

# ***CORPORATION OF THE TOWN OF COCHRANE***

## **COCHRANE CHILD CARE CENTRE**

435 TENTH AVENUE/ PHONE: 705-272-4812/ FAX: 705-272-2718

## **GARDE D'ENFANTS DE COCHRANE**

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# ***PARENTS HANDBOOK***



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## OUR MISSION STATEMENT

Promoting the well-being of our communities' children!

Where children are valued for their ability to do meaningful work, their wonder and curiosity, their perspectives, and ability to play---

Where families are valued for their bonds and traditions, their ability to play, their commitment to work, home and community, and their dreams for their children---

Where staff are valued for their vision, their delight in children, their skill, heart and knowledge, a commitment to families and an ability to play.

## WELCOME TO THE COCHRANE CHILD CARE CENTRE

The Corporation of the Town of Cochrane established the Cochrane Day Care Centre in September 1973, to ensure the quality of care for all children in our community. Funding was received to build a hub Centre and in February of 1986 the Cochrane Child Care Centre opened and now includes the operation of the EarlyON Cochrane Child and Family Centre. In March of 2010, the Town of Cochrane began operation of the Garde d'enfants de Cochrane, a Francophone childcare Centre located in École Catholique Nouveau Regard. The Cochrane Child Care Centre/Garde d'enfants de Cochrane are nonprofit Centres licensed under the Child Care and Early Years Act 2014 by the Ministry of Education.

We have taken great care in ensuring that our facilities provide your child with a stimulating, positive and caring environment for learning and play. We are a licensed facility; therefore, we follow strict regulations which ensure the safety of your child, high quality of program content, adequate supervision, and consistent and reliable care. The environment has well-defined play areas and stimulating activities that encourage various peer interactions. Research states that children need to interact with other children to develop important social and language skills. We believe that a child's development is greatly enhanced through parental involvement in their care and education. We encourage parents to visit all programs prior to entry into the Centre and continue to stay involved in their child's childcare experience.

## PROGRAM STATEMENT

The Cochrane Child Care Centre and Garde d'enfants de Cochrane each provide a safe and positive learning environment where children can enhance their level of development through experiences supported under the guidance of specially trained Educators who use pedagogical documentations to identify the children's learning journey. We believe that play is a means to early learning that capitalizes on children's natural curiosity and exuberance. Children learn best when they can play, explore the world, and interact with adults and peers. Their explorations require flexibility and inventiveness. Children are viewed as competent, capable, curious, and rich in potential.

Children react to the outcomes of their investigations and create strategies for discovery. Play is the platform for inquiry and exploration.

To strengthen the quality of programs and ensure high quality experiences that lead to positive outcomes in relation to children's learning, development, health, and well-being the Cochrane Child Care Centre uses the document "How Does Learning Happen? Ontario's Pedagogy for the Early Years" (2014) for the purpose of guiding our childcare and early years programs and services consistent with the Minister's policy statement on programming and pedagogy. Other resources we reference in our childcare and early years programs include "Early Learning for Every Child Today: A Framework for Ontario Early Childhood Settings", and "Think, Feel, Act: Lessons from Research about Young Children".

Every child has a sense of belonging when he or she is connected to others and contributes to their world.

Every child is developing a sense of self, health, and well-being.

Every child is an active and engaged learner who explores the world with body, mind and senses.

Every child is a capable communicator who expresses himself or herself in many ways.

The physical environments are divided into areas of interest for the children to explore. These areas are designed with the children's current interests and development in mind, and to expand on them. The interest areas include language and literacy, math and number concepts, art, puzzles, games, and manipulatives, science and discovery, blocks and building, dramatic play, music, and movement.

Children are given the opportunities to learn about art concepts, creativity, cause and effect, identify colors and shapes, refine hand-eye coordination, develop small and large muscles skills, express feelings, practice sharing, experience pride, practice decision

making, logical thinking skills, language, literacy, symbolic thinking, expanding vocabularies, and much more during child initiated and Educator supported experiences. The children are always encouraged to interact and communicate in a positive way and are supported in their ability to self-regulate through role playing, modelling, and scaffolding. Child Care Educators are to acknowledge where the child is performing and provide the necessary level of support to allow the child to be successful. Learning to self-regulate is different for each child. The Educator's role is to help children with strengthening their self-regulation skills. Understanding that each child may need a different level of support with their physical, emotional, and behavioral regulation is critical for Educators to help with developing a child's skills. By intentional planning, reflecting, and attending to the environment, educators can develop and implement the necessary strategies to help children with developing their self-regulation skills. Each day we plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

During the day we incorporate indoor and outdoor play. The children enrolled in our full day programs spend an hour a day in the morning and an hour a day in the afternoon, minimum, in outdoor play weather permitting, children in our Before and After School programs spend 30 minutes, minimum in outdoor play. It is particularly important that the children all have adequate outdoor clothing. If a field trip is planned only the children with parent or guardian permission can take part in it. During inclement weather, the children engage in active indoor play such as music and creative movement, parachute play, or activities from the Rainbow Fun program. The EarlyON program ensure to offer a minimum of one planned outdoor program a week and makes use of the outdoor play areas during regular programs planned at the Centre.

