



**Manor Park**  
Community Council

# **Manor Park Child Care Centre**



EST. 2023

## **PARENT INFORMATION HANDBOOK**

Toddler and Preschool

18 months- 5 years

613-725-6587

[manorpark.ca](http://manorpark.ca)

## **Welcome to Manor Park Child Care Centre**

Manor Park Child Care Centre provides high quality early learning and childcare and is located at 1805 Gaspé Avenue off St. Laurent Blvd. It is nestled in a quiet, private neighbourhood next to the RCMP stables. The Manor Park Child Care Centre is run by the Manor Park Community Council and was created due to the increasing demand for more childcare spaces in our area. The Manor Park Community Council runs licensed Before and Afterschool care inside Manor Park Public School as well as licensed Playschool inside the Manor Park Community Centre.

Manor Park Child Care has been able to open successfully as a result of much planning, collaboration and support of many amazing community partners.

## **Program Statement and Philosophy**

Manor Park Child Care Centre strives to promote a positive, safe, loving, and nurturing atmosphere where the health, safety, nutrition, and well-being of our children is of the utmost importance. We encourage mutual respect, patience, and creativity in an inclusive environment while viewing children as competent, capable, curious, and rich in potential. Using *How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014)* to guide our programming and pedagogy, we provide a positive framework to support our children and families in an environment that promotes belonging, engagement, expression, and well-being.

Manor Park Child Care believes in supporting positive and responsive interactions among children, parents, staff, and educators. We encourage a partnership with parents/guardians where relationships are respectful of culture, values, language, and knowledge. We value parents'/guardians' unique perspectives and welcome their skills, talents, traditions, and experiences. Integrating family presence in a meaningful and authentic way throughout all elements of our programming is important to us.

We view children as individuals who bring their unique ideas, knowledge, and experiences about their physical and social world to the classroom. Children are active and social learners who are influenced by family, culture, and previous experience. We are committed to developing children who love and believe in themselves by nurturing self confidence and encouraging children to communicate and interact in a positive way. We encourage children to articulate their needs to others and help them to appreciate and empathize with the needs of those around them.

We appreciate that children have a variety of learning styles and methods of understanding and constructing knowledge. For this reason, we plan for and create positive learning environments and experiences in which each child's learning and development will be supported. We believe that allowing children to actively explore, investigate, take manageable risks, and engage in creative problem-solving is critical for their physical and mental health and well-being. Through

our emergent approach to play-based learning, we believe that children learn best by doing, exploring the world around them, and interacting with adults and peers. Play is a child's platform for inquiry and exploration. Through observation, reflection, and provocations our educators create a positive and meaningful learning environment that considers each child's unique needs and interests. They provide child-initiated and adult-supported experiences both indoors and outdoors, during active play, rest, and quiet times. Educators ask questions and build on the children's interests and ideas to foster knowledge, understanding and a sense of wonder about their physical and social world. In partnership with parents/guardians, we encourage children to become aware of their bodies through self care, nutritious foods, physical activities, and rest, in addition to their need for social and emotional engagement. Through these approaches we balance opportunities for children to interact and communicate in positive ways, to support their abilities to overcome challenges, make choices, problem solve, and self regulate their emotions.

In our on-going commitment to the health, safety, nutrition and well being of each child we provide:

- A clean and safe environment
- Catered meals with meal plans based on Canada's Food Guide
- Access to drinking water throughout the day
- Limited transitions and unnecessary disruptions to play
- Safe play environments that are developmentally appropriate and reduce hazards that may cause injury

Our educators familiarize themselves with all information concerning medical conditions and medication requirements, exceptionalities, allergies, food restrictions, and parental preferences in respect to diet, exercise, and rest time.

We appreciate how important it is for both parents and educators to have regular information about children's experiences at home, in the community and in our early learning environment. Communication is very important. We encourage two-way dialogue and use various tools for communication between parents and educators. It's important to us to create and maintain a trusting, respectful bond between parents, staff, and children to provide optimal care for each child. By partnering with parents through ongoing communication, we ensure interconnected, positive support for every child.

Involving community partners is an instrumental part of creating a positive and supportive environment. We engage in constructive relationships with community agencies; they provide resources, information, and classroom support to better meet the needs of our children, families, and educators. We work collaboratively with our local community colleges to offer opportunities for student training and experiences. Partnering with these institutions provides us with additional knowledge and resources to further support our program.

Our dedicated Early Childhood Educators are registered through the College of Early Childhood Educators and adhere to a Code of Ethics and Standards of Practice. Our educators are trained in First Aid and CPR and are carefully selected and screened to provide a safe, secure, healthy, and inviting environment. With a sustained commitment to ensuring a quality program we support, encourage, and provide opportunities for our educators to participate in continuous professional learning. Investing in our educators to remain current in knowledge, skills and professional values is important to us. Through ongoing reflection of their practice, they identify ways in which they can grow professionally.

Manor Park Child Care actively participates in ongoing assessments of our environment to measure the impact of the strategies set out in our program statement. These strategies include, but are not limited to:

- Ongoing two-way communication with parents/guardians
- Daily program documentation
- Observations and reflections
- Monthly team discussions and reflections
- Staff and team meetings to focus on professional development and support
- Annual environmental reviews and observations
- Staff performance reviews with goal setting

Goals are developed from this information to support continuous, quality improvements within our program.

