



Bobcaygeon Nursery School & Day Care Corporation

3 DUKE ST., BOBCAYGEON, ONT. K0M 1A0

****PARENT HANDBOOK****

***Bobcaygeon Nursery School & Daycare Centre,**

#3 Duke Street,
P.O. Box 1003,
Bobcaygeon, Ontario
K0M 1A0
705-738-3267

bobcaygeondaycare@bellnet.ca

***Bobcaygeon School Age Club**

Bobcaygeon Public School,
30 Balaclava St.,
c/o P. O. Box 1003,
Bobcaygeon, Ontario
K0M 1A0

Office: 705-738-3267

Program: 705-738-8000

bobcaygeondaycare@bellnet.ca

***Fenelon-Langton Child Care Centre**

35 Wychwood Crescent,
Fenelon Falls, Ontario
K0M 1N0

705-887-9524

fenelonlangtonccc@bellnet.ca

Updated July 1st 2026



Learning Knows No Bounds

The Bobcaygeon Nursery School & Daycare Corporation is a non-profit Corporation, operating three licensed child care centres: The Bobcaygeon Nursery School and Daycare Centre, The Bobcaygeon School Age Club, and the Fenelon-Langton Child Care Centre. Providing licensed child care since 1977, we offer high quality child care for families in Bobcaygeon, Fenelon Falls and the surrounding communities.

The Bobcaygeon Daycare Centre first operated as a Nursery School Program out of Trinity United Church in Bobcaygeon. It was owned and operated as a commercial centre and in 1980 it was licensed to offer full day child care. The enrolment kept increasing and by 1989, we were using all the available space in the church for the child care. The commercial child care centre operated by Nadine Jones, was in theory closed and became licensed as a non-profit centre. The Corporation received a provincial grant to purchase and renovate the building at 3 Duke Street and by June 1989, all construction was complete and the official move from Trinity United Church to the new centre was made.

The Corporation submitted a tender to the Victoria County Board of Education to operate the first child centre in a Public School in Victoria County, at Langton Public School. The tender was granted to the Bobcaygeon Nursery School and Daycare Corporation and the centre opened within Langton Public School in 1991.

The Bobcaygeon Nursery School and Daycare Centre, the Fenelon-Langton Child Care Centre and The Bobcaygeon School Age Club are all licensed by the Ministry of Education, under the Child Care and Early Years Act, 2014 (CCEYA). The Corporation has a purchase of service agreement with both the City of Peterborough and the City of Kawartha Lakes for child care subsidies.

Working together, staff, families and our Board of Directors strive to create a warm, caring and stimulating environment where each child will feel secure and happy. We encourage you to ask how you can be involved in your child's experiences at daycare.

PURPOSE OF OUR PARENT HANDBOOK



develop a critical cognitive skill known as executive function. Executive function has a number of elements, but the central one is the ability to self-regulate.

The following quotes on play reinforce our dedication to a play-based program:

- ❖ “All play means something.” It’s the way a child explores his/her world, builds skills, exercises their imagination and learns through experiences.
- ❖ “Play paves the way for learning”
- ❖ “Young children who engage frequently in social fantasy play are more socially competent than those who play less frequently.”
- ❖ “Play provides opportunities for children to make sense of their world and what they are learning.”

Pretend Play is a key component of a child’s learning.

CANADA-WIDE EARLY LEARNING AND CHILD CARE PROGRAM (October 25, 2022)

The Bobcaygeon Nursery School & Daycare Corporation has enrolled in the Canada-Wide Early Learning and Child Care (CWELCC) System between the Province of Ontario, and the Government of Canada. We believe that childcare provides a strong foundation for early childhood development and the well-being of children, while parents work and we are committed to providing childcare services that meet the needs of young children and their families. Participating in the CWELCC System will help us to continue to provide high-quality childcare that is accessible, affordable, inclusive and sustainable.



OUR PROGRAM STATEMENT

At the Bobcaygeon Daycare Centre, the Fenelon-Langton Child Care Centre and the Bobcaygeon School Age Club we believe that children are competent, capable and inquiring. This belief allows us to present programs and services that value and build upon children’s strengths and abilities as individuals.

To ensure that we provide high-quality experiences for children and families, our programming and pedagogy is guided by the “How Does Learning Happen? Ontario’s Pedagogy for the Early Years Document (2014).” The philosophy of the Bobcaygeon Nursery School & Daycare Corporation is based upon the belief that children are competent, capable, curious and rich in potential. We view children as resourceful, capable of complex thinking. We understand that children’s families are diverse socially, culturally and linguistically.

Within a warm, nurturing environment, children actively participate in positive, interactive experiences that are based upon their interests and real-life experiences. Through play and inquiry, young children practice ways of learning and interacting with others that they will apply throughout their lives. Problem solving and critical thinking, communication and creativity, imagination and initiative are all capacities vital for success in life.

This parent handbook contains operating policies and best practices of care for the Bobcaygeon Nursery School and Daycare and the Fenelon-Langton Child Care Centre. Its purpose is to ensure that Parents/Guardians will understand and meet the terms of these policies and practices while using our child care service.

The handbook is given to and kept by Parents/Guardians upon registration. During registration, the Supervisor/Administrator will ask that the Parents/Guardians sign the 'Policies and Procedures form' indicating that they have read the parent handbook and will comply with the policies and practices of the centre.

The policies and procedures are subject to revision as a result of changing conditions, regulations or experiences. All revisions will be reviewed and authorized by the Board of Directors and will take into consideration the best interest of the child care centre's quality of service. Any changes to this handbook will be issued to all parents in writing. Parents are bound by these revisions or new policies immediately upon their posting.

OUR MISSION

Our mission is to provide quality child care to families in Bobcaygeon, Fenelon Falls and the surrounding communities. Through daily activity, we strive to enhance children's learning by teaching respect, tolerance and integrity. To achieve this goal, it is critical for the parents/guardians, the educators and the Board of Directors to function co-operatively and ensure on-going communication.

LICENSING

The Bobcaygeon Daycare Centre, Bobcaygeon School Age Club and the Fenelon-Langton Child Care Centre are licensed under the Ministry of Education, Child Care and Early Years Division. They are inspected by a Program Advisor with the Ministry of Education, Early Learning Division, on an annual basis. Our centres strive to exceed all standards outlined in the Child Care and Early Years Act, 2014 (CCEYA).

We welcome all children and offer accessible, integrated care to children with special needs.

The Public Health Unit and local Fire Department regularly inspect the centres to ensure a safe and healthy environment (CCEYA-Ontario Regulation 137/15).

GOVERNING BOARD OF DIRECTORS

The Bobcaygeon Nursery School & Daycare Corporation is governed by a volunteer Board of Directors. The seven member Board is comprised of parents whose child/children are in or have been in attendance at the centres as well as other participating community members.

The Annual General Meeting (AGM) is held in May of each calendar year.

The Board reviews the activities of the centres, monitors the financial budget and discusses issues that may affect the operation of the centres. Six meetings held in the year provide an opportunity to assess all programs, to ensure adherence to the approved policies, licensing requirements and philosophy of care.

THE VALUE OF PLAY

At the Bobcaygeon Daycare and the Fenelon-Langton Child Care Centre, we are passionate about the value of play for young children. Play is how they learn and our job is to create positive opportunities for all children to learn social and emotional skills through play. The time that children spend playing make-believe helps to

Our programs are flexible and creative and provide children with opportunities for decision making while building resilience.

Our first and foremost consideration is the health, safety and well-being of your child/children while in our care. The daycare centres work co-operatively with the Local Health Unit, Health Inspectors, Playground Inspectors, Fire Inspectors and the Ministry of Education Licensing Advisors to ensure that we have a healthy, safe environment and facility for the children in our care. We believe that a positive, safe and stimulating environment is the “third teacher.” By recognizing and acting upon teachable moments the staff engage children in planning activities that are meaningful and relevant to their lives. Our staff will plan for and create positive learning environments and experiences in which each child’s learning and development will be supported. The environment will be inclusive of all children including children with individual support plans and special needs. Our goal is to provide opportunities for children to grow towards independence, responsibility and social consciousness.

Our educators take time to genuinely listen to your child. With the guidance of our staff, activities are chosen based on the interests and curiosity. For children in our care to develop through their experiences, curiosity and risk taking our educators use critical reflection to evaluate the programs they deliver. Our educators will create environments and experiences during indoor and outdoor play times that encourage active involvement and significant exploration based upon their observations of the group as a whole and of children individually.

Indoor and outdoor play, as well as active play, rest and quiet time will be incorporated into the daily schedule while giving consideration to the individual needs of the children in the program. Staff will use reflective observations and guided conversations to understand the children’s interests and theories. The children will have input into the activities provided in the program.

Self regulation is the ability to effectively monitor one's own emotions, to focus or shift attention, to control impulses and to tolerate frustration. Developing the ability to self regulate is an essential part of a child's healthy development. Self regulation develops over time with maturation. Children require experiences that allow them to learn self regulatory skills. Staff will provide the adult support and nurturing your child needs to develop resilience and the ability to self regulate.

The Bobcaygeon Nursery School & Daycare Corporation will support our staff to excel at delivering quality childcare to the children in our centres. Continuous professional learning will be provided to program staff at our centres. Networking groups provide the opportunity for staff to learn by sharing ideas and practices with other educators. Our staff members are encouraged to attend the networking groups hosted in the City of Kawartha Lakes. Our staff members are encouraged to participate in professional development opportunities regarding documentation, outdoor activities and age specific information. Training may also be offered on site in the classroom by Early Learning Coordinators from Community Living and or other professional trainers. Training opportunities in education may also be offered at our monthly staff meetings. Time for educational teams to share newly acquired skills with co-workers will be provided through team meetings.

Our community is rich with opportunities for children's growth and development. The children will explore our community through walks, outings to local events, parks and businesses. We invite professionals in to share their expertise with the children, ex. music teachers, artists. Our partnership with Community Living provides support to our staff, parents and children. Early Childhood Education students from Fleming College are welcomed into our programs to complete their placements.

Observation and documentation of children's learning is fundamental to providing child directed programs. The program staff will post learning stories and pictures of the children engaging in learning so that the children and their families can see the amazing activities that the children participate in.

At the Bobcaygeon Nursery School and Daycare Corporation we are aware of the importance of involving Parents/Guardians and welcome your suggestions for activities offered in our programs. We offer opportunities for parental feedback regarding our daily programs through the use of daily communication books, Instagram accounts, the posting of learning stories, monthly newsletters and personal communication at drop off and pick up times.

PROGRAM STATEMENT IMPLEMENTATION POLICY

The staff of the Bobcaygeon Nursery School and Daycare Corporation will follow the programming and pedagogy in the “How does Learning Happen? – Ontario’s Pedagogy for the Early Years” document. We will use it to guide our programming and engagement with the children. All staff will continue to receive training in documentation in order to develop the skills to set up the environment as the third teacher.

All staff will welcome Parents/Guardians and children every day with warmth, enthusiasm and joy. Documentation of the children learning and exploring their environment will guide our programming, ensuring that opportunities are provided to encourage children to problem solve, and use critical thinking. Including open ended activities in the programming and using small parts will encourage the children in our care to develop their creativity, imagination and initiative.

Each program will set a daily schedule of activities that includes active play, quiet activities, outdoor play, and time for routines. Snacks and lunch but will be flexible in the timing of these activities by focusing on the children’s needs and interests. By providing a safe and healthy environment, the children will feel comfortable, and able to build a positive self esteem and learn the skills for self regulation. Our staff will embrace the assets of our community and the strength of our families to provide positive, unique activities that reflect the greatness of where we live.

All new employees of the Bobcaygeon Nursery School and Daycare Corporation will become oriented to our Program Statement and Behaviour Management Expectations by the following:

1. The Director or Supervisor will discuss with the employee the Program Statement, the Program Statement Implementation Policy and the Staff Policies and Procedures, and the employee will sign off on the policy review form. A copy of the policy review form for staff will be placed in their employee file.
2. All staff will read and sign the Policies and Procedures on an annual basis or more frequently should new policies come into effect.
3. The Staff Policies and Procedure review sheet is dated and signed at the completion of each stage of review and is kept in the staff’s employee file.

HOLIDAYS

The centres are closed on the following days of the year without charge to parents:

- ❖ New Years Day
- ❖ Family Day
- ❖ Good Friday
- ❖ Easter Monday
- ❖ Victoria Day
- ❖ Canada Day

- ❖ August Civic Holiday
- ❖ Labour Day
- ❖ Thanksgiving Day
- ❖ Christmas Day
- ❖ Boxing Day

The centres will be closed for holidays over Christmas. Parents/Guardians will be notified in advance, and there will be no charge for these days.

If the centre is closed due to inclement weather, there will be no charge to families. Notice of closure will be announced on the local radio stations. If the centre is open on days of inclement weather, families will be required to pay the full fee if their child does not attend and is considered absent on that day.

ABSENTEEISM OF CHILDREN

It is the policy of the Bobcaygeon Nursery School and Daycare Corporation that Parents/Guardians are required to advise the office if their child/children are going to be absent from any of our programs.

You will be charged for days that your child/children are absent due to illness. You are required to pay for the time they were scheduled to attend. If your child is absent, you must call to notify us of the reason why. This often alerts us to various illnesses in the community, and we will take the necessary precautions to limit the exposure to other children in our programs.

All calls regarding children enrolled at the Bobcaygeon Nursery School and Daycare, and the Bobcaygeon School Age Club are directed to call the office at 705-738-3267. All calls regarding children enrolled at Fenelon-Langton Child Care Centre are directed to call the office at 705-887-9524.