We have a rest period each day, of no longer than 2 hours, after lunch during which time each child in the Toddler and Preschool programs are given cots to rest on and the children may sleep, rest, or engage in quiet activities based on his or her own needs. Children in the Infant program will rest or sleep based on each child's individualized needs. Each child's schedule will be based on ongoing consultations and written instructions provided by a parent or guardian of each child. All Infants will be placed for sleep consistent with the recommendations in the Joint Statement on Safe Sleep.

The Cochrane Child Care Centre promotes the health, safety, nutrition, and well-being of the children.

We employ a full time cook who works at the Cochrane Child Care Centre that offers two healthy well-balanced snacks, one in the morning and one in the afternoon, and a balanced lunch that follows Canada's Food Guide. For Garde d'enfants de Cochrane

snacks are prepared on site, and lunch is transported from the Cochrane Child Care Centre following all guidelines for food transportation from Northeastern Public Health. Weekly menus are posted by the Parent Communication boards for the current and following week. All parents are encouraged to review the menu and speak to staff if they have any suggestions or concerns. During snacks and lunch, the children are offered choices and food is served family style allowing for the children to serve themselves, to the best of their ability, creating positive eating environments. Children under one year old will be fed following written instructions provided by their parents. Parents may review the menu and highlight any items that are safe for their child to consume. If the child needs food that is not offered it must be provided by the parents in a container clearly labelled with the child's name, not have any ingredient that other children in attendance have an anaphylactic allergy to, and the food provided must reflect the Canada's Food Guide.

We have monthly fire drills when the fire alarm sounds, and the children are taught what to do in case of a fire.

We follow the guidelines as established by Northeastern Public Health using "Safe Healthy Children Manual" "Sun Safety Guide for Daycare Centres", and "Communicable Disease and Immunization Manual".

Community agencies such as the Fire Department, Cochrane Detachment of the Ontario Provincial Police, Public Library, various programs offered by Northeastern Public Health, and other community partners are invited into our facilities in helping us teach the children about health, safety, and wellness.

We believe that parents are the most important teachers and caregivers of their children and parent views are respected and valued. Children benefit from the open communication, cooperation and support between parents and childcare staff.

The Cochrane Child Care Centre and Garde d'enfants de Cochrane have a parent communication board where our license, menus, and events can be found. Both Child Care programs keep parents updated about eating, sleeping and toileting of their children with the Lillio app. During drop off or pick up is a suitable time for quick discussions with educators about any changes you have noticed your child may be experiencing or concerns you may have. If a longer block of time is needed to speak to the Child Care Educators about questions or concerns you may have, a meeting may be scheduled with them. We encourage parental involvement in our Centres and welcome any suggestions you may have. Each year the Cochrane Child Care Centre hosts fun family events for you and your child's enjoyment. This is a fun time to see your child interacting with their friends, staff, and to meet the parents of other children in your child's group.

The Cochrane Child Care Centre Garde d'enfants de Cochrane and the EarlyON Cochrane Child and Family Centre each have a Facebook page where pictures, videos, news, and updates can be found. Please indicate in writing if you do not wish your child's picture to be included.

The Child Care and EarlyON Educators are supported in their continuous professional learning. Staff attend conferences, workshops, and in-service training to ensure that quality programming is being delivered by specially trained educators. Each educator has a valid certification in standard First Aid, including infant and child CPR and each staff and volunteer over the age of 18 has undergone a Vulnerable Sector Check with the local police detachment.

All staff and volunteers must review and sign off on each policy and procedure prior to interacting with children, and annually after that.

## LOCATIONS

The Corporation of the Town of Cochrane provides licensed childcare in two locations.

### Cochrane Child Care Centre

435 Tenth Avenue–Licensed capacity 79

Infants (younger than 18 months) up to 10 children

Toddlers (18 Months – 30 Months) up to 15 children

Preschool (31 Months – 5 Years) up to 24

School Age (68 Months – 12 Years) up to 30.

Full and part time programs are available.

### Garde d'enfants de Cochrane

399 8th Street – Francophone Centre – Licensed capacity 61

Toddler (18 - 30 Months) up to 15

Preschool (31 Months – 5 Years) up to 16

School age (68 Months – 12 Years) up to 30 children.



Full and part time programs are available.

## HOURS OF OPERATION

The Centre is open daily from 7:30 p.m. to 5:45 p.m., Monday to Friday.

The Centre will be closed for the following statutory holidays:

New Year's Day	January 2nd	Family Day
Good Friday	Easter Monday	Victoria Day
Canada Day	Civic Holiday	Labour Day
National Day for Truth and Reconciliation		Thanksgiving Day

Note: Both Centres are closed from December 24th to January 2nd each year.

## STAFF

The Centre employs Registered Early Childhood Educators as required by the Child Care and Early Years Act along with Teacher's Aids and a Cook who prepares meals for both sites. Our educators are well trained and attend professional development workshops when available throughout the year. They are dedicated and committed to providing your child with the best care and education and support.