It is essential for us to provide a nurturing environment with experiences that encourage all our children to reach their full potential. Our program reflects our philosophy and program statement. To ensure consistent implementation across Manor Park Child Care, all staff, students, and volunteers review the program statement prior to interacting with children. At a minimum, this statement will be reviewed annually by all staff.

This Program Statement highlights the guiding principles for our practice. It is continuously brought to life in all aspects of our programming.

### **Guiding and Supporting Documents**

[Minister's Policy Statement on Programming and Pedagogy](#)

[How Does Learning Happen? Ontario's Pedagogy for the Early Years \(2014\)](#)

[Early Learning for Every Child Today \(ELECT\)](#)

[Think, Feel, Act: Lessons from Research About Young Children](#)

[Ontario Early Years Policy Framework](#)

## **Days and Hours of Operation**

Manor Park Child Care is open 50 weeks per year, Monday to Friday 7:30am-5:30pm.

Manor Park Child Care is closed on the following observed holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas and Boxing Day. We close for a winter break from approximately December 23-January 3. Specific dates will be announced well in advance of the closure. We also close for 3 additional days for staff professional development. These dates will be determined annually, and parents/guardians will be given sufficient notice prior to the centre closing.

## **Wait List**

A wait list policy has been developed to provide a clear overview of how Manor Park Child Care determines the order in which children on the waitlist are offered admission into the program and how the wait list information is managed.

## **Wait List Policy**

The Manor Park Community Council (MPCC) may select registrants in the 'Child Care Registry and Waitlist' (CCRAW) and accept them into 'Manor Park Child Care Centre'. In order that the selection process is both fair and transparent, policies and procedures are established. The waiting list will be available in a manner that maintains privacy of the child listed on it but informs parents or guardians of the position of a child on the list.

### **Policies and Procedures**

1. Parents will be directed to place their child on the 'Child Care Registry and Waitlist' (CCRAW) if they are seeking placement in 'Manor Park Child Care' and need a fee subsidy.
2. Parents will be directed to place their child on the CCRAW if the Program is at capacity.
3. CCRAW ranks registrants seeking placement in the Program under a fee subsidy more highly than full-fee registrants.
4. When notified by the City of Ottawa that fee subsidy funding is available, the Supervisor may initiate placement from CCRAW.
  - a. The Supervisor will review the CCRAW, for registrants meeting the following ranked criteria:
    - i. A child already enrolled in an MPCC Child Care Program for whom fee subsidy has now been approved.
    - ii. A child who already has a sibling attending the Program.
    - iii. A child with special needs for whom support has become available.
  - b. A child meeting the criteria of 4a will be offered placement provided there is space available in an age-appropriate group.

- c. If no child meets the criteria of 4a, and fee subsidy funding is available, the Supervisor will offer placement to the highest ranked registrant on the CCRAW for whom space is available in an age-appropriate group and transportation to the program is available. For clarity, the highest ranked registrant is defined as the first child on CCRAW with an 'approved' status eligible to receive fee subsidy.
- d. Once offered placement, a family has five (5) business days to complete their registration in the Program or they forfeit their spot and the selection process continues.
- 5. Should no fee subsidy funding be available, the Supervisor may choose to initiate placement from CCRAW.
  - a. Supervisor will sort all full-fee registrants according to the date of their registration in CCRAW.
  - b. Supervisor will review the sorted CCRAW for registrants meeting the following ranked criteria: i. A child who already has a sibling attending the Program. ii. A child who is returning to the Program. iii. A child with special needs for whom support funding has become available.
  - c. A child meeting the criteria of 5b will be offered placement provided there is space available in an age-appropriate group and transportation to the Program is available.
  - d. If no child meets the criteria of 5b, the Supervisor may offer placement to the highest ranked full-fee registration for whom provided space is available in an age-appropriate group and transportation to the program is available. For clarity, the highest ranked full registration is defined as the first full-fee child listed chronologically by date of joining CCRAW.
  - e. Once offered admission, the family has five (5) business days to complete their registration in the Program or they forfeit their spot, and the selection process continues.
- 6. Families approved for fee subsidies and meeting ranked criteria will be prioritized over full-fee families meeting ranked criteria.
- 7. Full-fee families meeting ranked criteria will be prioritized over those families not meeting ranked criteria.
- 8. Families inquiring about their position for placement from the CCRAW will be responded to by the Supervisor.
  - a. Supervisor may review the selection criteria with the family.
  - b. Should another child(ren) better meet the selection criteria than the inquirer, the Supervisor may indicate this but without disclosing which of the specific ranked criteria is being met.
  - c. Should another child(ren) better meet the selection criteria than the inquirer, the Supervisor will not disclose any personal information about this child(ren).

- d. Supervisor will remind inquirer that all placements are dependent upon the availability of funding (fee subsidies only), age-appropriate space, and transportation to the program.
- e. Supervisor will advise the inquirer that all placements will be issued in writing.
- f. Staff of Manor Park Community Council and siblings of children already in a licensed Manor Park Community Council child care program will be given priority.

## **Enrollment, Registration and Withdrawal**

Manor Park Child Care provides care for the children of the surrounding community and Manor Park Community Centre affiliates.

Upon registration and prior to your child's enrollment, a registration fee per child must be paid, in the amount of the first month's fees. The registration fee is nonrefundable. All registration forms must be completed in their entirety and returned along with the registration fee in order to be considered fully registered for the program. It is important that the registration forms be kept up to date at all times. Should your contact numbers change, it is imperative to inform us immediately in order for us to contact you in case of emergency.

