

Parent/Caregiver Handbook



CREATED: July 2019
UPDATED: January 2025

CONTENTS

WELCOME!	4
PROGRAM STATEMENT	5
GENERAL INFORMATION	8
SERVICES OFFERED	8
ANNUAL SURVEY	9
LICENSING	9
ENROLLMENT	9
EMERGENCY CONTACT INFORMATION	9
WAIT LIST POLICY	9
PROGRAM TRANSFERS WITHIN THE CENTRE POLICY	10
WITHDRAWL	11
DISCHARGE	11
MONEY MATTERS	11
PROGRAM ENHANCEMENT FEE	12
CWELCC ENROLLMENT & DAILY FEES	12
OVER-TIME FEE	12
FUNDS NOT AVAILABLE	12
RECEIPTS	13
LATE FEES	13
FEE SUBSIDIES	13
ADJUSTMENTS	13
REFUNDS	13
DAY-TO-DAY	14
HOURS OF OPERATION	14
HOLIDAY AND OTHER CLOSURES	14
SAFE ARRIVAL AND DISMISSAL POLICY	15
ABSENTEEISM	17
COURT ORDERS	18
SUSPECTED IMPAIRMENT	18
EMERGENCY CLOSURE	18
OFF-SITE ACTIVITIES	19
HEALTH & WELLNESS	19
ILLNESS	19
SCENT-FREE FACTSHEET	20

SCENT FREE POLICY	21
IMMUNIZATION	22
APPROPRIATE CLOTHING	22
SAFE FOOTWEAR	22
EXTRA CLOTHNG	22
DIAPER CHANGING	22
CLOTH DIAPERING	22
LABELS.....	23
SUNSCREEN	23
NUTRITION.....	23
NUT-SAFE POLICY	23
REST- AND NAP-TIME	23
SPECIAL NEEDS POLICY	23
ANAPHYLACTIC POLICY	23
LICE FREE POLICY	26
ADMINISTRATION OF MEDICATION.....	27
SMOKING AND VAPING	27
PROHIBITED PRACTICES.....	27
COURT ORDERS	27
FIRST AID AND EMERGENCY RESPONSE	28
SERIOUS OCCURRENCES.....	28
VOLUNTEER/STUDENT POLICY.....	29
BULLYING, HARASSMENT & VIOLENCE	29
CHILD & FAMILY SERVICES ACT	29
FIRE SAFETY AND EMERGENCY MANAGEMENT	29
CRIMINAL RECORD CHECK – VULNERABLE SECTOR CHECK POLICY	30
PARENT ISSUES AND CONCERNS POLICY	30
POLICY & PROCEDURES.....	30
UNITED COUNTIES OF LEEDS AND GRENVILLE SUPPORT	32

WELCOME!

We are pleased to welcome you to Rideau Lakes Early Learning Centre (RLELC), Elgin Nursery School (ENS) & School Age Care family of programs!

You have chosen a special place for your child(ren)'s childcare experience. We offer high quality programs provided by dedicated and enthusiastic teachers. Through your child(ren)'s play experiences, they will grow and develop in amazing ways!

The programs offered by RLELC & ENS are based on the philosophy that children learn best through play. Our programs support children's development and as such, environments and activities are child-led and supported by staff. We are diligent in providing a safe environment that allows children to be free to express their individuality and diversity.

We believe mutual respect is key to developing healthy relationships with our families. We encourage and strive to make regular connections in person or by other means (e.g., notes, posting information on bulletin boards, emails, social media updates). Your child's success in our program is important.

Our educators will share information with you regularly. We are eager for you to share your knowledge about your child's learning strengths and preferences and day-to-day experiences. We invite you to collaborate and work together with us to ensure we are providing the best possible learning experience for your child.

This handbook is designed to give you specific information on various aspects of our programs. We encourage you to read it over entirely.

This handbook refers mainly to the 'Rideau Lakes Early Learning Centre' or 'RLELC' & 'Elgin Nursery School or ENS but ensure the policies following encompass all the programs offered and overseen by the Board of Directors.

All policies encompass all our programs unless specifics mentioned.

Please note that the term "Parent" used in this document refers broadly to parents, legal guardians and caregivers.

If you have any questions, or want to discuss your child's progress, we are happy to arrange a time to meet one-on-one.

We look forward to establishing a lasting and meaningful relationship with your family.

PROGRAM STATEMENT

Rideau Lakes Early Learning Centre (RLELC) & Elgin Nursery School (ENS) believes that early learning and development happens within the context of relationships between children's families, educators, and their environment.

Studies show that children who attend high-quality early childhood programs where they experience warm supportive relationships are happier, less anxious, and more motivated to learn than children who do not.

We see children as competent, capable of complex thinking, curious, and rich in potential. Every child should feel they belong and are a valuable contributor to their surroundings and deserve the opportunity to succeed.

At the RLELC & ENS, we believe families are experts on their children. Families should feel they belong and are contributors to their children's learning. We feel they deserve to be engaged in a meaningful way. Our educators are knowledgeable, caring, reflective, and resourceful professionals. They collaborate with others to create engaging environments and experience to foster children's learning and development.

How Does Learning Happen?

In January 2013, the Ontario government released the *Ontario Early Years Policy Framework*, which articulates the following vision for early years programs:

"Ontario's children and families are well supported by a system of responsive, high-quality, accessible, and increasingly integrated early years programs and services that contribute to healthy child development today and a stronger future tomorrow."

How Does Learning Happen? Ontario's Pedagogy for the Early Years, 2014 builds on this policy framework and is a key component of Ontario's vision for the early years. It demonstrates our commitment to strengthening the quality of early years programs by ensuring these programs are centered on the child and the family.

How Does Learning Happen? Is organized around four foundational conditions that are conditions that are important for children to grow and flourish:

Belonging refers to a sense of connectedness to others, an individual's experience of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self and self-regulation skills.

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovation, which are essential for learning and success in school and beyond.

Expression or communication (to be heard as well as listen) may take many different forms. Through their bodies, words, and use of materials children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and

mathematical behaviours. Language-rich environments support growing communication skills, which are fundamental for literacy.

A focus on foundations throughout all aspects of early years programs ensures optimal learning and healthy development.

The following are a list of goals we strive to achieve and how we approach to achieve them.

'to promote health safety nutrition and well-being of the children'

By providing a clean and safe environment, limited transitions, unnecessary disruptions to play and reducing hazards that may cause injury. Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements.

'to support positive and responsive interactions among the children, parents, childcare providers and staff'

RLELC will support and foster positive peer interactions and do this through the hiring of qualified, responsive, and well-trained Educators who support families in their role as primary caregivers and understand the needs of each child as an individual.

