



CARLETON PLACE CHILDCARE SERVICES PARENT HANDBOOK

Welcome to Carleton Place Childcare Services. This handbook has been created to ensure that everyone is aware of the requirements of Carleton Place Childcare Services. It is also helpful for you as parents/guardians to know about our history, business policies, and our expectations. Please read this handbook carefully and feel free to discuss any questions you may have with a staff member.

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WELCOME

The Town of Carleton Place started operating licensed child care in the fall of 1983. Our centre originally had space for 24 preschool children with 8 children in a program specific to their special needs. There have been numerous program changes, additions, and considerable growth since that time.

We have grown into two locations within the community working with over 350 families. Our Francis St. location offers care for infants to preschool and our Bridge St. location (Carambeck Community Centre) offers care for JK to youth aged children. Our Bridge St. location offers full day care on PD Days, transportation to and from school on "snow days" (some restrictions), and offers coordinated after school swimming lessons with the attached Carleton Place Aquatic Centre.

Following the Ministry of Education direction we are now operating programs that support the How Does Learning Happen? (HDLH) Framework.

To read more about the How Does Learning Happen? Framework please visit the ministry website at,

<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>.

PROGRAM STATEMENT

We are Carleton Place Childcare Services (CPCS) and it is our intention to offer families a secure, quality, inclusive, and developmentally based early learning option; that seeks to meet and/or exceed our Ministry of Education required expectations. Our learning environments and experiences are inclusive of all children, including children with individualized plans.

Our commitment to you and your family is based on our desire to provide positive early learning environments and care opportunities for your child. All while providing a secure, respected, and caring environment. A home away from home where everyone feels important.

During your child's time here, he/she will be viewed as competent, capable, curious, and rich in potential. Children will have opportunities to practice problem solving, negotiating, decision making, and taking risks. Educators will provide thoughtfully planned hands-on opportunities which build on the questions and observed curiosities and interests of the children. These planned experiences offer exploration and opportunity to build on a child's existing knowledge.

Educators support, encourage, and fully participate in our programs as active learners. We respect our parents as every child's first educator and encourage parents and families to not only be involved with their child's care, but to also foster engagement and continued communications within the program. We are dedicated to nurturing strong relationships and partnerships with our families and our community.

Educators encourage parents to participate, share ideas, and volunteer. Parents also have the opportunity to apply for a position on our *Children's Services Advisory Committee* should they be interested in becoming even more involved.

Communication is paramount when fostering strong relationships with families. Our programs use Himama (at Francis St) and CampBrain (at Carambeck) to facilitate communication with our families. Himama is an online, collaborative documentation tool that updates program developments and each child's learning and growth. CampBrain is used as a link between program educators and families, keeping everyone updated and connected at all times.

CPCS supports and encourages our educators to develop and meet their professional goals. Educators participate in an annual Professional Development day allowing staff to work on their Ministry of Education and municipal required training. Educators meet on a monthly basis and are provided the opportunity for team reflection, collaboration and idea sharing. These monthly meetings also contribute to fulfilling our Quality Assurance expectations. Educators are also encouraged to participate in the College of ECEs, Continuous Professional Learning (CPL) process which is outlined through the College of ECEs website.

To read more about the Continuous Professional Learning process please visit,

<https://www.college-ece.ca/en/Members/CPL-Program>

PROFESSIONAL DEVELOPMENT DAY

As the Ministry of Educations professional requirements continue to expand, we provide staff with 1 paid professional development (PD) day per year. Our PD day will take place on the last Friday in October, during the Week of the Child, and parents will not be charged.

SERVICES OFFERED & AGE CATEGORIES

Currently, the municipality offers licensed child care in the following age groups:

At our Francis St. location;

- Infant care (1 staff per 3 infants) from birth to 18 months;
- Toddler care (1 staff per 5 toddlers) from the ages of 18 to 30 months; and
- Preschool care (1 staff per 8 preschoolers) ages 30 months but less than 6 yrs. of age, preschool may be 3 rooms of 12 preschoolers with 1 RECE and 1 Assistant.

At our Bridge St. location (Carambeck Community Centre);

- Nursery School (1 staff to 8 preschoolers) 30 months to under 6 yrs. – half day;
- JK/SK care (1 staff per 13 children) ages 44 months to 7 years of age;
- Primary School Age care (1 staff per 15 children) ages 68 months to 13 yrs.; and
- Junior School Age care (1 staff per 20 children) ages 9 up to 13 yrs.

Parents enroll their children in our school age program using our online software, "CampBrain." It is a parent's responsibility to determine their child's schedule and to enrol their child for his/her desired schedule online. Our staff are available to assist parents with online enrollment, however parents are

expected to complete the enrolment process and are not to depend on the staff to do it for them. Staff are happy to help should you have any questions regarding online enrollment.

HOURS OF OPERATION

Our hours of operation are Monday to Friday 6:30 a.m. – 6:00 p.m. Staff may be required to stay longer if parents have not picked up children by closing time. In the event a child is not picked up by 6:00 p.m., staff will call the emergency numbers in the child's file. If staff are unable to make contact within 30 minutes they will contact their immediate supervisor for further instruction.

DAYS OF OPERATION AND CLOSURES/HOLIDAYS

Our program recognizes the following municipal statutory holidays, the centre **will be closed**:

- New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day.
- We close for a Professional Development day on the **last Friday in October each year** (Parents are not charged for this day)
- We close at 3:00 p.m. on Christmas Eve
- We are **closed for the week** between Christmas and New Year's (Parents will only be required to pay for statutory holidays that fall within their schedule).

Our centre re-opens the day after New Year's Day, unless New Year's falls on a weekend, in which case the Monday will act as the stat holiday observation day.

SEVERE WEATHER CONDITIONS

Please note that if schools are **closed for severe weather conditions** our Carambeck School-Age programs will also be closed.

Parents will not be charged if the program is closed and we cannot offer service.

