



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

705-738-3267 office

705-738-8000 School Program

bobcaygeondaycare@bellnet.ca

Fenelon-Langton Child Care Centre

35 Wychwood Drive,

Fenelon Falls, Ontario

K0M 1N0

705-887-9524

fenelonlangtonccc@bellnet.ca

Updated August 10, 2023



Learning Knows No Bounds

The Bobcaygeon Nursery School and 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 care to 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 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 care 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 in Langton Public School and in 1991.

The Bobcaygeon Nursery School and Daycare Centre, the Fenelon Langton Child Care Centre and The Bobcaygeon School Age Club are 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, parents 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 experience at daycare.

PURPOSE OF OUR PARENT HANDBOOK



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 Procedure Form indicating that they have read the parent handbook and will comply with the policies and practices of the centres.

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 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, teaching staff 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 the 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 and Daycare Corporation is governed by a volunteer Board of Directors. The seven member Board is comprised of parent whose child(ren) are or have been in attendance at the centres and other participating community members

The General Annual Meeting is held in November of each 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 in the year provide an opportunity to assess all programs , in order 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 them to develop a critical cognitive skill called 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, build 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 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 child care provides a strong foundation for early childhood development and well-being of children while parents work and we are committed to providing child care services that meet the needs of young children and families. Participating in the CWELCC system will help us to continue to provide high quality child care that is accessible, affordable , inclusive and sustainable.

Absenteeism of Children

It is the policy of The Bobcaygeon Nursery School & 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 is 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 & Daycare , and Bobcaygeon School Age Club are directed to call 705-738-3267. And all calls regarding children enrolled at Fenelon Langton Child Care Centre are directed to call 705-887-9524.

Bobcaygeon School Age Club has a phone for texting when you are dropping off or picking up your child/children the number is 705-738-8000. All messages concerning the children's schedules must go through the main office 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 family on our wait list.

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 a child/children are scheduled to attend on their monthly calendar and they have not arrived by 9:30 am, 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 the case where the Supervisor/Administrator has made efforts to contact Parents/Guardians but has not been successful in reaching them , the steps taken will be documented in the daily communication book. Staff will then assume the Parent/Guardian is responsible for the care and well being of the child/children for that day.





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 Pedagogy for the Early Years Document(2014)". The philosophy of the Bobcaygeon Nursery School and 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. Our programs are flexible and creative and provide children with opportunities for decision making and 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 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.

PROGRAM STATEMENT CONTINUED 2

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 interest 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 nurturing and adult support 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 child care to the children in our centre's. Continuous professional learning will be provided to program staff at our centre's. 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 Co-coordinators from Community Living and 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 during 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 Sir Sanford Fleming College are welcome into our programs to complete their placements.

Observations 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 are participating in.

PROGRAM STATEMENT 3

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 book, instagram accounts, 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 document "How Does Learning Happen?". 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 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, time for routines, snacks and lunch but will be flexible in the timing of these activities by focusing on the children's interests. By providing a safe and healthy environment the children will feel comfortable, and able to build 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 & 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 the review and is kept in the staff's employee file.

HOLIDAYS

The centre is closed on the following days of the year without charge to parents:

- | | |
|----------------|-----------------------|
| *New Years Day | *August Civic Holiday |
| *Family Day | * Labour Day |
| *Good Friday | * Thanksgiving Day |
| *Easter Monday | *Christmas Day |
| *Victoria Day | *Boxing Day |
| *Canada Day | |

The centre will be close for holidays over Christmas. Parents will be notified in advance and there is no charge for these days.

If the centre is closed due to inclement weather there will be no charge. Notice of closure will be announced on the local radio stations. If the centre is open on days of inclement weather you are required to pay the full fee if your child is absent.

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 teachers when dressing the children. It also helps parents finding 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 boots and snow pants.

Please keep a clean change of clothes at the centre your child- including shirt, pants, underwear and socks. We ask you to 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.

DIAPERS AND TOLIET 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.

SUNSCREEN AND HATS

Families must provide sunscreen for their child/children. Sunscreen should be labeled 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 send a hat for your child to wear in the summer months.



REFILLABLE WATER BOTTLES

We ask that you send in a refillable water bottle or sippy cup for your child to have water throughout the day. Water bottles should be clearly labeled with your child's name on it. Staff will wash the refillable water bottles and sippy cups every night.



COMFORT ITEMS

If your child requires a blanket for rest time and a comfort item from home (stuffed animal) please label all items. Bottles and soothers must be labeled . Staff will laundry all blankets and comfort items here at the daycare once a week or more often if required.



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.

Helping children to learn to use the toilet should be a co-operative effort between the parents, and teaching staff. When you feel your child is showing signs of training readiness, talk to your child's teacher and they will begin the process. 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 teaching staff will make every effort to support your child's sense of accomplishment.

Specialized Programs

Our staff work with the Early Learning Co-ordinators from Community Living to provide individual programs for children with special needs. An individual support plan will be in place for each child enrolled with special needs. The Individual Support Plan will be developed by the child's teacher and the parents, with input from the Early Learning Co-ordinators as needed.

The Individual support plan will:

- Describe how we will support the child to function and participate in a meaningful manner
- Describe any supports,aids, adaptations or other modifications to the physical, social and learning environment that are necessary
- The Individual support plan will be reviewed with staff, volunteers, and students.
- Community Living Early Learning Co-ordinators will visit all the programs on a regular basis to support children and staff through observation and documentation.
- Professional Development opportunities will be offered through Community Living as part of the Early Learning Quality Initiative.

