



MANOR PARK PLAYSCHOOL/ MANOR PARK OCCASIONAL CHILD CARE (OCC)

Parent Handbook

July 15, 2020

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PARENT INFORMATION HANDBOOK

Welcome to Manor Park Playschool/Manor Park Occasional Child Care (OCC). Our program is located in the Manor Park Community Center at 100 Thornwood Road, and is licensed for 19 Preschool children between the ages of 2 ½ and 5 years old. Manor Park Community Council is a not-for-profit organization that has been providing recreational programs, and licensed child care in Manor Park for more than 35 years.

The health, safety and quality of your child's experiences are foremost at all times, ensuring that they and you enjoy a positive experience in our program. This handbook is designed to assist you, the parents, in understanding the procedures, policies, and regulations involved with the operation of our Centre. The Manor Park Playschool/Occasional Child Care is managed by Meagan Noonan who reports to the Executive Director, Lana Burpee. If, at any time, you have any questions or concerns, please feel free to speak with a staff in person, or contact the Program Supervisor, Meagan Noonan at 613 741 4776 x2. You may also email playschool@manorpark.ca.

LICENSING/REGULATIONS

Our program is licensed under the Child Care and Early Years Act of the Ontario Ministry of Education Child Care Quality Assurance and Licensing Office and under goes an annual licensing review process. We are required to meet all regulations of the Child Care and Early Years Act, as well as Health, Safety and Fire regulations dictated by the Department of Public Health, the City of Ottawa, the Ontario Fire Marshall, and the Ottawa Fire Services. The Program Advisor, from the Ministry of Education, monitors standards for safety, staff training, program quality and compliance with the Child Care and Early Years Act. The License and Summary of License are posted in the Centre for your information.

HOURS OF OPERATION

The Playschool operates Monday to Friday; from 9:00am-11:45am.

We have the following options for care: 5 days a week, 3 days a week or 2 days a week. Our fee schedule can be found on the registration form.

We do request that you please call or send an email if your child is going to be absent.

The Occasional Child Care Center operates Monday-Friday 11:45am-2:30pm.

Parents/Guardians may choose as many days as they wish and will be billed hourly, based on selected registration. Payments must be made at drop off.

EMERGENCY CLOSURES

Due to unforeseen circumstances (fire, flood, loss of electricity, and/or property damage) the Centre may be deemed unsafe. In this event, the decision may be made by the City of Ottawa or the Executive Director to close the facility. 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 or closures due to an OPH deemed outbreak of Covid 19 or any other communicable disease.

WAITING LIST POLICY

Playschool- All families must be registered on the City of Ottawa Child Care Registry and Wait List tool. <https://onehsn.com/Ottawa> To fill available spaces we contact families, whose child is age eligible for the space available. For Subsidized spaces we must follow the City of Ottawa's Priority List. For our full fee families we will offer spaces based on their registration date. There is no fee for using the City of Ottawa Child Care and Registry Wait List tool however, we do charge a non-refundable \$50 Administration Fee. If you are interested in knowing the status of where your child is on the waiting list please feel free to contact us and we will tell you as accurately as we can where your child is on the waiting list.

ADMISSION POLICY

Subsidized spaces are available in these programs. Eligibility for subsidy is determined by the Child Care Subsidy Office of the City of Ottawa. To apply you must first create an online application through the City of Ottawa at 311 or <http://www.ottawa.ca/daycare> Should the family be requiring a child care subsidy, confirmation from the City of Ottawa Subsidy Office must be received by the program a minimum of 48 hours to the child being enrolled. Spaces will be granted based on the waiting list application date and subject to the following criteria: 1. Children must be within the age limit set for the program 2. All enrolment papers must be completed at least 1 week prior to the child starting in the program.

