



Holy Name
Before & After School Care
Parent Handbook

370 Kingston Mills Road
Kingston, Ontario
K7L 5H6

Phone: 613-484-2231

holyname@allsteps.ca

www.allsteps.ca

Supervisor – Sonya Stevens

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Hours Operation

We are open from: 7:30 am – school start & end of school - 5:45 pm, Monday through Friday

We will be closed for PD Days, March Break, Christmas Break, July and August.

Ages of Children Served

We are licensed to accommodate the following children:

| | |
|----------------------------------|--|
| 26 Extended Day (Kindergarten) | 44 months up to 68 months |
| 30 Extended Day (Primary/Junior) | 68 months or older but younger than 13 years |

Child Care Fees 2020

| | |
|--------------------------|---------|
| School Age Before School | \$10.50 |
| School Age After School | \$12.50 |

Welcome

On behalf of the Board and staff of AllSteps Child Care, welcome to our programs. We are pleased that you have visited us and we look forward to having your child join us.

We have prepared this handbook to help familiarize you with our philosophy, services provided, registration policy and operational procedures. Please feel free to ask our staff any questions regarding this program. If you have any questions about the applicability to any policy, please contact the Supervisor. We look forward to enjoying a positive relationship with you and your children.

AllSteps Child Care is an “umbrella” organization for a number of programs, including:

- Kingston Home Child Care
- The Kids’ Place
- Woodbine Early Learning Centre
- Holy Name Before & After School Care

The Board of Directors is legally and financially responsible for its operations. The Board of Directors is a volunteer board with elections at an annual general meeting. Positions are held for a 3 year term.

Introduction

Holy Name Before & After School Care is licensed by the Ministry of Education and operated by AllSteps Child Care.

Program Statement

AllSteps Child Care (A.C.C.) offers early learning programs that are consistent with the Minister of Education's policy statement on programming and pedagogy issued under subsection 55 (3) of the Child Care and Early Years Act, 2014.

Our program statement reflects a view of children as being competent, capable, curious and rich in potential. AllSteps Child Care recognizes each child as a unique individual, building on their inquiry of the world and happenings around them; incorporating fun, creative and engaging activities for further investigation. By following their lead, we become partners in play.

Our program statement describes the goals that guide A.C.C.'s program for children at The Kids' Place, Woodbine Early Learning Centre, Kingston Home Child Care and Holy Name Before & After School Care.

Early learning and family support documents that we have reviewed, researched and implemented into our program include the following;

- How Does Learning Happen? (H.D.L.H.) Ontario's Pedagogy of the Early Years
- Early Learning for Every Child Today (E.L.E.C.T.), Excerpts from E.L.E.C.T.
- Think, Feel, Act: Lessons from Research about Young Children
- Ontario Early Years Policy Framework
- With Our Best Future In Mind, Implementing Early Learning in Ontario
- Modernizing Child Care in Ontario
- Building Our Best Future

A.C.C. also implements the principles of HIGH FIVE. HIGH FIVE® is a standard committed to assisting children along the path of healthy child development by:

- Ensuring that recreation and sport practitioners develop a high level of knowledge and expertise in child development;
- Helping parents to make informed choices and;
- Providing practitioners with the tools for enhancing and maintaining a high level of program quality.

Our approach is organized around H.D.L.H. four foundational conditions that are important for children to grow and flourish;

The four foundations ensure optimal learning and development. These foundations inform the goals for children and expectations for our programs.



Approaches

Educators and Home Child Care Providers will **promote the health, safety, nutrition and well-being** of the children by providing access to drinking water throughout the day, providing nutrition based on Canada's Food Guide, providing a clean and safe environment, limit transitions, reducing hazards that may cause undue stress to a child and unnecessary disruptions to play. All Educators and Home Child Care Providers will read and comprehend all information regarding any medical conditions, exceptionalities, allergies, food restrictions, medication requirements and parental preferences in respect to diet, exercise and rest.

Educators and Home Child Care Providers will **support positive and responsive interactions among the children, the parents and educators**. Management will ensure this through the hiring of qualified, competent and professional staff.

Educators and Home Child Care Providers **will encourage children to interact and communicate in a positive way and support their ability to self-regulate** by developing their self-regulation capacities. We will design our environments so they are attuned to children's varied sensitivities, arousal states, a need for maintaining a calm,

focused, and alert state. We will support self-soothing behaviours and help older children to recognize stressors.

Educators and Home Child Care Providers **will foster the children's exploration, play and inquiry** by providing a variety of activities; science, music, outdoor play, nature, recycling, composting and technology.

Educators and Home Child Care Providers **will provide child-initiated and adult supported experiences.** Educators will learn about children using various strategies. They listen to the child's interests and listen to feedback from parents. Educators observe children in play to support their learning, development, health and well-being. Educators will bring an awareness of our community to the program. Educators create opportunities to engage with people, places, and events that call our community, home.