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 in training provided by Community partners (Community Living, Health Unit, College of Early Childhood Educators, AECEO, City of Kawartha Lakes Children Services ,Ministry of Education)
- All Early Childhood Educators will be registered members of the College of Early Childhood Educators , and be in good standing with the College.
- Monthly Behaviour Management Observations for staff
- Annual Policy Review
- First Aid &Child CPR training for all qualified staff
- Food Handlers Course for all staff in the position of "Cook", Supervisor and Administrator

HOURS OF OPERATION

BOBCAYGEON NURSERY SCHOOL & DAYCARE CORPORATION

Hours of Operation 6 am to 6 pm, 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-12 noon

Full Day Care

FENELON LANGTON CHILD CARE CENTRE

Hours of Operation 7 am to 6 pm Monday through Friday

Toddler Care -18 months to 30 months

Preschool Care- 30 months to 6 years

Kindergarten Care- 3.8 years to 6 years

School Age Care -6 years-12 years

Nursery School 9 am -12 noon

Full Day Care

Half Day & Lunch

Before & After School, PA Day & Holidays

BOBCAYGEON KINDIE & SCHOOL AGE CLUB (BOBCAYGEON PUBLIC SCHOOL)

HOURS OF OPERATION 6:30 AM- 6 pm Monday through Friday

Kindergarten Care 3.8 years to 6 years

School Age Care 6 years – 12 years

Before & After School, P A Day & Holidays



Bobcaygeon Nursery School & Day Care Corporation

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

Childcare Rates as of January 1, 2023

Care Description	Base Rate with Inflation Increase	New Parent Fee for Children under Age 6
Infant Full Day	\$48.22	\$22.78
Infant Half Day	\$43.09	\$20.36
Toddler Full Day	\$43.09	\$20.36
Toddler Half Day	\$37.96	\$17.94
Toddler Nursery School	\$27.70	\$13.09
Preschool Full Day	\$36.94	\$17.45
Preschool Half Day with Lunch	\$32.28	\$15.51
Preschool Nursery School (9-12)	\$23.60	\$12.00
Kindergarten BS/AS Both on Same Day	\$20.52	\$12.00
Kindergarten Before School	\$10.26	\$10.26
Kindergarten After School	\$10.26	\$10.26
Kindergarten Full Day	\$36.94	\$17.45
School Age Before & After School	\$20.52	\$20.52
School Age 6 hour day	\$25.65	\$25.65
School Age Full Day	\$30.78	\$30.78
Registration Fee	\$40.00	\$18.90

ADMISSION-ENROLLMENT

Before your child begins attending the centre, the supervisor will arrange an orientation visit for you and your child/children. The philosophy of the centre will be discussed, policies and procedures reviewed and the daily routines and expectations explained.

Upon enrollment parents/guardians must complete all registrations forms, including medical information, permission forms and emergency contact information. Each child has their own file and an emergency file is completed and kept in the playroom and taken with the teachers on all outings.

There is a non refundable registration fee (per family) due before your child/children start their first day at the centre.

Parents are requested to sign a contract with the Corporation indicating that they have been informed of the Corporations Policies and Procedures, Parental Obligation and agree to abide by these policies.

We encourage you to take the time to speak to your children's teachers each day. Our supervisor is always available to answer any questions. If required a meeting can be scheduled with the supervisor and administrator to discuss your child's progress or to address your concerns.

ARRIVAL & 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 of your child at the centre. It is difficult for a child to enter the program when the other children 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 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.

In order to ensure the safety of your child, they will only be released to the parents and emergency contacts listed on emergency contacts 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 person/parent/guardian is allowed to take your child home. We ask all parents/guardians to let us know if there is someone else besides themselves picking the child/children up .Parents/guardians can inform us in writing , in person or by phone. You will need to give us the name of the person who will be picking your child up. When that person arrives they will be asked to show their photo identification. If a parent has sole custody of a 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 teachers in your child's playroom. Knowing this information will often explain changes in a child's behavior , or signs of stress and our staff can help your children adjust to new situations.

Income Tax Receipts

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

Late Fees

The Child Care Centre is closed at exactly 6:00pm daily. You are required to pick up your child and exit the child care centre by 6 :00pm. The following late fees will apply if your child/children are still in our care after 6:00pm. ***Flat Fee of \$5.00 Plus \$1.00 Per Minute***

Behaviour Management Policies and Procedures

The behavior Management Policies used by the staff at Bobcaygeon Daycare Centre and Fenelon Langton Child care Centre are intended to foster desired behaviour rather than 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 child guidance it will occur as soon as possible after the troublesome behavior. Parents will be informed of the guidance used and the reasons why if their child was involved.

If negative behavior is ongoing, our staff will work together and set up an individual support plan with steps to help the child work towards acceptable behavior. The parents will be involved in creating the support plans with the staff. Goals will be set and the plan reviewed regularly for any required changes. Outside Professional Organizations maybe approached for their expertise with parental consent ex. Community Living

Emergency Management Policy and Procedures

Intent

The intent of the Emergency Management Policy is to protect the health and safety of children and staff in the event of an emergency.

Definitions- Emergency Situation: Is an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre (ex. fire, flood, bomb threat, neighborhood/community evacuation as directed by authorities such as police, fire chief.