'to encourage children to interact and communicate in a positive way and support their ability to self-regulate'

Teachers and staff will support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention) Self-regulation in early development is influenced by a child's relationship with the important adults in that child's life, including the RECEs in the program. All staff will provide the experiences, support and encouragement that help young children learn to self-regulate, which is a crucial component of quality care.

'to foster the children's exploration, play, and inquiry'

By providing a variety of activities, and an environment rich in content, that encourages choices, and active play, supported by qualified, attentive and interactive Early Childhood Educators

'to provide child initiated and adult supported experiences'

Our teachers observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child and supported by all the adults in the childcare environment. Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

'plan for and create positive learning environments and experiences in which each child's learning and development will be supported, and which is inclusive of all children including children with individualized plans'

All Early Childhood Educators need to be reflective practitioners who learn about children through listening, observation, documentation, and discussion with others, families in particular, to understand children as unique individuals. They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children on a daily basis.

'to incorporate indoor and outdoor play as well as active play rest and quiet time into the day and give consideration to the individual needs of the children receiving childcare'

Children thrive in indoor and outdoor space that invite them to investigate and imagine. As a part-time morning program, we do our best to get the children outside (weather permitting) for outings in our community or during the occasional field trip.

'to foster the engagement of and ongoing communication with parents about the program and their children'

Effective and ongoing communication with parents and caregivers (our member families) is a vital part of our cooperative early years program. Communication may be in-person, via e-mail, by phone or through social media tools. Families may also be directed to resources outside of our program if necessary, such as early years services, speech therapists, support services, occupational therapists, etc.

'to involve local community partners and allow those partners to support the children, their families and staff'

We view local community partners as a priceless resource and our educators plan learning opportunities to engage these resources into our program.

'to support staff and others who interact with the children at our childcare facility in relation to continuous professional learning'

We fully support our educators in their efforts to develop and expand their skills, knowledge and practice which are essential to the profession. These professional learning development opportunities are designed to enhance professional competency and enhance growth and leadership. We will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.

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

All RLELC & ENS employees, volunteers and students are required to review this program statement prior to interacting with the children and to review the statement annually and/or anytime the statement is modified/updated. Observation and documentation of the children's progress and work are invaluable tools and provide insight into how children act and think. Our educators observe and record what the children are engaged in. These observations take place in many forms: photos, videos, notes, recorded conversations. The observations are analyzed and used to construct ideas regarding what the children are learning and ways in which the work and learning may progress. Documentations are a "living document" and tool that can be referred to and expanded for further work and learning. To ensure a better future for our Centre, and for our children to thrive, we will be involved in continuous dialogue and conversation with various agencies related to early childhood education policy and practice.

RLELC & ENS wants to ensure that your children have a safe and positive experience that promotes their growth as an early learner. The following practices are not supported by our facility:

1. Using corporal punishment

2. Physical restraint of a child, such as confining the child to a highchair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision.
3. Locking the exits of the childcare center premises for the purpose of confining a child or confining a child in an area or room without adult supervision unless such confinement occurs during an emergency and is required as part of the emergency management policy and procedures.
4. Using harsh or degrading measures or threats or use derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
5. Depriving a child of basic needs including food, drink, shelter, sleep, toilet use or clothing.
6. Inflicting bodily harm on children including making children eat or drink against their will.

In the event that the Executive Director or Supervisor observes or is made aware of any practice that is not supported, they will address the issue with the staff member according to the strategies outlined in the Disciplinary Policy that is outlined in the Policy Handbook.

Additionally, all Registered Early Childhood Educators have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of practice. All Early Childhood Educators hold themselves accountable, and will use the Code of Ethics, the Standards of practice and the CCEYA to guide their decisions and practice.

GENERAL INFORMATION

SERVICES OFFERED

Our programs are designed to serve the needs of children from birth to 12 years. We do our best to offer flexible hours and days of care. We are inclusive and welcome ALL children who may benefit from our programs. Children are encouraged to be themselves and have respect for others.

Children are competent, capable of complex thinking, curious and rich in potential!

Daily activities geared to age and development for both indoors and outdoors include:

1. Small and large group activities
2. Creative art
3. Music, songs, and movement
4. Language and literacy

Before/After School-Program

The kids club-type atmosphere exposes children to a variety of fun age-appropriate activities including cognitive games and puzzles, sensory and creative activities, reading music, indoor and outdoor play. We aim to encourage the development of independence, self-confidence, a sense of responsibility and respect of others. Maximum Capacity: 28

Family Age Group

The kids club-type atmosphere exposes children to a variety of fun age-appropriate activities including cognitive games and puzzles, sensory and creative activities, reading music, indoor and outdoor play. We aim to encourage the development of independence, self-confidence, a sense of responsibility and respect of others. Maximum Capacity: 15

ANNUAL SURVEY

You may receive the opportunity to complete a survey. This is your opportunity to voice your opinions and let us know what you enjoy about your experience with us and what you feel we could do to improve the environment for all. We would greatly appreciate your completion of this survey so we can grow and change with our membership.

Please feel free to leave a review on our Facebook page.

LICENSING

The Rideau Lakes Early Learning Centre and the Elgin Nursery School are licensed under the Child Care and Early Years Act (formerly the Day Nurseries Act) and is inspected annually to ensure it is fully meeting all requirements. This legislation includes oversight into equipment and furnishings, program planning, staff training and development, fire safety and emergency information, insurance, building and accommodation, health and medical supervision, nutrition, and behaviour management.

ENROLLMENT

During the enrollment process, all necessary forms are completed, and this parent handbook is reviewed. A tour of the centre will be given and an introduction to the program educators is provided. Integration times will be scheduled. It is important that all these steps are completed before your child is admitted into the RLELC & ENS to make him/her feel as welcome and comfortable as possible, and for you to be well-informed of the centre practices and policies before the commencement of care.

Upon enrolment of a child, the first month's fees are required to hold the childcare space.

All registration forms must be completed and returned to RLELC & ENS before childcare can begin, including:

1. childcare application
2. any necessary medical forms
3. immunization records
4. fee agreement
5. covid-19 parent policy agreement
6. covid- mask permission (children over 2 years of age)
7. non prescription permission form

EMERGENCY CONTACT INFORMATION

It is extremely important that your emergency contact information is kept up to date in our records at your childcare centre. Please ensure you provide all your contact information (telephone number and extension at work, mobile phone number, home phone number, etc.) and those of the individuals you have designated to be contacted in the event of an emergency when you cannot be reached. When any of these numbers change, please advise us immediately.

WAIT LIST POLICY

When programs are at capacity, families requiring care will be based on a centralised waiting list. RLELC & ENS will offer spaces to families on the waiting list based on the registration date.

The Rideau Lakes Early Learning Centre will strive to accommodate all requests for the registration of a child into our program.

Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.

PROCEDURE

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place child(ren) on a waiting list via telephone, email or in-person.
2. No fee will be charged to families for placing a child on the waiting list.

