

PARENT HANDBOOK

SWEET LOVE CHILDCARE CENTRE INC.

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Section 1 – Introduction

1.1 Welcome Note

On behalf of the Management, employees, and Board of Directors we welcome you and your family to Sweet Love Childcare!

To enhance all areas of your child's development and growth, Sweet Love Childcare has professionally trained Early Childhood Educators and staff implement various plans to enhance areas of your child's development and growth. These areas include, but are not limited to Literacy in English, Mathematics, Science & Discovery, Arts & Crafts, Fine/Gross Motor Development, Music, Outdoor Play, and others.

At Sweet Love Childcare, we understand that your child's development and growth is a journey, and we want to ensure that daily activities are developed based on the interests and needs of your child. As we all know each child is a unique individual and the staff at Sweet Love Childcare want to allow your child to enjoy the daily experiences and feel secure.

If you have any questions please do not hesitate. Welcome to Sweet Love Childcare.

Tel: 289-820-7921

Email:

info@sweetlovechildcare.ca

1.2 Centre Information

Sweet Love Childcare Centre is located at 335 King Street. Welland Ontario L3B3K2

1.3 Program Statement

Sweet Love Childcare (“the Centre”) aims to provide a program that reflects diversity and the needs and rights of the child. We aim to provide a stimulating environment to enrich the experience of a child and to encourage and promote learning and development. This in turn will enable the child to develop emotionally, socially, intellectually, creatively and physically. Our centre follows the guidelines provided by “***How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014)***” which allows our Centre’s environment to help achieve each Child’s full potential.

The Centre’s Program Statement reflects children as competent, capable, curious and rich in potential. In accordance with this Statement, the management and employees will foster children’s growth and development by incorporating the following:

(1) Promoting the health, safety, nutrition and well being of all enrolled children

One of the goals of the Centre is to provide an environment that safeguards the children while promoting safe and healthy practices in order to contribute to each child’s well being.

A major contributing factor in this area is a menu that meets the nutritional needs of every child. Our menu meets the requirement of the Canadian food guide to support and develop healthy eating habits in children. To ensure safety, Children are supervised at all times and any materials provided to the children are appropriate for their development.

(2) Fostering positive and responsive interactions among the children, parents, Centre employees, students and volunteers

Our teachers, through observation and discussions with the child’s family strive to build trust with each child. When directing children’s behaviours teachers use positive language and visual aiding. Positive interactions among children are supported through:

- Nurturing responsive relationships
- Forming positive perspectives
- Promoting the development of self-regulation
- Developing strategies
- Reflecting on professional practice.

We understand that strong relationships are the foundation for learning and continued development. Parental/guardian involvement is encouraged within all programs as it heightens the experience for the individual child.

(3) Encourage children to interact and communicate in a positive way

Encouragement for positive interactions and communications are modeled by the Centre employees in areas of the program throughout each day. Demonstrating appropriate forms of communication allows each child to learn methods that will allow them to express themselves positively. Children are encouraged to choose from a wide variety of appropriate experiences that challenge and extend their knowledge and skills, and are relevant to their ongoing interests, abilities and needs through child initiated and adult supported experiences. Employees ask thought provoking questions to stimulate discussion and interest to further curiosity and deepen children's knowledge.

Through daily observation and input from parents/guardians, Centre employees are able to support children in developing and mastering this important skill that is both positive and respectful.

(4) Create and promote children's exploration, play and inquiry

Children's interests and the interactions and experiences they share with each other and others around them are important for the Centre's play-based curriculum planning for learning. Each Child's background and experiences and their prior knowledge base will also enhance their learning experiences in that it offers opportunities to expand on this knowledge base intellectually and socially.

Continued communication between the children and the Centre employees assists in fostering children's exploration and inquiry by asking Open-ended questions (i.e. Why, how, where, what, when etc.). This interaction provides children with tools required to support their inquiry and thinking skills. Furthermore, opportunities to introduce new materials, flexibility in programming are just a few ways children will feel that exploration, play and inquiry are naturally embraced.

(5) Provide child-initiated and adult-supported experiences

The Centre employees will support and facilitate on a daily basis the curriculum and focus on child-initiated experiences. We know that pre-planning children's experiences will stagnate their knowledge and instead our Centre plans around children's interests. This will allow children to grow, learn and explore based on their personal interests which will motivate them to gain more knowledge.