Emergency Management Policy and Procedures Continued

Definitions Continued: Evacuation Site- is a safe location to take children and staff

Preparing for Emergency Situations:

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

Fire Drill Procedure

Each centre will hold a monthly fire drill. The supervisor will keep a log of how long it took to exit the building, number of children and staff in the building at the time. Practice helps both the staff and children to 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 Bobcaygeon Public School

2nd Location is Bobcaygeon Fire Station

Evacuation Site for Bobcaygeon School Age Club Located at Bobcaygeon Public School

1st Location is Bobcaygeon Nursery School and Daycare Centre

2nd Location is Bobcaygeon Fire Station

Fenelon Langton Child Care Centre

1st Location is Fenelon Court

2nd Location is Senior Citizen's Facility on 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 of the fire alarm system and all tests of fire protection equipment.
3. All records are retained for at least three years from the date of the 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- notification of a fire will be made by pulling the Fire Notifier (red box) to set off the alarm.

Fenelon Langton Child Care Centre-Langton Public School has an alarm system installed- notification 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.

Bobcaygeon School Age Club-Bobcaygeon Public School has an alarm system installed- notification 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 staff and children.

In the Event of a Fire:

1. **Sound the alarm**
2. **Calmly gather the children to the safest exit door. R.E.C.E./program staff check all areas of the room and washrooms to ensure all the children are ready to leave the building, gather the sign in/out sheets and the emergency cards.**
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. **Supervisor /Administrator will phone 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.**

EMERGENCY PROCEDURES CONTINUED

Responsibility of Administrator and Supervisor

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 all staff 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. **Hold monthly fire drills**
5. **Ensure stairways doors operate appropriately.**
6. **Keep stairways, landings, hallways and exits (inside and out) clear of obstructions 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 materials 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 Cook:

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

Prevention of Fires:

Staff is responsible to assist in the reduction of clutter and unnecessary collection of combustible materials

Storage:

- **Storage areas shall be kept clean and tidy**
- **Never block fire exit doors**
- **Fire extinguishers shall remain accessible**
- **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. 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.**

PROCEDURES FOR HANDLING ILLNESS AND HEALTH CONCERNS CONTINUED

-Children with a common cold do not need to stay home, but DO NOT bring 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 Tempera or Tylenol 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. Please advice your child's teacher if you have medicated your child.



It is the policy of 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 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.

PROCEDURES FOR HANDLING ILLNESS AND HEALTH CONCERNS:

- Daily Health checks are carried out by the staff on each child entering the program. Details of any ill health are documented on Illness tracking forms.
- ILL children receive the appropriate care and attention they require immediately
- Parents 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 keep their child home to recover until there have been no symptoms for 24 hours. Children on antibiotics for infectious conditions need to stay at home until they have been on the medicine for 24 hours
- The program supervisors will report and "Reportable Diseases" to the Health Unit
- Any cases of Fifth's Disease will be posted to inform parents and staff immediately
- Staff and children who are being managed by the Health unit should follow the instructions from the outbreak team to determine when to return to the childcare centre
- If not advised by the Health Unit, staff and children will not be permitted back to the centre for a minimum 24-48 hours from the onset of symptoms, unless seen by a doctor who has diagnosed them with an alternative illness. Before returning with a diagnosed alternative illness 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.
- Staff will work co-operatively with the Haliburton Pine Ridge Health Unit in response to outbreaks of communicable diseases of public health importance.
- Staff shall, at all times follow Sanitary Procedures including proper hand washing techniques to minimize the spread of illness and infectious disease
- Licensing regulations require daily outdoor play for all children , therefore children to ill to play outside must remain at home

Emergency Management Policy and Procedures (Continued)

*The response and effectiveness of each practice drill will be discussed with the staff before the program resumes.

*A full first aid kit is located in the office. All staff will be made aware of the location of this kit and if time permits during an emergency it will be taken by the supervisor or office staff.

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 is expected within 5 days of invoicing.

Payments can be made by cash, cheque or e-transfers can be sent to bobcaygeondaycare@bellnet.ca.

Cash payments should be received by the supervisor, director or staff in person and you will be issued a receipt. Please do not leave cash in the mailbox without receiving a receipt. Payments made by cheque are to be placed in the mailbox at the office.

Overdue accounts will be charged 2% interest. Accounts over a month overdue may be forwarded to Credit Bureau for collection.

Invoices and Outstanding Accounts Policy Update (Effective July 1,2023)

Bi-weekly Invoicing for Child Care

Invoicing will continue to be done at the first and fifteen of each month. It is the policy of The Bobcaygeon Nursery School & Daycare Corporation that all invoices must be paid within five days of receiving them. Child care 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, any default on payments and the child/children will automatically be removed from the program. The Bobcaygeon Nursery School & Daycare Corporation is not required to hold the child care spot until the account is paid in full.

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 & Senior Kindergarten children and School Age Children (3.8-12 years). Centres offer full day programs, nursery school and before and after school programs. All programs are 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 space available in any program at any specific time.

We do not offer drop off services. All the children enrolled in the program attend on a full time /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 needed 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. Your child will be billed according to the days on your schedule. Should you need extra days of care you are required to speak to the supervisor. We will accommodate any changes or additional days should there be space available without exceeding our licensed capacity. There is a minimum of 2 weeks notice required to canceled scheduled days without being charged.

There is a retainer fee charged if you want to withdraw your child for a period of longer than 3 consecutive weeks up to a maximum of 8 weeks. The retainer fee is non-refundable.

Overdue Accounts

Any account 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 child care spot until the account is paid in full.

Subsidized Child Care Contracts

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 their expiry date. If subsidy agreements are not renewed by the contract date then Parents/Guardians 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 the child care spot until a new contract is approved.