Educators and Home Child Care Providers **will plan for and create positive learning environments** for each child, which is inclusive of all children, including children with individualized plans, to experiment, explore and be supported in their learning and development. Educators view the environment as the third teacher, welcoming children's natural curiosity about Mother Nature with a variety of things such as; seeds, rocks, pinecones and live creatures.

Children participating in programs over six hours per day will experience **indoor as well as two hours of outdoor play, weather permitting, as well as active play, rest and quiet time**, being mindful of a child's needs and parental direction.

Educators and Home Child Care Providers welcome **parent engagement; open communication** and discussions, strengthening partnerships and valuing contributions. Communication may be by phone, email, social media, posted information and connecting in person (verbal and or written) with parents.

Health and well-being professionals will play an important part of the programs to **support all children, their families and educators** by providing a variety of community resources and connections; KidsInclusive – Centre for Child and Youth Development, K.F.L.&.A. Public Health, Maltby Centre and Youth and Community Living Kingston and District.

AllSteps Child Care **will encourage a continuum of learning and development** for Educators and Home Child Care Providers to engage in critical reflection, discussion and information sharing about pedagogy and practices. We will provide opportunities for Educators and Home Child Care Providers to job shadow, to meet professional and

agency needs, participate in workshops, internal working groups, local and provincial conferences as well as online training.

All Educators, Home Child Care Providers, students and volunteers will read the Program Statement and sign off, as part of AllSteps Child Care Policies and Procedures, prior to employment or prior to interacting with children, and when the statement has been modified, and on an annual basis. The Supervisor of each program will ensure that the educators, home child care providers, students or volunteers are fully aware, and understands the Program Statement and its implementation.

AllSteps Child Care through pedagogical documentation will illustrate how the approaches are being implemented into the program. This will ensure our approaches in the program statement are being implemented when they cannot be observed. **We will document and review the impact of our approaches on the lives of the children and their families** by applying the following strategies:

Complete Infant and Toddler Environmental Rating Scale, Early Childhood Environmental Rating Scale, School-Aged Environmental Rating Scale and Home Child Care Providers Environmental Rating Scale.

Staff and management meetings to discuss the implementation of the program statement

Family surveys

Staff Performance Reviews

Our Mission Statement

As leaders in child-centred learning and development, we partner with families and our community to help children become all they can be.

Our Vision Statement

Enrich, Explore, Belong...with trust.

Values:

Belonging – Inclusive, Caring, Connective

Engagement – Communicative, Experienced, Supportive

Expression – Creative, Explorative, Inquisitive

Well-Being – Dedicated, Trust-worthy, Compassionate

Extended Day Program Statement

AllSteps Child Care – Holy Name Before & After School Care provides an Extended Day Program in Holy Name Catholic School that is consistent with the Ministry of Education Extended Day program. Our team of Registered Early Childhood Educators complement the integrated early learning curriculum that is delivered throughout the regular core day and provides a seamless system of care and education for children and their families. Our extended day activities foster the development of each child's physical, cognitive, language, emotional, social, creative development and well-being through play-based learning.

Waiting List

AllSteps Child Care (A.C.C.) will develop and hold a Waiting List so that each program can operate at its fullest capacity.

The waiting list will ensure equitable access to quality child care for families using A.C.C. programs. A.C.C. will provide the waitlist in a manner that maintains the privacy and confidentiality of the children listed on it, but allows the position of the child on the list to be ascertained by the affected persons or families.

Procedure

- 1) City of Kingston Centralized Waitlist can be accessed by parents.
- 2) The waiting list will be managed by and placement confirmed by the Program Director.
- 3) The waiting list at programs through A.C.C. may be accessed by phone or in person.
- 4) Parents will be required to check in with the program every 4 months to update any information and to confirm ongoing interest in the space.
- 5) Contact information must be current or the family will be removed from the list.
- 6) Placement on the waiting list is not a guarantee of a space for a child.
- 7) Fee Subsidized and Full Fee paying families will be given equal priority on the waiting list.

- 8) Priority may be given to families meeting certain criteria, specific to each program, as outlined in Parent Handbooks and below.
- 9) The waiting list is prioritized by date of application and or date of care required.
- 10) If a space is offered to a family and it is declined, the child's name will go to the bottom of the waiting list.
- 11) Parents will be notified 3 times of space available (dates will be documented) and if no reply, their names will be removed from the list.
- 12) The expected date of delivery/birth of a child will be accepted. Parents have the responsibility to notify the program no later than one month after the birth of the child to confirm their space on the wait list.
- 13) Cancellation – A.C.C. has a 2 “no show” policy where families can only miss their appointment for orientation prior to the program twice, before their child's name is moved to the bottom of the wait list.

Admission Priorities

The Board recognizes that each program will set admission priorities to best meet the needs of the immediate community. Holy Name Before & After School Care recognizes the following admission priorities:

1. Siblings of children enrolled in the program.
2. Children who are attending Holy Name Catholic School.
3. Children attending full time.