Experiences in all areas of the curriculum will link the age-appropriate activities with specific learning objectives and outcomes. Skill sets will be further developed and honed through the child-initiated activities.

The Centre employees (and when applicable, students and volunteers) are expected to support the child-initiated experiences by promoting dialogue, introducing other elements pertaining to the experience (i.e., music, food or language links to the experience) and when possible, including parental/guardian feedback and participation. It is important for our Centre employees to promote dialogue, introducing other elements pertaining to the experience (i.e., music, food or language links to the experience). This will support the child-initiated experiences. Furthermore, to promote a strong, positive link for the child in developing skills sets with specific objectives and outcomes it is imperative that Centre employees include parental/guardian feedback and participation.

(6) Incorporate indoor play, outdoor play, active play, rest and quiet times throughout the day

Each program's daily schedule includes a healthy balance of indoor play, outdoor play, active play, rest and quiet times for all children. Rest periods are offered to all children and quiet activities are available to those children transitioning out of their daily naps.

Toddlers and Preschool children have 2 hours of outdoor play daily.

Toddlers and Preschool children have up to 2 hours of rest daily.

Based on observations, a family's request and the child's needs, consideration and/or changes will be made to ensure the child is able to participate at a pace that meets their individual needs.

(7) Foster the engagement of ongoing communication with the parents/guardians

Providing any child, the opportunity for success begins with strong partnerships between the family and the Centre.

Parents/guardians are the first and most crucial influence in a child's development. Open and frequent communication regarding the child's interests, development and individual needs will assist the Centre in developing an environment that promotes the development of children as competent, capable, curious and rich in potential. The Centre and Parents/guardians can collectively achieve this by:

- Extending learning into the home by suggestions provided by teachers
- Open door policy for all parents/guardians to encourage involvement and participation in their Child's development.
- To best support the child, teachers are encouraged to continuously ask parents/guardians on updates of their child's likes or dislikes, preferences and any other relevant information
- Parents/guardians may have an opportunity to participate in field trips, volunteer in their Child's classroom or other events.
- Providing knowledge to Children about other cultural holidays of families that attend our Centre, learning about other cultures of all families. Parents/Guardians are encouraged to educate our employees about their child's culture

(8) Invite community partners or other child care licensees to support children and their families as well as Centre employees as needed

The Centre is committed to providing flexible programming that is adaptable as required for all children. In collaboration with families and if necessary, support agencies and/or community partners or other child care licensees, programming will be adapted to meet the needs of the children.

The Centre works closely with our school community, local vendors, libraries, and other institutions to enhance our curriculum and each child's experience.

(9) Document and review impact of the above strategies on the children and their families

The effectiveness of our Centre is continuously reviewed to ensure the children receive a well-rounded

curriculum while enrolled at the Centre.

Daily observations and documentation is viewed as an integral part of the curriculum planning process. Documentation of children's interactions, interests, skill set, language and other aspects of their day provides the employees an understanding of the direction that they will facilitate activities on a daily basis.

The Centre may conduct an annual survey to receive valuable feedback from its membership. Many aspects of the Centre are reviewed in the survey but most importantly the curriculum is a main focus.

The information that is documented and collected from the annual survey provides:

- A way to value children's experiences and help them to reflect back on those experiences and what they have been learning
- An opportunity to make children's learning and understanding of the world visible to themselves, their peers, their parents/guardians
- Reflection on developmental growth over a period of time
- A dialogue with families about children's experience and an invitation for parents/guardians to add their perspective
- A self-reflection opportunity for the Centre employees, as they participate in continuous professional learning

(10)Support Employees with Continuous Professional Learning

The Centre supports professional development activities, both inside and outside of the employees' regular duties. Professional development activities include, but are not strictly limited to, professional associations, committees, board of directors, webinars, seminars, and conferences, e-learning, networking and mentoring.

Each employee must participate in standard first aid training and infant and child cardio-pulmonary resuscitation annually.

At its sole discretion, the Supervisor may approve training activities to further support career growth and continuous education to assist in sustaining our diverse workforce.

Any Centre employee that is registered and in good standing with the College of Early Childhood Educators ("CECE") must adhere to the requirements of the CECE with regards to ongoing professional development.

