

## **PROGRAM STATEMENT:**

Providence Daycare Centre values the diverse, racial, ethno cultural background of the community, families, staff, volunteers and visitors involved in the delivery of service and as a result, will provide appropriate play experience that contribute to the emotional, social, physical and cognitive development of the child, free from cultural, gender, religious and ethnic bias, with the ultimate goal to develop and enhance self-esteem and positive social skills.

### **Goals:**

1. To promote the health, safety, nutrition and well-being of the children
2. To support positive and responsive interactions among the children, parents, Providence Daycare Centre and staff
3. To encourage the children to interact and communicate in a positive way and support their ability to self-regulate
4. To Foster the children's exploration, play and inquiry
5. To provide child-initiated and adult-supported experiences
6. To plan for and create positive learning environments and experiences in which each child's learning and development will be supported
7. To incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care
8. To foster the engagement of and ongoing communication with parents about the program and their children
9. To involve local community partners and allow those partners to support the children, their families and staff
10. To support staff in relation to continuous professional learning
11. To document and review the impact of the strategies on the children and their families

At Providence Daycare Centre, we view children as being competent, capable, curious and rich in potential and as a result, we are committed to helping the whole child develop and reach their potential. Our mission is to provide opportunities for positive adult-child and child-child interactions conducive to the development of healthy social experiences and also, to provide experiences that contribute to self-esteem and developmental needs of the child.

Providence Daycare Centre encourages and promotes positive practices for adult-child and child-child interactions to promote a positive learning and play environment for all children and staff at the centre. Providence Daycare Centre respects children as individuals with their own interest and strengths and respects their rights to experience childhood fully. All children are unique and we believe this is key to understanding, acknowledging and acting on children's' behaviour. We

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commit to supporting and caring for children and their parents/guardians and families based on their individual needs. We aspire for children to demonstrate socially acceptable behaviour, having respect for themselves and all others. We encourage the children to communicate in a positive way and we support their ability to self-regulate.

### **Child-initiated and Adult-supported Experiences:**

The environment is a factor in supporting child led play. Providence Daycare Centre incorporates the Emergent Curriculum and the “How Does Learning Happen” Pedagogy to develop programs for the children. We use a play-based learning approach to create the best environment for children to learn and grow. Our environment consists of age appropriate materials, toys and equipment. Our staff create areas to meet the different needs of play to enable children to participate in child-initiated activities and use the space to build on their ideas and experiences. Quiet areas are provided to allow children to observe others and give them time and space to reflect on their learning. We strive to be organized around the foundations of belonging, well-being, engagement and expression in children where the goals and expectations integrate the six guiding principles of ELECT (Early Learning for Every Child Today). Providence Daycare strives to implement flexibility in our programming so that each child can realize their full potential by indulging their capabilities and curiosities.

### **Goals of Child-initiated and Adult-supported Experiences:**

1. Staff to encourage children to take ownership in their learning and consider risks in order to recognize strength and areas of growth.
2. To provide adult-supported experiences while allowing children to maintain a sense of autonomy

#### **Child-initiated experiences:**

1. Building with lego, blocks sticks
2. Use of push toys
3. Constructing puzzles
4. Visual and Creative art
5. Reading and listening to stories
6. Exploration through constructing and building of products

#### **Adult-supported experiences:**

1. Yoga and mindfulness
2. Circle-time, story time
3. Toilet Training
4. Workshops participation

5. Sing-a longs
6. Supervised exploration of natural elements (sand/earth, painting, water)
7. Food preparation

### **Prohibited Practices:**

1. Corporal punishment which may include but not limited to, hitting, spanking, slapping, punching is prohibited. Any form of either verbal or physical punishment is prohibited.
2. Physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent is prohibited.
3. Locking the exits of the centre for the purpose of confining a child or confining the area or room without adult supervision is prohibited. Unless such confinement occurs during an emergency.
4. No use of harsh, degrading measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten the child or undermine their self-respect, dignity or self-worth is allowed.
5. Children cannot be deprived of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will is prohibited.
7. Children will not at any time be locked or confined in a locked room at all.

### **Implementation:**

**In order to promote positive adult-child and child-child interactions to promote the health, safety, nutrition and well-being of the children, these approaches will be followed:**

1. Using redirection and positive reinforcement to guide a child into acceptable options when engaged in an unacceptable activity.
2. Speaking with the child at eye level and use calm, positive tone of voice.
3. Modelling and demonstrating appropriate ways of interacting with others.
4. Offering and outlining appropriate choices.
5. Giving children a chance to try again.
6. Giving more emphasis to appropriate ways of interactions.
7. Encourage children to show respect to each other.
8. Showing genuine approval when children are engaged in positive interactions.
9. Children will not be blamed, shamed or frightened for any reason at all. Limits are clearly defined in simple language and reinforced when necessary.