We have an open-door policy and invite parents/guardians to drop by at any time. We also encourage parents to join us for play visits prior to their child's commencement at the centre. Spending as much time as possible during your child's transition aids both you and your child. These visits provide you with a day-to-day view of our program. It also provides an opportunity for you and your child to get to know the educators and help your child become familiar with their new environment.

When circumstances make it necessary to withdraw from Manor Park Child Care, please complete our Withdrawal Form; 1 month's written notice from the final date of attendance is required. Payment is required for the full monthly fee for the month in which the final date of attendance occurs. There are no pro-rated fees for partial months.

If planning to withdraw your child for a long-term leave of absence, i.e.: maternity leave, sabbatical, two months' notice is still required. Should you be requiring care following your leave, it is the responsibility of the parent/guardian to place their child(ren) back on the OneHSN Waitlist. For short-term leave of absences, i.e.: one-two months' vacation, full fees will still be due for each month that your child is away. This will guarantee your spot upon your return.

We intend to make every reasonable effort to ensure that all children enrolled in our licensed child care centre can successfully remain in care, however, in some situations, the decision to discharge may be necessary. In partnership with families, we use additional resources and supports when available. Should a child that demonstrates challenges (developmentally, and/or

behaviourally) be enrolled in the program, the program will seek to access additional supports and resources in a timely manner. If it is concluded that the educators and program can no longer meet a child's needs and that there is a safety risk to the child, other children, and/or staff, then the decision to discharge a child may be warranted.

Manor Park Child Care reserves the right to give notice of withdrawal of service if a parent/guardian does not abide by all policies and procedures.

## Fees

Manor Park Child Care uses pre-authorized debit (PAD) payments to collect monthly childcare fees. Payments will automatically be withdrawn from an authorized bank account on the first day of every month. One month's notice will be given prior to any adjustments made to increase or decrease monthly childcare fee payments. Parents are required to provide written notice to the centre's Supervisor regarding any changes to account information by the 15<sup>th</sup> day of the preceding month to allow time for processing. Accounts with nonsufficient funds will be charged a \$25.00 bank handling fee. If fees are not remitted by the first day of the month they are due, a \$25.00 late fee will apply. A further \$25.00 late fee will apply for every additional week payment is not received. If reimbursement of the outstanding fees is not received by the first day of the next month, childcare may be denied unless special arrangements have been made with the Supervisor.

Manor Park Child Care's current fee schedule is available in the office as well as in our Parent Handbook. The full monthly fee is withdrawn regardless of the number of days in the month, absenteeism, vacation, inclement weather, childcare closure and/or statutory holidays. No credits or refunds will be given for closure days.

Refunds/credits will only be given if a payment is withdrawn in error or if our agreement with Canada Wide Early Learning and Child Care Program instructs us to do so.

Current fees are as follows:

| Age                            | Daily Base Fee <u>Without</u> CWELCC                                                | Monthly Base Fee <u>With</u> CWELCC                                                                                                                                                                | Non-Base Fees                                                                                                              |
|--------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Toddlers (18 months-30 months) | \$65.87/day<br><i>Fees are charged monthly. Part time spaces are not available.</i> | \$22/day<br><i>Fees are charged monthly. Part time spaces are not available.</i><br>Registration Fee – First month's fees ( <i>Non-refundable; fee is applied towards the first month's fees</i> ) | Late Pick Up Fee -incurred in increments of \$5<br>Non-Sufficient Funds Fee- \$25.00<br>Late Payment Fee (Weekly)- \$25.00 |
| Preschool (30 months- 6 years) | \$55.76/day<br><i>Fees are charged monthly. Part time spaces are not available.</i> | \$22/day                                                                                                                                                                                           | Late Pick Up Fee - incurred in increments of \$5                                                                           |

|  |  |                                                                                                                                                                                        |                                                                          |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
|  |  | <i>Fees are charged monthly. Part time spaces are not available.</i><br>Registration Fee - First month's fees ( <i>Non-refundable; fee is applied towards the first month's fees</i> ) | Non-Sufficient Funds Fee - \$25.00<br>Late Payment Fee (Weekly)- \$25.00 |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|

*\*The registration fee is nonrefundable and must accompany each registration.*

*\*\*A monthly fee schedule can be found posted on the Parent Board inside the daycare.*

Families who are interested in learning about fee subsidies available through the City of Ottawa may contact the Subsidy Office by calling 3-1-1 and selecting '4' for daycare. Or by emailing [ccraw-relage@ottawa.ca](mailto:ccraw-relage@ottawa.ca). Families may also fill out an online application by visiting [https://onehsn.com/Ottawa/ux\\_2\\_0](https://onehsn.com/Ottawa/ux_2_0)

Income tax receipts will be issued in February for the previous year's fees.

## Canada Wide Early Learning and Child Care Program (CWELCC)

Manor Park Child Care Centre is proudly part of the Canada Wide Early Learning and Child Care program. Together, with the City of Ottawa, we aim to provide high quality, accessible, affordable and inclusive child care to our families.