Admission Policy

The Supervisor is responsible for the admission of the children. When you first register your child, you will be asked to update the following documents:

1. **Registration Forms:** current address and other relevant information.
2. **Medical Forms:** all children admitted to the program must:
 - Have on file a medical information sheet which been completed by the child's parents.

- Permission to administer prescription medication when necessary, and according to specific conditions.

3. **Access to Child:**

AllSteps Child Care is committed to ensuring the safety of all the children in our programs. It is important that the following procedures are carefully followed:

- All adults picking up children must be registered on a designated pick-up list. A note or phone call from the parent is required.
- Photo identification (i.e. Driver's License) may be requested if the staff person does not know the designated pick-up person.
- If identification is not forthcoming, the child cannot be released.
- If in the judgement of staff, the pick-up person is not in a condition to transport the child home safely, then the staff will help to make alternate arrangements.
 - a) contact an alternate person
 - b) ask for car keys
 - c) call a taxi
 - d) failing all attempts, inform person you will be calling the police with a description of the car and the license plate.
- Each designated pick-up person must be made aware of this policy.
- If a child is left in a program and the parent and emergency contacts cannot be reached, after 1 hour the Supervisor or Designate will contact the police. The Supervisor/Designate will remain at the centre with the child(ren) until they are released to the proper authorities (police, Family and Children's Services of Frontenac, Lennox and Addington (F.A.C.S.), parents, emergency contacts).
- As per C.C.E.Y.A., no person providing child care, or operating a premises at which child care is provided, shall prevent a parent from having access to his or her child except,
 - a) If a person believes on reasonable grounds that the parent does not have legal right of access to the child; or
 - b) in the circumstances prescribed by the regulations.
(C.C.E.Y.A.;2014,ss.10(1) (6.1))

4. **Taxi Pick-Up Information:** children cannot be picked up in taxis without parental and/or written approval. If taxis are utilized for school-aged children, a waiver must be signed by the parents releasing Holy Name Before & After School Care from liability.

5. **Permission for Photographs:** in order to protect the privacy of children in our program, anyone wishing to take photographs must obtain appropriate releases and permissions before proceeding.

Arrival/Departure

Parents or authorized persons will drop off the child at Holy Name's Before and After School program. Only parents or designates (authorized in writing) may pick up the children.

Routines

Young children depend on regular routines for their sense of security and self-confidence. We request that you establish fixed hours for bringing your child to and from the Program in order to help us schedule our staffing efficiently and effectively. Should these hours change, even for one day, please provide staff with as much notice as possible.

When you arrive please:

1. Help your child with outer garment and put them in the assigned cubby.
2. Advise the staff that your child is present. For your child's safety, never just drop off your child. Please schedule enough time in the morning to see that your child is happily settled.

When picking up your child, please:

1. Advise staff of your arrival. The staff members will want to inform you about your child's day.
2. Since pick-up time can be somewhat busy, we request that you help the staff by keeping an eye on your child while you are preparing to leave.
3. While parents are at the program, care of the child is considered a joint responsibility between the staff and the parents.

Prohibited Practice

When a child's behaviour needs to be redirected, staff will:

1. Sit down with the child and discuss the situation in a positive manner, at a level that is appropriate to his or her age, and in accordance with the behaviour.
2. Ask your child what he/she could do differently the next time.

This approach to discipline is used to promote self-discipline; ensure health and safety; and to teach respect to others' rights and privileges. Respect for other people's feelings is also instilled in the children.

The following prohibited practice policy applies to all staff, students, volunteers, parents while on premises and all others dealing with children in the programs of AllSteps Child Care (A.C.C.).

The following practices are not permitted:

- corporal punishment of the child;
- 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;
- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will.

The following practices are permitted and encouraged:

- Educators will encourage children to interact and communicate in a positive way and support their ability to self-regulate by developing their self-regulation capacities. We will design our environments so they are attuned to children's varied sensitivities, arousal states, a need for maintaining a calm, focused, and alert state. We will support self-soothing behaviours and help older children to recognize stressors.

Child care program staff are required to inform parents at time of pick-up of any behaviour problems or disciplinary action taken that day.

Use of obscene or profane language by staff, parents or children will not be tolerated on the premises of the program.

Clothing and Possessions

Your child should be dressed in clothing that is appropriate for physical activity, the season, and the weather. A second set of inside or play time clothing should be kept at the program in case of accidents.

To encourage independence, we ask that the clothing your child wears be easy for them to put on and to remove.

Please use a permanent marker or tape to mark all your children's belongings – clothes, books and toys – with their name.

We regret that we cannot be held responsible for lost or damaged items.

Fee Payment

We are a non profit organization. Our program depends upon parents fulfilling their financial obligation promptly and willingly in order to function smoothly.