IMPORTANT NOTE:

The Program Statement is reviewed with employees prior to commencement of employment, with students prior to their job placement at the Centre, and with volunteers prior to volunteering and annually thereafter. Any changes to Program Statement will be reviewed with the above-named individuals.

(11)Every Child Belongs

We are committed to providing fully inclusive early learning and childcare programs that support the health and well-being of every child in our care by focusing on the individual child and family needs.

For children who may need extra supports the child care centre works closely with our Resource Consultant who provides support through service contracts to the centre and to the individual

children. They use developmental screening tools, program and equipment adaptations, service coordination and referrals to support children and families. Resource Consultants work in conjunction with the parents, centre staff to develop and implement an individual plan to support the needs and development of the child. Our staff works with the families to determine the best way to support your child and family needs.

Our beliefs encourage positive attitudes towards diversity; allow opportunities for people to learn about, understand, and become comfortable with a variety of human differences; and benefit not only children with special needs, but also typically developing children, parents, siblings, teachers, other caregivers, and society in general. The exclusion of individuals based upon their physical or intellectual capabilities is discriminatory and segregating and would open our centre to the possibility of limiting every persons experiences, exposure to, and involvement with an important portion of our society.

Our beliefs regarding integration and inclusion are embedded in all our programs and provide further opportunities for the following:

- a) exposure to people with a range of abilities.
- b) acceptance and the formation of relationships and respect for others.
- c) the participation of every child and family irrespective of current ability levels, which leads to the development of self-esteem, confidence, and capability;
- d) peer interactions and expectations which provide social incentives to implement or use skills and knowledge.
- e) teaching staff to become more aware and focused on the strengths and needs of all the children, their own teaching style, and methods, and on the program itself; and
- f) enrichment of our communities through direct experiences with people with diverse strengths and needs.
- g) We will be working collaboratively with Inclusion Quality Coordinator (IQC) and CPA for specialized support plans and strategies to support the needs and requirements of children.

We feel that it is incumbent upon us to strive towards providing all children with equal access to our educationally based programs in a manner most appropriate to their needs and within the scope of our abilities. We will attempt to place the exceptional child in an appropriate grouping and with his/her peers as much as possible.

Our Centre welcomes and supports children from all families and facilitates an empathetic and nurturing environment to give every possible opportunity to the children to keep their unique identity and develop to their fullest potential.

Our program ensures that inclusion and Equity are supported through equitable admission practices where all individuals must be treated equally regardless of their race, colour, nationalism, ethnic origin, or Family Structure. We ensure that all children and adults value acceptance and appreciate diversity; therefore, any discriminatory incident of racism and bias must be reported as Serious Occurrence. As our approach to support all children with individualized support plan in our Centre, we will partner with resource consultant from ECCDC (Early Childhood Community Development Centre). Also, we will provide professional development trainings for our staff to support children with inclusive needs, in where we will be emphasizing strategies and practices to implement an inclusive and responsive learning environment accessible for all children. Moreover, we (licensee and staff) will be collaboratively working with families to create a holistic environment for children by undertaking parental special requests (working with other professionals for eg; therapies, specialists, psychologists, pediatricians and more).

In our centre, we believe that all children are unique and competent. We will be planning and implementing wide range of activities and learning opportunities which will be accessible to all children interests and needs.

We will make sure that all the children get an equal opportunity to explore their interests and express their curiosity. We will be creating alternative activities to support the interests of each child in our care.

1.4 Guiding Principles

In support of its values and beliefs, Sweet Love Childcare has put the following guiding principles into action.

- Every child is unique whose individuality will be respected and encouraged
- Every child and their family has the right to privacy and dignity
- All children bring value to the Centre's programs
- Children are supported best through collaboration
- Children learn best when they are able to participate with others who have different goals and abilities
- Parents/guardians are integral to a successful inclusion process
- Foster communication and collaboration between all stakeholder groups, community partners and others

Parents/Guardians of children enrolled at the Centre are expected to uphold respect, caring, nurturing and equality while on Centre property, during Centre-hosted events and on all Centre outings and to behave in a manner that supports an environment free of discrimination, violence, and harassment. Behaviour that contravenes the Centre's principles and/or other applicable policies will be addressed with the parent/guardian and may be cause for withdrawal of childcare services and/or termination of membership.

1.5 Board of Directors

The Centre is operated under the Board of Directors.