Children that have been removed from the programs ,parents will be required to re-register on the OneHsn waitlist for care.

Receipts for income tax purposed will be prepared and available for pick up in February.

All NSF cheques will be subject to a \$25.00 service charge.

Late Fees The child care centre is closed at exactly 6 pm daily. You are required to pick up your child and exit the child care centre by 6pm. The following late fees will apply if your child/children are still in our care after 6 pm. A Flat Fee of \$5.00 plus \$1.00 per minute.



MONITORING COMPLIANCE AND CONTRAVENTIONS WITH OUR PROGRAM STATEMENT, POLICIES AND PROCEDURES AND INDIVIDUAL SUPPORT PLANS:

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 "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 compliances of each staff, student and volunteer. The Monitoring Forms will be kept in a secure place in the office and all records will be kept for three years. Observations of contraventions will be reviewed immediately.

Contraventions of the Program Statement , Policies and Procedures and Individual Support Plans will be recorded on the Program Statement Management Compliance and Monitoring Form actions will be taken immediately.

The Supervisor and the staff will then discuss the situation and suggestions for improvement will be decided upon: A time frame for improvement will be decided

:Mandatory Training opportunities will be explored and staff will attend training sessions

A staff who does not support or who's actions do not support our Program Statement ,may have their employment terminated.

Discussion 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 to 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 behavior rather than focus on less desirable behavior. All employees of the Corporation, students and volunteers should:

- **Plan For Positive Outcomes:** Plan for the needs, the development 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:** Choice 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 Behaviours:** If using this method, all staff must work together so that one person does not reinforce the poor behavior 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 of 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 That 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 children receiving care at the Bobcaygeon Nursery School & Daycare , 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 high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the prevention of a child from hurting himself, herself or someone else. And this is used only as a last resort and only until the risk of injury is no longer imminent.

Prohibited Practices Continued 2

3. Locking the exits of the child care 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 the 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 a 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 ,clothing or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will.

In the event a staff observes another staff contravening in a prohibited practice , they have the duty to report their observation immediately to the Supervisor/Administrator. The Supervisor/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/Administrator must begin documenting as many facts pertaining to the situation as possible in preparation for her first oral emergency report.

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

- *Ask for identification o 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 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 behavior management)

- A. The incident of inappropriate behavior 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.
- B. If the incident involves actions will be taken regarding unacceptable behavior management:

Unacceptable Behavior	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 documented	Suspension and/or Dismissal, documented	Dismissal, documented

The Administrator /Supervisor will contact the parent/guardian of the child/children involved in the incident of inappropriate behavior 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 Severe Situations

The Administrator and the Board of Directors will review the documentation. If there is factual evidence that indicated harsh discipline was used or the employee was abusive in any way, the employee will be dismissed immediately. The reason for dismissal will be noted on the employees 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 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.

Immunization Policy

Children Attending Immunization Policy

The Bobcaygeon Nursery School & Daycare is responsible for collecting immunization records and exemptions for children attending the child care centre prior to admission. The Bobcaygeon Nursery School & Daycare is also responsible for giving all immunization records and exemptions to the Health Unit.

Exemptions for Immunization

Parent/guardians who have philosophical or religious objections to immunization may apply for an exemption for their child. The Statement of Conscience or Religious Belief form needs to be notarized by a Commissioner of Oaths, and the original copy must be given to the Health Unit.

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.

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 child care centre upon hire. They are also responsible for maintaining their immunization record and updating their employer when vaccines are received. The child care centre operator is responsible for collecting immunization records and exemptions for each employee, students and volunteer and providing them to the Health Unit upon request.

Exemptions from Immunizations

Child care workers who have philosophical or religious objections to immunization may apply for an exemption, using the Statement of Conscience or Religious Belief forms that must be notarized by a Commissioner of Oaths.

Statements of Conscience or Religious Belief for Individual, Child Care and Early Years Act, 2014

Child care workers who are unable to be immunized for medical reasons can request that a legally qualified healthcare provider complete the following medical exemption form.

Exclusion of unvaccinated child care workers, upon notification of an outbreak or threat of an outbreak of a designated disease, the Health Unit identifies child care workers at risk for the disease and may exclude those without the required immunizations under section 22 of the Health Protection and Promotion Act (HPPA)

ADMINISTRATION OF MEDICATION:

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 medication be sent in the original container, labeled with your child's name, the name of the drug, dosage and administration instructions, expiry date, storage instructions. A drug administration form must be filled out and signed by the parent/guardian. This form is kept on file at the centre. The medication will be sent home each night unless it is an ongoing prescription and a separate original container is processed for the daycare from the pharmacy.

MEDICATIONS

- a) Prescription and non-prescription drugs or medications must be accompanied by a signed parent drug administration form
- b) A parent should hand deliver the medication in the original container and give the written instructions to a staff member
- c) Medication must be stored as directed and kept in a locked container in the kitchen
- d) Children will be brought to a well lit area to administer the medication
- e) The supervisor or administrator will be responsible for administering the medications. If the supervisor or administrator is out of the building they will designate the assistant supervisor to administer the medication.
- f) A copy of the drug administration will be placed on a clipboard just outside the kitchen.
- g) For each child receiving medication an entry should 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 forms says, a reason should be documented on the drug administration form and the parent notified.
- h) Any accidental administration of medication (medication given to the wrong child, or a dosage error) should be recorded and reported to the supervisor/administrator who will notify the parent/guardian of the child
- i) Leftover medication or surplus medication should be returned in the original container to the parent of the child or discarded with parental permission
- j) 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 medications are accompanied with a current administration of drugs and medication forms.
- k) If a child is permitted to carry and administer their own asthma or emergency allergy medication, the parent 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 journal
- l) All medications forms will be kept for 3 years

MEDICATION CONTINUED

All creams and ointments to be used on your child ex. Diaper creams, must be labeled with your child's name and will be kept in their basket in the diapering area. All creams and ointments must be in the original container and accompanied by a signed a Non Medicated Cream Form ex. Vaseline

Instructions will be provided by the parent/guardian for use.