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10. Offering and outlining appropriate choices and children are encouraged to make decisions for themselves.
11. Setting limits and take into consideration the individuality of the child.

Providence Daycare Centre incorporates the Emergent Curriculum and the “How Does Learning Happen” program to develop programs for the children which contribute to positive experiences and outcomes for children.

### **Approaches:**

1. Our program encourages and builds positive and responsive relationships between staff and the children, between the children and their peers and with parents and families.
2. Our program focuses on children’s social, emotional, physical, creative, and cognitive development in a holistic way by providing environments in which children learn through exploration, play, and inquiry.
3. Our program incorporates the “How Does Learning Happen” pedagogy to provide child initiated and adult-supported experiences and at the same time supporting each child’s learning and development.
4. We encourage self-reflection, discussion, and ongoing collaboration and learning among teachers and between the teachers and the children through ongoing interactions and discussions in the classroom during circle time.
5. We value the strengths, contributions and unique perspectives of our families and we encourage them to engage, contribute and participate in our program activities.
6. Our program incorporates indoor and outdoor play, as well as active play, rest and quiet time into the day while giving consideration to the individual needs of the children.
7. We engage in ongoing communication with parents about our program and their children through face to face communications, newsletters, written communications and posters.
8. We involve and invite community partners like the fire department, police etc. to our program to give lectures, presentations and general information to the children and their families.
9. We involve local community partners like the Grandview, Durham Region Behaviour Management, and CAS and allow these partners to support the children, their families and staff.
10. Our program uses pedagogical documentation to study, interpret, make visible, and help inform children’s learning and development. Documentations will be in form of pictures of children outlining their learning experiences being displayed in the classrooms and around the centre. Only pictures of children with parent authorization will be displayed.

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Learning experiences of children without parent's authorization for pictures will also be displayed without the children's pictures.

11. Each child will have a portfolio which outlines all their learning experiences. Portfolios will be taken home by parents every Fridays. Parents are encouraged to read through their child's portfolio and to sign and return portfolios on Mondays.
12. We encourage our staff to engage in/register for ongoing training opportunities to assist them in carrying out the program statement implementation policy and to broaden their knowledge of the "How Does Learning Happen Pedagogy". Ongoing training opportunities and workshops offered by the Children Services are always communicated to staff. Monthly meetings are also used to discuss and train staff on how to implement the Program Statement.

Children who feel secure and appreciated in their surroundings gain confidence. It is therefore our goal to create a safe, clean and secure environment for the children in our care. We will try our best to avoid frequent staff changes by giving our staff a pleasant work environment. This consistency for children increases the level of security. Providence Daycare Centre will continue to provide positive guidance, encouragement, appropriate and stimulating equipment as well as a dynamic program to enhance children learning.

Providence Daycare Centre staff develops weekly outdoor programming which enhances physical and social development. Various activities to promote gross motor skills will be an integral part of the planning process. Our staff will be trained to incorporate music and movement in our programs as this helps a child develop cognitively as well as socially. The staff will be engaged in ongoing professional developments in different areas like pedagogical approaches, diversity and inclusiveness, multiculturalism, community relationship building, health and safety etc., in order to keep up to date with current issues.

### **Program Statement Monitoring:**

All the strategies of the Program Statement must be implemented by staff all times. In order to ensure that the Program Statement is being implemented by staff, the program statement implementation will be monitored by the Supervisor/designate at least once every 3 months. The Supervisor/designate will use the program statement guidelines tracking form to record if the program statement is being implemented and this will be kept on file. If during monitoring it is discovered that staff is not implementing the program statement, the record of contraventions of policy statement guidelines form will also be used to record the contraventions and will also be kept on file.

Any staff that is contravening the program statement will be provided a retraining of the program statement implementation policy by the Supervisor/designate and a record of the retraining will

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be kept on file. If the staff in question continues to contravene the program statement, the supervisor/operator will issue a written warning to the staff. If contravention continues after written warning, disciplinary action up to and including termination of employment will follow.

### **Impact of Strategies:**

The impact of the strategies set out in the program statement will be reviewed by the Operator annually in order to determine its impact on the children and families. The centre will use suggestion box in order to collect feedback from both the parents and staff. All suggestions will be confidential. Necessary adjustments will be made based on the feedback and in accordance with Ministry Legislation to accommodate the children and their families.

### **PHILOSOPHY:**

All children are special and each has his/her own personality, strengths and needs and learning styles. It is our responsibility to tap into how a particular child learns, and develop strategies to help the child master all basic skills. Providence Daycare Centre program provides opportunities to experience and stimulate each child emotionally, socially and cognitively. The children will learn and develop in a safe happy and comfortable atmosphere. Providence Daycare Centre believes in providing opportunities for the children to manipulate and explore a variety of media in art, music, science, math, language, dramatic play, and large and small muscle activities throughout the day and is designed based on the interest of the children. Our program will foster independence, self-esteem and problem-solving skills. Our curriculum will provide opportunity for choice and decision making within the framework that respects each child's developmental abilities.