Bobcaygeon School Age Club has a phone for texting when you are dropping off or picking up your child/children and the number is 705-738-8000. All messages concerning the children's schedules must go through the main office at 705-738-3267 as the School Age Club phone is not monitored during the day, only when the programs are in operation.

Should your child not attend the program for a length longer than 2 weeks without written or verbal notification from you, it will be assumed that your child has been withdrawn from the program and your child's spot will be given to a new family on our waitlist.

Our School Age program does not run during a regular school day so we are unable to provide care for Kindergarten or School Age children during regular school hours, should the school be closed, or if your child misses the bus. If a child is suspended from public school, they are not able to attend our before or after school programs until the suspension is over.

SAFE ARRIVAL POLICY

If your child/children are scheduled to attend on their monthly calendar and they have not arrived by **9:30am**, the Supervisor/Administrator will try to contact the Parent/Guardian by phone, email or Instagram. Every effort will be made by the Supervisor/Administrator to get a hold of the Parent/Guardian.

In a case where the Supervisor/Administrator have made effort to contact Parent/Guardians but have not been successful in reaching them, the steps taken will be recorded in the daily communication book kept in the office. Staff will then assume the Parents/Guardian is responsible for the care and well-being of their child/children for that day.



SAFE ARRIVAL POLICY FOR KINDERGARTEN AND SCHOOL AGE PROGRAMS

BEFORE SCHOOL PROTOCOL FOR ABSENT CHILDREN

Children that are scheduled to attend our before school program, if they do not arrive **by 8:45am**, the childcare staff will try and contact the Parents/Guardians by telephone, email or Instagram. Staff will confirm the child's schedule with Parents/Guardians and the reasons for their absence.

If the child care staff has not heard back from the Parents/Guardians by the start of the school day, the Supervisor/Administrator will call the Bobcaygeon Public School or Langton Public School at 9:30am to see if they have received any messages from the Parent/Guardian about the child being absent. Every effort will be made by the Supervisor/Administrator to get a hold of the Parent/Guardian. In a case where the Supervisor/Administrator have made efforts to contact Parents/Guardians but have not been successful in reaching them, the steps taken will be recorded in the daily communication book. Staff will then assume that the Parent/Guardian is responsible for the care and well being of their child/children who are absent.

AFTER SCHOOL PROTOCOLS FOR ABSENT CHILDREN

In the event a child who is scheduled to attend in the afterschool program appears to be absent, staff will immediately try to contact the Parents/Guardians by phone. If the Parent/Guardians do not answer right away, then the staff will use a walkie-talkie to contact the school office to confirm if the child was absent from school that day and before the busses leave school property. Kindergarten and School Age staff will only accept confirmation of the child's absence from the school office and will not accept any messages from classmates, siblings or schoolteachers.

The Bobcaygeon Nursery School & Daycare Corporation will no longer be accepting and add-ins to our afterschool care once a child's calendar/schedule has been submitted to the office. Monthly calendars are due the 15th of each month. EFFECTIVE SEPTEMBER 8th, 2026.

FOLLOWING UP WITH PARENTS/GUARDIANS

If there is a situation where the Parent/Guardian forgets to call the childcare to report an absence, either before or after school care, staff will follow up with Parents/Guardians reminding them that it is their responsibility to contact the childcare centre of school age program if their child is going to be late or absent for any reason. Staff will remind Parents/Guardians by phone, email or Instagram or in-person at drop off/pick up times.

The Bobcaygeon School Age Club and Fenelon-Langton Child Care Centre staff will follow these safe arrival protocols to help ensure children who are scheduled in our programs are SAFE.

Parents/Guardians will be required to sign a safe arrival policy when incidents happen and after two incidents, staff will take all documentation to the Administrator/Director for review.

Please keep in mind any messages you are sending to the Public School about your child's schedule must also be sent to the childcare program your child attends. Add-ins to the afterschool care is no longer permitted and only cancellations made two weeks in advance will avoid being billed. Bobcaygeon Public School Families please call 705-738-3267 or call/text the School Age Club cell phone at 705-738-8000. Langton Public School Families please call 705-887-9524. *MESSAGES NEED TO BE RECEIVED NO LATER THAN 3PM*

DISMISSAL POLICY AND PROCEDURES

Bobcaygeon Nursery School & Daycare Corporation will ensure that any child receiving care at the childcare centre is only released to the child's Parent/Guardian or an individual that the Parent/Guardian has provided written or verbal authorization for the child to be released to.

Staff will ask for photo identification of the person picking up the child/children from the programs, to ensure the identity of the person is the authorized person picking up.

Bobcaygeon Nursery School and Daycare Corporation educators will only dismiss children into the care of their Parent/Guardian or another authorized individual. The centre will not release any children from care without supervision.

A Parent/Guardian can provide written instructions for the release of their child/children from the school age program without supervision, to attend an extracurricular activity. The written instructions will include dates, times and any other pertinent information regarding the extracurricular activity.

WHEN A CHILD HAS NOT BEEN PICKED UP AND THE CENTRE IS CLOSED

1. Where a Parent/Guardian or authorized individual who was supposed to pick up the child from care and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity while they await their pick up.
2. One staff shall stay with the child, while a second staff will call the Parent/Guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall try and contact the individual and if they are not able to get a hold of the authorized individual then the staff will call the Parents/Guardians.
3. If the staff is unable to reach the Parent/Guardian or authorized individual who was responsible for picking up the child, the staff shall contact emergency contacts listed on the registration form.
4. Where the staff is unable to reach the Parent/Guardian or any other authorized individuals, or the emergency contacts listed on the registration form, the staff will proceed with contacting the local Children's Aid Society (CAS) at 705-324-3594. Staff will follow the CAS' direction with respect to next steps.

DISMISSING A CHILD FROM CARE WITHOUT SUPERVISION PROCEDURES

Staff will only release children from care to the Parent/Guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

TOYS FROM HOME

The daycare cannot be responsible for lost or broken toys from home.

CLOTHING

Please label all clothing with your child's name. This assists the educators when dressing the children, it also helps families locate their child's belongings at the end of the day and saves everyone time and expense. It's

amazing how many children in one playroom will have the same size and colour of boots and snowsuits.

Please keep a clean change of clothes at the centre for your child; including a shirt, pants, underwear and socks. We also ask that you provide a pair of indoor shoes or slippers to be worn in the playroom. This helps to keep the centre clean and your child warm and safe.

SUNSCREEN AND HATS

Families must provide sunscreen for their child/children while in care. Sunscreen should be labelled with your child's name on it. Staff will let Parents/Guardians know when the sunscreen is getting low and needs to be restocked. Please also send in a sun hat for your child to wear during the summer months.

REFILLABLE WATER BOTTLES

We ask that families send in a refillable water bottle or sippy cup for their child to have fresh drinking water throughout the day. Water bottles should be clearly labelled with the child's name and may be kept at the childcare centre. Staff will wash and sanitize the refillable water bottles each night so please make sure they are dishwasher safe.

COMFORT ITEMS

If your child requires a blanket for rest time and/or a comfort item from home, such as a stuffed animal, please be sure to label all items with your child's name. All bottles and soothers must be labelled as well. Staff will launder all blankets and comfort items at the childcare once per week or more often if required.

DIAPERS AND TOILET TRAINING

If your child is in diapers, please leave a supply of diapers at the centre and the staff will notify you when more diapers are needed. Should your child be ready for toilet training, the staff will work with you and help toilet train your child while attending the centre. You will need to send a supply of training pants/pull-ups and several changes of clothes.

DEVELOPING AND MASTERING CHILDREN'S DEVELOPMENTAL MILESTONES

Educators and parents will work together to provide a clear plan for everyone to follow, showing consistency and co-operation for one another.

Helping children to learn to use the toilet should be a collaborative effort between the parents and educators. When you feel your child is showing signs of training readiness, talk to your child's educators and they will begin the process of encouragement. Children having difficulty mastering toilet training will not be excluded from any activities or movement from one program to another. Toilet training is a developmental milestone that requires patience, understanding and encouragement. The educators will make every effort to support your child's sense of accomplishment.

SPECIALIZED PROGRAMS

Our educators work collaboratively with the Early Learning Co-ordinators from Community Living Trent Highlands, to provide individual support throughout our programs to children with special needs. An Individual Support Plan will be in place for each child enrolled with special needs. The Individual Support Plan (ISP) will be developed in collaboration by the child's educators, the supervisor, and the parents, with

input from the Early Learning Coordinator as needed.

THE INDIVIDUAL SUPPORT PLAN (ISP) WILL INCLUDE:

- ❖ A description on how we will support the child to function and participate in a meaningful manner
- ❖ A description of any supports, aids, adaptations and/or modifications to the physical, social and learning environment that is necessary
- ❖ All ISP's will be reviewed by any new staff, students and volunteers and annually thereafter or if there are any revisions to the child's plan
- ❖ Community Living Early Learning Coordinators will visit all the programs on a regular basis to support children and staff within the program through observation and documentation
- ❖ Professional Development opportunities will be offered through Community Living as part of the Early Learning Quality Initiative (ELQI)

QUALITY ASSURANCE

The Bobcaygeon Nursery School and Daycare Corporation is committed to the goal of providing quality programs for the children and families in our care, and quality work places for our staff. We aim to do this by maintaining best practices and ensuring healthy child care environments. The following cycle of quality assurance activities will support this goal:

- ❖ Staff will participate annually in training opportunities provided by various community partners (Community Living Trent Highlands, Health Unit, College of Early Childhood Educators, AECEO, City of Kawartha Lakes Children's Services, Ministry of Education etc...)
- ❖ All Early Childhood Educators will be registered members of the College of Early Childhood Educators and must be in "good standing" with the College of ECE's.
- ❖ Supervisor's conduct monthly Behaviour Management/Monitoring Compliance Observations for staff
- ❖ Annual Policy and Procedure Review
- ❖ First Aid and Child CPR Training for all qualified staff
- ❖ Food Handlers Course for all staff in the position of: Cook, Supervisor and/or Administrator

HOURS OF OPERATION

BOBCAYGEON NURSERY SCHOOL AND DAYCARE CORPORATION:

HOURS OF OPERATION: 6AM TO 6PM, Monday through Friday

- ❖ Infant Care (0-18 months)
- ❖ Toddler Care (18 months to 30 months)
- ❖ Preschool Care (30 months to 6 years)
- ❖ Nursery School – 9am to 12noon
- ❖ Full Day Care

FENELON-LANGTON CHILD CARE CENTRE:

HOURS OF OPERATION: 7AM TO 6PM, Monday through Friday

- ❖ Toddler Care (18 months to 30 months)
- ❖ Preschool Care (30 months to 6 months)
- ❖ Kindergarten Care (3.8 years to 6 years)

- ❖ School Age Care (6 years to 12 years)
- ❖ Nursery School – 9am to 12noon
- ❖ Full Day Care
- ❖ Half Day & Lunch
- ❖ Before & After School, PA Days, Christmas Break, March Break & Summer

BOBCAYGEON KINDIE & SCHOOL AGE CLUB (BOBCAYGEON PUBLIC SCHOOL):

HOURS OF OPERATION: 6:30AM TO 6PM, Monday through Friday

- ❖ Kindergarten Care (3.8 years to 6 years)
- ❖ School Age Care (6 years to 12 years)
- ❖ Before & After School, PA Days, Christmas Break, March Break & Summer

FEES FOR CHILD CARE SERVICES

Invoices will be processed after the 15th of the month and at the end of the month. Invoices will be emailed to families. Payment schedule is expected within 5 days of invoicing.

Payments can be made by cash, cheque or by E-Transfer sent to the email: bobcaygeondaycare@bellnet.ca

Cash payments should be received by the Supervisor, Administrator or Staff in person. All cash payments will be issued a written receipt of payment. Please do not leave cash in the mailbox without receiving a receipt. Payments made by cheque are to be placed in the mailbox/safe at the office.

All NSF cheques will be subject to a **\$25.00 service charge**. Overdue accounts will be charged 2% interest. Accounts over a month overdue may be forwarded to the Credit Bureau for collection. Service charges are NOT covered under CWELCC funding and therefore are the Parent/Guardian's responsibility to pay.

Circumstances in which refunds or credits will not be provided Include:

- nonrefundable bank service charges for NSF cheques
- late fees are non-refundable

Circumstances where there is a credit on accounts, the corporation offers two options; the option of applying the credit to future invoices if the child is still attending, or to have the credit reimbursed by corporation cheque. Families that have withdrawn from the program can request a cheque if there is a credit on the account.

INVOICES AND OUTSTANDING ACCOUNTS POLICY

BI-WEEKLY INVOICING FOR CHILD CARE

It is the policy of The Bobcaygeon Nursery School & Daycare Corporation that all invoices must be paid within 5 days of invoicing. Childcare accounts owing two invoices or more will be required to set up a payment plan. Once the payment plan has been established, it is a binding contract and any default on payments will result in the child/children being automatically removed from the program. The Bobcaygeon Nursery School & Daycare Corporation is not required to hold the childcare spot until the account is paid in full.

OVERDUE ACCOUNTS

Any accounts carrying an outstanding balance for 45 days or more will be asked to withdraw their child/children from the program immediately. Account holders will be given a specific time frame to bring the account back to good standing. The Bobcaygeon Nursery School & Daycare Corporation is not required to hold the childcare spot until the account is paid in full.

WITHDRAWAL OF CHILD CARE SERVICES

Families are required to give two weeks written notice to avoid being charged for children withdrawing from the program. A date of discharge will be listed on the child's file.