WITHDRAWAL / DISCHARGE POLICY (Playschool)

1. Withdrawal notice must be provided to the MPCC in writing.
2. Withdrawal notice must be received no later than the 1st of the month to entitle a refund for the subsequent month's fees. For example, February 1 notice in writing to receive refund for March fees. This provides one (1) months' notice.
3. An administration fee of \$50 will be applied to all withdrawal requests and requests to reduce the number of days per week attended.
4. Refunds will not be pro-rated.
5. Written requests for a withdrawal submitted after April 1st, of the given school year, will be required to pay fees through to the end of June.

CANCELLATION POLICY (Occasional Child Care)

1. Care must be cancelled at least 24 hours in advance to not be billed. **some exceptions may apply*
2. Cancellations can be made by calling 613-741-4776

ARRIVAL AND DEPARTURE PROCEDURE

Please bring your child into the program room and acknowledge staff on arrival or departure.

- Ensure you and your children's wet/dirty footwear are removed before entering the room
- Anyone who picks up or drops off a child must be 16 years of age or older unless written agreement has been made with the Program Coordinator. All alternate individuals will be requested to show I.D. If staff suspects that the individual picking up the child is visibly unfit to drive, and/or that the child may be in danger, that staff is obliged to report their concern to the authorities (Police/ CAS) immediately. Alternate travel arrangements will be offered to the parent. By law, staff cannot withhold a child from their biological parent unless a court order is on file.

LATE PICK UP POLICY

We encourage you to arrive by 11:25am for Playschool and 2:55pm for OCC to pick up your child; this ensures you have an opportunity to connect with your child's educator and the time for an unrushed ending to your child's morning/afternoon. It is recognized that due to exceptional circumstances, parents might occasionally be late in picking up their children. When this occurs, parents must notify the Centre, at the earliest opportunity. However, late pick-ups cause difficulties both to the staff and the children waiting to be picked up. The purpose of this policy is to detail the procedures to be followed in the event of late pick-ups. Every person responsible for picking up a child

arriving later than 11:30am or 3:00pm, based upon the clock located on the program tablet, will sign the late fee book. The program ends at 11:30am (Playschool) and 2:30pm (OCC). If a parent is late they will be charged a late fee as follows: After 11:35am/2:35pm, \$1.00 for every minute thereafter. Should there be reoccurring instances of late pick up, this may result in the family being discharged. All late fees must be paid by either cash or cheque within 24 hours. Any late fees not paid may result in discharge from the program.

FEES (Playschool)

Please note: Manor Park Community Council has opted in to the CWELCC (Canada Wide Early Learning Child Care) agreement.

	Before CWELCC	After CWELCC
2 days per week	\$250/month	\$118.13/month
3 days per week	\$320/month	\$151.20/month
5 days per week	\$400/month	\$189/month
5 days per week + extended care	\$1075/month	\$567.06/month

1. Fees will be paid **in advance**, on a monthly basis or a lump sum payment. No child will be admitted to the program unless fees are paid.
 - a. **Fee Structure:** Monthly fees reflect annual fees that have been distributed evenly over the entire ten-month school year.
2. Fees found on the most current registration form are in effect from September to June. Monthly fees **DO NOT** include public holidays, March Break, or Winter Break.
3. A \$25 charge will apply to any cheques or PADs returned by the bank (ie. NSF, non-sufficient funds, etc). Should cheques be returned on more than one occasion, a different method of payment must be used and the MPCC reserves the right to terminate registration.
4. The primary method of payment for Manor Park Playschool is Pre-Authorized Debits (PAD). Through the PAD system, fees will be automatically withdrawn from the payee's bank account. Recurring monthly fees will be debited on the fifteenth of each month (or next business day). For any non recurring payments (ie. late fees, additional days or PA Day fees), the payee will make the payment with either exact cash or by cheque. To institute the automatic withdrawal, the payee will be provided with a PAD agreement form which must be completed and

returned to the MPCC office with the registration package. Any post-dated cheques provided upon registration, but over-ridden by automatic withdrawals, will be returned or shredded at the request of the payee.