## Arrival and Departure/ Late Pick up

Parents are required to accompany their child(ren) into the centre, assist them with removal of outerwear, and bring them into their classroom. Do not send your child(ren) into the centre alone and always make sure you make contact with a staff in your child's class. If someone other than the parent(s) and/or emergency contacts listed on your child's enrollment form are to pick up your child from the centre, it is mandatory we receive prior written notice. Manor Park Child Care's staff will not allow children to leave the premises with someone they do not know, someone under the age of 16, and for whom written authorization has not been provided. If you must change your pickup arrangements on short notice, you must notify the staff either in person when you drop your child off or later by telephone if circumstances change. Please notify the Supervisor in writing of any permanent change in arrangements for pick up of your child(ren). Anyone with whom the staff are not familiar (including parents) or have not met will be required to present proper photo identification before the child will be released. When parents are new to the centre, it is common to be asked to see your ID. Please be patient with the staff as they get to know your family.

We ask families to drop-off their children no later than 9:30a.m. We understand that special circumstances may arise, including appointments. When this is the case, please arrive no later than 11:30 a.m. so that your child can settle in for lunch and naptime. If you must pick-up your child early, we ask that it be done after 2:00 p.m., as children nap from approximately 12:00-2:00 p.m.

Manor Park Child Care's hours of operation are from 7:30am-5:30pm. At the end of the day, it is important to arrive prior to 5:30pm to pick up your child to ensure that you have time to speak with your child's educator before they are finished working for the day. We encourage parents to arrive by 5:15pm should you wish to have an opportunity to connect with your child's educator and the time for an unrushed ending to your child's day. We recognize that due to exceptional circumstances, parents may occasionally be late in picking up their children. When this occurs, parents/guardians must notify the Centre, at the earliest opportunity. Late pick ups cause difficulties both to the staff and the children waiting to be picked up. Late fees are charged in increments of \$5 for every 5 minutes, rounded up to the nearest five-minute interval (for example, a \$5 fee applies whether the pick-up is 5:31p.m. or 5:35p.m.). The late arrival time will be based on the time of the Educator's cellular device. All late fees must be paid by card (debit or credit) at the time of pick-up. Any outstanding balance must be settled before the child can return to daycare. At 5:40pm, staff will attempt to call your contact numbers to reach you. If we cannot make contact with you, we will try your emergency contact numbers. All efforts will be made to contact the parents and/or emergency contact person. If the above-mentioned are still unreachable within 1 hour of the centre closing, staff will contact the police and turn the child(ren) over to their care. After three (3) late charges have been levied, the Manor Park Community Council (MPCC) reserves the right to withdraw the participant from the program. No refund will be offered.

## **Safe Arrival and Departure Policy**

The Safe Arrival and Departure Policy is put in place to ensure the safe arrival of the children to and from our program. It takes a village to raise a child in this sometimes very busy world. With Parents/Guardians and Educators working together, we can ensure that our children arrive to where they are expected to be each day and go home with only those who are authorized to pick them up.

When a child has not arrived to the program by 9:30 am (unless arrangement has been made with a parent), the Educators must:

- Notify the Program Supervisor or designate that the child has not arrived.

When a child is absent from the program, the Program Supervisor or designate must:

- Call the Educators using their walkie talkie to ask for a report of absences if they have not heard from the Educators by 9:30 am.
- The Program Supervisor or designate must email or call the child's parents/guardians to inquire about the absence.
- If the Program Supervisor or designate calls, they must leave a message if there is no answer and call all other phone numbers listed for parents/guardians if they do not receive an answer.

\*If your child will be absent, please call/email the centre to alert the team. You will not receive a safe arrival email or call if you have notified your child's Educator or the Supervisor of the planned absence.

When a child is dismissed from the program, the Educators must:

- Ensure that children are released from the child care centre only to:
  - a. Individuals specified by a child's parent, or
  - b. In accordance with written permission from a child's parent to release the child from the program at a specified time without supervision.
  - c. If an individual not on the pickup list arrives to pick up the child, the Educator must notify the Supervisor or Designate and the Supervisor or Designate must call the parent for approval. If approval is not given, the child will not be released. If the individual refuses to leave, the police will be called to remove them from the building.

## **Ministry of Education and Childcare**

Ministry of Education and Childcare as well as licensing information is available on the bulletin board in the hallway near the main entrance. It is required by the Ministry to post our current Operating License as well as post any Serious Occurrences that take place within the childcare centre. Serious Occurrences are posted on a "Serious Occurrence Notification Form". This form is posted for 10 days following an incident and provides information about the incident for parents to review.

For further information about the Ministry of Education and Childcare Licensing please visit <https://www.ontario.ca/page/ministry-education>

## **Inclement Weather and Emergency Centre Closures/Evacuation**

When extreme weather conditions create dangerous traveling conditions, we may contact parents/guardians to request that they depart earlier than routine to ensure timely pick up. This is to ensure the safety of children and families as well as our employees who also need to travel home. Our policies addressing late pick-ups will not be altered due to poor weather and travel conditions. Weather forecasted to create dangerous driving conditions (freezing rain) may also result in the Board of Directors closing the centre for the day. Every effort will be made to notify parents/guardians the evening prior or by 6:30am the day of.

Due to unforeseen circumstances (fire, flood, loss of electricity, and/or property damage); Manor Park Community Council's Board of Directors may close the program if the Centre is deemed unsafe. Parents will be notified of the closure and required to make alternative arrangements until official notice is given of the Centre reopening. The centre will also close if the City of Ottawa declares a "State of Emergency". No fee rebate will be given due to emergency closures.