Placing a Child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform the parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. Children of current RLELC & ENS employees. To be included on the waitlist, the employee must provide the administration with a **Waiting List Request Form**
2. Siblings of children currently enrolled. To be included on the waitlist the family must provide the administration with a **Waiting List Request Form**
3. Families waiting for a transfer to another RLELC program.

Offering an Available Space

1. Parents of children on the waiting list will be notified via telephone call that a space has become available.
2. Parents will be provided a timeframe of two (2) business days in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.
4. If a parent responds after the given timeframe and the space has already been offered to the next child on the list, the first child will be placed at the top of the waiting list.
5. A child may be removed from the waiting list due to an inability to contact parents after multiple attempts.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The Executive Director will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The Executive Director will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

PROGRAM TRANSFERS WITHIN THE CENTRE POLICY

Space is not guaranteed from one program to another. Children are transferred from one program to another within the centre based upon age, readiness, and available space. The Executive Director will do her/his utmost to ensure that your child has a space in the program for his/her next age group.

WITHDRAWAL

Written notice of withdrawal from parents must be provided to RLELC & ENS one (1) month prior to the anticipated withdrawal date or one month's fees in lieu of notice. There will be no partial month credit.

DISCHARGE

It is recognized that the program may not meet the needs of all children. RLELC & ENS reserves the right to discharge a child, if in the opinion of RLELC & ENS it is not in the best interest of the child, or RLELC & ENS that he/she remain in care. For example:

1. A child's needs are not being met in the childcare setting despite having exhausted all available resources, and there is no feasible method of accommodation.
2. A child's behaviour is detrimental to his/her childcare experience, or that of the other children.
3. A child's behaviour is endangering the health, safety, and security of the other children and/or staff.
4. A parent or guardian violates the policies of the cooperative.
5. In these situations, childcare staff will discuss the situation with the parents to find possible solutions to the issues presented. When there is no reasonable solution possible, parents will be provided with two (2) weeks' notice of discharge. Please note that in exceptional circumstances it may not be possible to provide two weeks' notice when the behaviour of the child poses a safety risk to other children or staff.

MONEY MATTERS

The RLELC & ENS Family of Programs operates on a fee-for-service basis. Parent fees are approved annually by the volunteer Board of Directors and approved by the United Counties of Leeds & Grenville. Parent fees help to cover the expenses for children in the centre including snacks and meals, rent, utilities, and salaries, etc.

RLELC & ENS will collect childcare fees in a consistent, equitable manner to ensure the financial viability of our programs.

RLELC has enrolled in the Canada Wide Early Learning and Child Care System (CWELCC) at our RLELC, ENS, and Before and After School Programs.

Funding under the CWELCC System is intended to support eligible children in Leeds and Grenville. An eligible child means:

- Any child under six (6) years old; and
- Up-until June 30 in a calendar year, any child who o Turns six (6) years old between January 1 and June 30 in that calendar year
o Is enrolled in a licensed infant, toddler, preschool, or kindergarten group, a licensed family age group, or licensed home child care.

We calculate what you owe IN ADVANCE – Based on the schedule you submit

DAILY PARENT BASE FEES

Infant- \$22.00/day

Toddler- \$22.00/day

Preschool-\$20.08/day

**Half Day (only available for toddler and preschool children and when another can fill other half)-
\$15.36/day**

Nursery School Program- \$12.00

Before School Only- \$12.00/day (Any child under six (6) years old; and

- Up-until June 30 in a calendar year, any child who o Turns six (6) years old between January 1 and June 30 in that calendar year)

After School Only- \$12.00/day (Any child under six (6) years old; and

- Up-until June 30 in a calendar year, any child who o Turns six (6) years old between January 1 and June 30 in that calendar year)

Before AND After School- \$12.00/day (Any child under six (6) years old; and

- Up-until June 30 in a calendar year, any child who o Turns six (6) years old between January 1 and June 30 in that calendar year)

Full day School Age Care- \$14.18/day (Any child under six (6) years old; and

- Up-until June 30 in a calendar year, any child who o Turns six (6) years old between January 1 and June 30 in that calendar year)

Before School Only- \$14.25/day (Any child six (6) years old and older)

After School Only- \$14.25/day (Any child six (6) years old and older)

Before AND After School- \$25.25/day (Any child six (6) years old and older)

Full day School Age Care- \$33.00/ (Any child six (6) years old and older)

NON- BASE FEES:

PROGRAM ENHANCEMENT FEE

RLELC currently has a "Program Enhancement Fee". This voluntary fee is \$10 per child per month. It is used to help enhance our programming and fund items that aren't fully covered by grants or daily fees, such as additional craft supplies, activities, etc, for our children.

Our Program Enhancement Fee is a non-mandatory fee (i.e. voluntary fee) for children accessing CWELCC spaces, and no child will be denied care for choosing not to contribute the Program Enhancement Fee.

Upon registration if families choose to be charged the Program Enhancement Fee they will be provided a Program Enhancement Fee letter in which they will check yes or no to the fee. The form will be completed with the parent's signature for confirmation.

OVER-TIME FEE

An additional charge of \$1.00 per minute will be charge to families dropping off before 7:00am or picking up after 6:00pm. The full amount of the over-time charge is paid directly to the educators who stay with your child.

FUNDS NOT AVAILABLE

Each time a transaction cannot be complete on the first attempt (insufficient funds) a charge of **\$25.00 administration fee** will be issued against your account. This charge will be added to the childcare fees calculated for the next payment date.

If a second attempt fails, you will be notified immediately to cover all fees plus an **additional \$25.00 administration fee**. You may be asked to pay for services in advance using cash or certified cheque. You risk

losing your childcare space if payment for your child's care cannot be secured. Our final measure is securing payment is to involve a local collection agency.

CHEQUE REPLACEMENTS

If you are provided with a cheque for any reason from the organization and replacement cheque request is made a **\$ additional \$25.00 administration fee** will be charged.

RECEIPTS

Receipts for payments made for childcare fees made for the year will be issued on or before February 28th to attach to your income tax return. **Income tax receipts WILL NOT BE MAILED OUT but will be available for pick-up in the childcare centre office.** Special circumstances, such as early preparation, may be considered if the family is moving from the area.

LATE FEES

Childcare fees are due by the **FIRST** day of each month. Fees not collected by the 15th will result in an interest charge added to the account, calculated at a rate of 1.25% per month (15% per annum). **Continued non-payment may result in termination of care.**

FEE SUBSIDIES

Fee subsidies are available through the United Counties of Leeds and Grenville. Eligibility for these subsidies is determined by the United Counties and is based on a financial need's assessment. If you feel you may qualify or would like more information about eligibility requirements, please contact:

Community & Social Services Division
25 Central Avenue West
Brockville, ON K6V 4N6
(613) 342 3840 or 1 800 770-2170

If a family is receiving a fee subsidy, they are responsible for paying their contribution directly to RLELC and fulfilling all requirements of their Fee Subsidy Agreement to maintain the subsidy. **Families are responsible for fees until subsidy has been approved.**

If a family becomes ineligible for childcare subsidy, **they are responsible for paying the full monthly fee or withdrawing their child(ren).**

If approved subsidized days change families are responsible of informing the Centre and fee subsidies of the change immediately.