5. If the banking information associated with the payee's PAD agreement is to change during the child's enrollment throughout the school year, the payee will advise the MPCC in writing prior to the 15th of the previous month when the change will occur.
6. Receipts for income tax purposes will be issued in February for the preceding calendar year. For example, receipts will be issued in February for January-December of the previous year.

FEES (OCC)

1. Fees must be paid in advance before leaving your child at the center. Fees can be paid by debit or cheque.
2. Fees are charged hourly and are as follows:

	Before CWELCC	After CWELCC
Hourly Rate	\$15	\$12

3. Receipts will be provided at time of payment.

SNACKS:

1. Providing children with nutritious snacks at an early age helps to develop healthy eating patterns later in life, and stimulates positive growth and development of the mind, body and spirit.
2. Parents/guardians will be required to send a nutritious snack and water bottle with their child each day to the Manor Park Playschool/Occasional Child Care.
3. For the safety of those with allergies, snacks must be peanut- and nut-free.
4. Children will not be permitted to share snacks or bring food in for other children.
5. Children will be required to wash their hands before eating snack and after eating snack to prevent the spread of allergens.
6. Staff will ensure that tables and chairs are wiped down before and after eating snack.
7. Snacks should be sent in an insulated bag with cold packs, if necessary, to keep food at the appropriate temperature.

8. If a snack is forgotten or spills, Manor Park Playschool/OCC will have nutritious prepackaged snacks on site.

9. Parents/guardians will be required to write a letter agreeing to send bagged snacks with their child to the Manor Park Playschool/Occasional Child Care.

Sample snack menu (based on Canada's Food Guide):

Monday	Tuesday	Wednesday	Thursday	Friday
Pita, green beans, hummus	Kale chips & orange slices	Yogurt & strawberries	Banana & wheat germ	Nut free trail Mix
Apple slices & wow butter	Rice cakes with jam & cream cheese	Cheese & whole wheat crackers	Tzatziki & bread sticks	Bran muffin & honey
Salsa/guacamole & salt-free tortilla chips	Ham/cheese mini pita pockets	Home-made granola bars with cranberries	Fruit salad & yogurt	Biscuits & jam
Dried fruit & crackers	Raw veggie sticks & dip	Fruit kabobs & oatmeal raisin cookie	Apple sauce & graham crackers	Mini pizzas

ALLERGIES AND ANAPHYLAXIS

MPCC aims to reduce the risk of exposure to life-threatening allergens, as well as provide a communication plan for the provision of information on life-threatening allergies of program participants and staff.

Procedures

1. Manor Park Community Centre is designated as a nut-free zone.
2. Staff will be trained in Standard First Aid and CPR level C.
3. Staff will obtain specific training in the treatment of anaphylactic allergies and the usage of EpiPens.
4. An 'Emergency Medical Procedure Authorization' as well as an 'Anaphylaxis Emergency Plan' (Plan) must be completed for each participant with a life-threatening

allergy. Parents/ guardians will indicate on program registration forms if a participant has a life-threatening allergy.

5. 'Anaphylaxis Emergency Plans' shall be established by a parent/ guardian of each participant with a life-threatening allergy which includes the emergency procedures to carry out for each individual participant. 6. The 'Anaphylaxis Emergency Plan' form must contain:

- Name of the participant;
- Photograph of participant;
- List of allergens for that specific participant;
- Name of medication;
- Dosage of medication;
- Medication expiry date;
- Location of medication;
- Emergency contact information;
- Signs and symptoms of anaphylactic reaction;
- Procedure in the event of an anaphylactic emergency;
- Signature of parent/ guardian or physician.

7. An EpiPen must be provided by parents/ guardians for all participants with life-threatening allergies. EpiPens will be stored in their group's backpack. Colored backpack tags will indicate backpacks containing EpiPens..

8. Staff will review 'Anaphylaxis Emergency Plans' created for anaphylactic participant, during orientation prior to commencing employment, and annually afterwards or when an anaphylactic participant begins the program outside of these parameters. Prior to the start date of a new participant with life-threatening allergies, information will be relayed to staff via staff bulletins, as well as during staff monthly meetings.