The Board of Directors is responsible in overseeing the Centre's financial and legal welfare. Policy development is set by the Board of Directors and it is the responsibility of Management to ensure policies are adhered to by the Centre's employees, families, volunteers, students and visitors.

While the Board of Directors does not oversee the day-to-day operations and management of the Centre (except in its role to oversee the Supervisor), it is responsible for development of short-term and long-term goals to ensure continued and consistent operation of the Centre.

Any matters or concerns that a parent/guardian has and would like to discuss with a Board Director should be brought to the attention of the Supervisor. The Board of Directors may require, if applicable, for the Supervisor and/or Assistant Supervisor to attend the discussion or meeting at an agreed upon time with all parties involved to discuss the matters or concerns that the parent/guardian has.

1.6 Administration and Governance

As mentioned in section 1.5 – Board of Directors, the Supervisor is accountable for the day-to-day operations and overall management of the Centre. An integral part of governance requires the Supervisor to ensure the Centre follows and maintains standards stipulated by a variety of governing bodies. Regulatory compliance set by the federal, provincial and municipal governments requires the Centre to meet on-going criteria from the Ministry of Education, Ministry of Labour, Public Health and Children

Services, Niagara Region and other governing bodies at all levels of government.

1.7 Staffing

The Centre will employ a Registered Early Childhood Educator (RECE) and/or an Early Childhood Assistant (if required). All potential employees must undergo and provide a clear vulnerable sector police reference check before final offer of employment is issued. Every employee of the Centre is also required to complete First Aid and Cardio Pulmonary Resuscitation (CPR) training and certification on an annual basis.

The Supervisor is responsible to ensure staffing ratios are met as mandated by the *Child Care Early Years Act*. The staffing complement of the Centre includes a Supervisor, Assistant Supervisor, Registered Early Childhood Educators, Early Childhood Assistants or any other employee (approved by the Ministry) and a Cook (if required).

1.8 Hours of Operation, Holiday Closures and Inclement Weather

Sweet Love Childcare is open year-round 7:30 a.m. to 5:30 p.m. Monday through Friday. The center is closed on the holidays listed below.

September	Labour Day
October	Thanksgiving Day
December 24-31	Christmas Eve, Christmas Day, Boxing Day, New Year's Eve
January	New Year's Day
February	Family Day
April	Good Friday, Easter Monday
May	Victoria Day
July	Canada Day
August	Civic Holiday

In the event the Centre closes on days other from the days listed above (except in the case of an emergency), the Board of Directors must approve the closure and the Supervisor will communicate to all families as early as possible.

Inclement Weather

On occasion, inclement weather will prohibit the use of the outside play area. During the winter months, Environment Canada recommends that children should not go outside when the temperature falls below -13

degrees Celsius and should remain indoors if the wind chill factor is reported as -15 degrees Celsius or greater. Alternatively, summer months may be challenging if temperatures are high, smog advisories have been issued if Environment Canada, Niagara region and Niagara region Public Health has issued heat alerts. In the event the weather conditions may prohibit outdoor play for the children, the employees must:

- Verify the temperature by contacting Environment Canada for a daily temperature reading (especially during fall and winter months)

Should the temperatures and/or advisories limit and/or prohibit outdoor play, the employees will explore one of the following options (dependent on the season):

- If required, limit time for outdoor play (ex. regularly scheduled outdoor times may only be shortened)
- Engage in outdoor play once advisory has been lifted
- Change outdoor play time to an earlier or later time
- Provide gross motor activities inside the Centre (ex. yoga, aerobics, group games, etc.)

In the event that schools in Niagara Region are closed due to extreme weather conditions the Centre will also be closed. Parents/Guardians should check the local news for DSNB Niagara Region school closures, also the Supervisor will alert all parents to the closure via the Lillio App.

Section 2 – Admissions and Withdrawals

2.1 Admission for procedures

The Centre maintains an extensive wait list of children eligible for enrolment in any of the Centre's programs. Families are encouraged to place their child(ren) on the wait list as soon as possible and to ensure contact information is current and up to date. The demand for childcare exceeds availability at all times.

If an opening becomes available for your child, we will contact you **by email only** using the e-mail address you provided on the waiting list application or over the phone. It is your responsibility to make sure that we have up-to-date contact information.