### **OUR PROMISE**

At Providence Daycare Centre, we promise:

- Children come first and foremost in any decisions relating to the running of the child care centre.
- To establish, maintain and conduct the highest quality licensed child care centre and the education, care and guidance of children.
- We promise to continually strive to improve the learning and working environment for all participating children, families and staff.
- To provide your child with activities to enhance all areas of their development so that he/she will have a good solid educational base to start school with.

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- To provide a clean, safe place for your child to grow emotionally, socially, physically and cognitively.
- Never at any time take your child for granted.

### **HOURS OF OPERATION**

Providence Daycare Centre operates **Monday to Friday from 6:30a.m to 6:30p.m.** The Centre is open 12 months of the year. The Centre is closed on weekends and on the following Statutory Holidays:

January ---- New Year's Day

February -- Family Day

March/April ----Good Friday

May -----Victoria Day

July -----Canada Day

August -- Civic Day

September ----Labour Day

October -----Thanksgiving Day

December ---- Christmas Day and Boxing Day (**Please note that Centre will close at 3pm on Christmas Eve and New Year's Eve**)

### **ADMISSION POLICY:**

We would like to use this opportunity to welcome and thank you for choosing Providence Daycare Centre for your child. We hope that through mutual co-operation and communication, your years with us will be enjoyable and fulfilling.

Before your child is admitted to Providence Daycare Centre, parents/guardians will meet with the supervisor or designate for an interview and are required to complete a registration package which includes child emergency information, application forms, and public immunization and consent forms. Proof of age and immunization record is required prior to your child/children attending the program. The supervisor or designate will inform you of all policies and procedures and provide a tour of the child care centre. This is an opportunity for you and your child (ren) to meet the staff. Please provide as much information as possible about your child to help us best provide care for him/her.

### **DAILY PROGRAM AND ACTIVITIES:**

Programming will be offered generally in English language. English and French language will be offered in the preschool rooms for the families that are interested in the French language.

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Providence Daycare Centre offer full and part time care for:

**Infant Room:** Full time or part time for children aged 0 to 18 months of age.

**Toddler Room:** Full time or part time for children aged 18 months to 2 1/2 years of age.

**Preschool Rooms:** Full time or part time for children aged 2 1/2 years to 6 years of age. Half Day/Nursery program will be offered in the preschool rooms. Half day program is from 6:30am to 11:00am and from 11:00am to 3:30pm.

**School Age Room:** Before School Care, After School Care, Full time or part time for children aged 6 years to 13 years of age. Before School Care is from 6:30am to 8:30am. After School Care is from 3:30pm to 6:30pm. Full Time care on PA Days, March Break, Christmas Break and Summer Break from 6:30am to 6:30pm.

**Please note that the minimum number of days for part time is 2 days in the week.**

The main emphasis of our program is:

- To provide the children with a rich, interesting learning environment which they can explore with all their senses.
- To encourage the development of positive social skills.
- To encourage the children's feelings of competence by giving them opportunities to experiment, problem solve and enhance their abilities.
- To develop the children's self-esteem by ensuring that they feel valued and cared for as individuals.
- To foster a sense of autonomy by ensuring flexibility and choice.

All the Childcare weekly programs are posted in each room. These plans offer more detail about events and activities in your child's room. Parents can use this tool for involvement by bringing in resources such as books, pictures, costumes or musical tapes which are relevant to the programming in the room at that time. You are also encouraged to offer suggestions to enhance the program.

Providence Daycare Centre provides opportunities for indoor and outdoor activities.

Your child will benefit more from the program if they arrive no later than 10.00a.m.

### **TODDLER/INFANT POLICIES:**

- Parents of infants/toddlers who are still on formula or are still eating baby food will provide formula and baby food until the child is ready for table food at which time it will

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be provided by the Centre. Milk is provided for the children (3.25% for infants/toddlers and 2% for preschoolers).

- Parents of infants/toddlers will be receiving a daily record of their child's day. This will include any milestones achieved, activities they participated in, as well as a record of food eaten and diaper changes. Parents are encouraged to read the reports and respond.

### **HALF DAY/NURSERY POLICIES:**

- Providence Daycare Centre will provide only one snack for the children that attend the half day/nursery program
- No lunch will be provided for the half day program

### **SCHOOL AGE POLICIES:**

- Providence Daycare Centre will provide breakfast/morning snack, lunch and afternoon snack for school age children only when they attend full day on PA Days, March Break, Christmas Break and Summer Break
- Providence Daycare will provide only breakfast/morning snack and afternoon snack to school age children who attend Before and After School Program.
- Parents will provide bagged lunches for their children who attend Before and After School Program.
- All bagged lunches are to remain in the child's lunch bag/backpacks and not to be taken out at any time in the morning until the children leave for school or in the afternoon when the children return from school until they are picked up by their parents/guardians
- All bagged lunches are to be eaten at school and not at the Centre

### **Parents/Guardians Responsibilities with respect to Bagged Lunch:**

- The bagged lunch adheres to Canada's Food Guide.
- Lunch is provided in a labelled lunch bag with an ice pack.
- Foods that may have come in contact with nuts are not allowed in the child's lunch.