Teething Drops or creams will be stored in the medication box in the kitchen with the appropriate non medication administration form signed by the parent/guardian. Instructions will be provided by the parent/guardian for use.

PROCEDURES FOR HANDLING ACCIDENTS AND INJURIES

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

- If a child is injured , immediate First Aid will be administered
- The parents will be notified immediately if the injury is of a more serious nature and depending upon the severity of the injury will be asked to pick up the child and addition medical treatment from a physician.
- If the child remains at the program, he/she will be monitored closely , and parents will be notified if the child's condition changes.
- An accident report will be made describing the circumstances of the injury and whether it was a minor or serious injury, any first aid that was administered. A copy of the accident report will be provided to the parent/guardian to sign and for their records. Any time an accident report is completed, it will be noted in the daily journal.
- 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.

FOOD HANDLING AND PREPARATION

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

All foods and drinks (bottles ,food containers) must be labeled with the child's name to ensure that a child receives the correct nourishment for him/her.

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

Procedure:The dietary staff will have knowledge of Canada's Food Guide and plan, prepare and serve a balanced meal and snacks ensuring that all Food Restrictions , Health Notes and Allergies are adhered to.

The staff serving the children lunch and snack 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 food on their 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 diet and needs to eat a snack or lunch that they have brought in they must have the food approved by the supervisor before they eat it in the room, 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 cooking areas and all playrooms. We strive to be **NUT AWARE CENTRE**. Though 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 child care staff in writing of any allergies or food restrictions, special dietary requests, and if applicable, a consent to administer emergency medications (ex. Benadryl, Epinephrine). Though all meals and snacks are supplied by the centre, it may be necessary for the supervisor/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 labeled with the child's name on it. Staff have the right to restrict food brought into the centre that has little nutritional value. The centre follows Canada's Food Guide when setting 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 has food allergies or food restrictions you will be required to give written instructions regarding which foods they can and cannot be served 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 before it is introduced. *There are no discounts given when children bring in their own meals or snacks*

INFANT PROGRAM

FOOD

All infants under the age of one enrolled in our programs will be fed in accordance with written instructions from a parent/guardian. Where food or drink is supplied by a parent/guardian of a child in attendance the food will be labeled with the child's name and all food or drink is stored, prepared and served so as to retain maximum nutritive value and prevent contamination. All bottles must be clearly labeled with the child's name. Patterns of eating and food tolerance are highly individual in 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 in order to respond to the child's rapid development. Parents/guardians will have an active role in planning this nutritional intake during the child's hours of care. All food and drinks (bottles/food container) must be labeled with the child's name to ensure that a child receives the correct nourishment for him/her.

INFANT FOOD CONTINUED

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

FEEDING

An area will be provided where the children may be individually held as they are fed rockers: adults sized chairs, highchairs. Those infants not able to hold their own bottles will always be held and 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 /toddlers will be par boiled so they are soft to avoid the possibility of choking.

DAILY LOGS

Provided for each child under the age of 18 months. Daily entries in the individual log books sheets will contain the following information:

*food/drinks consumed daily, amount and time

*bowel movements, time and # that day

*summary of daily activities- children they played with, toys played with or play the engaged in, any new developmental achievements, and how they were feeling that day.

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 parent/guardians will put in writing their children's sleep preferences. The parents/guardians will be consulted periodically on their children's sleep pattern 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.

There will be sufficient light in all sleep rooms to allow the staff to visually ensure that the children are safe, comfortable and healthy.

Children under the age of 12 months of age will be placed upon their backs to sleep.

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 children throughout the week, the sheets will be removed at the end of the day, the crib disinfected and fresh sheets will be put on the crib mattress before another child uses the crib for sleep. All sheet 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 playrooms 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, labeled with their name, in which their blankets and sheet will be placed in after each sleep time.

Not all children require a sleep during the day. All children needing a sleep will be given an 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 sleep sheet each day :

- Name of each child sleeping
- Time child 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 expressions.
- Observations are recorded
- Staff initial their observation and 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 Sleep Room & Preschool Sleep 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 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 observations and the time
- Daily sheet are filed in sleep room file in the office at the end of each week
- All records are kept for three years

SANITARY PRACTICES

Staff will be responsible for signing cleaning sheets to include the date, time, disinfectant used, DIN number and expiry date of the disinfectant. Additional cleaning and sanitizing will be done should there be an increase in sickness in the centre. Cleaning refers to the removal of dirt and organic material from the 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.

Disinfect cots and cribs after every use. Personal bedding/ linens are labelled with the child's name and not shared. Bedding will be washed once a week or more if visibly soiled.

Low touch surfaces (eg. Floor ,walls, windowsills) must be cleaned and disinfectant as needed.

Disinfectant must have a Drug Identification Number (DIN). Check the expiry date of products used and always follow manufacturer's instructions.

Staff will assist children with bathroom routines to ensure they wash their hands thoroughly. Staff will disinfect the toilet, sink and taps throughout the day. Staff will then use proper hygiene to wash their hands.