Parents will be provided a timeframe of **Forty-Eight (48) hours** in which a response is required before the next child on the waiting list will be offered the space. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Families accepting the spot offered will have **Forty-Eight (48) hours** to return completed registration forms and necessary documentation as directed by the Supervisor. Failure to comply with the timeline will result in loss of offered spot.

In order to maintain a natural flow of enrolled children from one program into the next, the Supervisor offers families a spot for their child based on the child's age at time of anticipated enrolment in accordance with current legislation.

Should you wish for your child's name to be removed from the waiting list, email administration at:
info@sweetlovechildcare.ca

Admission Procedures

Initial offers for a childcare spot are communicated to eligible families. Upon acceptance of the childcare spot at the Centre, the parents/guardians are asked to set up a time to meet with the Supervisor to receive a *Registration Package, Family Handbook* and other pertinent forms and documents.

Prior to admittance, the parents/guardians are expected to complete required forms accurately and in full. A deposit of 50% of the monthly program fee is required for each child within 7 days of the initial offer. Incomplete forms may lead to loss of the childcare spot.

2.2 Photo Release

SWEET LOVE CHILDCARE INC. - Photo release form

I _____ am the legal guardian of _____
and hereby - χ - Authorize χ - do not authorize

As part of learning at our centre, photographs will be taken to document our discoveries and experiences of the children. We may also photograph your child on trips, during special event at the centre and share them via use of our App your child's class. In order to protect the rights and privacy of the children at our centre, we need permission from the parent or legal guardian to take pictures of their child while attending Sweet Love Childcare. I, _____, the parent of _____, give full permission for the staff at Sweet Love Childcare to take photographs of my child while under the care at our program.

Date: _____

Witness: _____

Legal Guardian Signature: _____

SOCIAL MEDIA CONSENT

Sweet Love Childcare Inc. to use the name/image of the child named above in its public relations and communication materials created for a period of two years from date consent is signed. I realize that I may withdraw my consent in writing at any time by contacting the, I understand that the photograph(s) may be used in a publication, print advertisement, direct-mail piece, electronic media (e.g., video, CD-ROM, internet, World Wide Web, Social Media, etc.) or other form of communication. In giving my consent, I hereby release and hold harmless Sweet Love Childcare Inc., its Directors, Officers, their agents, employees, officials, and representatives from any and all responsibility or liability for damage of any kind suffered in any manner

whatsoever. I hereby relinquish any and all personal or proprietary rights I may have in connection with such use. I understand that I will receive no compensation should any photograph of me be used.

Date: _____

Witness: _____

Legal Guardian Signature: _____

Child's Name _____

2.3 Escorting Children to and from

Only Employees of the Centre escort children **to and from** Sweet Love Childcare Centre classrooms.

Due to specific ratios that the Centre must maintain (as mentioned in section *1.7 Staffing*), Centre staff are not available to pick children up from outside the building. Parents/Guardians must escort their child inside the centre to their classroom each day.

2.4 Withdrawal Procedures

One month's written notice (30 days total) is required prior to any child being withdrawn from the program in which they have been registered. In order to create less confusion, notice is to be served on or prior to the first of the month and will take effect on the first of the following month. If the parent gives no notice the full monthly tuition will be charged.

Sweet Love Childcare reserves the right to request withdrawal of a child from the centre for abuse of any kind against staff or children in the centre or for non- payment of fees, or destruction of property.

Requests for temporary withdrawal cannot be accommodated. If a family withdraws their child (ren) and wishes to be placed on the waitlist, the waitlisted date will be the date the child was withdrawn, not the date used for initial enrolment into the Centre.

The Centre does not permit families to sublet their child's childcare spot at the Centre. In the event a family has extended time away from the Centre (e.g. extended vacation, etc.) timely payment of fees is still required.

Section 3 – Working with Families

3.1 Preparing for Childcare at Sweet Love Childcare

Communication

Introducing childcare to a child of any age can be an exciting, anxious or difficult transition. Many children will experience an adjustment period that may last for a couple of weeks and in some cases longer. Parents/guardians may notice changes in their child during this time such as trouble eating or sleeping, increased separation anxiety, heightened sensitivity, etc.

Parents/guardians may also feel anxiety with this new transition. We have an open door policy at Sweet Love Childcare and strongly encourage all parents/guardians to speak with the staff during this time and to share their thoughts, tips and concerns with each other that will help the entire family with the adjustment period.