CALENDARS

The Bobcaygeon Daycare Centre provides programs for children aged 0 months to 5 years. The Fenelon-Langton Child Care Centre provides programs for children aged 12 months to 12 years. The Bobcaygeon School Age Club offers programs for Junior and Senior Kindergarten children and School Age Children (3.8-12years). Centre's offer full day programs, nursery school, before and after school programs. All programs are currently offered on a full time or part-time basis. We must adhere to our licensed capacity every day in every program and therefore may only have limited spaces available in any program at any specific time.

We do not offer drop-off services. All the children enrolled in the programs attend on a full time or part-time basis and scheduling children on the proper day is extremely important and time consuming. You will be asked to complete a monthly calendar indicating the days and hours of care for each month.

The calendars will be handed out to families a month ahead of time. Calendars are due back by the 15th of every month for the upcoming month. Your child will be billed according to the days indicated on your monthly schedule. If you need to add in extra day or days of care, you are required to speak to the Supervisor. We will accommodate any changes or additional days if there is space available within our licensed capacity. However, we will not accept any add-ins to afterschool care once a calendar is submitted. There is a minimum of two weeks' notice required to cancel scheduled days without being charged.

FEE CHANGES

As of January 1st, 2026, families can withdraw their child/children for a period of up to three consecutive weeks without penalty. Should a family want to withdraw their child/children from the program for longer than the family would be required to pay their child's regular monthly schedule fees to hold their spot until the child/children return. Families can choose to go back on the ONEHSN wait list; unfortunately, we cannot guarantee care will be available.

FEE CHANGES FOR KINDERGARTEN & SCHOOL AGE PROGRAMS

As of January 1st, 2026, there will be no retainer fee for families in the Kindergarten & School Age Program for the summer months. Families can withdraw their child/children for three consecutive weeks without penalty but after that period, families will be required to pay for their children's regular monthly schedules to hold their spot. The children do not have to attend the programs, but families will be invoiced. Families can choose to go back on the ONEHSN wait list; unfortunately, we cannot guarantee care will be available.

SUBSIDIZED CHILD CARE CONTRACTS

Subsidized childcare is available through the City of Kawartha Lakes. Families can inquire about subsidy by contacting 705-324-9870 to see if they qualify. Parents/Guardians that hold subsidy agreements with the City of Kawartha Lakes and Peterborough County are responsible for maintaining their individual contracts and for renewing contracts before they expire. If subsidy agreements are not renewed by the contract end date, then families will be responsible for the full childcare fees. If a parent/guardian withdraws their child/children while they are negotiating a new subsidy contract, The Bobcaygeon Nursery School & Daycare Corporation is not required to hold their childcare spot until a new subsidy agreement is approved.

Children who have been removed or withdrawn from the programs, will be required to re-register on the ONEHSN waitlist for care.

CHILDCARE RATES AS OF JANUARY 2025 to PRESENT

At this time, the childcare fees will remain at the current rate listed below for children up to six years old.

Families will be updated as soon as the new child care reduction figures are released.

Care Description	Frozen and/or Agency Fee	New Parent Base Fee for Children under Age 6
Infant Full Day	\$47.00	\$22.00
Infant Half Day	\$42.00	\$19.85
Toddler Full Day	\$42.00	\$19.85
Toddler Half Day	\$37.00	\$17.48
Preschool Full Day	\$36.00	\$17.01
Preschool Half Day	\$32.00	\$15.12
Kindergarten BS/AS –on same day	\$20.00	\$12.00
Kindergarten – Before School	\$10.00	\$10.00
Kindergarten – After School	\$10.00	\$10.00
Kindergarten Full Day	\$36.00	\$17.01
School Age BS/AS –on same day	\$20.52	\$22.00
School Age – Before School	\$10.26	\$11.00
School Age – After School	\$10.26	\$11.00
School Age Full Day	\$30.78	\$32.00
School Age Half Day (6 hours)	\$25.65	\$27.00

ADMISSION/ENROLLMENT

Before your child begins attending the centre, the Supervisor will arrange an orientation visit for you and your child/children to tour the centre and meet the educators. The philosophy of the centre will be discussed, the policies and procedures reviewed, as well as the daily routines and expectations explained.

Upon enrolment in one of our programs, Parents/Guardians must complete all registration forms, including necessary medical information, permission forms and emergency contact information. Each child has their own file at the centre and an emergency file is completed and kept in the program to be taken wherever the child may go (i.e. community outings, field trips etc...)

Parents/Guardians are requested to sign a contract with the Corporation indicating that they have been

informed of the Corporations Policies and Procedures, parental obligations and agree to abide by these.

We encourage you to take the time to speak to your child's educators each day. Our Supervisor is readily available to answer any questions you may have. If required, a meeting can be scheduled with the Supervisor and Administrator to discuss your child's progress or to address any of your questions or concerns.

ARRIVAL AND PICK UP

Young children depend on a regular routine for their own sense of security. We recommend that you establish fixed hours for the pickup and drop off for your child at the centre. It is difficult for a child to enter the program when the other children in the program are already established in their play. When your child arrives at the centre, you will be greeted by a staff member. Similarly, when picking your child up, please speak with a staff member about your child's day. After you have let the staff know that you are leaving, they will sign your child/children out, noting the time of arrival.

To ensure the safety of your child, they will only be released to the Parents/Guardians and emergency contacts or other authorized persons listed on the registration form. Any staff member who has not met the person picking up your child, will ask for photo identification and will check the registration forms to ensure that this Parent/Guardian/Individual is allowed to take your child home. We ask that all Parents/Guardians let us know if there is someone else besides themselves picking up their child/children. Parents/Guardians can inform us in writing, in person or by phone. You will need to give us the first and last name of the person who will be picking up your child. When that person arrives, they will be asked to show their photo identification. If a parent has sole custody of their child/children or if there are any visitation restrictions, we will need a copy of the Court Order to be kept in the child's file.

If there is a change in your family dynamics, please inform the educators in your child's playroom. Knowing this information will often explain changes in a child's mood, behaviour, or signs of stress and our staff can help your children adjust to new situations.

CUSTODY AGREEMENT POLICY

In situations where custodial concerns are occurring, the centre may not refuse the release of a child to a Parent/Guardian at the request of the other Parent/Guardian. We must have a legal document (separation agreement or legal court orders involving the access to the child/children) on the premise and follow the specifically outlined custody agreement. Should any of the agreements change the Parent/Guardian is responsible for providing a copy to the childcare centre.

If a non-custodial Parent/Guardian arrives at the program at a time that is contrary to the court document, we will deter access and contact the custodial Parent/Guardian and/or the police. The safety and security of your child and the other children who are in care will be considered paramount in this situation.

If there is no legal document outlining custodial agreement on file, then both Parents/Guardians must agree on who is allowed to pick up the child/children. In those situations where the Parents/Guardians cannot agree on who is authorized to pick up the child/children and refuse to get a legal custodial agreement than the Corporation has the right to limit the authorized pick up to Parents/Guardians only.

INCOME TAX RECEIPTS

Receipts for income tax purposes will be prepared and available for pick up in February of each year.

LATE FEES

The childcare centre is closed at exactly 6:00pm daily. You are required to pick up your child/children and exit the childcare centre by 6:00pm. The following late fees will apply if you arrive after or depart from the centre after 6:00pm with your child/children. **There is a flat fee of \$5.00 plus a charge of \$1.00 per minute for every minute after 6:00pm.** Families will be asked to sign a late fee form and pay **cash** accordingly upon receipt or by the following business day directly to the staff that stayed late. Late fees are NOT covered under CWELCC funding and therefore the Parent/Guardian picking up after 6pm is responsible for paying in cash.

BEHAVIOUR MANAGEMENT POLICIES AND PROCEDURES

The Behaviour Management Policies used by the staff at the Bobcaygeon Daycare and Fenelon Langton Child Care centre are intended to foster desired behaviour rather than put a focus on less desirable behaviours.

Children are disciplined in a positive and consistent manner. The discipline used is appropriate for the child's age and actions and will be handled in such a manner as to promote self-discipline. Redirection is preferred, but should there be a need for guidance, it will occur as soon as possible after the challenging behaviour. Parents/Guardians will be informed of the guidance used and the reasons behind it if their child was involved.

If negative behaviour is ongoing, (i.e. more than 3 times) our staff will work together in collaboration with the family to create an Individual Support Plan (ISP). The plan will include the child's strengths and any goals for the individual as well as the steps to achieve those goals and work towards more acceptable behaviour. The plan will be reviewed by all staff, students and volunteers regularly for any required changes.

Outside agencies and professional organizations may be approached for their expertise with Parental/Guardian consent (i.e. Community Living Trent Highlands Early Learning Consultant). If the Parent/Guardian refuses to sign the required consent forms for the support and their child's negative behaviour continues then the Bobcaygeon Nursery School & Daycare Corporation Administrator/Director and the Board of Directors have the right to terminate the childcare spot.

AGGRESSIVE BEHAVIOUR POLICY

At The Bobcaygeon Nursery School & Daycare Corporation, we believe that children are competent, capable and inquiring. Our first and foremost consideration is the health, safety and well being of the children while in our care. Our staff will plan for and create positive learning environments and experiences. We believe that positive, safe and stimulating environments are "the third teacher." Our Corporation is committed to helping children develop to their fullest potential. Every individual who enters our doors is required to treat all others and their property in a positive and respectful manner.

Please note: Any aggressive, violent or intentional aggressive behaviour that endangers the child, other children, staff, volunteers, equipment or property cannot be tolerated.

As educators for young children, it is our responsibility to ensure the physical safety and total well being of every child in our care.

AGGRESSION – means any physical, emotional or verbal act which may result in placing him/herself, other children and/or staff members within the centre in an emotional, physical, harmful, or unsafe situation.

SITUATIONS DEALING WITH AGGRESSIVE BEHAVIOUR FROM A CHILD IN THE SCHOOL AGE PROGRAM THAT IS DIRECTED AT EQUIPMENT OR PROPERTY, THE FOLLOWING

PROCEDURES WILL BE FOLLOWED: Staff will use their discretion whether it is best to remove the child exhibiting the behaviour from the larger group and the staff will redirect the child and try to stop the aggressive behaviour. In some instances, the staff will make the decision to remove the large group of children from the area and allow time for the child to be redirected, talk with staff and self regulate. If the child has an Individual Support Plan, staff will follow the steps to help redirect and calm the child. Staff will call the Parent/Guardian and let them know about the incident and next steps. A copy of the incident report will be given to the Parent/Guardian to be signed and kept in the child's file.

If aggressive behaviour continues throughout any part of the day, the Parent/Guardian or alternative pick-up person (in that order) will be contacted immediately to pick up the child. Documented report(s) of the incident will be given to the child's Parent/Guardian to be signed and will include next steps. Every incident will be reviewed by the Administrator. A copy of the incident report will be kept in the child's file. A meeting will be set up with the Parent/Guardian to discuss the next steps to best support the child before the child will return to the program. To support all the children attending our programs after an incident occurs, educators will talk with the children about what happened, an opportunity to talk about how the children are feeling and help them process the event. Parent/Guardians will be informed of the incident at pick up so they can support their child/children.

SITUATIONS DEALING WITH AGGRESSIVE BEHAVIOUR FROM A CHILD IN THE SCHOOL AGE PROGRAM THAT IS DIRECTED AT CHILDREN, STAFF OR VOLUNTEERS, THE FOLLOWING

PROCEDURES WILL BE FOLLOWED: The Supervisor/Director/Administrator will not tolerate any form of verbal abuse or threatening behaviour that is intended to harm a child/children attending our programs or an employee or volunteer's physical and mental well being. This includes yelling, insulting language, profanity or foul language or any type of aggressive behaviour (hitting, kicking punching etc.). If a situation occurs it will be reported immediately to the Supervisor. If the Parent/Guardian are not available to pick up the child, then an alternative pick-up person listed on the registration form (in that order) will be contacted. Documented report(s) of the incident will be given to the Parent/Guardian to be signed and will include next steps. The child will be suspended from the program immediately. The Supervisor will let the Administrator/Director know of the incident immediately. A meeting will be set up with the Parent/Guardian to discuss the next steps to best support the child, this may include a gradual schedule to re-entry to the program. The Director/Administrator will notify the Board of Directors of the suspension and have time to review the documentations on a case-by-case basis. The Board of Directors has the right to permanently revoke the childcare spot. Parents/Guardians will be notified in writing of the Board's decision in incidents where children, or staff and volunteers have been verbally or physically threatened. In the case where a child was directly the target of harm, the Parent/Guardian of the child/children involved in the incident should be contacted immediately to discuss the incident. This should help to support the opportunity for Parents/Guardians to decide how best to support their child/children.

THE BOARD OF DIRECTORS HAS THE RIGHT TO:

- ❖ Impose an additional suspension of childcare services
- ❖ Terminate the space (In the case of termination, two weeks' notice would be waved)
- ❖ Consult outside supporting agencies. Parents/Guardians will be required to sign consents and work collaboratively with Community Resource Consultants. Parents/Guardians maybe asked to fill out educational tools used by Community Living to help support the child/children and educators. It is mandatory that Parents/Guardians fill out all the necessary paperwork, if Parents/Guardian's do not follow through on filling out the required paperwork then the Board of Directors will terminate the childcare spot.

- ❖ We reserve the right to limit the number of scheduled days and the length of the time the child attends the program. Due to limited resource funding if the childcare program has the inability to meet the child's needs without additional staff, the Parent/Guardian may be asked to limit days and hours, or withdraw from the program
- ❖ Following the consult with the Board of Directors, the Parent/Guardian will be informed of any impending decisions in writing.