Unless otherwise notified, 3 Francis Street will remain open for school closures. Please prepare for long commutes so that you are able to pick up on time.

SMOKE/VAPE-FREE ENVIRONMENT

In accordance with the Smoke Free Ontario Act, all of the childcare facilities in the Town of Carleton Place are posted with, "No Smoking" signs. The daycare facilities, as well as attached yards and parking spaces are included in the designated no smoking/vaping areas. Both daycare facilities will have postings as required (all entrances and exits, bathrooms with adult closing doors, outdoor storage facilities, etc.).

SECURITY

We have a Frequency Operated Button (FOB) system at our main entrance doors. Parents are entitled to 2 FOB's upon enrollment. Lost FOBs must be replaced and there is a \$20 replacement, non-refundable fee. We ask anyone with a FOB to not hold the door open for people you do not recognize as part of our daycare family. Both locations are under video/camera surveillance.

IMMUNIZATIONS

Any child who is admitted to a child care centre, who does not attend a school or private school is to be immunized as directed by the local medical officer. Parents who object to immunization on the basis of religious/conscience grounds or medical reasons must complete a standardized form approved by the minister. Religious/conscience objections must be completed by a "commissioner for taking affidavits". Medical reason forms must be completed by a doctor or nurse practitioner. (Both forms can be found in the Parent Resources) It is the responsibility of the parent/guardian to maintain required immunizations, children can be refused care should these immunizations not be up to date.

PARENT INVOLVEMENT IN OUR PROGRAMS

Most parents we serve, are either working or in school full time, and we understand most parent's time is limited. We do welcome parents, especially if they have a skill or trade, to come and share with the children. (Ex. Parents who work in spa services, military families, or parents visiting to read stories.)

Parents can also participate by becoming a member of our Advisory Committee. The daycare operates with the assistance of the *Children's Services Advisory Committee*. This is a standing committee of council with parent representation, who reflect different populations of parents in our community using our service.

Please ask if you have an interest in taking part, or if you would like to come in and help with a particular day or a fundraising event. Parents are welcome to visit our programs at any time, our centre maintains an open door policy; however, you will need to be aware of and meet the requirements for volunteers before you are able to participate. Please speak to a supervisor if you are interested.

ARRIVAL/DEPARTURE AND RELEASE OF CHILDREN FROM THE PROGRAM

Parents are solely responsible for transporting children to and from the program. If a designated/alternate person shall be picking up or dropping off your child, please ensure staff are aware of this in advance, especially if this person is not already on your pick-up list.

We prefer written notification of any change to a pick-up person whenever possible. If a different person is coming to pick up your child, please ask them to bring identification. Staff members must ensure that the person picking up is on the pickup list BEFORE allowing them to take the child. Children under the age of 12 cannot be placed on a pick up list.

The safety and well-being of all children is paramount. Parents/guardians are required to personally escort their child into the child's classroom and to pick up their child at the end of the day. Please ensure your child's teacher is aware you have arrived and that you are leaving with your child. Arrival and departure times are recorded by teachers upon arrival and prior to parents/guardians leaving the centre.

As children in our Jr School age program grow older, they start to practice being at home alone. With the written permission of their parents/guardians, Jr School aged children have the option to arrive and leave our program on a set schedule without a parent/guardian to escort them.

A parent/guardian must outline in writing the desired schedule to be followed by their child and clearly outline the staff expectations (time of day a child is expected to arrive/leave, when this schedule will NOT be followed – snowstorm/thunderstorm, snow day). A 'safe routine' must be established and be included in the permission letter to be followed by staff. Any changes to the "safe routine" must be submitted in writing or via email.

UNSAFE PICK-UP/DROP OFF

If a parent or alternate pick-up person arrives under the influence of alcohol, drugs, or any other substance or fails to use an appropriate car seat, it creates an unsafe transportation situation for the children. If, in the opinion of the staff member, a child cannot be safely transported home, our staff will:

1. Offer to contact an alternate pick-up person or partner/spouse.
2. Offer to arrange for cab transportation.

Staff will remain with parent and child until alternate transportation has been fulfilled.

If the parent refuses to agree to the options above and insists on transporting the child, staff are obligated to call 911 and report to our local Children's Aid Society. Staff will also notify an immediate supervisor for further instruction.

If a child has not been picked-up by 6:30 p.m. and we have been unsuccessful reaching a parent or emergency contact listed in your child's file, staff are obligated to report to CAS.

TRANSPORTATION POLICY

Staff cannot transport children in personal vehicles. We can **only** use emergency vehicles and recognized bussing services as needed.

Our school age programs provide alternate transportation for children who use a "yellow school bus" from another location and therefore cannot use one to and from daycare (example: part time schedules). The same alternate transportation will be provided on "snow days" for children attending school in Carleton Place; for children who attend Beckwith Public School, it is the responsibility of the parent(s) to make transportation arrangements. If your child attends Beckwith Public School and does not attend because of a "snow day" you will not be charged for care. In the event that the alternate transportation is unavailable, children may walk to school with a staff member.

ACTIVITIES OFF THE PREMISES

Staff may take the children off site at times. Our 0-4 facility (Francis St.) may take walking trips with the infants and toddlers in our 5 seat strollers. Preschoolers also take walking trips locally, but only when they have an additional adult with them.

Our school age programs take field trips away from the facility also and are either transported with recognized bus services or walk to local locations. While taking trips away from the centre, we increase our staff to child ratio to ensure the utmost safety while travelling.

During summer camp, school age programs regularly visit local beaches and take advantage of the municipal pool. Children will only attend regulated public pools and beaches etc., where there is a qualified life-guard(s) on duty at all times. Access to the public beach will only be permitted when there are no posted warning signs from the local health unit stating the water may contain high levels of bacteria. The school age staff will familiarize themselves with basic water/swimming safety practices and precautions annually before the start of summer camp.