ADJUSTMENTS

Adjustments for a particular period (over- or under-payments due to changes in schedules will be made on the next invoice. It is your responsibility to make certain that we are fully aware of your care needs in advance to assist with ensuring accuracy in our calculations.

REFUNDS

No refunds, or exceptions to invoicing calculations, will be made for absence due to illness, traveling, or any other reason.

No refunds will be made when the school is temporarily closed due to emergency conditions (snowstorms, lack of heat, etc.).

DAY-TO-DAY

HOURS OF OPERATION

DAYCARE

Monday through Friday, 7am to 6pm

NURSERY SCHOOL

Part day program: Monday to Friday, 9:30am to 12:30pm Closed PA days, and all School closure dates including Snow days.

Full day Program: Monday through Friday, 7am to 6pm

BEFORE/AFTER SCHOOL CARE

Monday through Friday, 7:00am to 9:20am and 3:45pm to 6pm

SCHOOL AGE FULL DAY PROGRAM

Only operates on non-instructional days 7:30am-5:30pm

HOLIDAY AND OTHER CLOSURES

The following Statutory and Civic Holidays are observed:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Day
- Thanksgiving Day
- Christmas Day
- Boxing Day
- 2 Professional Development days dates shared annually

Please note that Programs may close for a week during the Christmas holiday season. A reduction of hours may occur within the Christmas holiday period.

ARRIVAL AND DEPARTURE ROUTINES

In order to ensure the smooth operation of programs and for the security of your child; insurance and licensing reasons; and staff responsibilities, the drop-off and pick-up times must be respected. Parents are asked not to drop children off early, and to pick children up promptly.

1. Children must be brought into the school (never dropped off in the yard or lobby) and assisted with the removal of outdoor clothing, where necessary, by the parent/guardian. It is the responsibility of the person dropping the child off to contact the teacher so that she/he is aware that your child has arrived.

2. When children are picked up, contact with the teacher must be made so that she/he is aware that your child has left.
3. A written note signed by the parent/guardian, or if last minute, a telephone call, is required if anyone other than those persons listed on the registration form will be picking up a child. Children will not be permitted to leave with any unauthorized individual unless such a written note is presented, or arrangements have been made via telephone between parent/guardian and teacher in charge.
4. Educators will reserve the right to ask for the ID of any person who will be picking up a child that they have not previously met.

NOTE: At no time shall a child be permitted to sign themselves out of the After-School Program.

5. **If a child is dropped off prior to 7:00AM and/or picked up after 6:00PM an additional fee of \$1.00 per minute will be charged directly to the family. This fee is paid directly to the educator who stayed with the child.**

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- Rideau Lakes Early Learning Centre will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Rideau Lakes Early Learning Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Children may only be released to an adult (18 years of age and older) who are on the child's approved authorized pickup list provided during registration.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's emergency card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the Supervisor and/or Executive Director and they must commence contacting the child's parent/guardian no later than 9:30am. Staff shall call parent/guardian, or message via Brightwheel app. Staff will continue to contact parent/guardian if no response is received after 3 attempts staff will leave a message and parent is expected to contact the centre as soon as possible.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up the parent/guardian will be contacted after 30 minutes the Closing staff, Supervisor, and/or Executive Director shall contact the parent/guardian via phone call and/or Brightwheel app and advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the

- individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, and if unable to reach emergency contact wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Staff shall stay with the child while proceeding with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30pm the staff shall proceed with contacting the local Children's Aid Society (CAS) Family and Children's Services of Lanark Leeds and Grenville (613) 498-2100. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

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

PARKING

NURSERY SCHOOL

Parking on the street is limited. We do ask that during arrivals and departures parents, or caregivers NOT block the driveway of the houses along Church Street, as well as please respect all non-parking signs posted in the neighbourhood.

DAYCARE

We request families use parking along Main Street and refrain from using Scotland Funeral Home parking lot.

BEFORE & After School

We request families use parking at South Crosby Public School. Do NOT block bus loading area.

ABSENTEEISM

Families are required to notify RLELC & ENS (via voicemail, or email) if a child will be absent and to give reason for the absence.

If a child will be arriving later than 10:00AM, families are required to call RLELC & ENS no later than 9:00AM to inform the educator of the late arrival and the expected time of arrival.

If, for any reason, the child leaves the school during the day and will not be attending the childcare program during after school hours, it is very important that RLELC & ENS is notified that the child will not be attending the program.

COURT ORDERS

If there is a Court Order in effect that documents specific access arrangements of the child, we must have a copy of the order on file at the centre to uphold the Order. Please provide clear written instructions regarding custody/access as it related to the pickup/drop off the child.

If an attempt is made to pick up a child by a non-custody parent, we will contact the custodial parent and uphold the court order access arrangement, unless other instruction is provided by custodial parent.

In situations of custody, separation/divorce, or parental disputes, please keep in mind that RLELC & ENS is a neutral and safe place for your child. If staff are placed in uncomfortable or stressful situations by parents in conflict, or are harassed or threatened, RLELC & ENS reserves the right to discharge your family from care.

SUSPECTED IMPAIRMENT

With respect to alcohol and drugs RLELC & ENS will ensure the safety of all children within our care. Should a parent or designate arrive to pick up a child with the intent to drive home; and be suspected of being under the influence of drugs or alcohol, educators will respectfully request that the parent or designate choose an alternate method of transportation. Educators can call a taxi, family member, or friend to pick up the adult and child. If the parent insists on driving home, educators will contact the police.

Designated Emergency Shelters:

SCPS Before/After School Program emergency shelter is ENS. 77 Main St, Elgin ON

Elgin Nursery School Program emergency shelter is SCPS 1 Halladay Street Elgin, ON

RLELC Program emergency shelter is ENS 77 Main St, Elgin, ON

EMERGENCY CLOSURE

Our programs will close for any of the following reasons:

- No Power
- No Heat
- No Water
- Serious occurrences such as flood, fire, vandalism, etc. where the school is deemed unsafe for use.
- The programs would close if a closure ordered by our landlord. Please note that closures are extremely rare. Severe weather conditions may determine this outcome in which case families will have warning that the school may be closed.
- If the Upper Canada District School Board cancels classes and closes public schools due to extreme weather conditions (*Before/After School Care and Elgin Nursery School ONLY*)
- If mandated by Ministry of Health, Education, and or the Ontario Government.