## **Nutrition**

Our meals and snacks will be catered and delivered daily by Pur Catering. Menus will be posted on the parent board. Substitutions will be noted next to the posted menus. All menus follow the recommendations set out in the Health Canada documents, "Eating Well with Canada's Food Guide". Special dietary and feeding arrangements are to be carried out in accordance with the written instructions provided by parents/guardians of the child. Careful menu planning is essential to meet children's nutritional needs and to expose them to a wide variety of foods.

Manor Park Child Care will provide milk during lunch and water during afternoon snack. Water is always available to the children.

Manor Park Child Care does not allow meals/snacks to be brought from home. However, should a child require special feeding requirements due to a medical need, this should be discussed with the Supervisor and appropriate action will be taken to ensure any outside food supplied adheres to our anaphylaxis policy.

- For the safety of those with allergies, when circumstances arise that snacks/lunches must be brought from home, all foods must be peanut- and nut-free.
- Each container/item must be clearly labeled with the child's full name and any parental written instructions (if applicable).
- Children will not be permitted to share snacks or bring food in for other children.
- Children will be required to wash their hands before eating snack and after eating snack to prevent the spread of allergens.

- Staff will ensure that tables and chairs are wiped down before and after eating snack.

Engaging in conversations while we eat meals family style supports a positive approach to mealtimes. As staff are role models to the children, they are encouraged to eat the same meals at the same time as the children. Should a special snack be provided by the daycare, parental permission will be obtained before it is offered to your child.

## **Diapers**

Parents are responsible for supplying disposable diapers and diaper creams for their child. Manor Park Child Care is unable to accept cloth diapers. Without toilets located in the classrooms, we are unable to empty the contents of the diaper safely and without contaminating other areas.

## **Health**

If your child contracts a communicable disease, you must notify the centre immediately. A Health Alert must be posted for any communicable disease, so that parents can ensure the health and safety of their children.

Should your child show signs of a rash, eye infection, or other communicable disease while at the centre, your child will be required to be taken to a health care practitioner for an assessment and will be able to return after approval by a health care provider.

To prevent outbreaks, the City of Ottawa Health Department requests that child care centres exclude children with certain communicable diseases until specific criteria are met. The Ottawa Public Health Department lays out the exclusions policy for communicable diseases and parents will be notified of what these may be. The program staff must be notified immediately if your child is hospitalized for more than 24 hours. At any time, the Supervisor or Designate may judge that a child is not well enough to attend the centre. In this case, the child will either not be accepted at drop off time, or parents will be notified that the child must be picked up as soon as possible.

The City of Ottawa Health Department has set forth certain policies to protect all children. Your child may not attend the program if they suffer from the following:

- 1) A fever of 38 degrees Celsius or higher (100.3 Fahrenheit)
- 2) Vomiting
- 3) Diarrhea (single episode)
- 4) Croupy cough and green discharge from nose
- 5) Any unexplained rash or skin irritation

- 6) Complains of a bad headache or sore throat
- 7) Eyes/ears that are oozing any form of discharge (must be on antibiotics for 24 hours prior to readmission)
- 8) Strep Throat (must be on antibiotics for 24 hours prior to readmission)

If your child develops any of these symptoms while your child is in childcare or at home, we ask that you keep your child at home until they are symptom free for **24 hours, 48 hours for vomiting and/or diarrhea**. Please do not give your child Tylenol/Advil and bring them to the program as they may be contagious.

On occasion the Centre may declare an Outbreak, this is when more than 15% of children and/or staff are sick with the same symptoms.

## Head Lice

If your child is found to have head lice or nits while attending the centre, you will be called to come pick up your child. We recommend completing a head lice/nit treatment if possible. As Manor Park Child Care Centre has a no nit policy, your child may return the following day provided that their hair is free from any visible nits or lice. Upon returning to the daycare, a staff member will privately check your child's hair to ensure no nits or lice are present. Should any be found in their hair at the time of inspection, your child will be unable to stay at the daycare. We appreciate that nit and lice removal is a tedious process; we encourage parents to be diligent while checking their child's hair to prevent the spread of head lice within the centre.

## Immunization

It is recommended by the Local Medical Officer of Health, that all children be immunized. Parents of children who object to immunization due to religious/conscientious or medical reasons must complete a standardized ministry approved form. Ministry approved forms for religious/conscientious objections must be completed by a "commissioner for taking affidavits" (ie: notarized). Any medical exemptions forms must be completed by a doctor or nurse practitioner. These forms are available upon request. All immunization records and/or records or parental objections will be kept as part of the children's files.

## Covid

Manor Park Community Council follows the guidance of Ottawa Public Health and has implemented the following Covid Isolation policy:

Staff, volunteers, students and program participants who exhibit symptoms of Covid or have tested positive on a PCR or rapid antigen test must:

- Isolate until symptoms have been improving for 24 hours (or 48 hours if gastrointestinal symptoms such as vomiting or diarrhea) and no fever is present.
- If a positive test result and no symptoms, the staff, volunteer, student or program participant does not need to self-isolate unless symptoms develop, but they must follow the precautions below. If symptoms develop, they must self-isolate immediately.
- For a total of 10 days after the start of symptoms (or date of positive test result, whichever is earlier), the staff, volunteer, student or participant must:
  - Continue to wear a well-fitted mask in all public settings.
  - Wear a mask as much as possible in public settings, including school and child care, unless under 2 years old (24 months). Exceptions would include removing the mask temporarily for essential activities like eating (e.g., when eating in shared space at school/work while maintaining as much distance from others as possible).
  - They can participate in activities where a mask is worn but should avoid non-essential activities where removing the mask would be necessary (e.g., dining out, playing a wind instrument, high contact sports where masks cannot be safely worn).
  - People who are exempt from masking (e.g., children under two years of age (24 months), etc.) may return to public settings without wearing a mask.