Outdoor equipment will be cleaned and disinfected after group of children have used them while playing outside , before the next group of children use them.

Water Sensory bins must be changed daily and the children must wash their hands before and after entering sensory play. Dry Sensory bins should be emptied as needed or at a minimum once a week, bins should be cleaned and disinfected.

All children will provide water bottles from home that are clearly labelled and water will be available throughout the day for children to have water.

Walks to the green space near the daycare are permitted (eg. Peace park, ball park, setters village)

Sanitary Practices

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 mop at end of day if necessary. And the carpets will be vacuumed nightly.
4. The diaper change tables need to be cleaned daily.
5. Frequently used equipment such as eating surfaces should be cleaned after each use (tables & chairs wiped down and sanitized)
6. The doors, door frames and door knobs 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 to use
8. The toys 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 to the storage area.
9. Water Sensory Bin are to be emptied daily and disinfected , Dry Sensory Bins should be emptied as needed or at a minimum once a week ,bins should be cleaned and disinfected.
10. Water Tables- water is to be emptied daily and bin wiped out and disinfected before adding more water

Sanitary Policies

Diapering:

1. Wash hands
2. After diapering dispose of the disposable diaper in a plastic bag , tied and placed into garbage can. Training pants need to be emptied if necessary, tied into plastic bag and put into child's knapsack. If you put soiled clothes into a child's knapsack you need to hang a note at the child's cubby to inform the parents that there are dirty clothes to be taken home and washed.
3. Wash the child's diaper area with a wet wipe, or a wet face cloth. Make sure the area is clean and dry.
4. Wash the child's hands.
5. Disinfect the change table.
6. Wash your hands thoroughly with a good lather of soap
7. Garbage's will be emptied at the middle of the day if necessary , and every night
8. Kitchen staff is not to change diapers /underwear

Universal Precautions

Policy: To keep the staff and children healthy and safe at the Bobcaygeon Daycare Centre, The Bobcaygeon School Age Club and the Fenelon Langton Child Care Centre it is our policy to follow the guidelines listed below;

Procedure:

- It is good practice for staff , when dealing with bodily fluids (vomit,urine,fecal matter, blood) to use latex gloves. The area should be cleaned up immediately and the area disinfected with 1 part bleach to 9 parts and disposable paper towel.
- Wash hands immediately using the proper stated hand washing procedure after the spill has been cleaned up.
- When handling an injury party who is bleeding wear latex gloves.

Bobcaygeon Nursery School & Day Care Corporation

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

Anaphylactic Policy

Policy for Children with Serious 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 the 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 and students 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.

Symptoms of Anaphylaxis

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

- Swelling, which can cause difficulty swallowing and breathing
- Abdominal pain
- Cramps
- Vomiting
- Diarrhea
- Hives and angiodema (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 (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.

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

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, dairy products, seafood/shellfish or any other foods a child in the centre that has been identified as having an anaphylactic reaction to.

Parents/guardians of children who need to bring in foods due to allergies or sensitivities are required to ensure all foods adhere to Canada's Food Guide; foods must be labeled 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.

Plan

Parents/guardians will provide an auto-injection kit clearly labeled with name and prescription. Parents/guardians and physicians of an enrolled child with an anaphylactic allergy are required to provide input into the child's individual medical plan for a child with anaphylactic allergy. This 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. The plan will be posted in the kitchen and all classrooms in the centre that the child is enrolled in.

Training

The emergency procedures will be read and reviewed with all employees prior to employment and annually afterwards. All staff and students will receive training from 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

The auto-injection kit/needles/drugs to be administered will be labeled and kept in locations easily accessible to staff. Expire dates are to be checked regularly and replacements made when required.

Updated January 2022

VULNERABLE SECTOR CHECK POLICY

Policy: In order to ensure the safety of the clients in our care, it is the policy that all staff provide 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 either direct service or 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 must provide the original Vulnerable Sector Check at the time of employment or at the start of a placement.

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

All employees, students, volunteers are required to obtain a new clear vulnerable sector check every 5 years, within 15 days of the date of the original document. All employees, volunteers and students must sign an acknowledgement on a yearly basis (offence declaration) that their vulnerable sector checks are still valid. Signing of the offence declaration must be done within 15 days of the date the vulnerable sector was issued.

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

Leave of Absence- if an employee is on a leave (ex. Parental leave, medical leave), we must work with the employee to ensure the new vulnerable sector check/ offence declaration is obtained as per the required timeline.

Criminal Record Check (CRC) & Vulnerable Sector Check (VSC) Policies and Procedures

Procedures for obtaining a Criminal Record Check, Vulnerable Sector Check:

- *The supervisor will provide the appropriate letter requesting either a CRC or VSC that the student, volunteer, employee and board member will submit online to the OPP
- *Should an employee, volunteer or student be convicted of an offence they must report it to their supervisor, record the offence(s) on the Offence Declaration Form, date and sign it.
- *Should a volunteer, student or employee 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.

Criminal Record Check (CRC) & Vulnerable Sector Check (VSC) Policies and Procedures Continued

- The board has the final decision regarding further employment and or involvement
- All Vulnerable Sector Check, Criminal Record Checks and Offence Declaration Forms will be kept in a separate file; in a locked drawer and in the office at each location.

