Operator.

PROCEDURE:

First Incident: The Supervisor will consult with the Owner/Operator. The family will be notified in writing of termination of services and Notice of Claim will be filed with the Small Claims Court.*

F) If the child or parent/guardian demonstrates behaviour deemed by the Supervisor to be detrimental to the effective operation of the Childcare Centre.

PROCEDURE:

All incidents: The Supervisor will consult with the Owner/Operator. The family will be notified in writing of immediate termination of services.*

***NOTE: THERE WILL BE NO REFUND OF FEES UPON SUSPENSION AND/OR TERMINATION OF SERVICES.**

Withdrawal from Shining Stars Child Care Centre

Parents Wishing to Withdraw their Child from Shining Stars

In the event that a parent/caregiver wishes to permanently withdraw their child from Shining Stars Child Care Centre the procedure set out below must be followed.

Written Notice

Written notice of permanent withdrawal of your child must be given up to TWO MONTHS IN ADVANCE.

If notice is not received, full program fees will be charged.

A permanent space cannot be guaranteed if you wish to temporarily withdraw your child.

If you do withdraw your child, you must follow the application process if you wish to re-enrol.

It is important for your child to be given the opportunity to say good-bye and have a sense of closure when leaving the child care program. Please let your child and our Staff know in advance of his/her last day, so that the transition can be a positive experience for your child, their Child care friends and teachers, and your family.

Withdrawal or Suspension of Services from Shining Stars Child Care Centre

There may be instances when Shining Stars cannot accommodate the ongoing or future needs of a currently enrolled or wait-listed child.

These matters will be brought to the attention of the Owner/Operator. In the event it is determined that the program at Shining Stars does not meet the needs of the child, Shining Stars reserves the right to require the withdrawal of the child from the program or waitlist.

In order for a child to be discharged from Shining Stars:

- All relevant information must be documented
- The Owner/Operator must approve the discharge and
- Up to Four (4) weeks written notice will be provided
- Notice will be given to Children's Services consultant upon withdrawal.
- Families will be referred to appropriate support services should they be required.

Discharge Due to Breaches of Shining Stars Child Care Centre Policies

Upon admission into Shining Stars Community Childcare, families are in good standing.

However, breaching any of the policies outlined in the Parent Handbook places the family at risk of being found NOT in good standing with Shining Stars Child Care.

The Owner/Operator reserves the right in its sole discretion to discharge any child for breaches of any of Shining Star's policies, by the child or the parents/ caregivers, including but not limited to breach of the following:

Shining Stars Child Care Parent and Child Code of Conduct

Shining Stars Child Care's Fee Policy or

Shining Stars Child Care's Late Pick-up Policy.

WRITTEN COMMUNICATION

Both verbal and written communication with parents is an integral part of our program.

Written communication from the child care centre, will be deposited in your child's cubby. Your child's teacher will be happy to help you locate the appropriate place where letters are kept. Sometimes notification will be posted on classroom doors. These places should be checked daily.

Daily log books will also be kept in each child's classroom.

ARRIVAL AND DEPARTURE

Children should be in the Centre by 9:00am (where applicable) in order to receive the most benefit from the program. **If your child is sick, late, or absent, the centre must be notified by phoning the centre and leaving a message or speaking directly to a staff member.** This also applies if your child is picked up early from the centre, or is going to be picked up by someone other than a parent.

Parents (or authorized persons) are required **to escort their children to and from the teacher when arriving and departing. Parents (or authorized persons) must sign their child(ren) in and out daily. This will ensure both the safety of the children and provide an opportunity for communication between parents and staff.**

There is a late fee for all programs of \$1.00 per minute per family after 6:00 p.m. Late fees are due within one working day payable to the childcare staff on duty. This policy is designed as a deterrent and abuse of the policy will be considered a violation of the parent contract.

PICK-UP AUTHORIZATION

Only individuals 13 years or older may be given authorization to pick up a child enrolled in our program. Children **will not** be released into taxis, sent home alone, or released to any unauthorized person. Only those people authorized on the application form are permitted to pick up your child without written consent. The centre must be advised in writing whenever there is a change in authorized pick-up privileges. At the request of any staff member, identification maybe requested at any given time.

The child care Supervisor must be notified in writing of any address or telephone changes at home or at work. Emergency contact telephone numbers must also be provided in case of emergency when parent(s) cannot be located.