Child care needs to be pre-paid at the beginning of the calendar month. Any additional days of care are to be paid by the end of the calendar month.

Families with outstanding fees will be notified and expected to make payment in full immediately.

A charge of \$10.00 will apply to all NSF or returned cheques. When a parent provides AllSteps Child Care with two NSF cheques, we will no longer accept uncertified cheques for payment.

Our policy on payment is based upon the child's enrolment. Therefore, parents must pay for sick days, holidays, and statutory holidays. The only exception is in the event that we cannot provide care.

Every effort is made to keep cost and hence fees as low as possible. However, if fees have to be raised, we will give you at least four (4) weeks notice.

Receipts

Receipts for income tax purposes will be issued at the beginning of the calendar year for the previous year as per Revenue Canada requirements.

Fee Assistance

If a family is in need of fee assistance please contact the Supervisor.

Withdrawal

Parents are required to provide two (2) weeks written notice of withdrawal of their child from the program.

Discharge Policy

If parents do not abide by the policies of the program and consistently break the policies outlined in the Parent's Handbook, the parent may be asked to withdraw their child(ren) from the program.

Late Pick-Up Fees

All parents and children are responsible to leave the program by closing time. Any families remaining after this time will be charged the following:

- \$5.00 for the first 5 minutes
- \$10.00 for any part of 10 minutes thereafter

Late fees are owed to staff as compensation for their personal inconvenience. Fees not paid directly to staff will be collected by the Supervisor of the centre. We reserve the right to discontinue child care services for parents in contravention of this procedure.

Termination of Child Care Services

To ensure a consistent and fair approach to terminating the child care contract between a family and an A.C.C. program.

A.C.C. has the right to terminate a child care contract with a family, with or without notice, for reasons described below. This policy is applicable to all families who contract the services of any A.C.C. program.

Termination with notice for the following reasons:

- Lateness and/or non-payment of fees
- Habitual use of late fees
- Extreme Behaviour of Children – Termination of Care

Procedure:

First Incident – The Supervisor of the program will provide the parent with a verbal warning.

Second Incident – The Supervisor of the program will provide the parent with a written warning.

Third Incident – The Supervisor of the program will provide the family with a written notice of termination of care.

Termination without notice for the following reasons:

- Harassment of children, staff and/or other parents on a A.C.C. premise
- Violent behaviour on a A.C.C. premise
- Destructive behaviour on a A.C.C. premise

Procedure:

- The staff in charge will call the police if the situation warrants.
- The staff in charge will contact the alternate parent or contact person to pick up the child(ren) if applicable.
- The staff in charge will immediately notify the Supervisor or Executive Director of the incident.
- The Supervisor or designate will verbally contact the family notifying them of the termination of care within 12 hours of the incident. Note: every attempt will be made to speak with the parent, guardian or emergency contact. Failing to contact, a message will be left for the family.
- The staff in charge will provide the Supervisor and Executive Director with a Serious Occurrence report.
- The Executive Director will provide written notice of the immediate termination of care along with a cheque for the balance of pre-paid fees within 2 weeks of the termination.

Extreme Behaviour of Children – Termination of Service

To ensure that each child participating in a A.C.C. program is in a safe and nurturing environment.

Children exhibiting extreme behaviour may be terminated from a A.C.C. program for the following reasons;

The child;

- Maliciously injures another child, staff, and/or other adults while in the program.
- Intentionally causes damage or destruction of property while in the program.
- Intentionally causes disruption of the program that is felt to endanger the health and safety of others.
- Persistently uses language deemed “inappropriate” by the program staff.

Procedure:

First incident:

1. The Supervisor will document the incident noting the date, time, behaviour and action taken.
2. The Supervisor will contact the parent(s)/ guardian(s) requesting a meeting within 48 hours of the incident.
3. The Supervisor and parent(s)/guardian(s) will review existing policy, circumstances of the incident, create and sign off on an action plan to address the behaviour in question.

Second Incident:

1. The Supervisor will contact the parent(s)/guardian(s) to immediately collect the child for the remainder of the day
2. The Supervisor and the parent(s)/guardian(s) together will review the action plan.

Third Incident:

1. The Supervisor will contact the parent(s)/ guardian(s) to immediately collect the child.
2. The contract of care with the child will be terminated immediately and the balance or prepaid fees will be reimbursed within 2 weeks.

Extreme Behaviour of Adults – Termination of Service

To ensure that each person participating in a A.C.C. program is in a safe and nurturing environment.

Adults exhibiting extreme behaviour may be told to leave a A.C.C. program for the following reasons;

The adult;

- Maliciously injures a child, staff, and/or other adults while in the program.
- Intentionally causes damage or destruction of property while in the program.
- Intentionally causes disruption of the program that is felt to endanger the health and safety of others.
- Threatens or harasses others
- Persistently uses language deemed “inappropriate” by the program staff.