O.Reg. 137/15 under the Child Care and Early Years Act 2014 (CCEYA) provides that all staff are required to obtain a Vulnerable Sector check before they begin employment. A new Vulnerable Sector Check on or before every fifth anniversary after the date of the most recent check; and an offence declaration, in every calendar year except a year in which a vulnerable sector check is obtained.

O.Reg. 137/15 under the Child Care and Early Years Act 2014 (CCEYA) also provides that all staff are required to have a valid certification in standard first aid, including infant and child CPR.

## CHILD CARE CENTRE POLICIES

General rules and policies listed on the following pages must be observed if the Cochrane Child Care Centre/Garde d'enfants de Cochrane is to function effectively. Failure to observe these policies will result in discontinuation of service.

## OUR ENROLLMENT OPTIONS

We offer full-time and part time enrollment for children. Child Care Fee Subsidy is available specifically to provide financial aid for childcare. This information can be found at [Do You Need Help With Our Children's Services? | CDSB](#) or by calling 877-259-7722

A completed registration package is required prior to your child's start date. Parents are encouraged to visit with their children prior to starting care. Visits help alleviate and reduce the anxiety of a new situation for both child and parents. Please speak with the Child Care Supervisor to set up times for these visits.

## REGISTRATION AND WAITLIST POLICY

### FULL-TIME ENROLLMENT

Applications for registration of children on a full day, five day per week basis will be accepted on a "first come, first serve" basis. If, at the time of application, space is unavailable, children will be placed on the Full-Time Enrollment waiting list. As space becomes available children will be offered enrollment in order that they are placed on the waiting list. The aim of the Child Care Centre in selecting enrollment of children is to ensure maximum use of all available enrollment "spaces", and as a result preference will be given to applications for full-time enrollments over applications for half day or part week enrollments. Additional enrollment spaces available will be filled by children registered on a part-week basis.

### PART-TIME ENROLLMENTS

Parents wishing to have children registered for only a certain number of days per week may also apply for enrollment.

Applications will be taken first come, first served, but preference will also be given to children registered for enrollment for a full week, or more days. For example, a request for 5 days per week will have preference over an application for 3 days per week etc.

Attempts will be made by the Supervisor to pair up applications, again with the aim of making maximum use of available spaces. For example, a request for 3 days per week will be matched with a request for 2 days per week. This would make full use of one available space on a full-time basis.

In the event application is made for full-time enrollment and no spaces are available, it may be necessary to limit the enrollment for part-week registrations. The program Supervisor will select children enrolled for the least number of days and parents will be given the option of increasing the enrollment time. In the event the option is not exercised, parents will be asked to withdraw their child from childcare to allow full-time enrollment. This will be an unfortunate restriction for some children and parents but may be necessary to allow full use of the facility.

Attempts will always be made to accommodate all requests for childcare space. We reserve the right to make enrollment changes to maximize use of spaces.

If you are on the waitlist and want to see your position, a list will be available in a way that maintains the privacy and confidentiality of the children listed on it but will allow you to view your position on the waiting list.

## FEES FOR SERVICE

The Cochrane Child Care Centre and Garde d'enfants de Cochrane are both enrolled in the Canada Wide Early Learning and Child Care System (CWELCC) which means that fees for children 5 years and younger are being reduced and will reach an average of \$10.00 a day by March 2026. Our base fee was frozen in March 2022 with the implementation of CWELCC and were the following:

Infant Full Day: \$37.50      Full Day all other programs: \$36.50

Before School: \$6.00 After School: \$12.00 Before and After School: \$18.00

As of January 1st, 2023, current fees for those under 6 years of age until either the end of the month they turn 6 unless they turn 6 from January 1st until June 30th than they will receive this rate until June 30th

Full Day Infant: \$17.72

Full Day all other programs: \$17.25

Before School: \$6.00

After School: \$12.00

Before and After School: \$12.00

There are also non-base fees of the following:

\$25.00 per every 15-minute increment a child is picked up after our closing time of 5:45pm

There may also be additional costs associated with Field Trips or special activities held at the Centre.

Fees for children who are 6 years and older starting on the 1st of the month after they turn 6 unless they turn 6 between January 1st and June 30th, in that case these rates will apply starting July 1st.

Full Day: \$38.00

Before School: \$7.50

After School: \$12.50

Before and After School: \$20.00

Rates for Summer Camp and March Break are as follows:

1st Child \$38.00

2nd Child \$29.75

3rd Child \$24.85

Non-base fees are the same as outlined above.

All invoicing is done using Lillio and you have the option of using either online banking or a credit card for payment. All fees are payable in advance and if families refuse to pay all invoices in advance of service you will lose your childcare space due to lack of payment.

You have the choice to be invoiced monthly or bi-monthly. When paying bi-monthly you will receive an invoice for the 1<sup>st</sup> to the 14<sup>th</sup> of the month then a second invoice for the 15<sup>th</sup> to the end of the month.

If you do not have access to Lillio please notify the Child Care Manager and alternate payment arrangements can be made.