Jr. School Age Children (9-13yrs.) are permitted to bring spending money on field trips. Staff are not responsible for any spending money brought on trips.

An email will be sent out to parents of school age children signed up for trips away from the centre such as swimming, skating, or extra-curricular activities. Reminders to bring any items needed will be outlined in the email. It is suggested that families participate in marking on their calendars all the upcoming events so that everyone plays a role in teaching children to be responsible for their needs and items required to participate.

We expect all of our children to behave respectfully and represent our daycare in a positive manner. In the event that a child is not in compliance with rules for the purpose of respect, they will be uninvited to attend one the upcoming field trip (or all future trips).

We will discuss with the parents in advance (when possible) before making this decision. We feel strongly that it is very important the children abide by our group rules to ensure the safety of all children, as well as enjoyment of the program for all. In our opinion, if a child continuously breaks rules in an effort to rebel or control the group, that child will not be able to join their peers on field trips. We are certainly willing to help parents with behaviour management issues however, we do need to balance the overall good of the group with the demands of individual children. If a child is uninvited to a trip, parents will be charged for the day, however they will not be charged for the field trip portion when that cost is based on per child.

SLEEP SUPERVISION POLICY

Parents are aware and will be advised of the centre's policies and procedures regarding children's sleep through our enrolment package and site tour. Parents will be consulted regarding their child's sleeping preferences at the time of enrollment and/or when a child is transitioning between rooms. Parents sign off that they are aware of any changes to their child's sleeping arrangements and are in agreement. This may also be confirmed using Himama.

Infants under 12 months will be placed on their backs for any naps or sleep times. Each child's crib is clearly marked with their name. Sheets used in cribs are fitted, breathable, lightweight and will be washed weekly or more often if needed. Parents need to sign and give permission to use a blanket or any other covering for infants. We follow parent requests for how often their infants nap and try to duplicate nap times at daycare. If you bring in a blanket or security item from home, please label it clearly. Personal blankets will be sent home every Friday to be washed.

Sleep checks are done for each child every 30 minutes and documented in HiMama for parents to view. If there are any issues with HiMama, then a paper copy of sleep times or any changes in sleep patterns will be recorded and kept for our records. Sleep rooms will have quiet music and low lighting for sleep times.

Any significant changes observed during sleep time will be communicated with parents. Staff will discuss with the parents if any adjustments are required. Infant sleep rooms have monitors and the blinds in the room will be partially open. This is to provide sufficient light in order for staff to visibly see the children when they are carrying out their 30 minute checks.

As infants become closer to toddler age (between 16 and 18 months), we often transition them from a crib to a cot. Sleeping on a cot in the infant room helps children prepare for the move to a toddler room. All cots will be labelled with each child's name.

Sleep time for toddlers and preschoolers is from approximately 12:30-2:30pm. Times may vary depending on your child's sleep needs but all children will have a rest or quiet time for at least one hour. The rest period is not to exceed two hours in length. Early risers will be provided quiet activities until sleep time is over. Quiet activities can include puzzles, books, sensory play, and table top games. We may have an early riser room depending on ages, number of children, and space availability.

PARENTS OBLIGATION TO PROVIDE NECESSITIES FOR THEIR CHILDREN

It can be difficult for parents to always remember everything their child needs on a daily basis. The daycare doesn't mind occasionally sharing some items when forgotten, but when it is habitual in nature or when parents are not providing the basics (special foods, diapers, weather appropriate clothing, medicines, etc.) it can appear neglectful. Parents need to remember that all our staff have a duty to report to Family and Children's Services. We want to support parents in any way we can. If you are struggling, please speak with staff/supervisor and perhaps we might have a support available that we can connect you with.

REPORTING CHILD ILLNESS/HEALTH CONCERNS ACCIDENTS AND INJURIES

We have two core beliefs related to sick children and why they should not attend the program. Firstly, the sick child's health and well-being. Secondly, the health and well-being of the other children around them. Our concern is that if your child is sick and/or experiencing something that is highly contagious, every other child will be at risk for that same illness by bringing a sick child into the program.

We have developed a list of guidelines based on our local Public Health requirements that need to be considered when deciding if your child will come to the program or stay at home for the day.

Children should not attend if:

- Child is vomiting and/or has diarrhea (these are two of the most transmittable and contagious germs in a group care situation).
- Child has a fever (102 degrees or over, is warm, flushed skin, glossy eyes).
- Child has a very congested cough that is interfering with the child's ability to breathe normally.
- Child has a very strong headache or sore throat.
- Child has a suspicious rash which may be contagious (chicken pox, impetigo, ringworm, eye infection etc.,)

If your child is experiencing any of the above, or a combination of these symptoms, you should call the daycare staff before you leave with the child in the morning. Please let the staff know about any possible contagious illness, so other children can be observed for similar symptoms. If children are unable to keep up with the daily program or staff feel a child is too sick to remain on site they will ask parents to make alternate arrangements for them for the day and have them picked up from care.

If your child develops a fever of 102 degrees, vomits twice and/or has diarrhea twice while attending childcare, parents will be notified and your child must be picked-up as soon as possible.

Staff will post a note on room doors for parents when there is an outbreak of a confirmed contagious illness that has been present in the centre. This note will include the date of illness and how many reported cases there have been. A note from Public Health may also be posted to give identifying signs or symptoms that you can watch for.

We are obligated to follow the local expectations from the Ministry of Health and have Childhood Disease posters in our centres which explain for parents what those expectations are.

The Child Care and Early Years Act states that, staff are responsible to observe and note any symptoms of ill health with a child before they are left in the program for the day. These observations will be noted in your child's profile in the HiMama program. Our Carambeck location will record health observations on their daily/weekly attendance sheets upon arrival.

All children are to remain home for a minimum of 24 hours and must be symptom free, without medication before returning to the centre.

If we are considered to be in an outbreak, then children are to remain at home for 48 hours after the last episode of vomiting, diarrhea or fever. This is regulated by Public Health.