Parents will be contacted to come and pick up their children ASAP if programs close during the day.

If a decision is made to close prior to 6:00 AM, every effort will be made to notify parents by telephone. If we are not able to reach parents, a notice will be placed on the door. Parents are encouraged to call the Executive director or staff members if uncertain about the Centre being closed. Please refer to the staff/parent member phone list.

Fees will not be reimbursed if the Centre is closed for one day. If the Centre is forced to close for an extended period of time the Board of Directors will meet to determine reimbursement of fees. Such a circumstance would be extremely rare.

OFF-SITE ACTIVITIES

Local field trips are fun for the children and enhance their learning experience. The children will not be taken out of the building without written permission from the parents.

NEIGHBOURHOOD WALKING TRIPS

At times, the curriculum may include walking in the community or excursions in the community for outdoor play. These are considered by the Ministry of Community and Social Services and the Ministry of Children and Youth Services of Ontario as field trips and will require a parent consent form for your child to participate.

FIELD TRIPS

More elaborate field trips may be planned if parents are interested and able to participate in these outings. Field trips require that a child has a parent/guardian with them.

HEALTH & WELLNESS

ILLNESS

Every RLELC & ENS staff member help to reduce the outbreak of infectious diseases and illnesses in our program by following strict and regulated hygiene, sanitation and infection prevention and control practices. Parents/guardians are asked to also help control the spread of illness among the children and staff.

Parents/guardians are asked to keep children experiencing symptoms of contagious ill-health at home until the signs are no longer present. Symptoms include, but are not limited to fever, vomiting, diarrhea, discharge from the eyes, skin rashes or itching, and severe or croupy coughs.

Health checks are completed at each child's arrival and throughout the day by educators to help minimize the spread of illness in the centre. When symptoms of ill-health are observed, the child may not remain in care (will not be admitted for the day or parent/guardian will be notified and asked to pick the child up in a timely fashion).

When a child is at home or sent home due to illness regardless of the illness they can return to the program after 48 hours symptom free for flu/gastro. All other illness the child must remain home for 24 hours non medicated and improved symptoms without fever reducing medication. If antibiotics are prescribed a child can return after 24 hours of being on antibiotics. If a child is unable to participate in programming due to suspected illness the child will be sent home.

****Exception: If a child has whooping cough, they cannot return to the program for 2 weeks as the first 2 weeks are the most contagious.**

In some cases, a medical certificate may be required for re-admittance (example: skin rash confirmed not a risk to others). If your child is too ill to attend elementary school, he or she is also too ill to attend our program.

RLELC is a Scent-Free Zone which includes laundry detergents, lotions, hair products etc..

SCENT-FREE FACT SHEET

What is a Scent?



The smell or odours from ingredients & chemicals in cosmetics and other products such as detergent, cleaners, etc.

What Does Scent-Free Zone Mean?



The area is free of scents/fragrances and anyone entering must be free from any scents. Anyone entering with scents may be asked to leave.

Why is RLELC a scent-free zone?



Scented products present a health hazard to those allergic.

Symptoms can vary from headaches, upper respiratory symptoms, shortness of breath, and difficulty with concentration. The severity of these symptoms can vary. Some people report mild irritation, while others are incapacitated and require hospitalization, and/or must give up many 'normal' activities to avoid exposure (such as going to public places).

In order to ensure a healthy environment for any employees or children who have scent allergies, RLELC mandates a scent-free space.

How Can You Help?

- Be considerate of those with sensitivities/allergies
- Do not use or wear scented products prior to attending our facilities
- Do not use scented laundry detergent, dryer sheets, air fresheners and fabric softeners at home or in the car
- Ask if you are unaware what products are scented

Please Note: Even products labelled as unscented may contain fragrance chemicals. Check the ingredients and ensure products state "**Fragrance Free**" & not "Scent Free".

Scented Products Include:

- Laundry Detergent
- Household Cleaners
- Fabric Softener & Dryer Sheets
- Diapers & Wipes
- Shampoo, Conditioner & Soap
- Lotion & Creams
- Deodorants
- Perfume, Cologne, & After- Shave

Examples of Scent- Free Products:

- Kirkland Brand Ultra Clear, Free and Clear laundry detergent
- Natural Shampoo & Conditioner such as Briogeo Be Gentle, Be Kind
- Dove sensitive soap
- Aveeno Active Naturals: Daily Moisturizing lotion, fragrance- free

- Hairspray

SCENT FREE POLICY AND PROCEDURES

Background:

Fragrances from scented products such as personal care products, laundry detergent, and cleaning products have been associated with adversely affecting a person's health including headaches, upper respiratory symptoms, shortness of breath, and difficulty with concentration. The severity of these symptoms can vary. Some people report mild irritation, while others are incapacitated and require hospitalization, and/or must give up many 'normal' activities to avoid exposure (such as going to public places).

Under the *Occupational Health and Safety Act* (OHSA), RLELC is required to ensure a safe and healthy work environment. In order to ensure a healthy environment for any employees or children who have scent allergies, RLELC mandates a scent-free workspace.

Policy:

As part of RLELC's commitment to providing a safe and inclusive environment for RLELC's employees, volunteers, children, and families, RLELC recognizes that health concerns may arise from exposure to scented products. RLELC is committed to promoting awareness of this issue and working with staff and others to resolve issues where they may occur. RLELC commits to enforcing a scent-free space to minimize disruptions and discomfort that may be caused by the use of scented products.

RLELC will:

- Post an educational scent-free fact sheet at each location.
- Post a notice to inform everyone that RLELC is a scent-free space, prohibiting anyone wearing cologne, aftershave lotion, perfume, perfumed hand lotion, fragranced hair products, and/or similar products, from entering the premises.
- Inform any prospective visitors of this policy prior to their visit, and prohibit visitors from entering any RLELC sites if scents are present.

In the case of a child or caregiver, RLELC will:

- Provide each family with an educational scent-free fact sheet which will be reviewed with the family alongside the parent handbook when a family first enrolls a child with RLELC
- Provide a first warning when a child or caregiver comes into RLELC with scents, or when scented products are sent in. RLELC will provide a fact sheet and upon pickup of the child will review the fact sheet.
- Those who have previously received a warning may be refused care.
- Continued violations from families may result in discontinuation of care.

In the case of staff, Board, and volunteers, RLELC will:

- Provide training about scent sensitivities.
- Prohibit staff, board and volunteers from entering any RLELC sites if scents are present.
- Continued violations from staff, Board, and volunteers may result in disciplinary action.

See also:

- 2.E-4: Transfer, Withdrawal and Discharge

IMMUNIZATION

Your child's health, safety and well-being are especially important to all of us. Upon enrollment, you must present us with your child's record of immunization so we may copy it for our files and our local Health Unit for their records.