Procedure:

1. Staff will ask the offender to leave the premises.
2. Police will be contacted immediately if necessary.
3. Appropriate reporting procedures will be followed (i.e. C.A.S., Serious Occurrence)

Notes of consideration:

1. Police will be called immediately.
2. If safe to do so, the offending person will be told to leave the premises immediately. If it is safe to do so, families, children, staff and volunteers will be guided to a safe place within the building, away from the offending person
3. When the police arrive, the offending person will be informed that he/she is not welcome to return to any A.C.C. program.
4. A Serious Occurrence form will be submitted by staff in charge to the Supervisor/Program Director and copied to the Executive Director.

Absenteeism/Sick Days

Regular attendance is required if your child’s space is subsidized. Daily attendance will maintain your child’s space as per City of Kingston Fee Assistance approval letters.

If absenteeism is a concern, the Supervisor will discuss the issue with the parent(s).

Sick days and incidental absenteeism are subject to fee payment by parents. If absenteeism is a concern, the Supervisor will discuss the issue with the parent(s).

Sick Children

If your child becomes ill during the day, temporary care will be provided until you arrive to take your child home.

Once you have been notified that your child is sick, we expect that you will pick up your child as soon as possible. This is necessary to safeguard your child and also to prevent other children from becoming ill.

If your child is sick and unable to attend, please phone. If a child is sick and unable to attend the program, fees still apply for the days absent.

If a contagious illness is contracted by a child, the program will follow the incubation periods set down by the K.F.L.&A. Health Unit. In this case, the child may return to the program without a doctor's certificate.

Medication

Staff will only administer **prescription** medication on the following conditions:

1. The staff will administer prescription medication to a child at the specific request of parents.
2. Parents must complete and sign a medication form and update as per policy.
3. The medication must be in the original pharmacy container and clearly labeled with the child's name, the date of the prescription, the name of the medication and instructions for the administration and storage of the medication.
4. Medication will be locked with a note indicating the circumstances and returned to parent upon pickup if medication is left in child's bag.

If your child travels by bus, the parents must bring the medication to the child care centre and fill out the required information. Children must not carry medication in their knapsacks.

Non-prescription - "over the counter" - medications will only be given to children with written instructions from a physician.

Life Threatening/Anaphylactic Allergies

A.C.C. will attempt to provide an allergen safe environment for children with potential life threatening/anaphylactic allergies.

Anaphylaxis means a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock.

Upon registration into a program any medical condition including whether children are at risk of anaphylaxis and asthma must be disclosed by the parent.

Parents are encouraged to have their child wear a medical identification, i.e. medical alert bracelet.

Children with life threatening allergies will not be permitted to stay in the care of the centre without emergency medication on site.

Each parent will receive a letter which includes information regarding life-threatening allergies.

School-Closing

Should the school close early (for whatever reason), the program **cannot accommodate** either school-aged or kindergarten children within normal school hours.

Under the Child Care and Early Years Act, we meet legislated ratios. We do not have staff on premises to care for children in emergency closing situations.

Holidays

If a child is withdrawn from the daycare for vacation and the parents want to hold the space, the regular daily fee must be paid. If parents want to re-enrol a child and choose not to hold the space by paying the daily fee, the child's name will be placed on the waiting list.

Holidays observed where program is closed:

New Year's Day
Good Friday
Victoria Day
Civic Holiday

Family Day
Easter Monday
Canada Day
Labour Day

Thanksgiving Day
Boxing Day

Christmas Day

Field Trips

As part of the program of activities, the Board encourages teachers to take children on outings to Libraries, Museums, etc., in the community.

Pre-arranged trips will be posted on the Parent's Bulletin Board stating: the date of the trip, destination, and fee (if applicable).

Parents will be asked to sign a permission slip at the before/after school program during drop off or pick-up time.

Impromptu outings within walking distance of the Program will not be posted.

If parents do not want their child(ren) to attend trips, parents will make alternate arrangements for the period of time in question. However, the normal fees for care must be paid.

Nutrition

Menu plans are posted in the centre, and include snacks in the morning and the afternoon. All snacks and beverages will meet the recommendations set out in the Health Canada documents "Eating Well with Canada's Food Guide", "Eating Well with Canada's Food Guide – First Nations, Inuit and Metis" or "Nutrition for Healthy Term Infants". Drinking water will be available at all times.

Children bringing own food for medical reasons, please consider the following:

- Parents must ensure that their child's snack/food is nut free.
- Containers must be labeled with the child's name.

Please see Supervisor for suggestions of recommended food items.

Special Treats

We do not permit food related treats to be brought into the child care centre because of allergies. If you would like to bring in something to celebrate a special occasion with us, please ask one of the staff for suggestions.

Human Rights Policy

The Board of A.C.C. believes that everyone – staff, parents, children, and volunteers – has the right to be treated with dignity.