## **Masking**

The provincial directives of the Chief Medical Officer of Health, provides for organizations to have the authority to keep requirements in place. Therefore, the Manor Park Community Council (MPCC) has taken the following decision:

- Masks shall be worn if staff or volunteers exhibit any symptoms of illness with continued use until symptoms are clear. For individuals without symptoms of illness, mask use is discretionary but encouraged especially indoors and in busy public spaces.

## **Allergies and Anaphylaxis**

To provide a safe environment and protect your child we must be aware of any allergies or potential allergies that your child may have. All allergies must be documented on the appropriate registration and medical forms. For children who may have an anaphylaxis, there is a detailed Ministry Policy which must be adhered to and parents must fill out all appropriate papers which includes authorization from a doctor. If your child requires an Epinephrine auto injector (EpiPen), the staff must be made aware of this and be given the auto injector when you drop off your child. Should you and your child arrive to the centre without the auto injector, you will not be able to drop off your child until the auto injector is onsite. We recommend, if

possible, having two auto injectors. One to leave at the centre and one to have outside of the centre.

We strive to be a nut-free and scent-free environment. We cannot guarantee that your child may not come into contact with an allergen, but we will do our very best to protect them while they are in our care. This policy and all forms required will be reviewed with you at the time of your tour and prior to your child's first day.

Some children in our care have life-threatening food allergies (Anaphylaxis) and for this reason, it is imperative that you **DO NOT** bring any food into the centre, unless otherwise arranged with the Supervisor of the program. Children will be provided with 2 snacks and a lunch each day; we attempt to accommodate a variety of dietary restrictions and allergies. Should food from home be deemed necessary and approved by the Supervisor, each container/item must be clearly labeled with the child's full name and any parental written instructions (if applicable).

Anaphylaxis is a medical condition that causes severe reaction to specific agents and can result in death in seconds. All employees are trained in the use of Epinephrine auto injector.

## **Administration of Medication**

If your child requires medication while in the centre, you are required to complete and sign a Medication Authorization Form which provides details about the medication, including the time and amount of dosage. Should your child be prescribed antibiotics, they must have been taking the antibiotics for 24 hours prior to returning to the Centre. As per the Child Care and Early Years Act, we can only accept medication which is in its original container and the container must be clearly labelled with the following:

Child's Name/Name of drug/Medication/Dosage of the medication/Date of Purchase/Expiration Date/Instructions for storage and administration/Possible side effects

Due to the frequency and their longer-term daily usage, sunscreen, diaper creams, lip balms, and hand sanitizer can have a blanket authorization from the parent on the enrolment form and can be administered without a medication form as long as they are non-prescription and/or they are not for acute (symptomatic) treatment, whether they have a drug administration number (DIN) or not.

All medication no longer needed is to be taken home. All medication must be handed to us to be stored in a locked medication box in the fridge or cupboard, except for emergency medication. A designated staff member will be responsible for medications.

## Naps

Each child will be assigned their own cot and it will be labelled with their name, matching their names on a posted chart. All cots will be disinfected weekly. Staff will perform visual checks on all children throughout rest time and these checks will be documented on the visual sleep check chart. Any changes in the child's sleeping patterns or behaviours will be communicated with parents/guardians. Staff will consult with parents/guardians with respect to a child's sleeping arrangements.

Staff will communicate to parents/guardians any significant changes in a child's sleeping patterns or behaviours. Any sleep preferences that are identified at intake or communicated by parents will be documented in the daily logbook.

## Behaviour Guidance

With an emphasis on responsive, positive communication and interactions as a means to develop meaningful relationships with children, educators will guide behaviours aiding in self-regulation. Positive language and behaviours are modeled at all times when speaking with the children and other adults. The educators use numerous forms of communication (words, multiple languages and body language) to aid children in the development of their communication and problem-solving skills. Self-regulation is supported by on-going discussions to help children understand emotions and deal with situations affectively and calmly.

As defined by the Child Care and Early Years Act, the following practices are not supported:

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

- Sexual abuse, sexual misconduct and prescribed sexual acts.

No employee or volunteer of the licensee, or student who is on an educational placement with the licensee shall engage in any of the prohibited practices outlined above with respect to a child receiving child care.

## **Inclusion**

We work in partnership with Andrew Fleck's Children's Inclusion Support Services (CISS) to ensure that the needs of all children in our program are being met.

CISS provides us supports such as:

**Resource Consultants:**

The Resource Consultant provides consultative support on an ongoing basis by suggesting strategies for adapting activities and providing training to ensure a positive inclusion experience for everyone. Using a team approach, the Resource Consultant facilitates the development of a functional Collaborative Inclusion Plan.

**Behaviour Consultants:**

The Behaviour Consultant provides consultative support, in collaboration with the Resource Consultants, to our teaching teams to assist in the development of skills to meet the challenging behavioural needs of children.