### **Staff Responsibilities**

- Staff will monitor to ensure that school age children do not take out their lunches from their lunch bags/backpacks
- Staff will encourage children not to share lunches.

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- Sample lunch ideas/websites will be available at the Centre to support families.

### **CHILD GUIDANCE:**

Our goal is to help the children achieve a sense of self discipline, by accepting the consequences of their own actions. We define the behaviour and then work together with the child to behave in a more socially acceptable manner. The staff use redirection and natural and logical consequences to guide children's behaviour instead of time out. In the event that a child needs to be removed from a situation, a teacher stays with him/her and helps them to understand the consequences of their behaviour. We encourage the children to express themselves and to express their feelings verbally.

### **STAFF:**

All our teaching staff are highly qualified Registered Early Childhood Educators or individuals who possess other related qualification. A minimum number of Early Childhood Assistants are paired with the Registered Early Childhood Educators (RECE) in a team-teaching approach. The RECE takes the lead role in programming and child development issues. All staff have their First-Aid, C.P.R and Criminal Reference Checks/vulnerable sector checks, and are required to do professional development throughout the year and professional behaviour is expected of all staff. Parent-staff communication is integral to the program. If you have any concerns or comments, please bring them to the attention of the supervisor or staff member. Staff names are posted in the Centre.

### **FEES:**

#### **PROGRAM FEES**

Toddler/Infant Program	
Full Time	Part Time
Current Amount: _____	Current Amount: _____ -

Preschool Program	
Full Time	Part Time
Current Amount: _____	For PA Day (extra full day)

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Before AND After School Weekly (Includes busing)	Half Day/Nursery Program (6:30am – 11:00am & 11:00am – 3:30pm) Current Amount: _____
Before OR After School Weekly (Includes busing)	Current Amount: _____ Current Amount: _____

School Age Program	
Before <b>AND</b> After School Weekly (Includes busing)	Current Amount: _____
Before <b>OR</b> After School Weekly (Includes busing)	Current Amount: _____
Daily (During School Year including PA Days)	Current Amount: _____
Full Time (March break, summer, etc.)	Current Amount: _____

**Fee schedules are posted in the Child Care Centre.**

- A non- refundable registration fee of \$80/family plus a deposit of \$520/child (**NON REFUNDABLE**) must be paid before a child starts the centre. The deposit will be returned or applied to the last month of care if proper notice is given.
- Parents are responsible for all childcare fees whether the child is in attendance or not. This includes all statutory holidays, sick and vacation days. Failure to pay fees may result in termination of care, and/or spot given away. **Statutory Holidays include: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Day, Labour Day, Thanksgiving Day, Christmas Day and December 26 (Boxing Day). The centre also closes at 3pm on Christmas and New Year's Eve.**
- Extended absences must be discussed with the supervisor. Should the supervisor not be informed, your spot is not guaranteed upon return unless full payments to maintain the spot have been made.
- Parents will be invoiced ahead of time. Payments are due monthly in advance **BEFORE** the 1<sup>st</sup> or may be split and paid **BEFORE** the 1<sup>st</sup> and 15<sup>th</sup> of the month. Payments may not be made for any other dates unless authorized by the supervisor.

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- A late payment charge of \$5 per day will be charged from the 2<sup>nd</sup> or the 16<sup>th</sup> of the month.
- If the 1<sup>st</sup> or 15<sup>th</sup> falls on a weekend, payment **MUST** be made on the FRIDAY BEFORE. **Example: Saturday February 1<sup>st</sup> payment must be made on Friday January 31<sup>st</sup>.**
- Payments will be accepted only by preauthorized payment. Payments may also be accepted by cash, money order and certified cheque for parents who do not have a valid chequing account for preauthorized payment. NSF cheques will be charged an NSF fee of \$45 plus the \$5/ day late fee for a total of \$50 which will be applied as of the 2<sup>nd</sup> and/or 16<sup>th</sup> of the month.
- Should NSF happen twice in any 12-month period, payments will be accepted only by cash, money order and certified cheque.

**\*Tax receipts for payments will be provided at the end of the year\*.**

### **WITHDRAWAL POLICY:**

- If parents wish to withdraw their child (ren) from the program, 30 business days WRITTEN notice is required.
- A minimum of 30 business days **written notice** is required if you plan to withdraw your child from the centre. If **written notice** is not received, full child care fees will be charged in lieu of notice. Deposits will not be refunded if proper notice is not given.
- The child must attend during the notice period and all outstanding balances paid before the child leaves.