ILLNESS AND MEDICATION

Epinephrine

In the event that your child requires epinephrine for anaphylactic shock, you are required to supply **two pens or twin jet that has a dose in one pen** for your child. These pens will remain within the child care at all times. The epi-pens will be stored in a pouch labeled with your child's name. This pouch will be carried by your child's teacher and will follow your child during their time in our care. Note: It is the parents' responsibility to provide additional epi-pens for school-aged children. The child care epi-pens will not follow your child to other programs (i.e. school) outside the child care program. You are also required to complete an Anaphylaxis Form that is available in the childcare office. Please be aware that your child's picture will be posted throughout the areas in the center.

❖ **For the benefit of all, sick children will not be admitted to the Centre.**

Parents will be contacted if their child becomes ill. Upon our request, parents will be required to make arrangements to have their child picked up early.

Parents will be contacted if their child has a fever and will be expected to pick up their child immediately. **The child will not be able to return to the program until they are 24 hours fever free (and without fever medication).**

Parents will be contacted if their child has diarrhea (lose stool) and will be expected to pick up their child immediately. **The child will not be able to return to the program until they are free of diarrhea (lose stool) for 24 consecutive hours.**

The sick child will be isolated from the classroom in the staff room or supervisor's office until a parent or authorized pick up person picks up.

If children have green fluid coming from their nose, they are expected to stay home until it is clear. Green discharge is a sign of infection and is inappropriate to send your children to the program.

Children who are too ill to cope with the daily routine (outdoor play, lunch, and scheduled activities) should not return to the Child Care Centre until their health has improved.

Timely reporting of communicable disease is essential for their control. Reportable communicable diseases and amendments under the Health Protection and Promotion Act are reportable to the local Medical Officer of Health. The child care staff will follow the direction of the Medical Officer of Health for further direction.

If and when a child attending the Shining Stars Child Care Centre is identified as having head lice, the parent will be contacted and will be expected to immediately pick up the child and administer treatment. Until the parent arrives, the affected child will be isolated. Re-admittance to the Centre will occur when the child is free of head lice as determined by the Supervisor/Designate or ECE on duty.

In the event of an emergency, when you or your emergency contacts are not immediately available, a staff member from Shining Stars Child Care will transport your child via taxi or ambulance to the nearest hospital, arrange for emergency medical care and attempt to contact you again.

MEDICATION

The Centre will dispense medication only when meeting the following criteria:

- 1) Medication must be in the original package from the pharmacy.
- 2) Medication must be labelled clearly with the child's name, name of the medication, date of purchase, amount to be administered and the time to be administered.
- 3) Parents must fill out the medication book giving authorization to dispense medication.
- 4) Medication must be kept in the locked box. One is kept in the fridge and the other is kept in a locked box in a designated cupboard out of the reach of children
- 5) Only the ECE teacher-in-charge will administer the medication to the child and record their signature in the medication book.
- 6) Non-prescription medication will only be given with written consent from the doctor.
- 7) Medication found in a child's possession will be removed and stored in a locked box, noted in the daily log and discussed with the Parent.
- 8) Epi-pens will be stored in a medical pouch that will be brought wherever the child who is in need will be.
- 9) All medication must be removed from the Centre at the end of the prescribed term for use as specified on the medication form.
- 10) The Supervisor is responsible for checking all medication on a weekly basis for expired medication. If any medication is found that will expire within one month, the Supervisor will notify the parent/guardian. Expired medication will be returned to a Parent.

ACCIDENT REPORTS

In the event that your child has an accident, an Accident Report is always completed with all of the details of the event. This will be given to you when you arrive and you will be required to sign the form to acknowledge that you have been informed of the accident. A copy will be given to the parent/Guardian. If the accident requires medical attention, a Serious Occurrence Report is also completed and submitted to the Ministry of Education.

In the event that your child is seriously injured and needs medical attention, you will be contacted immediately. You will be required to pick up your child or meet the Supervisor/Designate at the nearest hospital (Major Mackenzie Health Center). In the event that an ambulance is called, you will be informed as to the location that your child is taken to.

INCIDENT REPORTS

In the event that your child demonstrates aggressive inappropriate behaviour and causes harm or damage, an incident report will be completed and a copy will be given to you and the original will also be placed in your child's file. Incident Reports will also be used to document inappropriate actions taken by parents. In the event that a pattern of inappropriate behaviour continues, further action will be taken. i.e. suspension or expulsion.