9. 'Anaphylaxis Emergency Plans' will be posted in a conspicuous place in the room.

10. The Supervisor and staff will follow the procedures set out in the participants 'Anaphylaxis Emergency Plan' in the unlikely event of an allergic reaction.

11. In the event of event of an allergic reaction, the Plan will be followed, 911 will be called and the participant's parent/ guardian will be notified.

12. Staff will not accompany participant to the hospital.

13. Medication must be delivered to the Supervisor in the original container and bearing the prescription label.

14. On the participant's last day of attendance, medication will be returned directly to the participant's parent/ guardian.

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.

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 OCCURRENCE'S

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 AND CONCERNS

Intent: This policy will provide a transparent process for addressing issues or concerns of parents/guardians.

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:
Program Room-Related E.g: schedule, indoor/outdoor program activities, snack arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the Supervisor	- Where possible, address the issue or concern at the time it is raised or - arrange for a meeting with the parent/guardian within three (3) business days. Document the issues or concerns in detail, including:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps in responding to issue or concern:
<p>General, or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the Supervisor 	<ul style="list-style-type: none"> - the date and time the issue or concern was received; - the name of the person who received the issue or concern; - the name of the person reporting the issue or concern; - the details of the issue or concern:
<p>Staff-, or Supervisor-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the Supervisor <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - any steps taken to resolve the issue or concern; - information given to the parent/guardian regarding next steps; - in the event of a referral of the issue or concern, information provided to the parent/guardian; - contact information for all parties involved, including the referral.
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the Supervisor <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>	<p>Ensure the investigation of the issue or concern is initiated by the appropriate party within three (3) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to all parties involved.</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

1. Parents are viewed as partners in learning, providing valuable perspective of children's home life and their child's development.
2. Parents are welcome to drop in and observe our programs. Comments and suggestions are always welcomed.

EMERGENCY MANAGEMENT

To protect the health and safety of children and employees, Manor Park Playschool/OCC has an emergency management policy and procedures that sets out the roles and responsibility of all employees. Our program conducts monthly fire drills. This ensures that all children become familiar with emergency procedures. In the event of a real emergency and that the children cannot return to the Centre they will be moved to our designated emergency shelter and parents will be contacted to pick up their children immediately. Our Emergency Shelter is located at 1805 Gaspé. As indicated in the 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. Where possible, the executive director will update the centre's website and the supervisor or designate will update the program or place of work voicemail box as soon as possible to inform parents/guardians that the program has been evacuated, and include the details of the evacuation site location and contact information in the message.

CRIMINAL REFERENCE CHECK – VULNERABLE SECTOR CHECKS

All of our Early Childhood Educators (ECE) are registered with the College of ECE and our ECE Assistants support the Early Childhood Educators (ECE) in providing a nurturing, developmentally appropriate, healthy and safe environment to meet the needs of children in the group setting. All staff have Standard First Aid & Infant / Child CPR qualifications. All Employees of Manor Park Playschool/OCC must provide a Police Record Check with the Vulnerable Sector prior to their employment and every 5 years after. Employees also sign a Declaration of Offense on an annual basis. During

the year we may also have consultants on site, from various community agencies, supporting children with identified special needs. The consultants are expected to provide either a signed offence declaration form or a letter from their employer stating that they have reviewed their vulnerable sector check and it meets Licensing Regulations. All of our programs support students from various Colleges as they complete their ECE placements. Volunteers can also be a part of our program and must provide us with a Police Record check. Students and Volunteers play an important role in supporting staff in the daily operation of children's programs. All students and volunteers will abide by MPCC policies and engage with the children, colleagues, and parents in a positive manner. As per the Ministry of Education policy, The supervising employee is expected 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. All students and volunteers' receive a detailed orientation prior to beginning their placement at the Centre and must abide by and sign off on our Program Statement.

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:

- 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 behaviour, or delayed development.
- There are reasonable grounds to believe that the 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.
- 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