A child may not start in our program until such time as proof of immunization or a written affidavit (on a Ministry form available from the program) that excludes the child from being immunized is provided for our files.

Families are required to provide proof of any further boosters once enrolled in the program. The Health Unit will contact families if immunization records are not current.

APPROPRIATE CLOTHING

Provide simple play clothing that is free of complicated fasteners that is washable to eliminate feelings of fear of getting dirty. Children must be ready to participate in the daily activities upon arrival. Please do not request or expect the educators and caregivers to change a child from pajamas into daytime clothing.

Always provide at least one full extra set of clothing for your child - regardless of age for ALL seasons. All the children are involved in a variety of activities that can become quite messy. Toileting mishaps can happen at any age. Remember to change the size of the extra clothing as your child grows.

PLEASE LABEL EVERYTHING!

SAFE FOOTWEAR

Indoor shoes are required. A fire drill is conducted at least once per month and we do not have time to put on shoes nor do we have enough educators to carry the children. Children can remove their shoes when playing in the dramatic area to use other footwear; however, they must be put on once they leave the area. Children wearing slip-on shoes, without a heel strap, are not permitted to use the climbing structures outdoors. Outdoor footwear must securely remain on the child's feet for all climber activities.

EXTRA CLOTHING

If your child borrows clothing from our limited "extra" supply because his/her extra clothing has already been used, please launder, and return the items immediately. Children must have appropriate outdoor wear. Provide sweaters, jackets, splash pants, boots, snow pants, mittens, caps/hats, etc. depending on the temperature and weather conditions. We enjoy at least one hour in the morning and one hour in the afternoon of outdoor activities (Ministry Regulation). We do not keep children inside – you may be called to provide your child's necessary items to participate in our activities (including walking to and from school).

DIAPER CHANGING

For children not yet toilet trained, parents must supply diapers and wipes. Staff will inform you at pick up if your child is getting low on diapers and/or wipes.

CLOTH DIAPERING

One of the numerous decisions that new parents face is whether to use cloth or disposable diapers. RLELC & ENS strives to be supportive of the families who use our childcare service and will accommodate families who choose to use cloth diapers. Our policy outlines the regulations that we must follow to ensure proper storage and hand hygiene, environmental cleaning and to follow infection control measures to decrease the risk of spreading communicable diseases.

LABELS

Please label everything! RLELC has an ongoing fundraiser through Mabel's Labels. Visit <https://mabelslabels.ca/> and search Rideau Lakes Early Learning Centre (Elgin).

SUNSCREEN

Sunscreen will be provided by RLELC due to allergies, we will be using equality hypoallergenic brand. Educators will apply sunscreen to your child within ½ hour prior to going outside. Parents will be asked for a donation to help with the cost of sunscreen.

NUTRITION

Children are provided with nutritious snacks both in the morning and afternoon. Nutritious lunches are served daily to our Infant, Toddler and Preschool Programs. Menus at RLELC & ENS follow Canada's Food Guide and are posted at each location. The menu follows a five-week rotation. Please advise RLELC & ENS if your child has any allergies or dietary restrictions. ***Please Note: If your child is unable to have anything listed on our Menu guardians are required to supply a substitute. Must be peanut and tree nut free.***

Families of school age children must provide a paper bag lunch for full day care, and snack for Before and After School Care. Lunches and snack must be kept in child's bag until designated time and be peanut and nut free. All food brought from home must be labelled.

BROWN BAG POLICY (B&A ONLY)

Children are required to bring a nutritious lunch that follow Canadas Food Guide.

- Children's names must be clearly marked on lunch containers and or bags.
- Children will not be **allowed** to eat items that are not nut-free if brought in their lunches.

Please note: We do not provide refrigeration. Please include "cold packs" in an insulated lunch container for cold foods.

NUT-SAFE POLICY

As nuts have become a common allergen for anaphylactic reaction, the facility is a nut-safe area. It is requested that children without nut allergies refrain from eating peanut/nut products prior to coming to the centre. Children will not be allowed to eat items that are not nut-free if provided in their lunches.

REST- AND NAP-TIME

In accordance with the Child Care & Early Years Act requirements, all children at RLELC are permitted to sleep, rest, or engage in quiet activities following the mid-day meal.

Nursery School care does not sleep as it runs for 3 hours and School Age children are not permitted to sleep.

SPECIAL NEEDS POLICY

We promote and offer an inclusive early learning and childcare environment at RLELC & ENS. Children with a variety of special needs are fully integrated into our childcare programs, and to that end, our educators work in cooperation with integration advisors, child behavior management consultants and other specialists, as applicable. When required, and when access to funding permits this, program assistants are hired to provide enhanced staffing support to enable full inclusion in the program.

ANAPHYLACTIC POLICY

Anaphylaxis is a severe systemic allergic reaction that can be fatal, resulting in circulatory collapse or shock. It occurs in response to an allergen such as nuts, latex, rubber, medication, etc. Parents are responsible for advising RLELC & ENS of the child's medical condition including allergies, asthma, or any other life-threatening condition. Parents are responsible for providing the following to RLELC & ENS.

1. List of foods, ingredients, items that cause allergic or anaphylactic reaction.
2. List of symptoms to look for that may be unique/specific to the child if they are having a reaction/attack.
3. A completed Anaphylaxis Emergency Plan form signed by both a parent and physician.
4. At least 2 two epinephrine auto-injector
5. Any additional information regarding the child's life-threatening condition.
6. Updated information at least annually, or any time there is a change in the child's medical condition.

The child must wear emergency medical identification that identifies the child's allergies.

The purpose of this policy is to reduce the risk of exposure to anaphylaxis causative agents. Anaphylaxis is a serious allergic reaction and can be life-threatening. The allergy may be related to food, insect stings, medicine, latex, exercise, etc. RLELC will make every attempt to reduce the risk of exposure to anaphylactic causative agents by:

- Ensuring our programs aim for "Peanut-free" environments. Due to the growing incidences and seriousness of allergies to peanuts and other foods the centre does not provide any foods with any trace of nuts, which includes nuts, tree nuts or any other peanut products. NO food can be brought to any of our programs unless it is approved by the Program Supervisor. This includes any birthday cakes, chocolates or any other type of food.
From time to time, events are held after hours that involve meals brought in from parents. Parents are reminded to keep their contribution free from nuts and parents of children with allergies are responsible for monitoring their child's intake at such an event.
- In the event that a child has an allergy or restriction, alternatives are provided. Appropriate measures for children with severe anaphylactic dairy allergies will be addressed in the classroom by: having the other children wash their hands after drinking milk/having dairy, ensuring the child is kept away from spilt milk.
- In the event of any child having a known allergy to chemicals or other agents, we will ensure that we are using a safe brand of chemical or agent for the child. If need be, use of certain products or brands would be eliminated entirely.
- Anytime a child appears to be having an anaphylactic reaction and/or if the EpiPen is administered, 911 is called. When a child is transported to the hospital, they are accompanied by staff and parents are contacted. Upon enrollment parents will complete an Emergency form, a Medical form informing the centre of any allergies or health issues and an Individual Plan providing consent to administer the Epi-Pen, parent contact information, and the child's picture. The EpiPen is to be placed in a clearly marked pouch in

the classroom. The Epi-Pen is to remain with the teachers and group or on the child at all times (e.g. playground, trips, walks, etc).