**Inclusion Facilitators:**

The Inclusion Facilitator supports the implementation of recommended strategies and developmental programming in licensed programs throughout the city of Ottawa by supporting the transfer of knowledge and skill development to teaching teams.

**Enhanced Staff Support Funding:**

Enhanced Staff Support Funding may be available to child care programs in order to hire a program assistant to support the child care setting when enrolling a child whose needs meet the eligibility criteria for this level of support to ensure a positive inclusion experience.

**Training:**

CISS provides us a variety of training opportunities to ensure that our team is always up to date on the newest research and practices when working with children of all abilities.

#### Resources:

Access to a comprehensive Resource Library which includes materials, books, DVDs, disability awareness kits as well as toys, equipment and other resources

## **Accident/Incident Reports**

If your child suffers a significant injury requiring more than basic comfort (soap, water, band-aid, ice, TLC) or that is more than would be expected in the normal course of play, staff will administer first aid. Staff will also complete an accident report before the child is signed out (when possible) or by the next day care is provided. A copy will be provided to the parents/guardians. If the injury is severe enough to warrant medical assistance, parents/guardians will be notified immediately to come and pick up their child to seek medical attention. If emergency treatment at a hospital is required, parents will be contacted to either accompany or meet staff at the hospital. If parents cannot be contacted the designated staff will follow emergency procedures and call either ambulance services or 911, depending on the severity of the injury.

## **Serious Occurrences**

As a licensed program we are responsible for delivering high quality services that promote the health, safety and well-being of all children. A part of our accountability requirements, under licensing, has been to report incidents to the Ontario Ministry of Education Child Care Quality Assurance and Licensing Offices– the type of incidents that we must report include any life threatening injury or communicable disease, any time there is a disruption of service for example; a power outage which means the program is closed when normally available and any complaints about our service that result in a serious allegation. Manor Park Community Council is extremely proud to offer a high-quality licensed program and take our accountability to parents and the public very seriously. We have consistently followed the requirements under the Child Care and Early Years Act, to report incidents to the Ministry. The Ministry believes that parents will benefit from information about the incidents that occur including the actions that we have taken to prevent and minimize a reoccurrence by posting non-identifying information when an incident has occurred. Beside our license, you will find a serious occurrence notification form posted anytime an incident has been reported to the Ministry. The form identifies the date, the type of incident, a description and action taken. There will be no

identifying information included on the form. The notification form will remain posted for 10 business days; if the posting is related to an incident that involved your family, you will be personally informed.

## **Parent Issues or Concerns**

All issues and concerns brought forward are taken seriously and every effort will be made to resolve issues and concerns to the satisfaction of all parties.

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

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.

1. Parents/guardians will be encouraged to regularly discuss their child's experience in our program.
2. Supervisors and staff will support positive interactions among the children, parents/guardians and staff by engaging in conversation, maintaining ongoing communication, and supporting a positive experience during every interaction.
3. Issues and concerns raised by parents/guardians will be taken seriously by Supervisors and staff, and will be addressed with an effort to resolve them to the satisfaction of all parties as quickly as possible.
4. Issues or concerns may be raised verbally or in writing.
5. Responses and outcomes will be provided verbally, or upon request, in writing. Care will be taken to respect and maintain the confidentiality of the parties involved through the details provided in the responses.
6. An initial response to an issue or concern will be provided to parents/guardians within three business days. The person who raised the issue/concern will be kept informed throughout the resolution process.
7. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.
8. Each 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).
9. The highest standards for positive interaction, communication and role-modeling for children will be maintained. Therefore, harassment and discrimination will not be tolerated from any party.

10. Any parent/guardian, Supervisor or staff feeling uncomfortable, threatened, abused or belittled may immediately end the interaction and report the situation. Parents/guardians and staff should report to the Supervisor; Supervisor should report to the Executive Director.
11. Members of the public and professionals who work closely with children are required by law to report suspected cases of child abuse or neglect.
12. A parent/guardian expressing concerns that a child is being abused or neglected, will be advised to contact the [local Children's Aid Society](#) (CAS) directly. The person(s) 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*.

| Nature of Issue or Concern                                                                                       | Steps for Parent and/or Guardian to Report Issue/Concern:                                                                                                                                                                                                                                                 | Steps in responding to issue or concern:                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Program Room-Related</b><br>E.g: schedule, indoor/outdoor program activities, snack arrangements, etc.        | Raise the issue or concern to <ul style="list-style-type: none"> <li>- the classroom staff directly</li> <li>or</li> <li>- the Supervisor</li> </ul>                                                                                                                                                      | <ul style="list-style-type: none"> <li>- Where possible, address the issue or concern at the time it is raised</li> <li>or</li> <li>- arrange for a meeting with the parent/guardian within three (3) business days.</li> </ul> Document the issues or concerns in detail, including:                                                                                                |
| <b>General, or Operations-Related</b><br>E.g: child care fees, hours of operation, staffing, waiting lists, etc. | Raise the issue or concern to <ul style="list-style-type: none"> <li>- the Supervisor</li> </ul>                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>- the date and time the issue or concern was received;</li> <li>- the name of the person who received the issue or concern;</li> <li>- the name of the person reporting the issue or concern;</li> <li>- the details of the issue or concern;</li> <li>- any steps taken to resolve the issue or concern;</li> </ul>                          |
| <b>Staff-, or Supervisor-Related</b>                                                                             | Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly</li> <li>or</li> <li>- the Supervisor</li> </ul> All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the | <ul style="list-style-type: none"> <li>- information given to the parent/guardian regarding next steps;</li> <li>- in the event of a referral of the issue or concern, information provided to the parent/guardian;</li> <li>- contact information for all parties involved, including the referral.</li> </ul> Ensure the investigation of the issue or concern is initiated by the |