The Human Rights Code provides that every person has the right to freedom from discrimination on the grounds of:

- race
- sex
- place of origin
- ethnic origin
- creed
- ancestry
- handicap
- sexual orientation
- citizenship
- age

Persons with Human Immunodeficiency Virus (H.I.V.) infections are protected from discrimination by the Canadian Human Rights Code. AllSteps Child Care acknowledges the right to privacy of any child, employee, or parent with AIDS.

Children who are H.I.V. positive have:

- the right to attend daycare as long as they are able to do so without risk to that child and health of other children or adults
- the right to privacy and confidentiality. Disclosure of information is subject to consent by parent(s) or legal guardians.

All employees of A.C.C. will abide by this policy and refrain from inappropriate comments associated with our programs.

Families may not be refused care for any of the above reasons.

Children with Special Needs

Holy Name Before & After School Care is an inclusive program and is committed to providing services to all children.

Parents are required to seek appropriate support services with the Supervisor. The centre works together with community agencies to develop and implement Individualized Program Plan's so that the needs of all children can be met.

Program Evaluation

Our program is evaluated on a regular basis to ensure any changes in the regulations in the Child Care and Early Years Act are incorporated in our operation.

We are licensed by the Ministry of Education and our program and premises are inspected annually to ensure compliance with the regulations of the Child Care and Early Years Act.

All serious occurrences (i.e. a fire, injury to a child or staff, etc.) must be reported to the Ministry by our staff.

Serious Occurrences

The safety and well-being of our children in licensed child care programs is the highest priority. Operators of licensed child care centres work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

To support increased transparency and access to information, a "Serious Occurrence Notification Form" must be posted at the centre in a visible area for 10 days.

Definition of a serious occurrence is as follows:

- 1) the death of a child who receives child care at child care centre;
- 2) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre;
- 3) a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre;
- 4) an incident where a child who receives child care at a child care centre goes missing or is temporarily unsupervised, or
- 5) an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving care at the child care centre.

Licensed child care centres are already required to report serious occurrences, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

Police Record Check Policy

AllSteps Child Care will obtain a Vulnerable Sector Check (V.S.C.) for all employees, volunteers and students who interact with children before beginning employment and every three years after. An Offence Declaration will be obtained annually except when a V.S.C. is required.

Comments/Concerns

Since we are providing care for your children, it is normal for you as parents to have concerns from time to time.

It is important for you to voice these concerns so that our care for the children continues to be at a high quality level.

The first step is for you to mention your concern to the teacher/home child care provider supervising your child.

If the nature of the problem is a sensitive one, please do not hesitate to talk to the Supervisor.

If it is not within the staff's power to help you, they will refer you to the Executive Director.

Parent Input/Involvement

For the child care centre to meet your children's needs, we recommend that all parents take the time to keep staff informed of important issues at home that may affect your child.

The Board encourages parent participation and involvement in our programs and in program development.

Parent Issues & Concerns

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

Definitions:

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

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

Participant: Individual attending a family support program

Policy:

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within 10 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality:

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

Conduct:

AllSteps Child Care 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 or staff feel uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

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

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

Persons who become aware of such concerns are also responsible for reporting this information to C.A.S. 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/childrensaidthereportingabuse/index.aspx>

Procedures:

| Nature of Issue or Concern | Steps for Parents and/or Guardians to Report Issue/Concern: | Steps for Staff and/or Licensee 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 licensee. | <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 within 10 business days. |
| <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 licensee. | <p>Document the issues/concerns in detail. Documentation should include:</p> |
| <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 or - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p> | <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; - 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>Student- / Volunteer-Related</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. <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</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 10 business days or as soon as reasonably possible thereafter.</p> |

| | | |
|--|--|--|
| | reported to the supervisor as soon as soon as parents/guardians become aware of the situation. | Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. |
|--|--|--|

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 Executive Director.

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:

Karen Stevenson, Executive Director 613-384-5188 or kstevenson@allsteps.ca

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

Supervision Policy

AllSteps Child Care shall ensure that every child who is in attendance in a Child Care Program operated by AllSteps Child Care is supervised by a qualified staff at all times.

Supervision of school aged children will be carried out in a manner which ensures safety but supports the principles of increased responsibility and independence for children as they mature. For this age group, appropriate supervision may not require that children are “in the presence” of an adult at all times, thus enabling more flexibility of programming. Program Directors must use good judgement in matters of supervision, as they are responsible for the safety and well-being of the children.

Supervision of Volunteers and Students

AllSteps Child Care welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

Policy:

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.
- Students and volunteers will not be counted in staff to child ratios.
- AllSteps Child Care will comply with City of Kingston ByLaw 2003-13: To ensure mandatory volunteer screening is completed annually.

Bodies of Water

This policy is designed to keep children safe in an active environment in keeping with the Child Care and Early Years Act (C.C.E.Y.A.) and Ontario Regulation 137/15.