Parents will submit a picture of the child to be posted with the child's name and medical information including casual agents. This information is to be added to the allergy lists in each room and in the kitchen. Teachers and volunteers will be notified upon the child's enrollment. Epi-Pen training occurs during First Aid training. The staff will review the allergy list, medical and emergency information, pictures, and how to use the Epi-Pen upon hiring and at least yearly. Every staff and volunteer will review where Epi-Pens are stored prior to commencement of employment or volunteer service.

Parents and/or Physician will be asked to also train/provide input on individual administration of the Epi-Pen to all staff at that child's centre.

The Individual plan for a child with anaphylaxis and the emergency procedures in respect of the child (allergy list, medical form, emergency form, individual plan – emergency contacts and photo) will be reviewed by all the employees before they begin their employment and at least annually afterwards. The plan will include the child's name, Doctor's name, address, telephone number, allergy list, symptoms, signs, medications, where it is stored, expiry date, and 1-3 emergency contact people.

A yearly sign off on this policy will be added to the yearly review and annual training will be recorded.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.

- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

Rules for Parents Who Send Food with their Child

- Ensure that parents label food brought to the child care centre with the child's full name and if applicable, the date the food arrived at the child care centre.
- Parents must advise the child care centre of all ingredients in food supplied by the parent or any ingredients to which children may be allergic.

LICE-FREE POLICY AND PROCEDURES

POLICY:

Head Lice policy is put in place to control the spread of head lice. Head Lice always causes concern and frustration for some parents, staff and children. Head lice is not considered a communicable disease and head lice infestation does not spread disease, but it can be transmitted through head to head contact with a person who has an infestation or through contact with personal objects (for example: combs, hats, etc.). In order to minimize the spread of head lice, RLELC has a lice-free policy in place.

PROCEDURE:

Children who are found to have head lice (nits and/or live lice) will be sent home for treatment and will not be allowed to return until they are lice free.

While parents have the primary responsibility for the detection and treatment of head lice, RLELC will work in a cooperative and collaborative manner to assist all families to manage head lice effectively.

If a child has live head lice present, they are to be excluded from the Centre until treatment has commenced and all live lice and eggs have been removed (the most important part of the treatment is the removal of eggs with a comb. Treatment alone does not remove the lice and eggs). The procedure should be repeated in 7 days to ensure that any live eggs that were not removed in the first course of treatment are killed off before hatching into lice.

Parents will be encouraged to talk to a trusted professional (doctor, pharmacist, naturopath, etc.) to determine the treatment that is appropriate and effective for their family.

Families are asked to keep RLELC informed if they have detected and/or have been treating their children for head lice.

ADMINISTRATION OF MEDICATION

Prescription medication must be in the original container as supplied by the pharmacy labelled with the child's name. A proper measuring device must also be provided. Prescribed medication will be administered for the duration as per instructions of a physician.

Non-prescription medication must be in the original container and labelled with the child's name. A proper measuring device must also be provided. The only non-prescription medication that can be administered at RLELC is Advil or Tylenol for teething purposes only for children under the age of 24 months.

Administration of Medication forms are available from our educators. The parents or guardian must complete the form. Designated educators chosen by the Executive Director will administer both prescription and non-prescription drugs. For the safety of all children, medication is stored out of the children's reach.

SMOKING AND VAPING

Please respect the fact that our childcare centre property is a NON-SMOKING setting. By order of the Local Medical Officer of Health, you must extinguish all cigarettes, cigars, pipes, etc. BEFORE you enter our parking lot. This policy assists with ensuring the health and safety of those persons (children and adults) who suffer from smoke-related allergies, asthma, etc. Any educators or volunteer of this organization is not permitted to smoke and/or vape while involved in a function of this organization or while in the presence of any child/ren of this organization during a childcare event.

PROHIBITED PRACTICES

The following behaviour management practices will not be permitted by anyone, including staff, volunteers, and students.

1. Corporal punishment of the child.
2. Physical restraint of the child; such as confining the child to a high chair, care seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
3. Locking of exits of the child care centre for the purpose of confining a child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity or self-worth.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding
6. Inflicting any bodily harm on children including making children eat or drink against their will.

COURT ORDERS

If there is a Court Order in effect that documents specific access arrangements of the child, we must have a copy of the order on file at the centre to uphold the Order. Please provide clear written instructions regarding custody/access as it related to the pickup/drop off the child.

If an attempt is made to pick up a child by a non-custody parent, we will contact the custodial parent and uphold the court order access arrangement, unless other instruction is provided by custodial parent.

In situations of custody, separation/divorce, or parental disputes, please keep in mind that RLELC & ENS is a neutral and safe place for your child. If staff are placed in uncomfortable or stressful situations by parents in conflict, or are harassed or threatened, RLELC & ENS reserves the right to discharge your family from care.

FIRST AID AND EMERGENCY RESPONSE

Minor accidents and illnesses are common occurrences with children. All RLELC's & ENS's educators have valid Standard First Aid Certification to respond to minor cuts and/or bruises. When a minor occurrence happens, parents are notified of and asked to sign an incident report form at pick-up time. The parent is given a copy of the report.

Serious accidents or illnesses will be reported to parents immediately. Parents will be requested to pick-up their child at the earliest convenience and seek medical attention if needed. If during program time, there is an emergency requiring immediate medical attention, RLELC's & ENS's educators will call 911 and accompany the child to the hospital. Parents will be notified and requested to meet the child and RLELC's & ENS's educators at the hospital.

SERIOUS OCCURRENCES

It is the policy of RLELC is to ensure the safety of the children and educators. In the event of a serious occurrence, during the organization's hours of operation, the appropriate Ministry-directed reporting and public notification procedures will be followed.

SERIOUS OCCURRENCE DEFINITION

1. Death of a Child
2. Allegation of Abuse and/or Neglect
3. Life-threatening Injury or Illness
4. Missing or Unsupervised Child(ren)
5. Unplanned Disruption of Normal Operations:
 1. Fire,
 2. Flood,
 3. Gas Leak,
 4. Detection of Carbon Monoxide,
 5. Outbreak,
 6. Lockdown,
 7. Other (Emergency Relocation or Temporary Closure)

REPORTING AND POSTING A SERIOUS OCCURRENCE

A verified serious occurrence is reported immediately to the parents/guardians, the organization's Administration and Board Executive Members, and all pertinent others (i.e., Police, Fire, Children's Aid). A written report is forwarded to the County and Ministry children's services departments within 24 hours of the occurrence.