SANITARY PRACTICES

Food Preparation Area:

- 1) All Staff will wash their hands and disinfect the counter with bleach and water before preparing any foods and will use utensils for removal of food from containers.
- 2) All foods will be prepared on a designated surface. No paints, pastes, toys, etc, will be placed on the food preparation surface.
- 3) All tables are to be disinfected with bleach and water BEFORE AND AFTER EATING.
- 4) Food should be kept covered with plastic wrap until it is time to serve it. If necessary, the food should be kept refrigerated until it is time to serve it.
- 5) The temperature of the food should be taken and recorded to ensure that the food is at a proper temperature that is set out by the Public Health Department.
- 6) All food left on the children's plates should be thrown out.
- 7) Leftovers should be placed in suitable covered containers. Perishable items should be refrigerated.

The program provides food for each program; **please do not send snacks with your children.**

Please speak to your child's teacher before bringing in special treats for birthday or other celebrations. Children with allergies must be considered before bringing food into the Centre!

Please be aware that we strive to be a peanut-free environment and will not allow children to bring in snacks that contain nuts of any kind.

Please notify the Child Care Supervisor if your child has **ALLERGIES** or special dietary requirements so that suitable arrangements can be made.

Washroom:

- Children are allowed to use washroom upon request;
- Children are encouraged to use toilet paper, wash hands with soap, dry hands with paper towels and flush toilets;
- Shining Stars staff is responsible for ensuring that the bathrooms are disinfected daily.

The children will use the designated bathroom assigned to their class. Each child will be accompanied by a staff to the washroom, otherwise the staff will observe them from the classroom.

EMERGENCY PROCEDURES/EMERGENCY MANAGEMENT PLAN

Our Centre has clearly defined, written instructions identifying emergency exits, delineating procedures in case of fire and an emergency management plan. Staff is responsible for having a practice fire drill and lock down monthly to ensure that the children are aware of proper protocol. This plan is in place to protect the safety and welfare of all of the persons involved. All staff must be made fully aware of these procedures and have to make a point of making children, students, supply teachers and parents aware of the following instructions: Parents will be informed of an emergency situation by either email or by phone.

SERIOUS OCCURRENCE AND ENHANCED SERIOUS OCCURRENCE

Ministry of Education require that all licensed child care centers report all serious occurrences within 24 hours. In the event that a serious occurrence has been reported, Shining Stars Child care will post a notification form to all parents to inform them of the occurrence. If there is an allegation of abuse against a staff, student or volunteer, the report will only posted once the allegation has been completed.

Behaviour Management Policy and Guidelines

Introduction

Children are entitled to quality care in a safe and healthy, secure and loving environment. Children need the opportunity to explore their environment and discover their capabilities. This involves testing their limits and experimenting with social interactions; it is this testing and experimentation that often results in behaviour that adults find unacceptable. Staff at the centre; establish limits on a child's behaviour so that they can create an environment where each child can develop emotionally, mentally, physically and socially, according to her abilities. Appropriate limits should be set so the child can explore his/her world in a safe and respectful setting where he/she will develop sensitivity for others, respect for property, self-respect and self-control. It is important that parents are able to trust the staff, to treat every child with respect and that the staff know how to support the children through proper program planning and proper use of the space and equipment available, rather than through power struggles. No Licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care

- a) corporal punishment of the child

- b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
- c) locking the exits of the child care centre 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
- f) inflicting any bodily harm on children including making children eat or drink against their will

CHILD ABUSE

Child Care staff are legally obligated to report all suspected cases of child abuse immediately to the Children's Aid Society. Please contact our staff if you need help with discipline and behavior management strategies.

It is the legal responsibility of every person who performs professional or official duties with respect to a child, to report abuse or any suspicions of child abuse encountered in the course of one's work, to CAS. This responsibility is extended to include any volunteers, students or support staff who has contact with the children.

Persons failing to report suspicion of child abuse are subject to legal action and fine if convicted. (Child and Family Services Act(1984), section 68 (2) (3) (4) and section 81 (1) (b)).

ANTI-BIAS/ANTI-RACISM PHILOSOPHY

Shining Stars Child Care Program promotes a philosophy that is free of bias. We strive to:

- Treat every individual with dignity and respect;
- Empower each person to take action when encountering unfairness;
- Expose and help children become familiar with the areas of diversity – ability, age, appearance, gender, culture, family composition, race, sexuality, class;
- Promote an awareness of the needs, perspectives and rights of others.

This anti-bias philosophy is incorporated in all aspects of our environment.

Shining Stars is committed to promoting the best interests, protection and well-being of the children in our care. This policy outlines the roles, responsibilities and appropriate actions for all individuals involved. When a discriminatory incident has been observed Shining Stars will address all such incidents. Resolving exclusionary incidents is often difficult and stressful. Care and sensitivity are essential to the resolution process.