If your child becomes ill during a full day or while attending a school age program, we will contact you and will expect you to make arrangements to come and get your child. If we cannot reach you we will contact emergency contacts listed at the time of enrollment.

We rely on parents to make decisions regarding their child's health, but in the case where the parents view differs from that of the staff person, the parent will need to abide by the staff persons decision.

DRUG & MEDICATION ADMINISTRATION POLICY

Staff members will give medications (prescription/non-prescription) to a child ONLY with the parent's written permission. We CANNOT administer any medications that are not in the original labelled container. Expired medication/drugs will not be accepted. Non-prescription medicine must have a Drug Identification Number (DIN), must be clearly labelled with your child's name and may be administered for up to three days. If your child is still sick at this time, it is recommended that your child stay home and/or see the doctor before returning to daycare. We cannot "hold" medication on-site for "what if" or "just in case" situations.

Parents must complete an *Authorization for Drug/Medication* form (See *Parent References*) and give both it and the medication to a staff person BEFORE dropping their child off at daycare. Staff will attach a small picture to complete the form and to reduce the potential for errors/or accidental ingestion. We require one medication form for each medication.

Parents must clearly identify the symptoms that require the medication to the most senior staff in a room, where possible. "As needed" is not an acceptable explanation. In the event the regular (most senior) staff person is absent or unavailable then the next available staff will administer the medication. If any staff person is uncomfortable administering medication, a supervisor will administer. Staff will follow the label directions to ensure proper storage.

Medicine must not be left in your child's backpack or diaper bag and once it is no longer needed it is to be taken home. Medicine is not to be stored long term in medicine boxes.

HEAD LICE GUIDELINES

Controlling the spread of head lice continues to be a challenge, especially with children in the school age programs. During this process we try to follow the guidelines of our local Health Unit. If a child is found to have head lice (nits or live bugs in your child's hair), we will contact parents and provide them with a *Lice Information Sheet*, from the Health Unit outlining the necessary steps to take to treat the problem. It is very important that the procedures are followed in order to prevent the spread of head lice.

Parents can visit the following website for more information:

<http://www.healthunit.org/school/headlice.html>

We have a number of staff that are knowledgeable, have experience, and are happy to speak with parents to show them what they need to look for and how to be successful in dealing with this issue.

It is our preference that children have no more than 10 nits and have no live lice on their return to childcare. By trying to meet this expectation we are hoping to control the spread or any re-infestation of lice.

A staff member will examine your child's head upon returning to help ensure that they are free of lice and have less than ten nits. Staff will do their best to be respectful of the feelings of the children and family and will be very hands on in helping them through the process.

ACCIDENTS & INJURIES

If your child has an accident or is injured while at daycare, an accident report will be written and you will be asked to sign it at pick-up acknowledging that you know about the injury and the report. A copy of the *Accident Report* will be sent to the parents either through Himama or via email as per Ministry recommendation.

POSITIVE CHILD GUIDANCE POLICY

Child guidance is the process by which adults help empower children to develop self-control and learn how to accept responsibility for their actions through natural consequences, redirection, and problem solving.

We strive to provide environments that are warm, caring, and where children's ideas are valued. Children are encouraged to explore, think, create, question, and reflect on their play. We strengthen positive self-esteem in children and foster strong peer relationships while developing independence.

The staff will model appropriate behaviour and language while leading by example. Setting clear and consistent rules creates environments that are safe and worry-free. Staff provide appropriate and engaging activities as strategies for child guidance.

We encourage self-control by providing meaningful choices and focus on desired behaviours. It is important to help children solve their challenges and support them with problem solving strategies. We want to provide children with the tools they need to learn and problem solve so that they are prepared for success.

Our School Age programs have *Behaviour Management Agreements* (See Parent References) which are read and signed by children, parents, and staff upon enrollment. This ensures that everyone understands and is aware of expectations.

EXTREME BEHAVIOUR POLICY

If a child's behaviour is extreme and uncontrollable, a parent will be called immediately to pick up their child. Children in the same area will be moved when possible to a safe location. A staff person will remain with the child at a safe distance and continue to calm or redirect them. A child will not be physically moved unless they are in immediate danger or pose a risk to their safety or someone else's.

Although rare, if extreme behaviours continue despite exhausted accommodations and use of resources, parents may receive a two-week written notice terminating care from the program. In certain circumstances termination of care may be effective immediately.

SCHOOL AGE BEHAVIOUR MANAGEMENT POLICY

Behaviour agreements help set out clear expectations and consequences for issues that are beyond general concerns. We are focused on offering learning experiences that provide all children a safe environment to grow, learn and socialize. Refusal by a parent to sign the appended Behaviour Management Agreement may result in the child not being able to attend Carleton Place School Age Programs.

If there is a concern regarding your child's behavior please note that parents will receive an update either by written notice, phone or at pick up times. Documentation will be provided.

- A written warning and "think sheet" will be signed by a parent and child within a 24hr period and returned to a supervisor. This provides open communication amongst staff and parents.
- "Think" sheets will be provided to children so that staff may understand a child's view and thought process or reasons for specific behaviours. This will also allow a child time to reflect and problem solve so that they may learn how to deal with conflict and stress. Parents will be asked to sign off on all documentation.
- Completing a "think sheet" does not mean that it is the second warning.
- A one-day suspension will follow after more than one documented concern (at the discretion Carleton Place School Age Services). This will be discussed in advance with parents/guardians.
- For behaviours that impact the group, a child may not be permitted (suspended) to attend field trips due to higher safety concerns. Parents will be asked to find alternate care for trip day(s).
- If your child is suspended, you will still be charged for that day's service, but not the field trip.
- Following any warning or suspension your child will work with their teacher to understand and review expectations.
- Parents are made aware that expectations are in place and will be followed so the entire group may have enjoyable, safe, learning and fun filled days.
- Ongoing communication with parents/guardian will occur if behaviours increase.