TERMINATION OF SERVICES

A Parent/Guardian may be asked to withdraw their child from the centre if it is determined that the child cannot adjust to, or benefit from the program. Two weeks written notice will be given in such cases, some circumstances which may precipitate such action are as follows:

- ❖ Behaviour which is consistently disruptive to the group
- ❖ Behaviour which puts other children or staff in danger or at risk to personal injury
- ❖ Refusal by parents to accept reports of unacceptable behaviour including failure to follow through on
- ❖ Suggestions made or sign consent for outside agency support
- ❖ If fees are not in good standing
- ❖ If a Parent/Guardian is not in compliance with or continuously disregards established operating policies
- ❖ A Parent/Guardian may be asked to withdraw their child from the program immediately if they are unable or unwilling to abide by the Corporation's Policies and Procedures as signed upon at registration.
- ❖ Any act considered by Administrator to be a serious violation or threat to Bobcaygeon Nursery School and Daycare Corporation and Trillium Lakeland District School Board Property. Further, the Board of Director's and the Administrator has the right to recommend immediate withdrawal should the situation warrant it

EMERGENCY MANAGEMENT POLICY AND PROCEDURES

At Bobcaygeon Nursery School & Daycare Corporation the intent of the Emergency Management Policy is to protect the health and safety of the children and staff in the event of an emergency while in care.

EMERGENCY SITUATION – Is an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the childcare centre (ex. Fire, flood, bomb threat, neighbourhood/community evacuation as directed by authorities such as police, fire chief.

EVACUATION SITE – Is a safe location to take children and staff too

PREPARING FOR EMERGENCY SITUATIONS

1. Fire Drills will be conducted monthly and recorded; a written record is kept of all fire drills
2. The response and effectiveness of each practice drill will be discussed with each of the staff before the program resumes
3. A full first aid kit containing a manual will be located in the childcare centre office. All staff will be made aware of the location of this first aid kit and if time permits during an emergency, it will be taken by the supervisor or office staff in an evacuation.

FIRE DRILL PROCEDURE

Each centre will hold a monthly fire drill. The Supervisor will keep a written log of how long it took to exit the building, the number of children and staff in the building at the time. Practice helps both staff and children remain calm if a situation should occur when we would need to exit the building quickly.

EVACUATION INFORMATION

EVACUATION SITE FOR BOBCAYGEON NURSERY SCHOOL & DAYCARE CORPORATION

- ❖ 1st location is the Bobcaygeon Public School (Balaclava Street)
- ❖ 2nd location is the Bobcaygeon Fire Station (Duke Street)

EVACUATION SITE FOR BOBCAYGEON SCHOOL AGE CLUB – LOCATED AT THE BOBCAYGEON PUBLIC SCHOOL

- ❖ 1st location is the Bobcaygeon Nursery School and Daycare Centre
- ❖ 2nd location is the Bobcaygeon Fire Station (Duke Street)

EVACUATION SITE FOR FENELON-LANGTON CHILD CARE CENTRE

- ❖ 1st location is Fenelon Court (Across the street on Wychwood Cres.)
- ❖ 2nd location is the Senior Citizen's Facility (Murray Street)

EMERGENCY PROCEDURES

POLICY: To ensure the staff and children are prepared should there be a fire emergency at the centre and to reduce the chances of such an emergency occurring.

FIRE DRILL/FIRE

1. Fire Drills will be conducted monthly as required by the Child Care Early Years Act, 2014 (CCEYA)
2. A written record is kept of all fire drills, all tests to the fire alarm system and all tests of the fire protection equipment.
3. All records are retained for at least three years from the date of the fire drill and test.
4. Each staff member is instructed as to his or her responsibilities in the event of a fire before commencing work for the first time.
5. A written procedure is posted in a conspicuous place in each room of the centre that is used for the care of children.

FIRE ALARM SIGNAL

THE BOBCAYGEON NURSERY SCHOOL & DAYCARE CORPORATION – the building has an alarm system installed. Notifications of a fire will be made by pulling the Fire Notifier (red box) to set off the alarm.

FENELON-LANGTON CHILD CARE CENTRE – the Langton Public School has an alarm system installed. Notifications of a fire will be made by pulling the Fire Notifier (red box) to activate the alarm. For a fire drill, the Supervisor will blow a whistle to notify the staff and children of a practice drill in effect.

BOBCAYGEON SCHOOL AGE CLUB – the Bobcaygeon Public School has an alarm system installed. Notifications of a fire will be made by pulling the Fire Notifier (red box) to activate the alarm. For a fire drill, the Supervisor will blow a whistle to notify the staff and children of a practice drill in effect.

IN THE EVENT OF A FIRE

1. Sound the alarm (red box)
2. Calmly gather all the children to the safest exit door. The RECE/Program staff checks all areas of the classroom and washrooms to ensure all the children are ready to leave the building and gather the emergency forms and sign in/sign out sheets.
3. One staff in the room is to close all the doors.
4. All occupants (staff and children) exit according to the fire escape plan posted in the playroom and assemble in the designated area.
5. The Supervisor/Administrator will call 911 if it is safe to do so.
6. DO NOT ENTER THE BUILDING until it is declared safe to do so by the Fire Officer.

RESPONSIBILITY OF SUPERVISOR AND ADMINISTRATOR

1. Maintain a current approved Fire Safety Plan
2. Ensure that all provisions set out in the Fire Safety Plan are carried out
3. Ensure that all staff, students and volunteers are trained in emergency practices upon hiring and practices are reviewed yearly after, according to the Child Care and Early Years Act, 2014 (CCEYA)
4. Conduct Monthly Fire Drills
5. Ensure stairways doors operate properly
6. Keep stairways, landing, hallways and exits (inside and out) clear of obstruction at all times
7. Do not permit combustible materials to accumulate in any part of the stairway or other means of egress
8. Do not permit combustible waste material to accumulate in quantities or locations that will constitute a fire hazard
9. Promptly remove all combustible waste from areas where waste is placed for disposal
10. Supervise evacuation of occupants in an emergency situation
11. The Supervisor or Administrator will take the main first aid kit from the office if time allows

RESPONSIBILITY OF THE CENTRE COOK

The cook or the staff nearest the kitchen at the time the alarm is going off, will check to make sure that the stove and oven or any other appliances in the kitchen are turned OFF.

PREVENTION OF FIRES

Staff are all responsible to assist in the reduction of clutter and unnecessary collection of combustible materials.

SAFE STORAGE

- ❖ Storage Areas shall be kept clean and tidy

- ❖ Never block fire exit doors or doorways
- ❖ Fire Extinguishers shall remain accessible at all times
- ❖ Electrical panels will be kept clear of obstructions
- ❖ Never store anything near refrigeration equipment or in the furnace room
- ❖ Flammable and combustible liquids: All flammable liquids shall be stored in approved containers or cabinets and stored in accordance with the Ontario Fire Code, part 4. Combustible materials shall be kept a minimum of 3 feet away from electrical or heating equipment.

TORNADO WARNING/WATCH

In the event of a tornado warning while in care. Staff and children are to seek shelter indoors to their designated safe location for each centre.

SUMMER WEATHER CONDITIONS

Staff from each program will closely monitor weather conditions and if there is a heat advisory or humidex warning they are to make necessary modifications to outdoor play.

- 30 degrees Celsius – 36 degrees Celsius with the Humidex – be careful this is uncomfortable and children need a short time in the sun with limited physical activity and plenty of water.
- 36 degrees Celsius – 45 degrees Celsius with the Humidex – reduce/restrict outdoor play time- as it is too dangerous.

If children's outdoor play schedules can be adjusted to reduce exposure outdoors during the hottest times of the day, staff will do so. If children remain indoors due to extreme heat or air quality advisories, it will be noted in the classroom journal/logbook.

WINTER WEATHER CONDITIONS

Staff from each program will closely monitor weather conditions and if there is a cold advisory or wind chill warning, they are to make necessary modifications to outdoor play

Extreme cold is temperatures of -15 degrees Celsius or colder or wind chill of -20 degrees Celsius or colder – reduce or restrict outdoor playtime as it is too dangerous.

PROCEDURES FOR HANDLING ILLNESS AND HEALTH CONCERNS

POLICY: It is the policy at The Bobcaygeon Nursery School & Daycare Corporation to follow recommendations and instructions of the Medical Officer of Health and the requirements of the Child Care Early Years Act, 2014 (CCEYA). When responding to and reporting illness and health concerns of the children and staff, procedures have been put in place to provide a sanitary environment where the spread of infectious disease is minimized.

HEALTH CHECKS AND ILL CHILDREN

Daily health checks are carried out by the staff on each child upon entering the program and recorded on a health check form. Details of any ill health (such as a runny nose or cough) are documented on illness tracking forms. Children with a common cold do not need to stay home.

Please do NOT send your child to care if they exhibit any of the following symptoms:

1. Fever over 38 degrees centigrade
2. Unexplained diarrhea

3. Vomiting
4. Severe coughing (Croupy or cough that leads to vomiting)
5. Sore throat with difficulty swallowing
6. Acute cold symptoms with green nasal discharge (continuous and infectious)
7. Rash of unknown origin
8. Red eyes accompanied by discharge (Pink Eye)

Giving a child Tylenol or Tempra in the morning before arriving at daycare can mask most signs of illness. As the medication wears off, children's symptoms can return in a worse condition. This can be alarming to staff if they are not aware that a child has been medicated. Always advise your child's teacher if you have medicated your child prior to coming to daycare.

Ill children receive the appropriate care and attention they require immediately. Parents/Guardians are promptly notified of their child's illness, and they are required to take their child home and/or seek a physician's diagnosis.

Parents/Guardians need to keep their sick child/children home to recover until they have been fever free or have had **no symptoms for 24 hours. For any gastrointestinal issues, children must stay home for 48 hours symptom free** (vomiting/diarrhea). The program Supervisor will report any "Reportable Diseases" or potential outbreaks to the Health Unit. Any cases of Fifth's Disease will be posted to inform parents and staff immediately. Staff will work collaboratively with the Haliburton Pine Ridge District Health Unit in response to outbreaks of communicable diseases of public health importance.

Children and/or Staff who are being managed by the Health Unit should follow the instructions from the outbreaks team to determine when to return to the childcare centre. If not advised by the Health Unit, children and staff will not be permitted back to the centre for a minimum of 24-48 hours from the onset of symptoms, unless seen by a physician who has diagnosed an alternate illness. However, before returning with an alternative diagnosis, they must be fever free for 24 hours and their symptoms must be improving. Gastroenteritis (infectious diarrhea and gastro issues) must be 48 hours symptom free.

Children must be well enough to participate fully in our programs to attend. The staff at the Bobcaygeon Nursery School & Daycare Corporation reserve the right to send a child home if they are not well to participate in the program, and the children may not return for another 24 hours. If a child is seen by a health care provider and prescribed antibiotics, they must be on anti-biotics for 24 hours before returning to care. Licensing regulations require daily outdoor play for all children, therefore children too ill to play outside must remain at home.

Staff shall at all times follow Sanitary Procedures including proper hand-washing techniques to minimize the spread of illnesses and infectious diseases.

MONITORING COMPLIANCE AND CONTRAVENTIONS WITH OUR PROGRAM STATEMENT, POLICIES AND PROCEDURES AND INDIVIDUAL SUPPORT PLANS (ISPs)

The supervisor will visit each playroom monthly to observe and record observations of all staff, students and volunteers to show compliance with the Program Statement, Policies and Procedures, Individual Support Plans, and the 'How Does Learning Happen' – Ontario's Pedagogy for the early years document.

Observations of compliance with our Program Statement and Policies and Procedures will be recorded on the Program Statement and Individual Support Plan Management Compliance and Monitoring Form.

The form will have a section for tracking compliance of each staff, student and volunteer. The monitoring form will be kept in a secure place in the office, and all records will be kept for three years.

Observations of any contraventions will be reviewed immediately. Contraventions of our Program Statement, Policies and Procedures and Individual Support Plans will be recorded on the Program Statement Management Compliance and Monitoring Form. The Supervisor and the staff will then discuss the situation and suggestions for improvement will be decided upon as well as a time frame for improvement will be decided.

Further, mandatory training opportunities will be explored and staff will attend training sessions. A staff who does not support or whose actions do not support our Program Statement, may have their employment terminated.

Discussions regarding the implementation of our Program Statement will be a standing item for staff meetings. Parent and staff surveys will be conducted on a yearly basis and the information gathered will help ensure that we continue to follow and/or to re-evaluate our Program Statement.

BOBCAYGEON NURSERY SCHOOL & DAYCARE CHILD GUIDANCE PRINCIPALS

The Corporation's child guidance principals are intended to foster desired behaviour rather than focus on less desirable behaviour. All employees, students and volunteers of the Corporation should:

- ❖ **PLAN FOR POSITIVE OUTCOMES:** Plan for the needs, the developmental level and the personality of the children in the program. Arrange the environment to meet these needs. Be aware of the emotional environment and intervene before play deteriorates.
- ❖ **RECOGNIZE POSITIVE BEHAVIOUR:** Show your genuine approval when children are engaged in positive activity.
- ❖ **PROJECT A CHEERFUL ATTITUDE:** Be enthusiastic and call upon your sense of humour. Let children appreciate the funny side of things.
- ❖ **OFFER CHOICES:** Choices must be real choices, which are clearly understood by the child and acceptable to you.
- ❖ **ENCOURAGE CHILDREN:** Encouragement indicates that we appreciate the child's effort and provides them with the willingness to explore and initiate. Acknowledge success and all children's efforts to succeed.
- ❖ **RELATE CLEAR MESSAGES:** Make requests in clear, precise terms in keeping with the child's developmental level. Say what you want to happen.
- ❖ **DO NOT REINFORCE INAPPROPRIATE BEHAVIOUR:** If using this method, all staff must work together so that one person does not reinforce the poor behaviour the others are ignoring. The child may need to be removed from the audience or the audience from the child.
- ❖ **POINT OUT NATURAL OR LOGICAL CONSEQUENCES:** Clarifying logical consequences can help develop understanding and self-discipline.
- ❖ **PROVIDE TIME ALONE:** As soon after misbehaviour as possible allow the child time to be alone, regenerate and have a cooling off period. Renewal time is not punishment or time out, it is time to adjust mixed feelings or regain composure.
- ❖ **REMEMBER TO SHOW YOU CARE:** Children often feel the only way they can get attention is to cause problems; reinforce the positive. A hug is important to a child.
- ❖ **PROMOTE DISCUSSION:** Let the children own the problem, assist them to talk and listen to each

other.