Parent Code of Conduct

The *Shining Stars Child Care Centre* Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our centre community including parents or guardians, volunteers, teachers, and/or Board members.

- These standards apply whether they are on centre property or at centre-sponsored events and activities. All members of the centre's community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code .
- All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling, shouting,) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.
- Inappropriate behaviour or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.
- No weapons are allowed on centre property or at centre functions. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.
- Alcohol and illicit drugs are not allowed on centre property or at centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.
- The privacy and confidentiality of our parents, guardians, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the

situation with the Supervisor and/or Executive Director. Failing resolution with the Supervisor/Executive Director, the matter will be referred to the Owner/Operator

- Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing.
- Pictures taken of children in the care of *Shining Stars Child Care Centre*, without written consent from the parents is strictly prohibited. Any pictures taken at the centre or during centre events are for the private use of *Shining Stars Child Care Centre*. These pictures cannot be posted in on-line photo albums (i.e. Photobucket), Facebook, MySpace, etc.)
- Children's cubbies are to be used solely for the purpose of communicating between parents and *Shining Stars Child Care Centre*. They are not to be used for business promotion or any other form of correspondence that is not approved by the Supervisor or Designate.
- This code of conduct must be signed by any and all adults that will be involved in your child's experience *Shining Stars Child Care Centre*. including teachers, volunteers, students, parents, grandparents, siblings and all other relatives.

PARENT ISSUES AND CONCERNS

All issues and concerns raised by parents/guardians are taken seriously by the Supervisor and/or Designate and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties 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 with respect and will maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within 24 hours of a business day and 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.

PLAYGROUND

Playground Safety

The staffs of Shining Stars is responsible for ensuring all children in their care take part in outdoor, gross motor activity (weather permitting). The Staff are responsible for ensuring supervision of the children while at play on the playground and on all playground equipment. Caregiver to child ratios must be maintained at all times and cannot be minimized for outdoor play. The Staff are also responsible for providing a safe outdoor play environment and promoting creative and constructive play for children.

CLOTHING

Each child must have a full change of clothing left at the centre (in case of accidents, spills, weather changes, etc.) at all times. Multiple changes are recommended. Label your child's clothes with his/her **FULL NAME**. The Centre will not be responsible for lost clothing.

Children spend a portion of each day outdoors, and should be dressed according to the weather. They should also be dressed in clothing appropriate for active messy play. The Centre will not be responsible for damaged clothing. During the warm month, please ensure that your child is wearing sunscreen.

Running shoes must be worn for active or gym play. Sandals, flip-flops, party shoes or any other type of non-athletic shoes are unsafe and inappropriate.

Diapering

Parents are responsible for supplying diapers and wipes for their own child. The teachers will let you know when supplies are low and need to be replenished. All items should be labeled with your child's name. Sharing items will not be permitted.

BEDDING

To make rest period more comfortable for your child, parents are required to supply one child size blanket, pillow (optional) and a soft toy (optional). Bed-sheets will be provided by the childcare and washed WEEKLY.

Smog Alerts

Smog alerts are issued for York Region for two purposes: to encourage people to take precautions to protect their health on a high smog day, and to encourage them to take action to reduce air pollution, not only on a smog alert day, but everyday. During periods of poor air quality, York Region Public Health recommends that special precautions be taken to protect children from air pollutants and extreme heat

Here's what the readings mean:

Extreme Cold Weather Alert

An alert goes into effect when Environment Canada:

- predicts a temperature of -20 degrees Celsius or lower, without wind chill;
- issues a wind chill warning for outdoor activity for people in the York area;
- predicts extreme weather conditions, such as a blizzard or ice storm.

The Supervisor/Designate will have the authority to make the decision to not engage in outdoor activity due to any arising safety issues that may take place.

Sunscreen

- Parents must apply sunscreen before coming to the daycare.
- Staff will apply sunscreen 30 minutes prior to the scheduled time for outdoor play only if parent gives written consent.

Sunscreen must be provided by the parent and labelled with the child's name

SAFE DRINKING WATER/FLUSHING FOR LEAD

Shining Stars Child Care Centre will ensure that the plumbing is flushed on the **first day** that the childcare is open **each week** by the morning staff. Shining Stars Child Care Centre is also responsible for annually testing the lead content in the water

TOYS

Please speak to your child's teacher before bringing in toys or items from home. Toys encouraging aggressive/inappropriate behavior will not be allowed in the Centre.