Carleton Place School Age Services will work with outside agencies (LEIP, Open Doors, etc.) to support your child's needs; however, if all endeavors have been explored and your child still is not managing in group care, your child will not be permitted to remain in the program.

Behaviour Management Agreement and Think Sheet can be found under Parent Resources

PROHIBITED PRACTICE

There are certain practices that are identified as being completely unacceptable in our environment. Therefore, the following prohibited practices will be strictly enforced for everyone's benefit:

- A) Corporal punishment of a child (which may include but is not limited to hitting, spanking, slapping, pinching);
- B) Physical restraint of children, including but not limited to confining to a high chair, car seat, etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);

- C) Locking the exits of the child care centre for the purpose of confining a child or confining the area or room without adult supervision, unless such confinement occurs during an emergency;
- D) Use of harsh, degrading measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth;
- E) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; (snack is not considered a necessity) and
- F) Inflicting any bodily harm on children including making children eat or drink against their will.

ANAPHYLAXIS POLICY

In our centres, we have children who are at risk for potentially life-threatening allergies. Anaphylaxis is a severe allergic reaction that can be caused by foods, insect stings, medications, latex or other substances. While anaphylaxis can lead to death if untreated, anaphylactic reactions and fatalities can be avoided. Education and awareness are key to keeping children with potentially life-threatening allergies safe.

Our child care programs have adopted practices to reduce the risk of exposure to peanut and nut containing products. These allergens have been a leading cause of food-related allergic reactions and fatalities. It is our practice to do the following:

- Staff ensure that procedures for proper hand washing and clean up are being followed;
- A 'no sharing' policy is in place;
- Parents are asked not to bring foods into the centre that may contain peanut or nut products as we strive to keep our centre peanut and nut free; and
- Everyone should regularly check ingredient listings on packaging of all foods.

Strategies to reduce the risk for other food allergies (e.g. milk, sesame) and insect sting allergies are developed in consultation with centre staff and parents. Centres can be expected to create an "allergy-safe" environment, however we cannot guarantee an "allergen-free" environment.

IDENTIFICATION OF CHILDREN AT RISK

At the time of registration, parents are asked to document medical conditions, including whether children are at risk of anaphylaxis and asthma. All staff, students, and volunteers will be made aware of these children.

It is the parent's responsibility:

- To inform the centre supervisor of their child's allergy and/or asthma;
- Before the child attends the centre, complete medical forms and the Anaphylaxis Emergency Plan which includes a photograph, description of the child's allergy, emergency procedure, contact information, and consent to administer medication needs to be in place. This plan is to be reviewed and signed-off annually by both parents and physician to ensure the child's safety. The Anaphylaxis Emergency Plan is posted in key areas such as in the child's playroom, the

office, and the food preparation and serving areas. A copy of this information is attached to the child's emergency contact form;

- To ensure that updated medications are provided to the centre before existing medications reach their expiry date; and
- To advise the centre in writing if their child has outgrown an allergy or no longer requires an epinephrine auto-injector. (A note from the child's allergist or physician is also required.)

The allergy posting information will also be on each staff person's clipboard/emergency contacts binder which travels with staff on all walking trips away from the facility and when outdoors.

Children with severe allergies MAY NOT ATTEND if their EPI PEN is not provided at time of drop-off.

ALLERGY SAFE CHILDCARE ENVIRONMENT

Special care is to be taken to avoid exposure to allergy-causing substances. Parents are asked to consult with the staff or supervisor before sending food to the centre. Children receive required foods as part of their regular program with the daycare. If parents choose to bring in food for a special occasion we will only accept it wrapped and we will put it in each child's cubby to go home with them. Once home, the individual parent can choose whether or not they would like their child to have the special item. The risk of accidental exposure to a food allergen can be significantly diminished by such measures.

Given that anaphylaxis can be triggered by miniscule amounts of an allergen when inhaled or ingested, children with food allergies must be highly supervised and all children are encouraged to follow certain expectations:

- Wash their hands before and after eating;
- Not to share food, utensils, or containers;
- Place food on a napkin, wax paper, or plate rather than in direct contact with a table; and
- During yard checks staff remove candy or food items which are potential hazards.

FOOD HANDLING, PREPARATION & GUIDELINES

Kitchen staff have completed the Food Safety Course and are certified through the Lanark Leeds and Grenville Health Unit. The daycare programs are required to provide a morning and afternoon snack as well as a full lunch to all children attending a full day.

Food and nutrition management for our two locations is prepared in the main kitchen by our food supervisor and qualified kitchen staff (3 in total). Kitchen staff are all obligated to follow the requirements of Ministry of Health, Child Care and Early Years Act, Ministry of Labour, Health and Safety, and any additional municipal requirements.

All food processes are setup and approved by the kitchen supervisor and the Ministry of Health. The kitchen supervisor will give specific handling instructions for the food preparation and service when food is taken/served out of our normal surroundings (i.e. field trips.) Food taken off the premise is packaged appropriately.

The menu and content of food is planned and prepared for by kitchen staff and is monitored by the Ministry of Health in accordance with the Child Care and Early Years Act.

Planned meals and snacks are required to fall within Canada's Food Guide. We are required to provide "at least half of the recommended number of food guide servings per day while in child care", as per Ontario Dietitians in Public Health, Dec 2017.

The basic assumption with all children is that they will try food where possible. The food served will be varied, good quality, and will fall within these categories:

- Grain products
- Vegetables and Fruit
- Milk Products (Infants & Toddlers are provided with homogenized milk and all other groups receive 2%)
- Meat & Alternatives

All children are expected to eat morning breakfast before attending our programs and are expected to have dinner after going home for the day. Our a.m. and p.m. snacks are expected to be snacks, and not full meals. Parents are permitted to bring in a morning snack for their child/ren keeping in mind the following requirements as per the Child Care and Early Years Act:

- The foods selected for snacks must be chosen from the categories listed above. Each snack should contain choices from two of the above categories.
- Sweet snacks such as candy, cookies, or drinks with sugar are not recommended since they offer little food value and promote tooth decay.
- Cereals and muffins or baked goods vary in nutritional content including sugar and fat. It is difficult to make comparisons with these products so we have some restrictions we are asking parents to follow. Avoid cereals that have marshmallow or brightly coloured candy pieces, etc. in them. Rather than choosing products containing chocolate or chocolate chips, products containing blueberries or fruit are better options.