### **DISCHARGE POLICY:**

- **Non-Compliance with General Policies and Payment Provisions** may, at Providence Daycare Centre's sole discretion, result in immediate termination of the daycare space, in addition to any other available legal remedies.
- A written discharge notice will be given to parents of children turning 6 years at the Oshawa location and children turning 13 years at the Brooklin location; 30 business days before their 13<sup>th</sup> birthday. This is because Providence Daycare Centre – Oshawa location cares for children up to 6 years old and the Brooklin location cares for children up to 13 years old.

### **LATE FEES:**

It is important that parents designate a person to pick up their child in the event that they will be running late in picking up their child from the centre.

Staff have personal plans and overtime costs affect our rates, therefore a late fee of \$2 per minute will be charged after 6:30p.m. Late fees are to be paid directly to the staff person, upon pick up of your child or soon thereafter.

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If staff have not heard from a parent/guardian 15 minutes after the centre closes, staff will begin calling the emergency contacts to pick up the child. If no one can be reached to pick up the child/children, Children's Aid will be called.

### **ARRIVALS AND DEPARTURES:**

- Parents/guardians or persons over 18 years of age are required to accompany their child/children to the Centre and to make sure that the staff member on duty is aware of your child's presence.
- Anybody dropping off the child/children is required to sign them in, in the attendance sheet before they leave. Similarly, when picking up your child, make sure that the staff member on duty know you are leaving and sign them out in the attendance sheet.
- Ensure that the child's belongings are in the proper designated place before you leave.
- Your child may only be picked up by only authorized persons listed on the registration forms. Written permission from a parent or guardian must be provided if anyone else is picking up the child. All persons, other than parents/guardians who are picking up children are required to show identification before the child can be released.
- Written permission from a parent or guardian must be provided if anyone else is picking up the child. If unauthorized person arrives to pick up a child, access will be denied. Your child will remain under the supervision of Providence Daycare Centre until an authorized person arrives to pick up the child.
- An unauthorized person is anyone who is not stated on the registration form and any person who appears intoxicated, medicated etc., and incapable of caring for the child.

### **PARENTAL INVOLVEMENT:**

Parent's communication with the child's teacher or supervisor/designate is highly encouraged. It helps the staff if parents take a few minutes at the beginning or end of the day to let them know of any special or unusual events which may have an impact on their child and the way the child will approach the program. Invariably, the staff are required to let parents know of any highlights or upsets that have occurred during the day.

Parents are invited to participate in all aspects of the program. If you have any special skills, or ideas that you can offer to the centre, it would be greatly appreciated. The centre will be conducting free seminars for parents regarding reading and math learning in children and teaching their children at home.

### **PARENT ISSUES AND CONCERNS POLICY:**

#### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, Providence Daycare Centre and staff to use when parents/guardians bring forward issues/concerns.

#### **Definitions**

**Operator:** The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates.

**Staff:** Individual employed by the Operator (e.g. program room staff).

**Supervisor:** Ministry approved individual staff member responsible for the supervision of staff and day to day running of the daycare centre.

#### **General**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care 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 Providence Daycare Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

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

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

## Confidentiality

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

## Conduct

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

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or the operator.

## Concerns about the Suspected Abuse or Neglect of a child

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

### Duty to Report

**Every person in Ontario, including a person who performs professional or official duties with respect to children,** is required under the child and family services act to report her/his suspicion that a child may have been abused or is at risk for abuse (i.e. in need of protection). The suspicion and the information, upon which that suspicion is based, must be reported to the children's aid society immediately. The individual who suspects that a child may have been abused or is at risk for abuse **must report directly to children's aid society and cannot rely on anyone else to report on his/her behalf.**

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

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

**PROCEDURES:**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Operator in responding to issue/concern:</b>
<p><b>Program Room-Related</b></p> <p>E.g: Schedule, Sleep Arrangements, Toilet Training, Indoor/Outdoor Program Activities, Feeding Arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or Director/Operator.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within two business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: Child Care Fees, Hours of Operation, Staffing, Waiting Lists, Menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or Operator.</li> </ul>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Operator-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or the operator.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the 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.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>	<b>Steps for Staff and/or Operator in responding to issue/concern:</b>
<p><b>Student- / Volunteer- Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or the operator.</li> <li>-</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

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

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. Local Public Health Department, Police Department, Ministry of Environment, Ministry of Labour, Fire Department, College of Early Childhood Educators, etc.) where appropriate.