PROHIBITED PRACTICES

No child/children receiving childcare at the Bobcaygeon Daycare Centre, The Fenelon-Langton Child Care Centre and the Bobcaygeon School Age Club will be subjected to:

1. Corporal punishment of the child
2. Physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the preventing of a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
3. Locking the exits of the childcare centre for the purpose of confining the child, or confining the child in an area of the room without adult supervision, unless such confinement occurs during an emergency and is required as part of our emergency policies and procedures.
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, or clothing or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will.
7. Professional Misconduct including sexual abuse, sexual misconduct, engaging in prohibited acts involving child pornography, engaging in a prescribed sexual act, conduct that contravenes the Act; the regulations or by-laws, conduct that contravenes an order of the discipline committee, the complaints committee, the council or the registrar, or any other act or conduct prescribed as sexual acts (as defined under the Early Childhood Educators Act, 2007) **EFFECTIVE JULY 1st 2026**
8. Sexual Abuse of a child by a member means sexual intercourse or other forms of physical sexual relations between the member and the child, touching of a sexual nature of the child by the member, or behaviour or remarks of a sexual nature by the member towards the child.
EFFECTIVE JULY 1st 2026
9. Sexual misconduct where the member knows or ought to know that one or more children are likely to be exposed to the behaviour or remarks and a reasonable person would expect the behaviour or remarks to have the effect of, causing distress to a child exposed to the behaviour or remarks, being detrimental to the physical or mental well-being of a child, or creating a negative environment for any child exposed to the behaviour or remarks. **EFFECTIVE JULY 1st 2026**
10. For greater certainty, for the purposes of the definitions of sexual abuse and sexual misconduct behaviour, remarks and conduct include acts or remarks that are done or made by electronic means.
EFFECTIVE JULY 1st, 2026

SAFEGUARDING CHILDREN **EFFECTIVE JULY 1ST 2026**

Anyone working in or providing licensed childcare who has been convicted of the below noted offences must notify the Supervisor and Administrator immediately and any staff, student or volunteer cannot continue working in or providing child care.

Section 152 invitation to sexual touching	Section 172.2 agreement or arrangement sexual offence against a child
Section 153 sexual exploitation	Section 271 sexual assault
Section 153.1 sexual exploitation of person with a disability	Section 272 sexual assault with a weapon, threats to s a third party or bodily harm
Section 160 (1) (2) (3) bestiality	Section 273 aggravated sexual assault

Section 162 voyeurism	Section 281 abduction of person under 14
Section 162.1 publication of intimate image without consent	Section 286.1 (1) obtaining sexual services for consideration
Section 170 parent or guardian procuring sexual activity	Section 286.1 (2) obtaining sexual services for consideration from an individual under the age of 18
Section 171.1 making sexually explicit materials available to a child	
Section 172.1 luring a child	

In the event a staff, student or volunteer observes another staff, student or volunteer contravening in a prohibited practice, they have the duty to report their observations immediately to the Supervisor or Administrator. The Supervisor or Administrator will ensure that the child who was involved in the suspected incident is safe, and if necessary, will attend to any needs that they may have. Immediately after the incident has been identified, the Supervisor or Administrator must begin documenting as many facts pertaining to the situation as possible in preparation for her first oral emergency report.

In a case where public authorities are involved, the Administrator must:

- ❖ Ask for identification of the investigating party
- ❖ Ask for as much information about the alleged incident as possible
- ❖ Co-operate fully with the authorities once they have been adequately identified
- ❖ Report the incident to the College of Early Childhood Educators of Ontario if the alleged incident meets the reporting criteria

The Administration of the Bobcaygeon Nursery School & Daycare Corporation will adhere to the following Progressive Discipline Policy: (also refer to program statement implementation policy & contravention of behaviour management)

1. The incident of inappropriate behaviour management will be documented. The situation will be discussed with the staff involved and will be signed by the supervisor, and or administrator and staff.
2. If the incident involves actions or inaction by the supervisor, the President of the Board will be informed of the situation and actions will be taken.
3. The following actions will be taken regarding unacceptable behaviour management:

Unacceptable Behaviour	1 st Offence	2 nd Offence	3 rd Offence
Sarcasm/Ridicule/harsh or degrading measures	Verbal Reprimand and Warning, documented	Written Reprimand, documented	Dismissal, documented
Deprivation of Basic Needs/ inflicting bodily harm	Written Reprimand and/ or Suspension, documented	Suspension and/ or Dismissal, documented	Dismissal, documented
Isolation in a Locked Room	Written Reprimand and/ or Suspension, documented	Suspension and/ or Dismissal, documented	Dismissal, documented
Corporal Punishment	Written Reprimand and/or Suspension and/or Dismissal, documented	Suspension and/or Dismissal, documented	Dismissal, documented
Sexual Abuse or Sexual Misconduct	Immediate Dismissal		

The Administrator/Supervisor will contact the Parent/Guardian of the child/children involved in the incident of inappropriate behaviour management and inform them that an investigation is taking place. Depending upon the outcome of the investigation, several courses of action can be taken:

1. If the investigation is inconclusive the Director and Supervisor will continue to be aware of the activity of the staff by providing continued documentation
2. If the investigation of the initial report was unfounded, no further actions will be taken
3. If the Administrator find the report to be based on fact, action will be taken in accordance with the severity of the situation

ACTION IN SEVER SITUATIONS

The Administrator and the Board of Directors will review the documentation. If there is factual evidence that indicates harsh discipline was used or the employee was abusive, or sexually abusive/sexual misconduct in any way, the employee will be dismissed immediately. The reason for dismissal will be noted on the employee's file.

Children's Aid Society must be informed of the situation immediately and the Ministry of Education; Early Learning Division must be notified within 24 hours of a Serious Occurrence.

ACTION IN LESS SEVERE SITUATIONS

The Administrator and Board of Directors will review the documentation. If a less severe prohibited practice has been used by a staff member, this staff will have an interview with the Administrator. The employee may be placed on probation.

The employee will be responsible to develop positive practices through self-development or training. The employee will be informed in writing at the time of the interview that prohibited practices must not be used, stating which ones they used. This information will be kept in the employee's file.

If a second instance of use of a prohibited practice is substantiated, for any employee, the employee may be dismissed at the discretion of the Administrator and/or Board of Directors. The reason for dismissal will be noted on the employee's record and depending upon the situation, documentation may be sent to the Ministry of Education, Early Learning Division. All disciplinary actions will include concrete advice and a specific time frame for improvement.

PARENTS/GUARDIANS HIRING STAFF OUTSIDE OPERATING HOURS FOR BABYSITTING

The Bobcaygeon Nursery School & Daycare Corporation recognizes that on some occasions families have hired staff after hours to do some babysitting in their homes or in the homes of the staff. The Corporation is concerned with the potential liability of this arrangement. As a result, Parents/Guardians must acknowledge that any arrangements with a staff member outside of work hours are made independently of this agency. We accept NO RESPONSIBILITY for any activities of our staff outside work hours and make no comment as to the quality of childcare that is received during these arrangements.

Staff who has made arrangement to pick children up from the childcare programs, will assume responsibility for that child and their transportation to and from the childcare centre.

CRIMINAL RECORD CHECK (CRC) & VULNERABLE SECTOR CHECK (VSC):

VULNERABLE SECTOR CHECKS

POLICY: To ensure the safety of the clients in our care, it is the policy that all staff provides a clear vulnerable sector check. As a condition of employment, it is the right of Bobcaygeon Nursery School & Daycare Corporation to conduct a Vulnerable Sector Check through the local police department. This will apply to all successful candidates of positions involving direct service to the care/custody of the children. Also included are positions which permit access to clients. Such checks assist the Bobcaygeon Nursery School & Daycare Corporation in attempting to ensure the safety and well being of those for whom it has the responsibility to provide or ensure proper care. Candidates who do not provide consent cannot be given further consideration. Employees, Volunteers and Students over the age of 18 years, must provide the original Vulnerable Sector Check at the time of employment or at the start of their placement.

The Corporation will accept a copy of the Vulnerable Sector Check upon seeing the original document and it is less than 6 months old. The Corporation will only accept a copy of a Vulnerable Sector Check upon seeing the original document and both the Supervisor/Administration and the employee, student or volunteer must sign and date the copy, stating that they have seen the original document.

All employees, students and volunteers are required to obtain a new and clear Vulnerable Sector Check every 5 years, within 15 days prior to the original documents date. All employees, students and volunteers must sign an acknowledgement on a yearly basis (Offence Declaration) that their Vulnerable Sector Check is still valid. Signing of the offence declaration must be done within 15 days prior of the date the Vulnerable Sector Check was issued.

UNDER THE CRIMINAL CODE OF CANADA

If an employee, student or volunteer is convicted of an offence, they are required to fill out an offence's declaration. The declaration is a written declaration that lists all of the individual's convictions for offences under the Criminal Code of Canada, if any, up to the date of the declaration and is signed by the individual.

CRC/VSC PROCEDURES

The Procedure for obtaining a Police Criminal Record Check or Vulnerable Sector Check is as follows:

1. The Supervisor will provide an appropriate letter requesting either a CRC or VSC that the employee, student or volunteer or board member will submit online to the Ontario Provincial Police (OPP)
2. Should an employee, student or volunteer be convicted of an offence, they must report it to their Supervisor and record the offence(s) on the offence declaration form, date it and sign it
3. Should an employee, student or volunteer be convicted of an offence, the declaration form will be presented to the Board of Directors for discussion regarding further employment or involvement in the program
4. The Board of Directors has the final decision regarding further employment and or involvement
5. All Vulnerable Sector Checks, Criminal Record Checks and Offence Declarations Forms will be kept in a separate file in a locked drawer and in the office at each location.

AGENCIES - PARTNERS

Individuals coming into our centres to work with our staff and/or children are in a position of trust and must conduct a Criminal Record Check or Vulnerable Sector Check. The Bobcaygeon Nursery School and Daycare Corporation requires an Attestation from the visiting agency, stating that their employee who is working in our centre has provided their employer the following:

1. A current Vulnerable Sector Check and it does not list any convictions under the Criminal Code that are identified in subsection 9(1) of the CCEYA
2. The Criminal Reference and Vulnerable Sector Check was completed within the past 5 years, and the employee has completed an offence declaration annually thereafter, if applicable.
3. There is no other information that the agency feels should be discussed with the Supervisor/Administrator of the Bobcaygeon Nursery School and Daycare Corporation that is relevant to placing this individual in a position of trust.

EXCEPTIONS AND ADDITIONAL MEASURES

In the case that there is a wait for an employee or volunteer to receive their CRC/VSC the Bobcaygeon Nursery School and Daycare may allow the individual to start their employment or volunteer position with these additional measures put in place to protect children until their CRC or VSC is obtained:

1. The employee/volunteer will not be left alone/unsupervised with children at any time
2. The Supervisor of the program will obtain an offence declaration from the employee, student or volunteer

LEAVE OF ABSENCE

If an employee is on a leave (i.e. parental leave, medical leave etc.) the Corporation must work with the employee to ensure that a new Vulnerable Sector Check and/or offence declaration is obtained as per the required timeline.

WRITTEN DAILY LOGS

Daily logs are provided for each child under the age of 18 months. Daily entries in the individual's log books sheets will contain the following information:

- ❖ Food/drinks consumed by the child daily, the amount and time served
- ❖ Bowel movements by the child, time of day and number that day
- ❖ Summary of daily activities; children they played with, toys played with or play they engaged in, any new developmental achievements, how they were feeling etc...
- ❖ If a child has a accident report or needs any items from home (i.e. more diapers)

SLEEP ROOM SUPERVISION POLICY

Children need the opportunity to allow their body and minds to relax and/or sleep during the day. All children will be provided the option to rest/sleep during the day as needed.

Upon registration the Parents/Guardians will put in writing their child/children's sleep preferences. The Parents/Guardians will be consulted periodically on their children's sleep patterns to determine any changes. Changes to the children's sleep patterns will be discussed between our staff and the Parents/Guardians and any necessary changes will be recorded, shared and made available in the child's file.

There will be sufficient light in every sleep room to allow the staff to visually ensure that the children are safe, comfortable and healthy. Children under 12 months of age will be placed upon their backs to sleep in a crib.

This sleep room policy is shared with Parents/Guardians when their child is enrolled and is included in the agency's Parent Handbook, which is given to all families upon registration.

INFANT SLEEP ROOM

The cribs used by children in the infant room will be designated by placing a picture of the child on the end of the crib. The crib sheets will only be used by one child at a time. If the crib is shared between different children throughout the week, the sheets will be removed at the end of the day and placed in the child's bin and fresh sheets will be put on the crib mattress before another child uses the crib for sleep. All sheets and bedding will be washed a minimum of once a week. All cribs and mattresses will be disinfected a minimum of once a week.