Criminal Record Checks (CRC)& Vulnerable Sector Checks (VSC)– Supporting Agencies and Partners

Individuals coming into our centres to work with our staff and/or children are in a position of trust and must conduct a CRC or VSC. The Bobcaygeon Nursery School & Daycare Corporation requires and Attestation form 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 Record Check 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 discuss with the Supervisor/Administrator of the Bobcaygeon Nursery School & Daycare Corporation that is relevant to placing this individual in a position of trust.

Exceptions, Additional Measures:

In the case that there is a wait for an employee or volunteer to receive their CRC or VSC the Bobcaygeon Nursery School & 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 or student will not be left alone unsupervised with children
2. The Supervisor or the program will obtain an offence declaration from the employee or volunteer

PROGRAMS OPERATING AT THE BOBCAYGEON PUBLIC SCHOOL

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

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

SNACKS

BEFORE SCHOOL

Before school snacks will be available for the children attending the programs.

LUNCHES

Lunches on PD Days and Holidays will be prepared at the Bobcaygeon Nursery School & Daycare centre following our daily menu. The onsite supervisor or childcare cook will transport the lunch up to the Bobcaygeon Public School.

The School Age program does have access to the kitchen at the Bobcaygeon Public School in the summer months. Food can be stored in the fridges, 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 centre and will be picked up by the site supervisor and staff on a daily basis. 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, dish soap will be monitored by the daycare staff and when quantities are low report it to the supervisor so supplies can be ordered.

FIELD TRIPS

Throughout the year, trips may be arranged to places of interest. A notice will be sent home in advance of the excursion, informing the parent/guardian of the destination time date , any costs involved and requesting authorization for their child to participate. Parents or other family members are encouraged to participate and join us on our field trips. All volunteers must have a current vulnerable sector check on file . On all trips away from the centre children will be transported in school buses. When the whole class is on a field trip and if parents do not wish to send their child/children, they are responsible for finding alternate care.

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 can also take them on walks around town. The registration forms ask you to sign if you agree to allow your 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 child care 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 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 volunteer with the supervisor before they begin their employment and at least annually thereafter.

MOVIES/VIDEO GAMES

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

MOVIES:

The School Age staff and the supervisor/administrator will discuss the selection of movies/tv for the school age program and agree on the suitability. Movies should all be rated G or Family.

Video games are not permitted to come to the programs .

Movies must be approved by supervisor/administrator for preschool programs as well. Movies should be rated G or Family.

INSTAGRAM & OTHER SOCIAL MEDIA FORMATS

It is the policy of the Bobcaygeon Nursery School and Daycare Corporation that if a staff member is no longer employed by the Corporation they will be removed from following our programs on social media formats. And if a child/children are no longer enrolled in the program, they will be removed from following our social media formats.

WAITLIST

It is suggested that families contact the centre regarding availability of care before they actually need to enroll their child/children as we usually have a long waitlist for available spaces. All families looking for child care 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 behavior will result in your child's name being removed from our waitlist, with no opportunity for future enrollment.

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 share the following information and it will be recorded. The Parent/guardians name, a telephone number, email if available, Child's name, birth date or expected arrival, type of care requested (full day, half day and lunch, before school /after school care, the date they would like the care to begin .

-Many factors can determine how long a family will remain on the waitlist. The family who has been on the wait list 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 becomes available.

-Families will be informed of an approximate length of time maybe on the waitlist 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 waitlist.

-Families will be contacted only when a spot is available, it is the parents responsibility to contact the daycare to see where they are on the waitlist. Families may come into the daycare at anytime to verify that they are on the waitlist. 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 papers in the registration package.

-Families who already have a child/children enrolled in the program will be given priority for any additional children needing care

Children will be registered from the waitlist as spaces become available in the programs offered for their ages not necessarily according to the date that they registered for the waitlist.

WAITLIST CONTINUED

- 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 become available in a program families who have been on the waitlist the longest will be contacted to see if they are interested in the part time space until a full time spot becomes available.

FLUSHING FOR LEAD

The opening morning staff will flush the taps for lead every morning the daycare is open . Each tap will run for 5 minutes and this will be done before the daycare opens . There will be a record kept in the kitchen and then filed in the WATER FILE in the office. The Water records must be saved 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 reports of Lead tests obtained by the Bobcaygeon Public School and Langton Public School in our files for 7 years.

In the event The Bobcaygeon Nursery School and Daycare Corporation should receive notification that 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 , instagram and a paper copy will be posted at every entrance to the daycares. The laboratory results will be kept on record and will be kept on file in the Water Flushing and testing binder in the office for public record for 7 years.



Bobcaygeon Nursery School and Daycare Corporation (Bobcaygeon Daycare, Fenelon Langton Child Care Centre, Bobcaygeon School Age Club Process to Address Complaints/Concerns

Purpose

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

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates

Staff: Individual employed by the license (ex. program staff)

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child/children are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians , child care providers and staff. We want to foster the engagement with families and 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 during every interaction.

All issues and concerns raised by a parent/guardian are taken seriously by the staff and administration of the Bobcaygeon Nursery School and Daycare Corporation and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

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

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

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parent/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (ex. Ministry of Education, College of Early Childhood Educators, Law Enforcement Authorities or Children's Aid Society).

Conduct

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

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

Escalation of Issues or Concerns

Where parent/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the 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 suspected cases of child abuse or neglect.

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

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act. For more information visit <http://www.Children.gov.on.ca/htdoecs/English/childremsaid/reportingabuse/index>.

Issues/concerns may also be reported to other relevant regulatory bodies (ex. local health unit, police department, Ministry of Environment, 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/situation. Any staff member who has knowledge or 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 event a parent/guardian cannot be reached immediately the Supervisor/Administrator will notify them within 24 hours.