### **CONTACTS:**

**Daycare Operator: 647-766-0701**

**Durham Region Children's Aid Society: 905-433-1551**

**Durham Region Health Department: 905-723-3818 Ext. 2188 OR 1-888-841-2729**

**York Region Children's Aid Society: 905-882-5526**

**York Region Health Department: 905-895-4512; 1-800-361-5653; 1-877-464-9675**

**Police, Fire, Ambulance: 9-1-1**

**Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)**

**College of Early Childhood Educators: 416-961-8558**

**WHAT PARENTS NEED TO PROVIDE:**

**Clothing:**

Please ensure that your child has a complete change of clothing in case of an accidental spill. Parents must provide indoor shoes for sanitary purposes. Please label all clothing, shoes and personal items coming into the centre. Children should be dressed in comfortable play clothing so that they may explore without fear of getting dirty. As children will be attending outdoor activities, weather permitting, appropriate clothing to suit the season should be kept at the centre.

**\*Soiled or wet clothing must be taken home by the parent/guardian each day \***

**Diapers:**

Parents/guardians should provide diapers and training pants for their child. For sanitary purposes, only disposable diapers and training pants are to be used at the Centre. An adequate supply is to be kept in the child's change basket, along with any wipes and/or powder.

**Creams:**

Parents are responsible for supplying sunscreen, diaper creams, bug repellants etc. for their child's use. Please remember to label the bottle. Staff will notify you when your child's cream is running out.

**Bagged Lunch:**

Parents of school age children are to provide nut free bagged lunch during school year for the children that attend Before and After School Program and Before OR After School Program.

**TOY POLICY:**

Parents/guardians are asked to not allow your child to bring toys from home to the daycare centre, unless asked by staff members for special occasions or for show and tell. Toys brought in for show and tell should not be of a violent nature. The centre will not be held responsible for any lost, stolen or broken articles brought from home.

**CUBBIES:**

Each child has a cubby/hook/basket. This is where they keep their personal belongings. Please check regularly for your child's finished work and notes to parents.

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### **TRIPS:**

When field trips are planned to places of interest, a notice and permission form will be sent home in advance giving information of the destination, cost, date and times of the departures and arrivals.

**Parents are welcomed to accompany their children if this can be arranged.**

**Please note that field trips will be the only time that children are off the Daycare Premises except for Kindergarten and School Age Children who attend school during the School Year. Providence Daycare Centre is not responsible for children during the time that they are at school.**

### **REST PERIODS:**

The children at the centre are required to rest for a maximum of two-hour period daily. This helps to keep the children rejuvenated and also enhances active participation in the program. There is a designated nap/rest time each day. Infants sleep as needed. All toddler and preschool children will have a two-hour rest period after lunch. Parents will provide their child's sleeping blankets. Please label with your child's name and take home the blankets every Friday to be washed and brought back to the centre every Monday. Extra sleeping blankets will be provided by the daycare centre for the children that forgot to bring their own sleeping blankets. Infant cribs and sheets shall be provided by the daycare. Sleeping cots and cot sheets shall also be provided by the daycare centre. The infant sheets, cot sheets and blankets will be washed every Friday. The sleeping cots will also be cleaned and sanitized every Friday and record of cleaning is to be kept at the Centre.

### **NUTRITION:**

At Providence Daycare Centre, we believe that nutrition plays a vital role in a child's ability to learn. Our menus are planned to meet your child's nutritional and cultural needs, based on Canada's Food Guide. All children in the toddler/infant room and the preschool children registered for full time and part time will be provided with a hot nutritious lunch, morning and afternoon snacks daily. Children attending Before and After School will be provided with morning and afternoon snack daily. Children that attend Half Day/Nursery program will be provided with one snack daily. Weekly menus will be posted in advance. Providence Daycare Centre is a nut safe centre. The best way to reduce the risk of accidental exposure is to prohibit any food or drinks from being brought from home into the centre except for baby formulas and

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baby foods or for children with very severe allergies. Please discuss any diet restrictions with the supervisor or designate and complete in the enrolment forms. The supervisor will make the necessary arrangements concerning meals. Children are never forced to eat; they are encouraged to try everything. Privileges are never withdrawn if a child does not eat.

### **PHOTOGRAPHS AND MEDIA:**

On occasion, staff members take photographs of the children while at play during the day. The centre will post some photographs for displays. These photographs are used only within the centre. Names of the children are not used when photographs are displayed. Parental consent will be obtained at the time of registrations of all children new to the daycare.

### **IMMUNIZATION POLICY:**

Each child must be immunized according to the Child Care and Early Years Act and as recommended by the Local Medical Officer of Health before they start the program. Parents/guardians who do not immunize their children because of medical or religious reasons are required to provide a notarized letter from the appropriate ministry for exemption before a child or children can be admitted to the centre.