In the toddler and preschool programs, the cots will be disinfected a minimum of once a week. All bedding will be laundered a minimum of once a week. The cot sheets and blankets will only be used by one child at a time. Each child will have a bag, labelled with their name, in which their blankets and sheet will be placed after each sleep time.

Not all children require a sleep during the day. All children needing a sleep will be given the opportunity to lie in a quiet environment conducive to sleep. Children not requiring sleep will be provided a quiet time to engage in quiet activities, in the playroom, that still allows their bodies the time to relax. The following visual checks will be performed on all sleeping children according to their designated sleep room:

INFANT ROOM – To be recorded on a separate sheet each day:

- ❖ Name of each child sleeping
- ❖ Time the child was put to sleep in crib
- ❖ Visual check completed by staff every 15 minutes
- ❖ Visual Checks must be made by the staff by bending down/squatting beside the child's face to observe evidence of regular breathing, visual checks may also include placing a hand on the child to ensure regular breathing, checking to see that there is nothing that could compromise the child's breathing (ex. blankets close to their face), and noting healthy colour and non stressed facial expression.
- ❖ Observations are recorded
- ❖ Staff initial their observation & the time
- ❖ Time child awakens recorded
- ❖ Daily sheets are filed in the sleep room supervision Binder in each Playroom at the end of the week
- ❖ All records kept for 3 years

TODDLER & PRESCHOOL ROOMS – To be completed daily

- ❖ The name of every child who is sleeping

- ❖ Visual checks to be completed every 30 minutes - by bending down/squatting beside the child's face to observe evidence of regular breathing, visual checks may also include placing hand on the child to ensure regular breathing, checking to see that there is nothing that could compromise the child's breathing (ex. blankets close to their face), and noting healthy colour and non stressed facial expressions.
- ❖ Observations are recorded
- ❖ Staff initial their observation & the time
- ❖ Daily sheets are filed in sleep room file in the office at the end of each month
- ❖ All records are kept for 3 years

WAITING LIST

It is suggested that families contact the centre regarding availability of care before they need to enrol their child/children as we usually have a long waiting list for available spaces.

All families looking for childcare will go online to www.onehsn/kawarthalakes.com and register for the care they need. All families requesting to be added to our waitlist will be treated with respect and understanding.

While we understand the urgency for care, we will not tolerate harassment or abuse (verbal or otherwise) towards any of our staff, and any such behaviour will result in your child's name being removed from our waitlist, with no opportunity for future enrolment.

There is no fee to register on the waitlist.

- ❖ When a family is registering on the ONEHSN website to be placed on the waitlist, the parent/guardian will have to share the following information and it will be recorded: the parent/guardian name, telephone number, email address if available, child's name, child's birth date or expected arrival, type of care requested (full day, half day and lunch, before school/after school care, and the date they would like the care to begin).
- ❖ Many factors can determine how long a family will remain on the wait list. The family who has been on the waitlist the longest may not necessarily be given the spot that opens up because of factors such as frequency of care needed, the age of the child, the length of time needed each day, and the program that the child will be enrolled in, must all be factored into the equation when a space comes available.
- ❖ Families will be informed as to an approximate length of time they may be on the wait list before a space is expected to open up
- ❖ Families will be encouraged to come into the centre for a tour, to meet the staff and to familiarize themselves with our programs before registering on the ONEHSN waiting list
- ❖ Families will be contacted only when a spot is available for them. It is the Parent's/Guardians responsibility to contact the childcare centre to see where they are on the waitlist.
- ❖ Families may come into the centre at anytime to verify that they are on the wait list.
- ❖ A paper copy will be kept in the office, and a template will be used to ensure confidentiality of the other families on the waitlist
- ❖ Families will be contacted before they need care or when a space becomes available to come in for an orientation, to meet staff and to receive and complete all the paperwork in the registration package
- ❖ Families who already have a child or children enrolled in the program will be given priority for any additional children needing care
- ❖ Employees working at the Bobcaygeon Nursery School & Daycare Corporation will be given priority over families currently enrolled and any new families on the waiting list

- ❖ Children will be registered from the waitlist as spaces become available in the programs offered for their ages, not necessarily according to the application date that they registered on the waitlist
- ❖ When children are offered registration, the enrolment in each program must be considered over the next year so that as the child moves into the next program, there will be spaces available within our licensed capacity
- ❖ When a space becomes available, the family who matches the criteria and has been on the waitlist the longest will be contacted first
- ❖ When a full-time space becomes available, families needing full-time care will be given priority over families needing part-time care
- ❖ Should a part-time space come available in a program, families who have been on the waiting list the longest will be contacted to see if they are interested in a part-time space until a full-time spot becomes available
- ❖ Families will also be given the option to remain on the waiting list if they choose not to enrol

ANAPHYLACTIC POLICY AND PROCEDURES FOR CHILDREN WITH SERIOUS MEDICAL OR HEALTH CONDITIONS

Anaphylaxis is a severe, life-threatening allergic response. The immune system creates specific immunoglobulin (IgE) antibodies towards a substance that is normally harmless. The body becomes sensitized to this substance, but when the person is exposed to it again, the (IgE) antibodies recognize this substance and activates immune cells to release large amounts of inflammatory substances, including histamine. These substances can cause the symptoms of anaphylaxis which may include swelling, hives and lowered blood pressure, shortness of breath, wheezing, difficulty swallowing, and loss of consciousness.

In severe cases, a person will go into anaphylactic shock. Blood pressure drops severely and swelling occurs in the bronchial tissues, causing symptoms of choking and loss of consciousness. If anaphylactic shock isn't treated immediately, it can be fatal. The allergy may be related to items such as food, insect stings, medicine, latex, exercise etc. the anaphylactic policy is intended to help support the needs of a child with a severe allergy and provide information and awareness to parents, staff, students and volunteers at the centre.

This policy can also be applied to other health conditions that are serious, and/ or require the administration of drugs and/or needles. **EFFECTIVE JULY 1st 2026** – In addition to emergency allergy and asthma medications, staff, providers or children may carry medications for epilepsy and diabetes, as well as any other medication that a prescribing medical professional determines must be readily available to prevent a significant risk to the child's health.

If a child is carrying their own medical device it will be handed to staff upon arrival to program.

SYMPTOMS OF ANAPHYLAXIS

Anaphylaxis may begin with severe itching of the eyes or face and within minute's, progress to more serious symptoms, including:

- ❖ Swelling, which can cause difficulty swallowing and breathing
- ❖ Abdominal pain
- ❖ Cramps
- ❖ Vomiting
- ❖ Diarrhea
- ❖ Hives and angioedema (swelling)

COMMON CAUSES OF ANAPHYLAXIS

Food allergy is a recognized cause of anaphylaxis, especially peanuts, tree nuts (walnuts, hazelnuts, brazil nuts, cashews, etc) shellfish (shrimp, lobster, etc), dairy products (cow's milk, cheese, yogurt) eggs, wheat, and soy. Venom allergies (bee or wasp sting) are also recognized causes of anaphylaxis. Some medications can cause anaphylaxis. Pollens and other inhaled allergens (allergy causing substances) rarely cause anaphylaxis.

ALLERGY STRATEGY

The Bobcaygeon Daycare and Fenelon-Langton Child Care Centre will reduce the risk of exposure to all allergy related items and support the child and/or children with anaphylactic allergies. Certain foods or items in question will be avoided on the menu and for use in the program (such as craft or sensory activities). The Bobcaygeon Daycare Centre and the Fenelon-Langton Child Care Centre are NUT FREE centres.

COMMUNICATION ABOUT MEDICAL PLANS

The centre will provide general information on anaphylactic allergies. Staff, students, parents, guardians and volunteers will be advised that there are children attending the centre who are at risk and all will be informed as to the food, items and activities to be avoided.

Parents/Guardians of children who need to bring in foods from home due to allergies/sensitivities are required to follow anaphylactic policy protocols and will not be able to include foods that may contain anaphylactic allergens including tree nuts/peanuts, eggs, dairy products, seafood/shellfish or any other foods that a child in the centre has been identified as having an anaphylactic reaction too.

Parents/Guardians of children who need to bring in foods due to an allergy/sensitivity are required to ensure that all foods adhere to Canada's Food Guide for healthy eating and foods must be labelled with storage requirements and written serving instructions. Parents/Guardians are required to document any changes in their child's diet in writing.

Ensuring the safety of children and students with anaphylactic allergies depends on the cooperation of the entire centre and all families involved.

MEDICAL PLAN

Parents/Guardians will provide an auto injection kit clearly labelled with the child's name and prescription. Parents/Guardians and physicians of an enrolled child with an anaphylactic allergy are required to provide input in the child's individual medical plan for a child with an anaphylactic allergy. The individual plan includes emergency procedure to be followed in the event the child has a reaction. This plan will be documented using the appropriate "Individualized Plan and Emergency Procedures for a Child with an Anaphylactic Allergy" form; of which a copy will be kept in the child's file as well as the childcare office. The plan will be posted in the Kitchen area and in all classrooms in the centre that the child is enrolled in.

INDIVIDUALIZED PLAN AND EMERGENCY PROCEDURES FOR A CHILD WITH AN ANAPHYLACTIC ALLERGY

The Individual Emergency Plan form includes the following information:

- ❖ a description of the child's allergy
- ❖ monitoring and avoidance strategies
- ❖ signs and symptoms of an anaphylactic reaction
- ❖ action to be taken by childcare staff in the event of a reaction
- ❖ whether the parents give consent for the child to self-administer the allergy medication
- ❖ whether the parents give consent for the childcare staff to administer the allergy medication
- ❖ emergency contact information

ANAPHYLACTIC TRAINING

For every child identified with an allergy/anaphylaxis/medical plan, the emergency procedures will be read and reviewed with all employees, students and volunteers prior to employment and annually afterwards. All staff and students will be trained on how to recognize the signs and symptoms of anaphylaxis specific to each child. All staff and students will receive training from a parent, guardian, physician, or nurse on procedures to be followed if a child with a severe allergy has an anaphylactic reaction. A "Training Form" will be completed to summarize the procedure and confirm attendance during the session.

STORAGE OF MEDICAL DEVICES

The auto injection kit/needles/medications or inhalers to be administered will be labelled and kept in locations easily accessible to staff and out of reach from other children. If a child has a medication that they arrive with afterschool (i.e. an inhaler) it will be passed to a staff member for safe keeping on their person (i.e. fanny pack or lanyard) and remain within the program but out of reach from any children. Staff will ensure that all necessary medication is taken with them when they leave the premises with children ex. walk, field trip or in the event of an evacuation. Expiry dates should be checked regularly and replacements made when required. Never accept or store expired medication.

GOVERNMENT LEGISLATION REGARDING THE ADMINISTRATION OF MEDICATION

The Child Care and Early Years Act, 2014 stipulates that prior to admission to the Centre each child must be immunized as recommended by the local Health Unit.

If your child needs to take medication during the time that they are at the Centre, we must follow the legislation of the Child Care and Early Years Act and request that the medication be sent in the original container, labelled with your child's name, the name of the drug, dosage, date of expiry and the instructions for storage and administration. A drug administration form must be filled out and signed by the Parent/Guardian. This form is kept on file in the Centre for 3 years. The medication will be sent home each night unless it is an ongoing prescription and a separate original container is processed for the centre from the pharmacy (i.e. antibiotics).

MEDICATIONS

1. Prescription and non-prescription drugs or medications for a child must be accompanied by a signed Parent/Guardian on our Drug Administration Form.
2. A Parent/Guardian should deliver the medication **in the original container** and give written instructions to the appropriate staff member including the expiry date on the medication. We cannot accept or administer any expired medication or medication that does not contain an expiry date on it.
3. Medication must be stored as directed and kept in a locked container in the kitchen fridge or office (MEDICATION CAN NEVER BE LEFT IN A CHILD'S BACKPACK OR IN A CHILD'S REACH).

4. Children will be removed from the active play areas and brought to a quiet, well-lit area to administer the medication – typically the childcare office.
5. The Supervisor or a designated staff will be responsible for administering the medication to the child.
6. Whenever possible, all children receiving medication should receive it at the same hour.
7. For each child receiving medication an entry will be made on the Drug Administration Form. Staff giving the medication should list each dose administered and the time. If a dose is omitted or given at a different time than the form says, the reasons why will be documented on the drug administration form and the parent notified.
8. Any accidental administration of medication (i.e. medication given to the wrong child, or dosage error) will be recorded and reported to the Supervisor/Administrator who will notify the Parent/Guardian of the child.
9. Leftover medication or surplus medication should be returned in the original container to the Parent/Guardian of the child or discarded with the Parent/Guardian's permission.
10. Expired medication will be returned to the Parent/Guardian by the date of expiry or discarded by staff and the Parent/Guardian notified.
11. The Supervisor/Administrator of the centre will inspect the locked medication boxes monthly to ensure that the medication is not out of date and that all are accompanied with a current administration of drugs and medication forms.
12. If a child is permitted to carry and administer their own asthma or emergency allergy medication, the Parent/Guardian will provide written authorization and instructions. The authorization will be kept in the child's file. If a child self-administers a medication, a record of the self-administration and the time will be recorded on a medication form and noted in the daily written log book (journal).
13. All medication forms will be kept for 3 years.

CREAM & OINTMENTS

All cream and ointments to be used on your child (i.e. diaper creams) must be labeled with your child's name and will be kept in the diapering area out of reach from the children. All creams and ointments must be in the original container and accompanied by a signed non-medicated form (i.e. Vaseline, sunscreen). Instructions will be provided by the Parent/Guardian for use.