## ARRIVAL AND DEPARTURE

Transportation to and from the Child Care Centre is the responsibility of the parents. Parents must accompany their child safely into the building and remain with the child until outdoor clothing is removed, hands are washed, and the child is greeted by the staff. Parents must pick up their child before or at closing time. If the child has been picked up after 5:45 p.m. they will be charged the current late fee. The parents will be called if further reminders are needed and if the child continues to be picked up late a letter will be sent by the Child Care Manager in which the parents will be asked to refrain sending their child to childcare if pick up cannot be made on time.

Staff have the right to question the release of your child to anyone other than yourself or person(s) listed on the application form.

If someone else will be sent to pick up your child, you must inform the Child Care Staff, and if necessary, we require written authorization. Please discuss any special circumstances regarding custody or pick-up of your child with the Supervisor or Manager.

If the Staff have any question or concern about the identity or condition of a person picking up a child from the Centre, parents or the proper authorities will be contacted.

## SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

### PURPOSE

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

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

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

## POLICY

The Cochrane Child Care Center and Garde d'enfants de Cochrane will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the childcare centre may release the child to.

A parent/guardian may request that a child 10 years old or older be released from childcare without supervision. Parents/Guardians must provide written and signed authorization and instructions for the child's release, including the time of dismissal.

Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the childcare is no longer responsible for that child upon their dismissal.

Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## PROCEDURES

### *ACCEPTING A CHILD INTO CARE*

When accepting a child into care at the time of drop-off, program staff in the room must:

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

### *WHERE A CHILD HAS NOT ARRIVED IN CARE AS EXPECTED*

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, notified the Centre by Lillio, or advised the closing staff at pick-up), the staff in the classroom must:
  - ◇ inform the Child Care Supervisor and they must start contacting the child's parent/guardian no later than 10:00 AM The Supervisor shall call each phone

number listed for the child's guardians until a response is received acknowledging that the child is away. If the Supervisor is unable to reach the guardians by phone a message should be sent via Lillio and then the emergency contact should be called.

2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### *RELEASING A CHILD FROM CARE*

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- ◇ confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- ◇ where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

### *WHERE A CHILD HAS NOT BEEN PICKED UP AND THE CENTRE IS CLOSED*

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:45 PM, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Staff will proceed with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then continue to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the individuals listed as the child's emergency contact.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00 PM the staff shall proceed with contacting the local Children's Aid Society (CAS) Northeastern Ontario Family and Child Services at (705) 272-2449. Staff shall follow the CAS's direction with respect to next steps.

### *DISMISSING A CHILD FROM CARE WITHOUT SUPERVISION PROCEDURES*

Where a parent/guardian has provided written authorization for their child to be released from care without supervision, one staff in the program must be responsible for dismissing the child from care. Before dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time set out in the instructions. The staff shall document the time of departure from care and their initials on the attendance record.

### **HOLIDAYS/VACATIONS/ABSENTEEISM**

Parents removing children during the holidays when the childcare facility is still open will be responsible for payment of all regular childcare fees and daily charges even though the child may not be present.

HOWEVER, parents may remove children for holidays or vacation for up to 10 days free of charge PER TWELVE MONTH PERIOD provided that the Supervisor has been advised in writing two weeks in advance. Children removed from childcare enrollment for holidays without prior notice will be billed full charges.

If your child is sick, each child will be entitled to 5 sick days per year; once they are used, you will be billed daily. The Centre must be contacted by 8:00 a.m. to use the allotted 5 days. Unused sick days will not accumulate. All children will receive up to 10 days per year for absences at a cost of 50% of the current rate provided. **THE CENTRE MUST BE CONTACTED BY 8:00 A.M. TO USE THE ALLOTTED 10 DAYS.**

Children who are removed from childcare for any period longer than the three-week period will not be guaranteed placement in their regular enrollment upon their return. Any children removed from childcare for such longer periods of time will be placed on the bottom of the waiting list and may be offered enrollment again at such time as space is available according to the waitlist policy. Parents removing their child from childcare for an extended period should advise the Supervisor as soon as possible that they wish to have their child(ren) put on the Waiting List when they return.

### **PARENT ISSUES AND CONCERNS**

Parents and guardians are encouraged to take an active role in our childcare programs and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the



children, parents/guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Cochrane Child Care Centre/Garde d'enfants de Cochrane staff and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue or concern will be kept informed throughout the resolution process.

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

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents and 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).

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

If a parent/guardian or staff member feels uncomfortable, threatened, abused or belittled, they may end the conversation and report the situation to the supervisor and/or licensee.

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

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

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the Child and Family Services Act.

For more information, visit

[Child welfare and child protection services | ontario.ca](http://www.ontario.ca/child-welfare-and-child-protection-services)

Program related issues and concerns such as the schedule, sleep or rest arrangements, toilet training, indoor and/or outdoor program activities, feeding arrangements, or any other program related issue or concern should be raised to the program staff directly or the Child Care Supervisor.

General Centre or Operations related issues and concerns such as childcare fees, menus, waiting lists, staffing, or related issues or concerns should be raised to the Child Care Supervisor or Child Care Manager.