Parents should also be aware of providing snacks that fall into the danger of choking hazards. If parents bring such foods, they should mention it to the teacher on duty with the child (i.e. grapes, seeds, etc.) Parents should also look at our Allergy Safe policies to make sure the foods they are bringing in meet the restrictions for allergy concerns in our environment.

When parents arrive staff are expected to assess what the child has brought as a snack. If the snack is in their opinion unacceptable for the child to be eating in group care, the staff will make the decision as to whether the child will be allowed to eat the snack or not. Parents must abide by the staff decisions on these matters. Please remember that a.m. and p.m. snack will be provided by the daycare.

Please Note: NO hot beverages are permitted in the rooms or on the yard with children. This is a safety issue for both staff and children alike.

SPECIAL CONDITIONS REGARDING FOOD

Some children attending the program will have restrictions due to allergies, religious beliefs, or lifestyle choice. The program will attempt to accommodate these restrictions where possible. Any parent needing to provide food for dietary restrictions should provide it in its original packaging and clearly labelled with the child's name on it.

Prior to enrollment, parents must speak to our kitchen staff to make sure that dietary needs are met. It is the parent's responsibility to communicate their child's specific needs and complete a *Dietary Change Form*.

PERSONAL BAGGED LUNCH POLICY

Parents can send in food to be kept at daycare and we do allow parents to provide a lunch (full days only) and snacks for children with specific dietary restrictions and/or allergies. These arrangements need to be discussed with a supervisor/kitchen staff prior to bringing in food. The centre must receive written instructions (using our *Dietary Change Form*) from a parent for any allergies, intolerances, and any dietary arrangements; which is kept in the child's file.

Each parent must have a contingency arrangement if the lunch from home is forgotten, does not meet the bagged lunch guidelines for nutritional value, and/or allergens are present. For example: CPCS will have on hand extra snacks to supplement. Examples: apples, crackers, bread, soy butter, etc. Childcare fees remain the same when personal bagged lunch is provided.

Staff will be monitoring the contents of lunches to ensure food does not contain peanut/tree nuts or have come into contact with peanuts or tree nuts. Personal Bagged Lunches (and snacks) will be labelled with the child's name and given to the licensee kitchen staff each morning. Bagged lunches/snacks will be kept in the kitchen refrigerator in keeping with safe food handling practice and served in a manner similar to the rest of the children. (On a plate/bowl etc.)

Parents will be notified when concerns arise regarding the nutritional adequacy and/or presence of allergens in snacks and meals.

CELEBRATIONS AND SPECIAL OCCASIONS

The program regularly celebrates children's birthdays unless a family indicates they do not wish for their child's birthday to be celebrated at daycare. The child having the birthday will have a special muffin. They will receive this at p.m. snack, unless they are leaving early. This will be in addition to our regular snack. Everyone sings "Happy Birthday" for the celebrating child.

MEDIA VIEWING & ELECTRONICS POLICY

Children may watch DVD's with their group as part of their day, however, media use will be kept to a minimum. All programming that is watched at daycare will be age appropriate and related to the ongoing interests of the children. We strive to provide an environment where children have the opportunity to learn to use today's technology in a safe and monitored environment.

Jr. School age children are able to bring their devices as they wish (and at the discretion of their parents). Please note that children will only be permitted to use devices at certain times of the day.

We recognize that as children mature they become more competent and capable, and many of these children will carry a cell phone; therefore we would like to incorporate the use of personal devices into our program. We will discuss regularly appropriate texting, receiving fraudulent calls, and what is appropriate to share to social networks. Access is restricted and use is monitored to the best of our abilities.

PHOTO/VIDEO PERMISSION

Parents may choose to allow photo/video permission for their child/ren. Allowing photo permission gives Carleton Place Childcare Services consent to use your child's image, likeness, voice and/or first name in situations such as, but not limited to, our website, Facebook, the newspaper, slideshows, promotional materials, documentation, apps and other media without compensation to you or further review or approval by you.

By revoking photo permission you child's photo will not be used or included in any of the situations above. Parents can provide or revoke this authorization at any time in writing to their child's teacher or any supervisor. *Medication Forms* are the only exception requiring a photo regardless of permission choice.

Regardless of the above, please note that video surveillance is used for hallways and doors for security reasons. Signage is posted on our main entrances at both locations.

SUPERVISION OF VOLUNTEERS AND STUDENTS POLICY

The supervision of volunteers and placement students is intended to help support the safety and well-being of children attending our centre. This policy will be reviewed with all volunteers and students before they begin working with the children.

No child will be solely supervised by a person under 18 years of age.

Direct unsupervised access (i.e. when an adult is alone with a child) is not permitted for people who are not employees of the centre.

Placement students and/or volunteers are not counted in the staffing ratios of the centre and are not to be left alone with children regardless of their age.

Police Vulnerable Sector Checks are required for all volunteers having direct contact with children in the centre.

As part of our orientation process, students and/or volunteers, will review and sign off on all required policies and procedures; as well as taking a full tour of the facility.

The policies and procedures referred to above, will be reviewed on an annual basis and any new policies will be reviewed at the time they are introduced to the centre.

PARENT ISSUES, CONCERNS & COMPLAINTS POLICY AND PROCEDURES

In order to maintain positive relationships with our families, we feel it is important to try to be as clear as possible. We want to be clear in terms of what families can expect of our service and what we can expect from our families. In order to provide good customer service, it is our belief that parents need to feel comfortable coming forward with their concerns or complaints.