If an incident /situation needs to be reported as a serious occurrence to the Ministry of Education, the Supervisor/Administrator will file the serious occurrence within 24 hours. Staff will work in partnership with supporting agencies if required (Emergency Services, Police, Fire, Ambulance, Children’s Aid Society, College of Early Childhood Educators, Community Living, Child Services City of Kawartha Lakes and Child Services Peterborough County, Health Unit)

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

Contacts: - Bobcaygeon Nursery School & Daycare Corporation
 Nadine Jones (Administrator)
 Telephone:705-738-3267
 Email:bobcaygeonnurseryschool@bellnet.ca
 Ministry of Education Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Nature of Issue or Concern	Steps for Parents/Guardians to Report Issue/Concern	Steps for Staff and/or Licensee in responding to Issue/Concern
Program Room Related Concerns- Ex. schedule, sleep arrangements, toilet training, indoor /outdoor time program activities, feeding arrangements ,etc.	Raise the issue or concern to the classroom staff directly Or The Supervisor/Administrator	Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within three business days.Document the issue /concerns in detail.
General Centre or Operations-Related-Ex. child care fees, hours of operation, staffing, wait list inquiries, menus etc.	Raise the issue or concern to the Supervisor/Administrator	Document the issue/concerns 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/concern -any steps taken to resolve the issue /concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue initiated by the appropriate party within three business days or as soon as reasonable possible thereafter. Documents reasons for delays in writing. -Provide a resolution or outcome to the Parent/Guardian who raised the issue/concern.

<p>Staff-Supervisor and or Licensee Related</p>	<p>Raise the issue or concern to the individual directly or the Supervisor or Administrator All issues or concerns about the conduct of Staff, any situation that puts a child's health, safety, and well being at risk should be reported to the Supervisor as soon as the Parents/Guardians become aware of the situation.</p>	<p>Document the issue/concerns 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/concern -any steps taken to resolve the issue /concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue initiated by the appropriate party within three business days or as soon as reasonable possible thereafter. Documents reasons for delays in writing. -Provide a resolution or outcome to the Parent/Guardian who raised the issue/concern.</p>
<p>Student/Volunteer Related</p>	<p>Raise the issue or concern to the staff responsible for supervising the volunteer or student or the Supervisor /Administrator. All issues or concerns about the conduct of students and/or volunteers that puts a child's health , safety and well being at risk should be reported to the Supervisor as soon as Parents/Guardians become aware of the situation.</p>	<p>Document the issue/concerns 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/concern -any steps taken to resolve the issue /concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue initiated by the appropriate party within three business days or as soon as reasonable possible thereafter. Documents reasons for delays in writing. -Provide a resolution or outcome to the Parent/Guardian who raised the issue/concern.</p>

Termination of Service:

A parents 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 week 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, personal injury**
- *Refusal by parents to accept reports of unacceptable behavior and failure to follow through on suggestions made**
- *Fees are not in good standing**
- *A parent/guardian is not in compliance with or continuously disregards established operating policies**

A parent may be asked to withdraw their child from the centre immediately if they are unable or unwilling to abide by the Corporation's Policies and Procedures as signed upon registration.

THE BOARD OF DIRECTORS/ADMINISTRATOR HAS THE RIGHT TO RECOMMEND IMMEDIATE WITHDRAWAL SHOULD THE SITUATION WARRANT IT.



Aggressive Behavior Policy

At the Bobcaygeon Nursery School 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 environment is "the third teacher". Bobcaygeon Nursery School & Daycare 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.

As Early Childhood Educators, it is our responsibility to ensure the physical safety and total well being of all children within our care.

The centre has adopted the following policy regarding aggression:

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 , hurtful or unsafe situation."

In dealing with aggressive behavior, the following procedures will be followed:

1. The child will be removed from the group and staff will redirect the child and try to stop the aggressive behavior. If the child has a Safety Plan , staff will follow the steps to help redirect and calm the child.
2. If the aggressive behavior continues throughout any part of the day, the parent/guardian or alternate pick up person (in that order) will be contacted immediately to pick up the child. Documented report(s)of the incidents will be given to the child's parent. A copy will also be made to keep in the child's file.
3. Once the parent has been called on occasions relating to aggressive behavior, the Director /Administrator will consult with a member of the Board of Directors. Following the consult with the Board member, the parent will be informed of any impending decisions.

The Board of Directors has the right to:

- a) impose a suspension of daycare
- b) consult outside supporting agencies
- c) limit the child's hours of attendance or determine if the daycare program has the inability to meet the child's needs without additional staff
- d) terminate the space. In the case of termination, the two week notice period would be waved

Please note: Any aggressive, violent or intentional aggressive behavior that endangers the child, other children , staff, equipment, or building cannot be tolerated. In these extreme cases, the child will be automatically suspended for three days or have their spot permanently revoked without prior warning.

Once again, we state that the number one priority is the welfare, safety and security of all children and staff within our program.



Bobcaygeon Nursery School & Day Care Corporation

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

Parents Hiring Staff Off Hours For Babysitting

Bobcaygeon Nursery School & Daycare Corporation recognizes that on some occasions parents have hired staff after hours to do some babysitting in their homes or in the homes of the staff. The agency is concerned with the potential liability of this arrangement. As a result parents must acknowledge that any arrangement with a staff member outside of work hours is 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 care that is received during these arrangements. Staff who have made arrangements to pick children up from the daycare programs will assume responsibility for the child and their transportation to and from the daycare centre.