Staff, Supervisor, and/or license-related issues or concerns should be raised to the individual directly or the Child Care Manager. Please note that all issues or concerns about the conduct of staff that puts a child’s health, safety and well-being at risk should be reported to the Child Care Supervisor or Manager as soon as parents or caregivers become aware of the situation.

Student or Volunteer related issues or concerns should be raised to the staff responsible for supervising the volunteer or student, the Child Care Supervisor or Manager. 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 Child Care Supervisor as soon as parents or caregivers become aware of the situation.

If able the issue or concern will be addressed at the time it is raised. If the issue or concern cannot be addressed when raised, a meeting with the parent/guardian will be arranged within 2 business days. All special requests are to be documented using the Special Instructions form, reviewed and updated when any change is noticed, when the parent or guardian requests or if the child transitions to another program.

Staff are to document the issues or concerns in detail.

Documentation should include:

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; and

and steps taken to resolve the issue or concern and/or information given to the parent or guardian about next steps or referral.

Ensure that the contact information for the proper person is provided if the person being notified is unable to address the matter.

Ensure the investigation of the issue or concern is started by the proper party within 1 business day or as soon as reasonably possible thereafter. All reasons for delay will be documented in writing.

A resolution or outcome to the parent(s)/guardian(s) who raised the issue or concern will be provided.

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

Issues or outcomes 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 or 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, etc.) where appropriate.

Contacts:

Cochrane Child Care Centre (705) 272-4812

Garde d'enfants de Cochrane (705) 272-4393

Corporation of the Town of Cochrane CAO (705) 272-4361

CDSB (705) 268-7722

North Eastern Ontario Family and Child Services (705) 272-5777

Ministry of Education, Licensed Child Care Help Desk 1-877-510-5333 or  
childcareontario\_@ontario.ca

College of Early Childhood Educators 1-888-961-8558 info@college-ece.ca

Northeastern Public Health (705) 272-3394

Cochrane Fire Department (705) 272-6758

OPP Cochrane Detachment (705) 272-4391

Ministry of Environment 1-800-389-6615

Ministry of Labour 1-800-463-2493

## INCLEMENT WEATHER/BUILDING CLOSURE

It is acknowledged that the operation of the Cochrane Child Care Centre as a public facility may, on occasion be affected by inclement weather or building maintenance and operations to the extent that the continued operation of the facility on a given day may be difficult.

If the weather on any given day is such that the continued operation of the Child Care Centre and such programs underway on that day may be difficult and result in risk, inconvenience, or hazard to the children, parents or staff of the Centre, the decision to close the facility at a specified time would be determined.

In the event the facility is closed the Child Care Manager shall:

- ◇ Arrange for notification of parents as to center's closure.
- ◇ Remain at the centre until all the children, parents and staff have left the centre and a sign will be posted on the door advising of the closure.
- ◇ The Manager will ensure that the above is followed by the Garde d'enfants de Cochrane Supervisor if needed.

## HEALTH, SAFETY AND ILLNESS

Parents must ensure that the Child Care Centre's files are updated on any change of information (address, phone numbers, place of employment, etc.....) in case of emergency. Parents assume responsibility for any expenses incurred for emergency treatment for their child.

For the health, safety and well-being of children and staff, the following guidelines are used to decide if a child should stay home or needs to be sent home due to illness. Sometimes there may be additional health concerns, and your child might be asked to remain home as per health guidelines from Northeastern Public Health. Staff have the right to refuse a child due to illness. Reasonable precautions are taken to safeguard children against illness.

**Communicable Diseases:** The child infected must be isolated from the other children immediately and shall not attend the centre until the exclusion period has passed, or until cleared by a medical doctor. Immediate notification to the Centre is required when a child develops a communicable illness (measles, chicken pox, etc.)

**Fever:** If a child has a fever higher than 38 C/100.4 F, they must remain home or be sent home until all symptoms have cleared and fever-reducing medication is no longer needed to control the fever for at least 24 hours. Parents will be contacted and asked to pick up their child(ren).

**Pink Eye (Conjunctivitis):** If a child shows symptoms of Pink Eye (eye infection), the Supervisor is notified, the parents are contacted to pick up the child and the child should be diagnosed by a physician. If Pink Eye is confirmed, the exclusion period is 24 hours from the time the medication is administered.

**Rashes:** If a child displays an unidentified rash, the child shall be isolated from the other children. The Supervisor shall be notified, and the parents will be contacted to pick up the child. The rash must be diagnosed by a physician or be clear before the child returns to the centre.

**Vomiting/Diarrhea:** If a child has one episode of vomiting/diarrhea with no other symptoms of illness, the child may continue to take part in programs and shall be monitored by the staff. Parents are notified of the episode when they arrive to pick up the child. If a child has two or more episodes of vomiting/diarrhea at the Centre, parents will be notified, and the child must be taken home. The child must remain home until the child no longer displays these symptoms for 48 hours (without the aid of medication).

Children becoming ill while in childcare will be isolated and parents will be contacted to arrange alternate care. In the event we are unable to reach you, we will call the emergency contact to pick up your child. We suggest that you make alternate arrangements should your child be ill before it becomes necessary. Each child must meet the childcare requirements for health and cleanliness. Parents will be informed of all toileting accidents, physical injuries or unusual occurrences happening to their child during the day. As accidents can happen, please send a few changes of clothing with him/her along with a washable laundry bag. Rubber sole shoes must be worn to protect your child's feet.