The Ministry of Education has implemented the following requirements for all licensed child care operators:

- The ministry supports play-based learning and sensory exploration and encourages the use of on-premise splash pads, sprinklers, hoses or water tables, under close supervision of adults at all time, as safer alternatives during cooling or play / sensory activities.
- Child care operators may decide to have children attend and use public pools (e.g. for swimming lessons). In this case, it is strongly recommended that children attend regulated “public pools” (see the *Health Promotion and Protection Act*, and Regulation 565 (Public Pools) where:
 - there is a qualified life-guard(s) on duty at all times in accordance with Regulation 565;
 - the rules of the public pool are followed;
 - the children are accompanied and directly supervised by adults at all times (e.g. a person who is 18 years or older);
 - Child Care and Early Years Act (C.C.E.Y.A.) ratios / maximum number of children receiving care in the H.C.C. locations are maintained at all times;

and parents / guardians are advised of the field trip and have signed a consent form.

- All child care operators are encouraged to familiarize themselves with basic water / swimming safety tips – some sources of information regarding recommended enclosure specifications, safer water / swimming practices include:
 - Parachute Canada: Drowning Prevention – <https://parachute.ca/en/injury-topic/drowning/>
 - Caring for Kids: Water Safety for Young Children - https://www.caringforkids.cps.ca/handouts/water_safety
 - Red Cross: Swimming and Water Safety – https://www.redcross.org/content/dam/redcross/atg/PDF_s/SwimmingWaterSafety.pdf#
 - Life Saving Society: Working to Prevent Drowning and Water-Related Injury - <https://www.lifesavingsociety.com/>

City of Kingston **supervised** wading pools are acceptable.

City of Kingston splash pads are acceptable. Please note splash pads are not supervised by the City.

Emergency Management

Staff will follow the emergency response procedures outlined in the Emergency Management Policy (CCP-3K). Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

Communication with Parents/Guardians:

Parents/guardians will be notified of an emergency as soon as possible.

Where disasters have occurred that did not require evacuation of the child care centre, The Program Director/Supervisor/Designate in Charge will provide a notice of the incident to parents/guardians in writing in the form of an email and or posted notice on entrance door or verbally by telephone, within 24 hours of the emergency.

If evacuation of the centre is required, the Program Director/Supervisor/Designate in Charge will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. Upon arrival at the emergency evacuation site, the Program Director/Supervisor/Designate in Charge will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. Parents will be contacted directly by phone. The centre's voicemail will also be updated as soon as possible to inform parents/guardians that the centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

Program Director/Supervisor/Designate in Charge will debrief parents/guardians after the emergency. The details of the emergency will be shared verbally or in writing within 24 hours of the emergency.

Should the program close due to an emergency (broken water pipes etc.), the staff will contact the parents. Parents should try to pick up their children within the hour. Alternate arrangements must be on file (i.e. if a grandparent or neighbour is going to pick up your child)

Programs and services will be closed whenever the safety of children is compromised. Cancellation includes but is not limited to: loss of electricity, no water, adverse water testing and foul weather.

In the event of a cancellation, a message will be put on the programs answering machine, Facebook (www.facebook.com/AllStepsChildCare), Twitter (www.twitter.com/AllStepsCC), Instagram (www.instagram.com/allstepschildcare) and a public announcement will be put on the radio.

Parents may not be responsible for fees should the program close and care cannot be provided.

Smoke Free Policy

The Smoke-Free Ontario Act, 2017 helps protect the health of all Ontarians by prohibiting smoking tobacco, medical cannabis and the use of electronic cigarettes in all enclosed workplaces and public areas. Under the Act, smoking is prohibited at all times in a child care centre whether or not children are present.

The Smoke-Free Ontario Act, 2017 prohibits smoking or holding lit tobacco in a child care centre and requires that licensees notify all employees that smoking and the use of electronic cigarettes is prohibited, post prescribed signage indicating that smoking is prohibited (i.e. "No Smoking" signs) at all entrances and exits, and ensure that there are

no ashtrays or similar equipment at the child care centre. Licensees must ensure that any individual who refuses to comply with the requirements of the Smoke-Free Ontario Act, 2017 does not remain at the child care centre. Enforcement of the Smoke-Free Ontario Act, 2017 is the responsibility of the local medical officer of health, they are responsible for carrying out inspections and responding to complaints to enforce the Act. (The Smoke-Free Ontario Act, 2017 came into effect on July 1, 2018.)

Reporting Relationships

- The Teachers report to the Supervisor/Program Director.
- The Supervisor/Program Director reports to the Executive Director.
- The Executive Director reports to the Board of Directors.