FIELD TRIPS

Throughout the year, trips are made to special places of interest. A notice will be sent home prior to the excursion informing you of the destination time and date. It will also include a permission slip to be signed and returned. Volunteers are always welcome. They must complete a Vulnerable Sector Check before assisting on the trip. Please speak to your child's teacher if you wish to volunteer on a trip, spaces are limited.

PARKING LOT

For the health and safety of all, parents must:

1. Park only in legally designated parking spaces. Not in front of the doors!
2. Turn off car's engine whenever unoccupied
3. Restrict speed on school property
4. Use the designated drop off area as assigned by the school.

For the safety of your children, they must be escorted into the building and signed in. Shining Stars Child Care Centre Staff will not be responsible for any children who are not escorted into the building and signed in by their parent/guardian!

Supervision Policy for Volunteers, Participating Parents, and Placement Students

Introduction

Shining Stars Child Care Centre is committed to providing a high quality, safe and secure environment for all children enrolled in our programs. The safety and well-being of children who are being supervised on our premises is one of Shining Stars highest priorities. Our students and volunteers are never counted as part of the ratio requirements and are not left alone with the children.

Criminal Reference Checks

All volunteers including participating parents having direct contact with children in the child care must have a satisfactory criminal reference check

Student Placements – Students, prior to their placement in the child care must verify they have a satisfactory criminal reference check

Smoke Free Environment Policy

In compliance with the Smoke-Free Ontario Act that states : No person shall smoke tobacco or hold lighted tobacco in any enclosed public place or enclosed workplace, Shining Stars Child Care Centre will enforce the following Policy:

- a) No person shall smoke or hold lighted tobacco in the following places or areas inside or outside the childcare facility.
- b) Shining Stars will give notice to each employee in an enclosed workplace or place or area that smoking is prohibited in the enclosed workplace, place or area in a manner that complies with the regulation, if any;
- c) Shining Stars will post any prescribed signs prohibiting smoking throughout the enclosed workplace, place or area over which the employer has control, including washrooms in the prescribed manner;
- d) Shining Stars has given notice to day nursery staff, supervisor, students and volunteers that smoking is prohibited in the day nursery and playground area whether children are present or not
- e) No person is observed smoking or handling a cigarette in the day nursery or on the playground whether or not children are present.
- f) "No Smoking" signs are posted at all entrances and exits of the day nursery, including washrooms.
- g) Shining Stars states childcare staff, supervisor, volunteers, visitors, and parents are advised that smoking or handling a cigarette in the childcare and playground whether or not children are present is prohibited.

Cold Weather Policy

This policy was created in an effort to provide Shining Stars staff members with a guideline to ensure a safe, healthy and meaningful outdoor playtime for children during the winter season.

Cold weather can be hazardous to children's safety and well-being. Shining Stars strives to ensure that they are providing all children with the utmost safety.

Preventive measures and recommended actions:

Staff members will check the current temperature for Richmond Hill on the weather network before exiting the children for outside playtime.

If the temperature exceeds -20 with the wind chill or colder the children will not exit for outdoor playtime.

Staff members will record the current temperature on the Playground Check List and in the Communication Log.

The Staff members will be aware that the climate may change while engaged in outdoor activity and will adjust the length of time accordingly to ensure all children's safety.

The Supervisor/Designate will have the authority to make the decision to not engage in outdoor activity due to any arising safety issues that may take place.

Further information exist for the above mentioned policies, if you require further information, please contact the Supervisor.

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Shining Stars Child Care Center

Date Policy and Procedures Established: August 21, 2017

Date Policy and Procedures Updated: August 21, 2017

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare 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).

Volunteer / Student: Someone who is in the Centre working with the children but is not considered in ratio.

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 within 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 an ongoing communication with parents/guardians about the program and their children. 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 The Supervisor and/or Designate and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties 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 with respect and will maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 24 hours of a business day. 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-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 Supervisor or Designate.

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/childrensaid/reportingabuse/index.aspx>

Or contact Children’s Aid by phone at 1-800-718-3850

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Designate in responding to issue/concern:
<p>Program Room-Related</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"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the Supervisor or Designate. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the Supervisor or Designate. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the Supervisor or Designate. <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 or Designate as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 24 hours of a business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Designate in responding to issue/concern:
Student- / Volunteer-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the Supervisor and/or Designate. - <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 or Designate as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to The Ministry Of Education if it is a compliance issue.

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

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

Contacts: Shining Stars Child Care Center Supervisor Holly Gerrard 905-737-9100

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or
childcare_ontario@ontario.ca