## MEDICATION

If your child requires medication while at the centre, you will be asked to complete a Medication Authorization Form giving consent for us to administer the specified medication to your child.

Medication must not be left in a child's cubby. All medications (including inhalers) must be handed to a staff member and, except for rescue medication, will be stored in a locked container.

Only medications with a current date that are prescribed by a doctor and are in the original container will be administered to your child.

## PEDICULOSIS (HEAD LICE) POLICY

Definition: "Head Lice" is an infestation of the scalp by a tiny parasite. These parasites do not pose a health hazard although they cause uncomfortable itching. They are easily passed from one child to another by direct contact or by contact with personal items.

Parents will be informed if there is any evidence of head lice in the Centre.

Parents are asked to check their children's heads daily.

If it is suspected that a child has head lice, the parent will be contacted and will be asked to pick up their child/children and to treat him/her before returning the child to the Centre.

All eggs must be removed from the strands of hair before returning to the Centre, so that children are not infected again.

## ANAPHYLACTIC ALLERGIES

The Cochrane Child Care Centre/Garde d'enfants de Cochrane has implemented a policy to:

- ◇ Minimize the risk of an anaphylactic reaction to children while in care with us.
- ◇ To ensure that all staff, volunteers and students have adequate knowledge of causative agents, immediate responses are taken by all, and proper treatment is started at once including competently administering an Epi-Pen if necessary.
- ◇ To raise the awareness of anaphylaxis and how to manage this through education and policy implementation.

\*A copy of our policy will be provided to you upon enrolment if your child has an anaphylactic allergy. \* We do not permit food with nuts, nut products or that has been cooked in peanut oil.

If your child has an anaphylactic allergy, you will be asked to prepare in conjunction with the Child Care Centre an “Emergency Allergy Alert Form.” This form will have information about what the child’s allergy is, what are his/her symptoms, what emergency precautions will be taken if a reaction occurs and a list of emergency contacts.

## SNACKS AND LUNCHES

The Child Care Centre provides a nutritious morning and afternoon snack and a lunch that adheres to the Canada Food Guide.

The menu is posted in each program room. Children are encouraged to try all foods.

Please inform staff of any food allergies your child may have.

The food is prepared on-site by a staff member certified in Safe Food Handling.

We are a “NUT FREE” environment. Please wash your child’s hands and face upon arrival at the centre.

Children under one year old will be fed following written instructions provided by their parents. Parents may review the menu and highlight any items that are safe for their child to consume. If the child needs food not offered, it must be provided by the parents in a container labelled with the child’s name.

Families who are bringing in food will be informed if there are any foods that children in attendance have an anaphylactic allergy to and foods that have these ingredients are not to be brought into the Centre.

## GUIDLINES FOR THE CONTENT OF BAGGED LUNCHES

Director approval from the Ministry of Education is not needed for children aged 44 months (about 3 and a half years) and older who bring a bagged lunch. The Centre will continue to provide meals and snacks for all children in attendance. The bagged lunch guidelines are for those who may have food intolerances, who need a special diet, or for religious reasons.

Lunches and a minimum of 2 snacks should include a variety of foods from each of the 4 food groups. Referencing Canada's Food Guide. Fruit Whole Grain Bread Cheese Vegetables Fruit Salad Pasta Yogurt Salad

We promote a nut-free environment, and we ask parents not to pack anything containing nuts (including foods that "may contain nuts") in your child's lunch.

Please ensure that lunches **do not include** foods with low nutritional value and/or high in sugar content such as: Potato Chips Chocolate Bars Soda Pop Candy

### Allergy Awareness Procedures

- Staff will be checking the contents of lunches to ensure food does not have Peanut/Tree Nuts or have come into contact with Peanuts or Tree Nuts.
- Parents will be notified when concerns arise about the nutritional adequacy and/or presence of allergens in snacks and meals.
- Food Allergy Lists are posted in the program space where lunch takes place.
- Parents are to notify Centre staff in writing about any Allergies or Food Intolerances.
- Lunches must be labeled with the child's name including containers for individual storage of food.
- Lunches will be refrigerated when possible. Please send an ice pack with your child's lunch for when a refrigerator is not available.
- When lunches do not meet the bag lunch guidelines for nutritional value or allergens are present, the Centre will have on hand extra snacks to supplement. · Examples; Apples, Crackers or Rice Cakes.

All staff, students and volunteers will review this plan prior to employment or placements.

## PROHIBITED PRACTICES

In accordance with the Child Care and Early Years Act the following are defined as unacceptable discipline measures:

Ontario Regulation 137/15

48. No licensee shall permit, with the respect to a child receiving childcare at a childcare centre it operates or at a premises where it oversees the provision of childcare,



- (a) Corporal punishment of the child;
- (b) 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;
- (c) Locking the exits of the childcare centre or home childcare 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;
- (d) 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;
- (e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) Inflicting any bodily harm on children including making children eat or drink against their will.