Appendix A – K.F.L.&A. Health Unit - Immunization Schedule

Routine Immunization Chart:

| Routine Immunization Chart | | | | | | | | | | | | | | | | | |
|----------------------------|------------|---------|-----------|-------|-----|------------------|----------------|---------|-------|---------|-----------|------------------------------|-------------|------------------------|-----|-----------|-------------|
| Age | Diphtheria | Tetanus | Pertussis | Polio | Hib | Pneumo conjugate | Rotavirus Oral | Measles | Mumps | Rubella | Varicella | Meningococcal Group C (Conj) | Hepatitis B | Meningococcal ACWY-135 | HPV | Influenza | Pneumo Poly |
| 2 months | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | | | | | | | | | | |
| 4 months | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | | | | | | | | | | |
| 6 months | ◆ | ◆ | ◆ | ◆ | ◆ | ☆ | ◆ | | | | | | | | | | |
| 12 months | | | | | | | | ◆ | ◆ | ◆ | ◆ | | | | | | |
| 15 months | | | | | | | | | | | | | | | | | |
| 18 months | ◆ | ◆ | ◆ | ◆ | ◆ | | | | | | | | | | | | |
| 4 to 6 years | ◆ | ◆ | ◆ | ◆ | | | | ◆ | ◆ | ◆ | ◆ | | | | | | |
| 12 years (Gr. 7) | | | | | | | | | | | | ◆ | ◆ | | | | |
| 13 years (Gr. 8 females) | | | | | | | | | | | | | | ◆ | | | |
| 14 to 16 years | ◆ | ◆ | ◆ | | | | | | | | | | | | | | |
| Every 10 years | ◆ | ◆ | ☆ | | | | | | | | | | | | | | |
| Every year | | | | | | | | | | | | | | | ◆ | | |
| 65 years | | | | | | | | | | | | | | | | | ◆ |

| Age | 2 and 4 months | 6 months | 12 months | 15 months | 18 months | 4-6 years | 14-16 years | Adults |
|-----|---|----------------------------------|---|---|----------------------------------|---|--|---|
| | Two injections + one oral Prevnar Pneumococcal conjugate vaccine | One injection Pediacel | Three injections MMR One injection with three components (Measles, Mumps, and Rubella). Meningococcal (Meningitis C) Prevnar | One injection Varicella (Chicken Pox) | One injection Pediacel | Two injections Adacel-IPV or Boostrix-IPV (Tdap-Polio) One injection with four components (Tetanus, Diphtheria, Polio, and Pertussis). MMRV One injection with four components (Measles, Mumps, Rubella, and Varicella). Preferably given at four years of age. | One injection Adacel or Boostrix One injection with three components (Tetanus, Diphtheria and Pertussis). | One injection Tetanus and Diphtheria (Td) One injection with two components every 10 years ★Adacel or Boostrix (Tdap) One time between age 19 to 64 years instead of Td. (Tetanus, Diphtheria, and Pertussis) |

Why is Immunization Important?

Immunization begins in infancy and continues throughout your life. Your immunization record assists with knowing if you are up to date and protected against potentially serious preventable diseases. Each time you receive an immunization, it should be recorded in your yellow immunization card. As your child grows, he or she will need proof of immunization for a number of reasons, including:

- ★ starting childcare or preschool school,
- ★ entering kindergarten,
- ★ transferring to a new school in another region,
- ★ going to camp,
- ★ receiving booster immunizations,
- ★ in case of emergency health care,
- ★ starting college, university or a job, and
- ★ travelling outside of Canada.

Immunizations Required for Childcare or Preschool

All children entering a licensed childcare or preschool program must be fully immunized according to the publicly funded immunization schedule from the Ministry of Health and Long-Term Care.

Immunizations Required for School

The Ministry of Health requires a record of immunization for admission into school. Failure to provide proof of immunizations or documentation of exemption for reasons of medical, conscientious, or religious belief may result in exclusion from school.

The Immunization of School Pupils Act

Parents are responsible to ensure that their children are immunized against diphtheria, tetanus, polio, mumps, measles, and rubella.

Additional Immunizations Provided for School Age Children

- ★ Hepatitis B-All grade 7 students in Ontario.
- ★ Meningococcal-All grade 7 students.
- ★ Human Papillomavirus (HPV)-All grade 8 females.
- ★ Influenza-Age 6 months and older.



Immunization Information Line
613-549-1232 or 1-800-267-7875, ext. 1451

Travel Immunization Line
613-549-2335
www.kflapublichealth.ca

Appendix B: Childhood Illnesses

There is a poster at your centre, “Childhood Illnesses” that lists Illness, How it Spreads, How to Recognize, Contagious Period, and When to Report/Exclude. You are encouraged to read it. The following conditions are covered:

Chicken Pox
Diarrhea and/or Vomiting
Fifth Disease
Hand, Foot & Mouth Disease
Impetigo
Influenza
Measles
Meningitis Bacterial/Viral
Meningococcal Disease
Mumps
Pink Eye
Rubella
RSV (Respiratory Syncytial Virus)
Strep Throat/Scarlet Fever
Whooping Cough

Please visit www.kflapublichealth.ca for more information.