### **MEDICATION POLICY:**

The staff at Providence Daycare Centre can administer prescription medication and also other medication if accompanied by a doctor's note. Before any medication can be administered, all of the following conditions must be met:

- All medication must come in its original container, with the prescription label on it, stating the child's name, dosage, date of purchase, name of drug, doctor's name and phone number and instructions for storage and administering.
- If non-prescription medication, it must be accompanied by a doctor's note with the doctor's letter head with instructions on how to give the medication and for how long and storage instructions.
- The parent must complete and sign all forms authorizing the staff at Providence Daycare Centre to administer the medication.
- The parent/guardian must give all medication to the supervisor or designate or the child's teacher if the supervisor is not available.

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- It is the parent's responsibility to take the medication home daily.

**If the above administering requirements are not adhered to, our staff will not administer the medication.**

### **SANITARY/HEALTH POLICY:**

The Providence Daycare Centre health policy contain guidelines that ensure the health and wellbeing of children and staff. The main objective of the policy is to minimize the spread of illness. Illnesses such as high fever (fever over 38°C), strep throat, pink eye, chicken pox, diarrhoea, head lice etc., are considered contagious illnesses, and should be treated by a doctor. Sick children are not allowed to attend daycare. It is not the responsibility of the centre to care for sick children. If your child becomes sick while at the centre, the parent or the emergency person will be contacted and the centre may request that your child be picked up. If your child develops a contagious or communicable illness, parents will be asked to remove the child from the centre 24 hours after last episode or until the condition has been cleared up. The child is required to return to the centre with the attending physician written consent to return.

If your child has been infected or exposed to head lice, please notify the centre immediately. Head lice can be controlled in group setting if everyone works together. The centre operates a "Nit Free Policy" where each child will be inspected upon arrival at the centre upon initial report of head lice. If any nits are found, the child will be sent home. This applies even if a child has been treated.

### **DAILY HEALTH CHECK:**

According to the requirements of the Child Care and Early Years Act, daily health check of each child is made on the child's arrival at a daycare care centre. As a result, Providence Daycare Centre will make daily health check of each child on the child's arrival at the daycare centre in order to ensure the health and wellbeing of children and staff.

### **CUSTODY POLICY:**

- Providence Daycare Centre requires copy of any custody agreement or court order dealing with custody, so as to be properly informed, in order to be able to enforce any custody terms.

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- The signed consent of all parties must be given to the supervisor or designate before any visit by the non-custodial parent is made. The visit should always be arranged through the supervisor.
- A non-custodial parent will not be allowed to pick up a child without written consent of the custodial parent or as outlined in the court documents.
- Should the non-custodial parent show up at the centre unexpectedly, the police will be called.
- The custodial parent will be called to remove the child/children from the centre, as staff members are put in a vulnerable position.
- As this may be disturbing to the child/children, the most important role of the supervisor and staff members is the protection of the child/children.

### **INCLUSION POLICY:**

Providence Daycare Centre strives to foster and provide a learning and working environment, with a climate of mutual respect and understanding. We will not tolerate discrimination or bias in any form. All children and families, staff members, students and volunteers are accepted regardless of their differences and similarities. We promote the development of unbiased attitudes and beliefs.

Adults are expected to model appropriate behaviour refraining from swearing, name calling etc. Any individual engaging in this type of behaviour will be asked to leave the premises. Failure to comply may result in police intervention.

### **CONFIDENTIALITY:**

We must maintain and respect the privacy of our families, staff, volunteers and students. Therefore, gossip within the centre and/or electronic information sharing like using social media among staff, students and volunteers or between parents, staff, students and volunteers in issues between Providence Daycare Centre and our families, staff, volunteers and students will not be tolerated at any time.

### **EMERGENCY MANAGEMENT POLICY:**

Providence Daycare Centre has a comprehensive Emergency Management Policy which provides a clear direction for staff and management to follow to deal with emergency situations. This policy is to support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible. All emergencies and the directions to follow during emergencies will be communicated to parents/guardians by either phone, email or

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by posting notifications at the centre. If emergencies that require evacuation occur at the centre, parents/guardians will be contacted by phone to come pick up their children. Please request for a copy of the Emergency Management Policy for more information.

### **ALLERGIES:**

Please notify the centre if your child has an allergy. All applicable paper work must be filled out and kept on file. All allergies will be posted in each room.

### **ANAPHYLACTIC POLICY:**

Providence Daycare Centre has a comprehensive anaphylactic policy. All anaphylactic allergies will be posted in all rooms. Upon registration, if applicable, parents will be required to complete an anaphylactic individual plan for their children.

### **TERMINATION POLICY:**

The centre may decide to terminate a child's daycare space. The following behaviour may result in this decision:

- Verbal and/or physical abuse of staff and/or children by parents.

#### **Procedures used in determining when to terminate a child care space**

- An initial meeting will be scheduled with the child's parents(s) to clearly outline the issue at hand.
- The issue will be recorded and articulated to parent(s) by staff members for a period of two weeks to one month.
- Recommended practices will be outlined to the parent(s) by staff.
- If the parent(s) are able to follow through on recommended practices, the staff will assist them in making contact with the appropriate agencies.
- If recommended practices are not followed and if determined necessary, the supervisor of the centre (along with the staff) will meet again with the parent(s) to discuss the issue.
- If the issue at hand continues, the supervisor will consult with the daycare operator and two weeks' notice of termination will be given in writing by Providence Daycare Centre.