| Nature of Issue or Concern           | Steps for Parent and/or Guardian to Report Issue/Concern:                                                                                                                                                                                                                                                                                                                                                                                                                     | Steps in responding to issue or concern:                                                                                                                                                               |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                      | Supervisor as soon as parents/guardians become aware of the situation.                                                                                                                                                                                                                                                                                                                                                                                                        | appropriate party within three (3) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.<br><br>Provide a resolution or outcome to all parties involved. |
| <b>Student- / Volunteer- Related</b> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Supervisor</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.</p> |                                                                                                                                                                                                        |

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Program Supervisor.

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.

## **Parent Participation in Programs**

Parents are viewed as partners in learning, providing valuable perspectives of children's home life and their child's development. Family involvement in the program is valued and encouraged. Parents are invited to spend time in their child's program, sharing talents, engaging in activities, and sharing ideas with the educators.

At no time will a parent be counted in ratio or be left unsupervised with any child other than their own. An employee will always be present.

## **Activities On and Off the Premises**

Field trips and special activities in the center promote a sense of community and are organized to support the children's curiosity and ongoing inquiries. Field trips may include a walk around the neighborhood to observe our surroundings and explore nature or the splash pad at the Manor Park Community Centre. We may also schedule in special guests such as a musician, dance or yoga sessions, visits from the library, firefighter, police officer, petting zoo, etc.

## **Appropriate Clothing**

Children should wear comfortable clothing which you do not mind getting dirty. Shoes must always be worn in the program. Proper footwear is required (running shoes- no slippers/flip flops or croc sandals). We aim to spend as much time outdoors as possible, please ensure that you send appropriate clothing for the weather (very warm, water-resistant clothing for the winter. Cool clothing with sun hats and sunscreen for the summer and waterproof clothing good for splashing in puddles in the Spring). It is very important that a complete change of clothing (mitts, hat, pants, shirt, socks, underwear, and shoes) is provided and kept at the Center.

\*Please **label** all of your child's belongings, including clothing. We cannot be held responsible for lost/missing items. Parents responsible for bringing in diapers will receive a helpful reminder note in their child's cubby when diapers are running low.

## **Emergency Management**

To protect the health and safety of children and employees, Manor Park Child Care has an emergency management policy and procedures that set out the roles and responsibilities of all employees. The centre conducts monthly fire drills and follows evacuation procedures. This ensures that all children become familiar with emergency procedures. In the event of a real emergency when the children cannot return to the centre, they will be moved to our designated emergency shelter and parents/guardians will be contacted to pick up their children immediately. Our emergency shelter is Manor Park Community Centre. The alternate shelter

will be Manor Park Public School. As indicated in our Emergency Management Policy, the Supervisor of the program or Designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.

Notification will be done by email or phone depending on the situation. Where possible, the Manager will update the Manor Park Community Council website as well as the work answering machine and include details of the evacuation site location and contact information.

## **Criminal Reference Check- Vulnerable Sector Checks**

All of our Early Childhood Educators (ECEs) are registered with the College of ECE. Our ECE Assistants support the Early Childhood Educators in providing a nurturing, developmentally appropriate, healthy, and safe environment to meet the needs of all children. All employees have standard first aid/CPR level C and must provide a Criminal Record Check with the Vulnerable Sector prior to their employment and every 5 years after. Employees also sign a Declaration of Offence on an annual basis. We support students from various Colleges as they complete their ECE placements. We may also welcome volunteers in our program.

## **Supervision of Volunteers and Students**

As per the Ministry of Education policy, students and/or volunteers are never left alone with the children, left unsupervised or included in ratios. All students and/or volunteers receive a detailed orientation prior to beginning their placement at the centre and must abide by and sign off on our Program Statement and all policies and procedures as well as provide us with a criminal reference check with the vulnerable sector. Students and volunteers play an important role in supporting staff in the daily operation of our program. As per the Ministry of Education policy, the supervising employee is responsible to supervise, monitor, and ensure that the volunteer/students are never left unsupervised with children or used to meet ratios and that all policies and procedures are followed.

## **Duty to Report**

Under the *Child Care and Early Years Act* all staff are required to report child abuse under section 72 of the Child and Family Services Act, 1990 (CFSA) to a Children's Aid Society (CAS). Persons failing to do so are subject to legal action and a fine if convicted. (Child and Family Services Act, 1984, section 68 (2)(3)(4) and section 81 (1)(b)).

Child Abuse is a serious occurrence as defined by the Child Care and Early Years Act. Section 72 of the CFSA imposes a duty to report for everyone, including RECEs, where there are reasonable grounds to suspect one or more of the following with respect to a child:

- 1) Emotional Harm: The child has suffered emotional harm, or there is a risk that the child is likely to suffer emotional harm demonstrated by serious anxiety, depression, withdrawal, self-destructive or aggressive behavior, or delayed development.
- 2) There are reasonable grounds to believe that emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.
- 3) Physical and/or sexual harm, abandonment, acts of criminal nature and exposure to family violence, which can take the form of physical, sexual, emotional, or financial harm as well as neglect.