Teething gel/drops or creams will be stored in the locked medication box with the appropriate non-medication administration form signed by the Parent/Guardian. Instructions will be provided by the Parent/Guardian for use.

HEAD LICE

If you find that your child has head lice, please let us know. We can help prevent further spread by checking out the other children. If a staff discovers either nits (eggs) or live lice while in care, a Parent/Guardian will be notified, and the child will be sent home for treatment. Your child will not be removed or separated from the group while awaiting pick up. The trauma of being separated could be more harmful than the physical problems associated with having lice. Once the child has been treated at home, they can return to childcare the next day.

While Parents/Guardians have the primary responsibility for the detection and treatment of head lice, we will work in collaboration with families to help manage head lice effectively. Each time there is an incident of head lice in a program, all families will be notified and asked to check their child. The name and identity of the child with head lice will remain confidential.

The Bobcaygeon Nursery School & Daycare Corporation recommend that families contact a pharmacy or trusted health care professional to determine the best treatment method for your child. The most effective treatment of head lice removal is with a "nit comb." We will have information available for families on head lice treatment methods as requested.

PROCEDURES FOR HANDLING ACCIDENTS AND INJURIES

It is the policy of the Bobcaygeon Nursery School & Daycare Corporation to provide a safe environment therefore minimizing the risks of accidents or injuries.

The following procedures will be taken if a child is injured:

1. The staff supervising the child will respond immediately and first aid will be administered
2. The Parent/Guardian of the child will be notified immediately if the injury is of a more serious nature and depending upon the severity of the injury, may be asked to pick up their child and seek additional medical treatment from a physician
3. If the child remains at the program after an injury, he/she will be monitored closely, and Parents/Guardians will be notified if the child's condition changes or worsens
4. An Accident Report will be written describing the circumstances of the injury and whether it was a minor or serious injury, how the child reacted, any first aid that was administered and how the Parents/Guardians were informed. A copy of the Accident Report will be provided to the Parent/Guardian to sign and to keep for their records. Any time an Accident Report is completed, it will be noted in the program daily journal.
5. If the injury is deemed a Serious Occurrence, the Supervisor will file a Serious Occurrence Report with the area office of the Ministry of Education, Early Learning Division.

SANITARY PRACTICES

It is the responsibility of the staff at the Bobcaygeon Nursery School & Daycare Corporation to ensure that sanitary practices are being followed in accordance with our local Health Unit.

DISINFECTANT

Staff will be responsible for signing cleaning sheets to include the date, time, and disinfectant used, DIN number and expiry date of the disinfectant. Additional cleaning and sanitizing will be done should there be an increase in illness within the centre. Cleaning refers to the removal of dirt and organic material from a surface. Cleaning alone does not kill or deactivate germs. Disinfection works by using chemicals to kill/deactivate germs on surfaces. This process does not work effectively if surfaces are not cleaned first.

Disinfectant will be used on all cots and cribs after every use by an individual child. Personal bedding/linens are labelled with the child's name and not shared without washing first. Bedding will be washed weekly or more if visibly soiled. All low touch surfaces (i.e. windowsills, walls, doors) must be cleaned and disinfected as needed. Disinfectant must have a Drug Identification Number (DIN #). Staff will check the expiry date of products used and always follow the manufacturer's instructions.

Staff will assist the children with washroom routines to ensure they wash hands thoroughly. Staff will disinfect toilets, sinks and taps throughout the day. Staff will then use proper hand hygiene to wash their hands.

Water sensory bins must be cleaned out and disinfected daily and the children must wash their hands before and after entering sensory play. Dry sensory bins should be emptied as needed or at least once per week. Bins will be cleaned out and disinfected regularly.

Water bottles must be provided from home for children to have fresh drinking water available each day. Water bottles will be kept at daycare and labelled with the child's name on it. Water bottles will be disinfected at least once daily.

DIAPERING PROCEDURE

The following procedure will be followed when changing diapers:

1. Staff will wash hands prior to changing
2. After removing diaper, dispose of the diaper in a plastic bag, tied and placed into the washroom garbage. Training pants will be emptied, if necessary, tied into a plastic bag and put into the child's cubby to be taken home and washed. Any soiled clothing that is sent home will be accompanied by a note to inform the parent of the soiled clothing.
3. Using the wipes provided, staff will wash the child's diaper area to ensure the area is completely clean and dry. If provided, diaper cream will be applied to the child's diaper area and recorded on the form
4. Staff will wash the child's hands
5. The change table will be cleaned and disinfected using the disinfectant spray located at the change table
6. Staff will wash their hands using the proper hand-washing method posted
7. All garbage's will be emptied at the middle of the day if necessary and every night
8. Kitchen staff is not to change diapers or soiled underwear at anytime

UNIVERSAL HEALTH PRECAUTIONS

POLICY: To keep the staff and children healthy and safe at the Bobcaygeon Nursery School & Daycare Corporation, it is our organizations policy to follow the guidelines listed below;

- ❖ It is good practice for staff, when dealing with bodily fluid (vomit, blood, urine, stool) to use latex gloves that can be disposed after. The area should be cleaned up immediately and the area disinfected using the disinfectant provided and paper towel.
- ❖ Wash hands immediately after coming in contact with bodily fluids using the proper stated hand-washing procedure after the fluids have been cleaned up.

WASHING

1. Wash cloths are used in the classrooms and will be used only once and then laundered
2. Liquid soap should be made available at all sinks, in all washrooms and beside the kitchen hand washing sink
3. Floor should be kept clean – sweep and damp mop after lunch, sweep after snack and spot mop at the end of day if necessary. All carpets will be vacuumed nightly.
4. Diaper change tables will be cleaned daily (including under the change pad)
5. Frequently used equipment such as eating surfaces should be cleaned after each use (tables and chairs wiped down and sanitized)
6. The doors, door frames and doorknobs should be washed down weekly – especially the lower half as they are the dirtiest at the children's level

7. Hand sanitizer is made available in all rooms for staff and parents/guardians to use
8. The toys in the classrooms are to be sanitized on a regular basis. It is recommended to change toys every 2 weeks and to clean the toys in the room before returning them to the storage area
9. Water sensory bins are to be emptied daily and disinfected for the next day's use. Dry sensory bins will be emptied once per week or as needed and will be cleaned and disinfected.

IMMUNIZATION POLICY

The Bobcaygeon Nursery School & Daycare Corporation is responsible for collecting immunization records and exemptions for children attending the childcare centre prior to admission. The Bobcaygeon Nursery School & Daycare Corporation is also responsible for giving all immunization records and exemptions to the Halliburton Kawartha Pine Ridge District Health Unit.

CHILD EXEMPTION FOR IMMUNIZATIONS

Parents/Guardians who have philosophical or religious objections to immunizations may apply for an exemption for their child. A 'Statement of Conscious or Religious Belief' form needs to be notarized by a Commissioner of Oaths, and the original copy must be submitted to the Health Unit upon entry to our programs.

If a child is unable to be immunized for medical reasons, parents/guardians can request that a legally qualified healthcare provider complete the following medical exemption form. The original copy must be given to the Health Unit.

All forms and records will be kept in children's files.

EMPLOYEES, STUDENTS AND VOLUNTEERS IMMUNIZATION POLICY

Employees, students and volunteers are required to provide an up-to-date immunization record or a valid exemption to the childcare centre upon hire. They are also responsible for maintaining their immunization record and updating their employer when vaccines are received. Employees, students and volunteers are not at increased risk of contracting and developing TB in childcare centres, therefore routine screening upon hire is not recommended within the health unit area. The childcare centre supervisor or administrator is responsible for collecting immunization records and exemptions for each employee, student and volunteer and for providing them to the local Health Unit upon request.

STAFF EXEMPTIONS FROM IMMUNIZATIONS

Childcare workers who have philosophical or religious objections to immunizations may apply for an exemption, using a 'Statement of Conscious or Religious Belief' form that must be notarized by a Commissioner of Oaths and Affidavits.

STATEMENT OF CONSCIOUS OR RELIGIOUS BELIEF FOR AN INDIVIDUAL; CHILD CARE AND EARLY YEARS ACT, 2024

Childcare workers, who are unable to be immunized for medical reasons, can request that a legally qualified health care practitioner complete the required medical exemption form: Exclusion of any unvaccinated child care workers in the event of an outbreak or threat of an outbreak of a designated disease. If the Health Unit identifies any childcare workers as "at risk for the disease" they may exclude individuals without the required immunizations under section 22 of the Health Protection and Promotion Act (HPPA).

FLUSHING FOR LEAD

The opening morning staff will flush the taps for lead every morning the childcare centre is open. Each tap will run for 5 minutes, and this will be done before the childcare opens to families. There is a record kept in the kitchen and then filed in the water testing binder located in the office. All water records must be kept for 7 years. The Bobcaygeon Daycare Centre will complete the test for lead annually or as required by the Safe Drinking Water Act 2002, O. Reg 243/07. The Fenelon-Langton Child Care centre and the Bobcaygeon School Age Club will keep the records of lead testing obtained by the Bobcaygeon Public School and Langton Public School in our files for 7 years.

In the event that The Bobcaygeon Nursery School & Daycare Corporation should receive notification that the water testing samples exceed the Safe Drinking Water Act, Reg. 243/07 for lead or any other water sampling test, parents will be notified either by phone, email, or Instagram and a paper copy will be posted at every entrance to the childcare. The laboratory results will be kept on record and will be kept on file in the Water Flushing binder in the office for public records for 7 years.



FOOD HANDLING AND FOOD PREPARATION

POLICY: To ensure that the children in our care are provided with healthy and nutritional daily snacks and meals, the following procedures will be adhered to to respond to the children's rapid growth and development. Parents/Guardians will have an active role in planning nutritional intake during their child's hours of care.

All foods and drinks (bottles, food containers) must be labelled with the child's name to ensure that the child receives the correct nourishment and amount for their individual needs.

A refrigerator and microwave will be provided in the infant playroom to ensure the proper food storage and preparation of food and drinks. This will also eliminate the need for staff to leave the room in order to go to the kitchen to retrieve or warm items.

The dietary staff (Cook) will have knowledge of Canada's Food Guide and create menu plans, prepare foods and serve a balanced meal/snacks ensuring that all food restrictions, health notes and allergies are adhered to.

The staff serving the children meals and snacks may share and encourage the children to eat the daily meals that are being served. It is inappropriate for the staff to eat food in front of the children that is not being served to them. The staff may eat their own food on their own lunch time and outside of the classroom. The staff may eat the snack provided for the children at our cost. If a staff has a specific dietary need or health concern and needs to eat a snack or meal that they have brought in, they must have the foods approved by

the Supervisor before they eat in inside the classroom. Or we will provide a break for the staff so the food can be eaten outside of the classroom.

NUTRITION

A nutritious mid-day meal and a morning and afternoon snack are prepared on the premises and served to the children. Children's special dietary needs and allergies will be posted in the food preparation areas and in all the classrooms the child attends. We strive to be a NUT FREE CENTRE. Although we take many precautions to prevent exposure of identified allergens to the children in our care, it is impossible to be 100% safe.

Therefore, it is important for Parents/Guardians to notify the childcare staff in writing of any allergies or food restrictions, special dietary requests, and if applicable, consents to administer emergency medications (i.e. Reactin, Epinephrine, Inhaler etc...). Though all meals and snacks are supplied by the childcare centre, it may be necessary for the Supervisor or Administrator to request that meals be supplied by the Parent/Guardian if there is a high risk of exposure to an identified allergen or when a requested food restriction is significantly present on the posted menu. If this is the case all food brought into the centre must come in its original packaging and be labelled with the child's name on it.

Staff has the right to restrict food brought into the centre that has little nutritional value. The centre follows Canada's Food Guide when creating the menus to ensure that the children are receiving healthy, nutritious meals and snacks. A variety of foods are prepared, and the children are encouraged to try all food served.

CHILDREN WITH ALLERGIES OR FOOD RESTRICTIONS

If your child had a food allergy or food restriction, you will be required to give written instructions regarding which foods they can and cannot have from our menu. Parents/Guardians will be asked to review all menus with the Supervisor prior to the menu being served to the children. Food substitutions will be given in writing. This procedure will be completed for each seasonal menu change before it is introduced. *There are no discounts given to families when children bring in their own meals/snacks*

If your child requires food to be brought in from home due to a food restriction or allergy a permission form for your child to eat snacks or meals from his/her own lunch bag must be signed.

FOOD IN THE INFANT PROGRAM

All infants under the age of 12 months who are enrolled in the infant program will be fed in accordance with written instructions from the parent/guardian. Where food or drinks is supplied by a Parent/Guardian of a child in attendance, the food will be labelled with the child's name. All food or drinks will be stored, prepared and served to retain maximum nutritive value and prevent contamination. All bottles must be clearly labelled with the child's name.

Patterns of eating and food tolerance are highly individual for infants. New foods will be introduced judiciously because of the immaturity of the child's digestive system. The amount and scheduling of nourishment must accommodate the needs of the individual child to respond to the child's rapid development and growth. Parents/Guardians will have an active role in planning their child's nutritional intake during their hours of care. All food and drinks (bottles, food containers) must be labelled with the child's name to ensure that an infant receives the correct nourishment for him/her.

A refrigerator and microwave will be provided in the infant playroom to ensure proper storage and food preparations of food and to eliminate the need for staff to leave the room.