A serious occurrence notification form is completed and posted for a minimum of 10 days in a conspicuous place - adjacent to the centre's licence to operate to communicate information to the parents about the serious occurrence that has occurred in the childcare centre. Personal and private information is protected when a serious occurrence notification form is posted.

VOLUNTEER/STUDENT POLICY

At RLELC all volunteers/students will always be supervised by an employee. Direct unsupervised access (i.e. when an adult is alone with a child) is not permitted for people who are not employees of the centre. Volunteers/Students will not be counted in ratios.

An orientation will be provided to help volunteers and students understand the operation of RLELC & ENS and the expectations for their placement/volunteer experience. It will include the volunteer/student review the policy and procedure as set out in the Child Care and Early Years Act.

BULLYING, HARASSMENT & VIOLENCE

RLELC is committed to providing a work environment in which all individuals are treated with respect and dignity, free from any form of bullying, harassment, or violence. Bullying, harassment, and violence will not be tolerated from any person in the workplace. RLELC & ENS will take all reasonable measures to prevent incidents and protect workers.

ZERO TOLERANCE

Although clients and members of the public are not governed by this policy, **the organization does not tolerate any behaviour constituting bullying, harassment and/or violence** to be exhibited by clients/public toward the workers of the organization.

Verbal or physical aggression directed by a parent, guardian or adult toward a staff or childcare provider of RLELC will result in this person being asked to leave the premises immediately.

If this request is not followed, the local authorities will be contacted to intervene.

Future admittance to the property may be refused.

CHILD & FAMILY SERVICES ACT

The Child and Family Services Act states that every person who has a reason to believe that a child is at risk has a legal obligation to report his or her suspicions immediately to the Children's Aid Society. RLELC & ENS are committed to meeting the legal requirements of the Child and Family Services Act and to ensuring the safety and protection of each child enrolled.

RLELC & ENS educators are trained to spot signs of child abuse and neglect. If there are reasonable grounds to suspect abuse or neglect, educators are required to file a report. It will be the responsibility of the Children's Aid Society to investigate suspicions and evaluate the situation.

Educators can be fined \$1,000 for failing to report a situation.

FIRE SAFETY AND EMERGENCY MANAGEMENT

Fire drills and emergency evacuation procedure have been written in conjunction with the local fire authority. A fire drill is performed each month to practice our evacuation techniques. Children must always have proper footwear. In case where shoes are forgotten, they will be asked to wear their boots.

RLELC & ENS has Emergency Management Policies and Procedures; should an emergency occur; we will reach you by phone. We will also post any updates on our Facebook page.

CRIMINAL RECORD CHECK – VULNERABLE SECTOR CHECK POLICY

Criminal Reference Checking – Vulnerable Sector Screening is a precautionary measure designed to ascertain whether employees and volunteers involved with children have a criminal history, which could make them unsuitable for working with children. All information obtained through a Criminal Reference Check and Vulnerable Sector Check is strictly confidential. This policy is mandatory for *Child Care and Early Years Act, 2014* licensing.

A Criminal Reference Check (CRC) and Vulnerable Sector Check (VSS), conducted by the Ontario Provincial police, will be required for the following positions: teachers, volunteers and those who may accompany a child with special needs, any support staff who will have direct contact with children.

PARENT ISSUES AND CONCERNS POLICY

POLICY

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within 7 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

CONFIDENTIALITY

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

CONDUCT

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 and/or licensee.

CONCERNS ABOUT THE SUSPECTED ABUSE OR NEGLECT OF A CHILD

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

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

PROCEDURES

Nature of Issue or Concern	Steps for Parent/Guardian to Report Issue /Concern	Steps for Staff/Licensee in responding to Issue/Concern
Program Related (schedule, toilet training, indoor/outdoor program activities, feeding arrangements, etc.)	Raise the issue or concern to: 1. Classroom staff (Speaking to a teacher before or after programming hours)	1. Address the issue/concern with a Teacher, or 2. Arrange for a meeting with the parent/guardian within 2 business days
General, Centre- or Operations-Related (childcare fees, hours of operation, staffing, waiting lists, menus, etc.)	Raise the issue or concern to: 1. Executive Director 2. Chair of Board of Directors (BOD)	3. Provide contact information for the appropriate person if the person notified is unable to address the matter
Staff-, Duty Parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to: 1. Classroom Staff 2. Supervisor 3. Executive Director	4. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter.
Student-/Volunteer-Related	Raise the issue or concern to: 1. Classroom Staff 2. Supervisor 3. Executive Director 4. Chair of BOD	5. Provide a resolutions or outcome to the parent(s)/guardian(s) who raised the issue/concern

ESCALATION OF ISSUES OR CONCERNS

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Executive Director.

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

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

Contacts:

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

Lanark, Leeds and Grenville Family and Children's Services (CAS): 1-855-667-2726

Licensee/Executive Director: Sonya Seward 613-359-6611, executivedirector@rlelc.org

77 Main Street Supervisor: Shannon McCarthy 613-359-6611, shannonm@rlelc.org

29 Main Street Supervisor: Shauna Moore 613-359-0002, shaunam@rlelc.org

Board President: Erika Heesen erikaheesen@gmail.com

UNITED COUNTIES OF LEEDS AND GRENVILLE SUPPORT

Rideau Lakes Early Learning Centre and Elgin Nursery School has a purchase service agreement with the United Counties of Leeds and Grenville (UCLG) that allows eligible families who are enrolled in our programs to receive assistance from the Counties to help pay childcare fees.

EDUCATORS & PROVIDERS PROGRAMS

The United Counties supports RLELC family of programs with establishing compensation levels for employees and home childcare providers and maintaining quality programs through:

1. General Operating Funds
2. Wage Enhancement Grant
3. Special Purpose Funding to support repairs and maintenance and play-based learning
4. Professional development opportunities

Funding assistance for special projects is available on occasion through the United Counties. There have been funds available for health & safety, transformation costs and capital projects.

RLELC & ENS family of program has benefitted from receiving Special Purpose funding assistance from the United Counties on several occasions over the years. To follow are just some of the ways in which RLELC & ENS has been supported by the United Counties of Leeds and Grenville.

1. *Play-based Learning*: funds received to assist with purchasing program equipment and supplies to support play-based learning.
2. *Transformation Funding*: funds to assist with the expansion of our Before/After School Age program, our playground at the nursery school location and to support our expansion into full-time childcare.
3. *Capital Funding*: funding to support the major renovations completed to the RLELC location.