## SERIOUS OCCURRENCE POLICY

In case of a Serious Occurrence, the following steps will be taken:

1. Immediate attention is to be provided as needed: Provide First Aid or call 911.
2. Staff will report the occurrence to the Supervisor or the person in charge immediately.
3. This person(s) are responsible for conducting a preliminary inquiry which includes:
  - (a) contact the parents of child involved;
  - (b) ensure all persons having knowledge of the occurrence remain at the site until excused;
  - (c) inform the Centre Manager/ Operator of the Child Care Centre;
  - (d) Supervisor/Manager will complete the Serious Occurrence Initial Notification

Form on the Child Care Licensing System within 24-hour period.

(e) Within seven business days of submitting the “Initial Notification Report”, complete and submit the “Serious Occurrence Inquiry Report”, even if the information and actions have yet to be completed. This follow-up is conducted with parents, the staff involved and the childcare centre.

4. The Supervisor/Operator will complete a Serious Occurrence notification Form to communicate information to parents about the serious occurrence that has occurred in the center.
5. The Serious Occurrence Notification Form will be posted in a conspicuous place in the center at or near the entrance commonly used by parents. The form will be posted near the childcare License and Licensing Summary chart.
6. The Serious Occurrence Notification Form is updated as the operator takes added actions or investigations are completed.
7. The Serious Occurrence Notification Form is posted for at least 10 business days. If the form is updated with more information like other actions taken by the operator, it is still posted for an added 10 business days from the update.

## EMERGENCY MANAGEMENT

In case of emergency requiring evacuation of the Cochrane Child Care Centre, the staff will transport the children to the Lady Minto Hospital, 241 Eight Street 705-272-7200.

In case of emergency requiring evacuation of the Garde d’enfants de Cochrane, the staff will transport the children to the Cochrane Child Care Centre, 435 Tenth Avenue. 705 272-4812

The alternate site would be the Lady Minto Hospital.

In case of an emergency at either Child Care sites, each child's parent will be contacted as soon as possible. A message will be sent out on Lillio with instructions and all parents who do not acknowledge the message will also receive a phone call. In the case that a parent is not able to be reached then the Emergency contact listed for each child will then be notified.

## BEHAVIOUR MANAGEMENT POLICY

It is the Behaviour Management policy of the Cochrane Child Care Centre/Garde d'enfants de Cochrane to focus on the needs of the individual child. Behaviour will be managed through encouragement and redirection to develop a positive self-image, foster independence, and encourage self-discipline. We believe that all participants have the right to a nurturing, safe environment where they can feel comfortable and secure.

No staff, volunteer or student shall use corporal punishment, deliberate, harsh or degrading measures that would humiliate a child or undermine a child's respect. Also, deprivation of a child's basic needs including food, shelter, clothing or bedding will not be tolerated.

The first process in our behaviour management strategy is understanding child development. This enables us to know the level of understanding that the child has and helps us to determine the strategies to use. Staff, students and volunteers are expected to use the following behaviour management practices when necessary:

The Educators set clear limits for the children. The limits are consistent, relevant to the developmental stage of the child, and fair. Once stated, they must be followed through.

Expectations for a child are clearly and positively stated. It is our belief that having these clear expectations ensures that children feel secure in their environment.

The child is offered choices when he/she needs to make a decision.

All staff will use the same method using a team approach. The child's needs are discussed, and a procedure(s) put into place.

Different approaches will depend on different situations and different children, for example:

In the Infant and Toddler Program, the focus is on redirecting, feeling recognition, and encouraging the use of language, feelings labeled, use of language encouraged, simple explanations of why certain behaviours are unacceptable, to use positive reinforcement of desired behaviour, both verbal and non-verbal.

In the Preschool Program, the focus is on allowing the children to problem-solve for themselves and using lots of verbalization: redirection, act as a mediator to help children solve their problems, explain why behaviour is inappropriate, make a choice for the child and/or offer other choice alternatives, ignore inappropriate behaviour (when possible), remove the child from the situation until he/she can interact appropriately, and to follow

up to discussing the problem with the child before he/she returns to the activity, hold child's hand (i.e. on outings), etc...

In the Kindergarten and School-Age Programs, the focus is on self-control and self-direction: use positive verbal and non-verbal reminders in regard to inappropriate behaviour, redirection, act as a mediator to help children solve their problems, verbal problem-solving, peer-mediation, offer other choice alternatives, etc.

Any child that exhibits aggressive behaviour will be dealt with as written above and if the problem becomes more serious (i.e. throwing items, screaming excessively, biting) the parents will be notified. If the behaviour is unpredictable and endangers the child, other children or staff, the Supervisor will meet with the parents. The behaviour will be documented, and the child's behaviour will be reviewed, with a behaviour management plan prepared on how to address the undesirable behaviour. Please be advised that if at any time a child becomes unmanageable (requiring the supervision of one member of staff, leaving the program inadequately staffed, or endangering other children or employees), parents will be asked to pick up their child at once.