FEEDING INFANTS/TODDLERS

An area will be provided where the children may be individually held by the educators as they are fed bottles. Adult sized chairs, rocking chairs and highchairs are available for children if needed. Infants who are unable to hold their own bottles will always be held and the bottles will not be propped. New foods in a progressively coarser form will be offered to correspond with an infant's development and instructions from the parent. All vegetables served to infants and toddlers will be par boiled, so they are soft to avoid the possibility of choking.

PROGRAMS OPERATING AT THE BOBCAYGEON PUBLIC SCHOOL & LANGTON PUBLIC SCHOOL:

Follow the above procedures for Fire Drills, Evacuation, Serious Occurrences, Enhanced Serious Occurrences and accidents. The onsite Supervisor will report any incident and all other details to the Supervisor/Administrator at the Bobcaygeon Nursery School & Daycare Corporation immediately.

The Supervisor/Administrator will then complete all the necessary reports and ensure that all parents are notified and that all the children are safe.

SNACKS

BEFORE SCHOOL – Before School snacks will be available for the children attending the programs.

LUNCHES – Lunches on P.A. Days and Holidays will be prepared at the Bobcaygeon Nursery School & Daycare Centre or Fenelon-Langton Child Care Centre following our daily menu. The onsite supervisor or centre cook will transport the lunch to the Public School.

The School Age program does have access to the kitchen at the Bobcaygeon Public School during the summer months. Food can be stored in the fridge; freezers and the dishwasher is used to sanitize the dishes.

AFTER SCHOOL SNACKS – After school snacks will be prepared at the Bobcaygeon Nursery School & Daycare/Fenelon-Langton Child Care Centre and will be delivered or picked up by the site supervisor and staff daily. Dishes will be stored in the kitchenette at the Bobcaygeon Public School. A refrigerator will be provided by the daycare to store foods onsite. Supplies such as dishes, paper towels, and dish soap will be monitored by the staff and when quantities are low, more supplies can be ordered.

KINDERGARTEN AND SCHOOL AGE PROGRAMS OPERATING BEFORE AND AFTER SCHOOL AND FULL DAYS ON P.A. DAYS OR HOLIDAYS:

FIELD TRIPS

Throughout the year, field trips may be arranged to place of interest. A notice will be sent home in advance of the excursion, informing the Parent/Guardian of the destination, the date, the time and any additional cost involved and requesting authorization for their child to participate. Parents/Guardians or other family

members are encouraged to participate and join us on field trips. All volunteers must have a current Vulnerable Sector Check (VSC) on file with us to join. On all field trips away from the centre, the children will be transported in a school bus. When the whole program is on a field trip, and if parents do not wish to send their child/children, they are responsible for finding alternate care on that day. Additional field trip costs are NOT covered under the CWELCC funding and therefore the Parents/Guardians are responsible for paying any costs related to a field trip.

We may take the children on walks in and around the community to enhance educational opportunities. We have multiple strollers for use in the Infant and Toddler programs so that we may take them on walks throughout the town. The registration form asks for families to sign permission for community outings if they agree to allow their child/children to participate in walks within town.

SUPERVISION OF STUDENTS AND VOLUNTEERS

All students and volunteers will be supervised by the staff and supervisor of the childcare centre. No students or volunteers will be left alone with children. No child will be supervised by a person under the age of 18. All students and volunteers over the age of 18 will need to provide us with a clear Vulnerable Sector Check prior to their start date and a signed declaration annually thereafter. All policies and procedures will be reviewed by the student and the volunteer with the Supervisor before they begin their employment/position and at least annually thereafter.

MOVIES & ELECTRONIC/VIDEO GAMES

At the Bobcaygeon Nursery School & Daycare Corporation and the Fenelon-Langton Child Care Centre, we believe that there are far more valuable experienced than watching television and/or playing video games. Therefore, the times will be limited and restrictions on the use of TV, devices, movies and video games at the centre will be as follows:

MOVIES

The Kindergarten and School Age staff and the Supervisor/Administrator will discuss the selection of a specific movie/television show for the School Age or Kindergarten program and agree on its suitability. Movies should all be "G" Rated or Family. Movies must be approved by the Supervisor/Administrator for Preschool programs as well. Movies should be "G" Rated or Family.

ELECTRONIC GAMES

Electronic Games (video games, tablets, cell phones etc...) are not permitted to come to the program. Each program has their own I-pad for documentation purposes and to play music.

INSTAGRAM & OTHER SOCIAL MEDIA FORMATS

It is the policy of the Bobcaygeon Nursery School & Daycare Corporation that if a staff member is no longer employed by the Corporation, they will be removed from access to follow any of our programs on social media formats. Further, if a child is no longer enrolled in our programs, the family will be removed from following out social media formats. While enrolled, families will only be allowed to follow their child's program on social media.

INCLEMENT WEATHER: CHILD CARE PROGRAMS AND BEFORE & AFTER SCHOOL PROGRAMS OPERATING IN TRILLIUM LAKELANDS DISTRICT SCHOOL BOARD (TLDSB)

In rare circumstances, extreme weather or other facility situations may require a school or multiple schools to be closed. TLDSB lease holders will be notified as soon as possible via the typical communication channels (email, local radio station, TLDSB website and www.mybustoschool.ca). In these rare circumstances, public school closures will affect the Bobcaygeon School Age Programs and the Fenelon-Langton Child Care Centre School Age programs. Parents/Guardians will be notified as soon as possible through Instagram or email.

BOBCAYGEON NURSERY SCHOOL AND DAYCARE CORPORATION PROPERTIES

On inclement weather days where Trillium Lakelands District School Board decides to close schools, the Bobcaygeon Nursery School & Daycare Corporation will close all programs as well. When programs are not operating due to these rare circumstances, parents/guardians of children attending the Bobcaygeon Daycare (Infant, Toddler & Preschool) programs and the Fenelon-Langton Child Care (Toddler & Preschool) programs will be contacted through Instagram, email or by phone. Parents/Guardians will not be invoiced for inclement weather closure days.

Bobcaygeon Nursery School & Daycare Corporation: Bobcaygeon Daycare; Fenelon-Langton Child Care Centre and Bobcaygeon School Age Club Process to Address Complaints or Concerns

POLICY: The purpose of this policy is to provide a transparent process for the Parents/Guardians, the childcare licensee, and the staff to follow when Parents/Guardians bring forward any issues or concerns.

LICENSEE – The individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare centre it operates.

STAFF – Individual employed by the licensee (i.e. the program staff)

GENERAL PROCEDURE

Parents/Guardians are encouraged to take an active role in our child care centre and to regularly discuss what their child/children are experiencing within our programs. As indicated by our program statement, we support positive and responsive interactions among the children, Parents/Guardians, childcare providers and staff. We want to foster the engagement with our families and have ongoing communication with Parents/Guardians about the program and their child/children. Our staff are available to engage with Parents/Guardians in conversations and support a positive experience with every interaction.

All issues and concerns raised by a Parent/Guardian are taken seriously by the staff and the administration of the Bobcaygeon Nursery School & Daycare Corporation and will be addressed promptly. Every effort will be made to address and resolve issues or concerns to the satisfaction of all parties involved 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.

In situations where additional documentation and/or interviews with staff must be performed and reviewed by the Supervisor/Administrator, the timeline will be set up by the Administrator/Director. All issues will be resolved in a timely fashion after all the information has been collected and reviewed. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues or concerns will be fair, impartial and respectful to all 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 where information must be disclosed for legal reasons (i.e. Ministry of Education, Children's Aid Society, College of Early Childhood Educators, or Law Enforcement Authorities).

INDIVIDUAL CONDUCT

Our Corporation maintains high standards for positive interactions, 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 feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor/Administrator.

When dealing with Parent/Guardian concerns, the staff at the Bobcaygeon Nursery School & Daycare Corporation **will not tolerate** any form of verbal abuse or threatening behaviour that is intended to harm an employee's psychological well being. This includes yelling, insulting language, profanity or foul language, or any type of aggressive behaviour. Staff should immediately end the conversation and report the situation to the Supervisor/Administrator or call the police if necessary.

The Supervisor/Director/Administrator **will not tolerate** any form of verbal abuse or threatening behaviour that is intended to harm the Supervisor/Administrator's psychological well being. This includes yelling, insulting language, profanity or foul language, or any type of aggressive behaviour. The Supervisor/Administrator has the right to ask the Parent/Guardian to leave the property immediately or call the police if necessary.

The Director/Administrator can impose a suspension of childcare services in the instance where staff has been verbally abused. Parents/Guardians will then be notified by email that their child/children have been suspended from the program. The Director/Administrator will document the incident, and The Board of Directors will be notified of the suspension and have time to review the documentation on a case-by-case basis. The Director/Board of Directors has the right to permanently revoke the childcare spot. Parents/Guardians will be notified in writing of the Board's decision in incidents where the childcare staff has been verbally or physically threatened.

ESCALATION OF ISSUES OR CONCERNS

Where a Parent/Guardian is not satisfied with the response or outcome of an issue or concern, they may raise the issue or concern verbally or in writing to the Administrator of the Corporation. Issues and 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.

CONCERNS ABOUT SUSPECTED ABUSE OR NEGLECT OF A CHILD

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

If a Parent/Guardian expresses concerns that a child is being abused or neglected, the Parent/Guardian 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 the 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/htdoecs/English/childrensaid/reportingabuse/index>.

Issues and concerns may also be reported to other relevant regulatory bodies (i.e. Local Health Unit, Police, Ministry of Environment, and College of Early Childhood Educators)

INCIDENT REPORT POLICY

An incident report is a formal document that details the facts related to an incident or situation that occurred. Incident reports will be completed by staff as soon as possible. Staff will notify the Supervisor/Administrator immediately of the incident or situation. Any staff member who has knowledge or who witnessed the incident must not leave until the Supervisor/Administrator have reviewed the reports and documented all information. All families involved will be notified on the day of the incident. In the even a Parent/Guardian cannot be reached immediately, the Supervisor/Administrator will notify them within 24 hours.

If an incident or situation needs to be reported to the Ministry of Education as a Serious Occurrence, the Supervisor/Administrator will file the Serious Occurrence within 24 hours. Staff will work in partnership with supporting agencies in required (emergency services; Police, Fire, Ambulance, CAS, or College of Early Childhood Educators, Community Living, Child Services of Kawartha Lakes and Child Services of Peterborough County, or the Health Unit).

The Supervisor/Administrator will keep families updated should any follow-up actions be required for the Ministry of Education or any supporting agencies.

CONTACTS – Bobcaygeon Nursery School & Daycare Corporation
Nadine Jones/Donna Armstrong (Administrators)
Phone/Fax: 705-738-3267
Email: bobcaygeondaycare@bellnet.ca

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

PROCEDURES FOR HANDLING PARENT ISSUES/CONCERNS:

At the Bobcaygeon Nursery School and Day care Corporation we take Parent/Guardian concerns very seriously. We want nothing but the best care and treatment of every child who is enrolled with us. If you have an issue or concern at any time please do not hesitate to discuss it or report the issue following the guidelines below.

Nature of Issue/Concern:	Steps for Parent/Guardian to report Issue/Concern:	Steps for Staff and/or Licensee in responding to Issue/Concern:
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Program Room-Related Issue/Concern” E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	First Step Raise the issue or concern to the classroom staff directly Second Step Raise the issue or concern to the Supervisor Third Step Raise the issue or concern to the Administrator/Director	Classroom staff should document all Parent/Guardian concerns in the program journal. Classroom staff should inform the Supervisor of the concerns and the resolutions and the outcome. The Supervisor will address the issue/concern at the time it is raised or arrange for a meeting with the Parent/Guardian within a timely manner. The Supervisor will document issues and concerns brought forward and document the resolutions and outcomes. The Administrator will review the documentation. In situations where additional documentation and/or interviews with staff must take place, additional time will be required for the information to be gathered and reviewed by the Supervisor/Administrator and/or the Board of Directors. The Parent/Guardian will be notified in writing of the delay and a date and time will be scheduled for a meeting. If a Parent/Guardian contacts the Administrator directly, the Administrator will review the documentation with the Supervisor and provide a written response to address the concerns in a timely manner. If the Administrator/Director is unavailable, the Parent/Guardian will be notified in writing of the reason for the delay and a date and time will be scheduled for a meeting.
General, Centre- or Operations-Related Concern: E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to the Supervisor or Administrator	Document the issue/concern in detail Documentation should include: -The date and time that the issue or concern was received -The name of the individual who received the issue/concern -The name of the person reporting the issue/concern

		-The details of the issue/concern including any steps taken to resolve the issue/concern and/or information given to the parents/guardians regarding next steps or referral -Provide contact information for the appropriate person if the person being notified is unable to address the concern in a timely manner -Ensure the investigation of the issue or concern initiated by the appropriate party is completed in a timely manner -Document any reasons for delays in writing -Provide a resolution or outcome to the Parent/Guardian who raised the issue or concern
Student/Volunteer Related Concern:	Raise the issue or concern to the staff responsible for supervising the volunteer or student or to the Supervisor. All issues or concerns about conduct of students and/or volunteers that puts child/s health, safety and/or well being at risk should be reported to the Supervisor/Director/Administrator as soon as Parents/Guardians become aware of the situation.	Document the issue/concern in detail. Documentation should include: -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 or concern including any steps taken to resolve the issue/concern and/or information given to the Parent/Guardian regarding next steps or referral -Provide contact information for the appropriate person if the person being notified is unable to address the matter -Ensure the investigation of the issue/concern initiated by the appropriate party is done in a timely manner. -Document reasons for any delays in writing should they occur -Provide a resolution or outcome to the Parent/Guardian who raised the issue/concern in a timely manner.