As a parent you can speak to the RECE working with your child each day or you can go to the supervisor who manages the staff working with your child. If you have brought a problem forward to a staff person or supervisor and you are unsatisfied with the outcome, you are always welcome to bring the issue to the director. If you continue to be unsatisfied, the director will take the issue forward to the *Children's Services Advisory Committee*.

Steps for staff and/or licensee in responding to issue/concern:

- Address the issue/concern at the time it is raised if possible;
- Arrange for a meeting with the parent/guardian within 2 business days; and
- Document the issues/concerns in detail. Documentation will include:
 - The date and time the issue/concern was received;
 - The name of the person who received the issue/concern;
 - The name of the person reporting the issue/concern;
 - The details of the issue/concern; and
 - Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

Ensure an investigation of the issue/concern is initiated by the appropriate party within 2 business days, or as soon as reasonably possible thereafter. Document reasons for delays in writing.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern. This could be a verbal resolution followed-up with a written contact.

If there are disagreements with issues, parents always have the right to go to a higher authority within the town structure (i.e. CAO or Council). However, the typical route would be to have the childcare director present the issue to the *Children's Services Advisory Committee* to ask for a decision. The child care director would present the issue but does not have a vote on the committee. If a parent has an issue they feel very strongly about they can also contact the Ministry of Education, Child Care Division, and make a complaint to the program advisor for this area.

Abusive behaviour towards staff will not be tolerated. Abusive behaviour is any type of inappropriate or threatening verbal and/or physical action. If a parent chooses such behaviour, they may be putting their space with the centre in jeopardy.

Parents may also decide to take their concerns or complaints to social media. Please, before taking this approach, take the time to speak to someone at the daycare. We want to do the best job we can while caring for your child. We cannot do that if there is a problem that you are having but are not sharing with us.

EMERGENCY MANAGEMENT STATEMENT

Carleton Place Childcare Services *Emergency Management Policy* provides clear direction for staff to follow to deal with emergency situations to support the safety and well-being of everyone involved. All parents/guardians will be notified via telephone, email, HiMama or CampBrain during emergency situations.

PANDEMIC STATEMENT

Licensed child care facilities will receive official notification from government sources if emergency measures come into effect due to a pandemic. Measures will be communicated to parents through telephone, email, HiMama or CampBrain as soon as possible. Carleton Place Childcare Services will follow the recommendations of the Medical Officer of Health of Lanark, Leeds and Grenville.

FINANCIALS

Fee increases generally occur on January 1st each year and parents will be given 30 days notice of any increase. Please refer to the attached fee schedule for our current rates.

FEE POLICIES & SCHEDULE CHANGES

Parents are expected, at the time of registration to sign up for our automatic withdrawal service to pay daycare fees. Fees are collected on a bi-weekly basis, every second Friday. Withdrawals cover your next two weeks of fees. Parents are required to pay two weeks in advance in order to ensure the daycare is provided with a two week notice period at the time a parent gives notice to discontinue service. Our system is set up to take payments owing from your account bi-weekly including the cost of your regularly booked days of service. This will include any late fees and extra service provided over that previous two week period. You will need to determine with the office staff at the time you enrol, what the first withdrawal date and amount will be.

If at any time, you notice a discrepancy in your account, please contact office administration immediately (613 253 0597 ext. 221). Errors will be backdated.

You are expected to pay for all days that are booked for your child whether your child attends or not. Our costs remain constant whether your child is attending or not. If your child is sick, if you keep your

child at home, or if it is a municipal Statutory Holiday you are still required to pay. If the centre is closed or is not available to provide service for you, you will not be charged for it.

Parents must sign an Attendance Change Form giving two weeks written notice for any changes to their schedule (either increase or decrease to service). If you have not provided this written notice, increased or decreased charges will continue and you will be responsible for them.

If your child attends our Before & After School Programs, parents need to be aware that P.A. Days until the end of June must be signed up for on a first come first served basis. P.A. Days are offered to all schools including Beckwith and J.L. Couroux and are offered when the need for care is warranted.

Summer camp space is offered for school aged children during the months of July and August on a first come, first served basis. Children must have completed JK to be eligible for Summer Camp.

Parents are provided with summer calendars to book space and once space is booked you are obligated to pay for it. Summer Camp is booked using our CampBrain software. We will do our best to accommodate all children in our programs, but we cannot guarantee that we will always have sufficient space for everyone.

LATE PICK UP CHARGE

Staff will complete a late charge form for parents to sign confirming the time of pick-up. Charges will be added to your account and taken out on the upcoming Pre-Auth. ***There are additional late fee schedules for Summer Camp**

Charges are as follow:

Check Box	Time Period	Late Charge
	6:01pm to 6:15 pm	\$15.00
	6:16 pm to 6:30 pm	\$45.00
	6:31 pm to 7:00 pm	\$75.00
	7:01 pm to 7:30 pm	\$105.00

If a family has 6 late pick-ups during a year their daycare access may be removed. Likewise, during summer camp, if a family is only attending for the summer months and is late for 3 pick-ups, they too may lose program access.

LATE PAYMENT OF FEES / NSF PAYMENTS

We understand that unexpected circumstances arise, but late fee payments may be cause for you to lose your space for your child in our program. NSF payments not only leave the daycare lacking in funds, but are time consuming administratively.

The *Children's Services Advisory Committee* has put the following policy in place;

“PARENTS WILL BE NOTIFIED IN WRITING AFTER THE FOURTH LATE PAYMENT OF FEES AND WILL BE ASKED TO WITHDRAW THEIR CHILD AFTER THE FIFTH LATE PAYMENT OF FEES”.

Any parent having more than three NSF PAYMENTS during the calendar year, will be obligated to pay by cash or money order for a year. If cash payments are late during this period then they will be considered as your fourth late payment, and the above policy will be adhered to. After that time, the situation will be looked at by the *Children’s Services Advisory Committee* and/or administrative staff.