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### **WAITLIST POLICY:**

The Child Care and Early Years Act prohibits licensed daycares to charge waitlist fees. As a result, Providence Daycare Centre will not charge any waitlist fees to potential families. Children will be placed on a waitlist without charge and parents will be notified by phone call or through email once the name of their child reaches the top list. No child on the waitlist will be bumped for any reason. Providence Daycare Centre will maintain a first come first serve policy in its enrolment practices. Families can enrol their child ahead of time. A child will be considered enrolled at Providence Daycare Centre once a completed registration package is returned along with the immunization record, deposit fees and registration fees. Kids can only be enrolled when there is available space.

### **STUDENTS AND VOLUNTEERS:**

Students and volunteers will not be left alone with the children at any time. Students and volunteers will be monitored by staff when implementing child guidance techniques.

### **SERIOUS OCCURRENCE POLICY:**

The safety and wellbeing of all children and staff, students and volunteers is our highest priority. An occurrence is any unusual, unsuspected, potential or unexpected events that are not consistent with the routine safety of service delivery while in attendance in a daycare. In spite of all the precautions, serious occurrence can happen from time to time. Licensed childcare centres are now required to post information regarding a serious occurrence that has taken place at the Centre. Providence Daycare Centre will report and post any serious occurrence that took place at the centre. This policy supports the government's efforts to increase parent access to information about licensed child care program.

### **CHILD ABUSE POLICY:**

Providence Daycare Centre staff, students and volunteers are made aware and will adhere to the legal obligations to reporting cases of child abuse in accordance with the Child and Family Services Act. Providence Daycare Centre staff, students and volunteers will report any suspected child abuse which includes neglect and risk of harm, physical, emotional and sexual abuse to the appropriate authorities.

### **AVAILABLE SPACING IN NEXT AGE GROUPING:**

Continued care in Providence Daycare Centre will depend on availability of vacancy in the next age grouping to which your child/children would normally progress. Priority will always be given to children already enrolled at the centre. If your child reaches 6 years for the Oshawa location or 13 years for the Brooklin location, a withdrawal notice will be given as Providence

## **Providence Daycare Centre**

Daycare Centre only cares for children until 6 years of age for Oshawa location and 13 years of age for Brooklin location. Children will be moved to the next age grouping in the September following the month they reached a particular age.

### **CRIMINAL REFERENCE CHECK POLICY:**

All staff including students, volunteers and supply staff at Providence Daycare Centre are required to obtain a clear original police criminal reference check including vulnerable sector screening before they start employment at the centre. If the criminal check result certifies that the potential candidate has no criminal record on file that will pose a danger to the daycare children, an offer of employment/volunteer position will be made.

### **SCHOOL DROP OFF AND PICK UP:**

All Kindergarten children and school age children enrolled at the centre will be dropped off and picked up from school if they attend the local school. However, the staff members of the centre are unable to pick up children from school if they are involved in extracurricular activities in their school that fall outside the regular school drop off and pick up time.

### **SMOKE FREE POLICY:**

The Smoke Free Ontario Act prohibits smoking in enclosed workplace and enclosed public places in Ontario. In order to protect children, workers and the public from the hazards of second hand smoke; Providence Daycare Centre is committed to providing a smoke free environment for all families, children, staff members and volunteers. The daycare operator, supervisor and staff members will ensure that smoking is prohibited in playrooms, playground, washrooms and all areas of the centre. Anybody who does not comply by the smoke free policy will be removed from the premises immediately and the daycare operator or supervisor will inform Children Services. A written warning will be given to the person contravening the policy. In the event a person continues not to abide by the Smoke Free Policy, the daycare operator or supervisor will inform the Public Health Representative.

### **ABSENCE:**

Parents are required to contact the daycare centre if your child will be absent and give a reason, so that absence can be recorded on the attendance sheets.

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### **FIRE DRILLS:**

Providence Daycare Centre conducts monthly fire drills to familiarize children and staff of its importance and practice to respond quickly. Fire procedures are posted in each room and in the centre information board.

### **FIRE SAFETY POLICY:**

To respond as quickly as possible and get the children in front of each room door and out through the designated exist to the emergency shelter. Attendance records will be taken and a head count is done and result given to supervisor or designate for verification. Supervisor will notify staff members when it is safe to re-enter the building once the supervisor or designate gets direction from the fire department.

### **GATES AND DOORS:**

For the safety of the children, the playground gates and all doors at the centre must be kept closed to avoid a child going through them. The exterior front and back emergency doors are kept locked and they are designed to automatically unlock in the event of an emergency or an evacuation.