After the behaviour management plan has been implemented and if there is no sign of improvement noted, the parent will be contacted, and it may be determined that childcare services to the family should be terminated.

IT IS THE POLICY OF THE COCHRANE CHILD CARE CENTRE THAT IF A CHILD IS SUSPENDED FROM SCHOOL DUE TO AGGRESSIVE BEHAVIOUR DUE TO SAFETY ISSUES, WE WILL NOT BE ABLE TO MEET THE CHILD'S NEEDS AND ALTERNATE CARE WILL NEED TO BE FOUND

## PARENT INVOLVMENT

To achieve the quality of care described in our program, we feel parents and staff should work together. You can become involved by:

- ◇ Alerting oneself to Parent Information and Parent Participation bulletin boards.
- ◇ Participate in projects and fundraising.
- ◇ Communicate with staff, voice suggestions and ideas.

## FAMILY STATUS

If you have legal documents regarding custody, guardianship, etc., we would appreciate a copy of these papers to keep on file. This is for your protection and the protection of your child. If the childcare centre is not aware of the situation existing in your home, we are legally bound to let your child go with either parent as both have legal rights.

## SUPERVISION POLICY FOR STUDENTS AND VOLUNTEERS

The Cochrane Child Care Centre/Garde D'enfants de Cochrane is committed to the safety and well-being of the children in our care. O.Reg. 137/15 under the Child Care and Early Years Act (CCEYA) provides that every operator shall ensure that every child who is in attendance in a day nursery or private-home day care location is supervised by an adult at all times.

Under no circumstances will direct unsupervised access be granted to anyone under the age of 18 years and who is not an employee of Cochrane Child Care Centre/Garde D'enfants de Cochrane.

1. All students and volunteers work under the supervision of Cochrane Child Care Centre/Garde D'enfants de Cochrane staff and do not have unsupervised access to children.
2. Volunteers and students are not counted in the staffing ratios.

## NO SMOKING OR VAPING POLICY

There is no smoking or vaping allowed indoors on the grounds of either Child Care Centre.

## CHILDREN'S BELONGINGS

Please send your child in appropriate clothing that allows them to play unencumbered without fear of getting messy and provide a couple of changes of clothes in your child's cubby along with a washable laundry bag to send dirty clothes home in. In a day, the children may be involved in a variety of art, cooking and scientific activities so please expect them to get dirty.

It is the parent's responsibility to provide diapers, wipes and creams that your child may need. All children must have indoor and outdoor shoes. Flip Flops are not allowed. Both

indoor and outdoor shoes must have a strap on the back for safety reasons. Indoor shoes may be left at the centre so they are always available.

Children must dress appropriately for the weather. All clothing must be labeled with your child's name. In the summer months children must wear a hat and at least an SPF 30 for outdoor play. In the winter months your child will need boots, hats, mittens, warm coat, neck warmer snow pants and a pair of indoor shoes daily. It is helpful if a second pair of mittens is kept in your child's cubby.

To keep peace at the Centre, we ask that parents not send toys or other goodies with their children unless it is cleared by the staff first, except Show and Tell items.

The Centre is not responsible for broken or damaged possessions.

## OUTDOOR PLAY

Outdoor play, in suitable weather, is an especially important part of our program. As required by the Child Care and Early Years Act, your child will participate in outdoor play daily, weather permitting. Your child should be dressed in clothing appropriately to suit the weather. If your child is too ill to take part in outdoor play, we ask that your child remain at home.

When the wind chill is 10 degrees or colder than the temperature frost bite can happen quickly, as well as when the temperature is -25 or colder, the children will remain inside. In the summer months programs will avoid being outdoors between 11 am and 4 pm during which time the UV index is the highest. Children may still play outside in wet weather and will remain inside if thunder or lightning is present.

## REST PERIOD

Each child is provided with a rest period up to but not exceeding two hours in length following lunch time, from approximately 12:30 pm to 2:30 pm. During the rest period children are allowed to sleep, rest, or engage in quiet activities based on the child's needs. Your child may bring from home a special blanket or cuddly that he/she likes to sleep with. Children in the Infant Program rest according to their sleeping patterns as identified in consultations with each child's parent or caregiver. All sleep arrangements and special instructions must be provided in writing. Children 12 months and younger will be placed to sleep following the recommendations set out in the Joint Statement on Safe Sleep.

## FIELD TRIPS

Parents/guardians will be given specific notice of field trips, indication mode of transportation, date, time and location. We may walk or take a school bus to places like

the police station, fire station, parks, pet store, etc. A signed permission slip/waiver must be signed and returned to the centre to authorize children's participation. If the field trip costs, the total price will be divided between each child taking part and the fees collected beforehand.

## ADDITIONAL INFORMATION

More information about the Child Care and Early Years Act 2014, Ontario's Pedagogy for the Early Years, child care options, and other supporting documents can be found at [www.ontario.ca/childcare](http://www.ontario.ca/childcare)

More information about the Cochrane Child Care Centre can be found at [www.cochraneontario.com/content/cochrane-child-care-centre](http://www.cochraneontario.com/content/cochrane-child-care-centre)

You can find us on [Facebook](#) for updates on activities and program reminders.