ACCOUNTS SENT TO COLLECTIONS

Daycare fees are to be paid in a timely manner and if parents are having difficulty paying their weekly fees, they should call and speak to the office administrative staff at 613 253 0597 ext. 221.

Arrangements can be made to pay outstanding debt on a payment plan that can be flexible and affordable, but there has to be a commitment from the family to pay the outstanding fees. Give us a call and we will work with you, as best we can.

If a family leaves the daycare without paying their bill in full and they do not return to make arrangements to pay the outstanding bill, their account will be sent to collections. Once the account has been sent to collections families will not be permitted to enrol children again with any of our child care programs. If a family returns to the daycare requesting space, the daycare can assess the individual situation and make allowances for the child/ren to return providing the following conditions are met:

- The family must make contact with the Collections Agency and pay/have paid the amount owing in full;
- The family will pay an administration fee to the daycare (equal to the cost of the fee that has been charged to the daycare by the Collection Agency); and
- If the family has any NSF payments after returning to daycare, daycare staff will have the right to discontinue service immediately. Any instance of non-payment of fees will not be tolerated.

The daycare *Children’s Services Advisory Committee* does have the right to accept children back into the program on an individual basis, but a strong case would need to be presented relating to the needs of the child and this could only be considered when fees are guaranteed (Children and Family Services., other family member, etc.).

SUBSIDIZED CHILDCARE

Subsidy is available to families in need of financial assistance. During recent years subsidy has been readily available in Lanark County. However, this could change at any time. If there is a high demand, parents could be placed on a waiting list. Please contact their office at 613 267 4200 ext. 2304 or visit <http://www.lanarkcounty.ca/Page2092.aspx>

Parents can access the fee subsidy calculator by clicking below.
<http://www.lanarkcounty.ca/Page2008.aspx>

FEE STATEMENTS

Parents will be provided with an electronic statement of account on a monthly basis. Parents are expected to read the statement to make sure all charges are accurate. If you notice you have not been charged enough or you have been charged too much, please contact our office administration at 613 253 0597 ext. 221. Errors will be back dated.

Parents are also provided with a year-end receipt of fees paid to the daycare for each calendar year. This is the receipt that most parents require for income tax purposes.

WAITING LIST POLICY

CPCS has a formal waiting list process. Parents can visit our website at www.cpchildcare.ca to add their child or expected child to the wait list. Confirmation of wait list application will be emailed and will include process details. Parents also have the option to call our office administration staff at 613 253 0597 ext. 221/225 to be added to the waiting list. There are NO fees attached to this process.

Parents are offered space in order of registration as spaces become available. Required schedules and start dates are also considered. We give families that are currently with us priority for enrollment as well as returning families and town employees.

Parents have up to five business days to respond to an opening and then the space will be offered to another family. Likewise, if enrollment visits are not done in a timely fashion or repeatedly cancelled/rescheduled we will offer the next waiting family the available space. We cannot leave spaces open or vacant for any extended period of time.

Parents may request confirmation of what rank or number they are on the waiting list. A supervisor can access their information and share it upon request, while maintaining confidentiality of all others on the waiting list.



Thank you for your interest in our programs. Our doors are always open. If you have any questions please don't hesitate to give us a call or stop by, introduce yourself and say "hello". We will be happy to help you in any way we can. We are so happy to have been considered and/or trusted to participate in your child's journey of learning through play.

FEE SCHEDULE

Age Group	1 Day	2 Day	3 Day	4 Day	5 Day
Infants (0-18 months)					
Full Day	\$ 79.30	\$ 158.60	\$ 237.90	\$ 317.20	\$ 396.50
Toddlers (18-30 months)					
Full Day	\$ 53.40	\$ 106.80	\$ 160.20	\$ 213.60	\$ 267.00
Preschoolers (2.5-5 yrs.)					
Full Day	\$ 51.30	\$ 102.60	\$ 153.90	\$ 205.20	\$ 256.50
JK/SK					
Full day (Carambeck or Francis)	\$ 44.50	\$ 89.00	\$ 133.50	\$178.00	\$ 222.50
JK/SK Before School (Carambeck)	\$ 14.40	\$ 28.80	\$ 43.20	\$ 57.60	\$ 72.00
JK/SK After School (Carambeck)	\$ 14.40	\$ 28.80	\$ 43.20	\$ 57.60	\$ 72.00
JK/SK Before & After School (Carambeck)	\$ 28.80	\$ 57.60	\$ 86.40	\$ 115.20	\$ 144.00
Nursery School					
Preschool Morning Session (9:15 – 12:00)	\$ 21.20	\$ 42.40	\$ 63.60	\$ 84.80	\$ 106.00
School Age (Grade 1 and up)					
Full Day	\$ 35.80	\$ 71.60	\$ 107.40	\$ 143.20	\$ 179.00
Before School	\$ 13.70	\$ 27.40	\$ 41.10	\$ 54.80	\$ 68.50
After School	\$ 13.70	\$ 27.40	\$ 41.10	\$ 54.80	\$ 68.50
Before & After School	\$ 27.40	\$ 54.80	\$ 82.20	\$ 109.60	\$ 137.00
Junior School Age Program					
Full Day	\$ 35.80	\$ 71.60	\$ 107.40	\$ 143.20	\$ 179.00
Before School	\$ 13.70	\$ 27.40	\$ 41.10	\$ 54.80	\$ 68.50
After School	\$ 13.70	\$ 27.40	\$ 41.10	\$ 54.80	\$ 68.50
Before and After School	\$ 27.40	\$ 54.80	\$ 82.20	\$ 109.60	\$ 137.00
Summer Camp					
JK/SK	\$ 44.50	\$ 89.00	\$ 133.50	\$ 178.00	\$ 222.50
School Age & Junior	\$ 35.80	\$ 71.60	\$ 107.40	\$ 143.20	\$ 179.00