Centre Visits

Prior to the child's scheduled start date, planned visit to the Centre (transition day) will be set up to allow Parents/Guardians and their child the opportunity to spend some time in their new class. It will provide the child and Parent/Guardian an opportunity to become familiar and comfortable with the new environment and allow the program staff to get to know the family.

Daily Essentials

Just like adults, children need to have with them some essentials from home to help them throughout the day. For children of any age, it is strongly recommended that an extra set of seasonal items be left in the child's cubby or on his/her hook:

- Mittens, boots, indoor shoes, hat, scarf, snow pants for the winter
- Sun hat, labeled bottle of sunscreen, bathing suit, water bottle and towel for the summer months
- Socks, underwear, shirt, pants, shorts, (extra diapers and wipes for toddlers) should be available throughout the year
- Appropriate footwear is required. Closed-toe sandals and running shoes are examples of footwear that are suitable for all indoor and outdoor activities.

3.2 Family Involvement

The learning experience can be enhanced for each child when his/her family is involved and part of our program. Volunteering time at the Centre with your child and his/her peers enriches the program, brings joy to the children's day as well as develop their social, emotional, cognitive, physical and intellectual skills. The Centre strives to provide an environment that will develop children's social, emotional, cognitive, physical and intellectual skills to its highest potential.

We encourage families to join the Centre's programs throughout the year. Whether you are participating by playing an instrument, story telling or cooking with the Children this will be a valuable experience and will instill fond memories for them. We ask families to take the time to speak with the Supervisor to determine

dates and times best suited to share special skills in the programs throughout the year.

Classroom Guidelines

- Always confirm with the Supervisor when you are available to volunteer in the classroom
- If you would like to facilitate an arts and crafts session, dance lessons, gross motor activities, or any other type of program please speak to the Supervisor in advance to arrange for materials, equipment, schedules, etc.
- If you would like to arrange for a cooking session, please bring your ideas forth to the Supervisor in advance. The Centre must ensure the items that will be consumed and used are in accordance with the allergy/food and dietary restriction list of the Centre
- Volunteers will not be given unsupervised access to children
- Volunteers are not a part of the staffing ratio
- Only Centre employees will handle disciplinary action that may be required for a challenging situation with a child. Volunteers are asked to bring issues to the Supervisor directly so that the situation can be handled quickly and efficiently
- The Centre employees will monitor washroom routines and lunches while volunteers are expected to assist during these times as needed. If unsure, please seek direction from a Centre employee or Supervisor.

3.3 Volunteering at the Centre

Please note: Students and volunteering will be not counting in Ratio and will be always supervised by our employees during their presences at the sweet love childcare centre Inc.

Parents/guardians interested in volunteering in the programs, Centre-hosted events or field trips are encouraged to speak with the program employees and/or the Supervisor. Guidelines surrounding expectations are distributed as a reminder before such events and available upon request for review. Any participating parent/guardian that volunteers is expected to understand and abide by the Centre's *Supervision Policy for Volunteer and Placement Students*:

- Ensure that all applicable policies, procedures, and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.
- Ensure that all students and/or volunteers have been trained on each child's individualized plan.
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
- Ensure that expectations are reviewed with students and/or volunteers including, but not limited to
 - how to report their absence;
 - how to report concerns about the program;

- reporting to the supervisor any issues that they may come across with the children
- expected hours or time commitment to the child care
- Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
- Appoint supervising staff to the students and/or volunteers and inform them of their supervisory responsibilities.
- Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act.

The supervising staff must:

- Ensure that students/volunteers are never included in staff to child ratios.
- Ensure that students/volunteers are supervised at all times and never left alone with children.
- Introduce students and/or volunteers to parents/guardians.
- Provide an environment that facilitates and supports students' and/or volunteers' learning and professional development.
- Provide students and/or volunteers with clear expectations of the program in accordance with the established program statement and program statement implementation policy.
- Provide students and/or volunteers with feedback on their performance.
- Work collaboratively with the student's practicum supervising teacher.
- Monitor and notify the centre supervisor/director of any student and or volunteer misconduct or contraventions with the centre's policies, procedures, prohibited practices or individual plans (where applicable) in accordance with the child care centre's written process for monitoring compliance and contraventions.
- oversee the volunteer or student and delegate day-to-day roles, responsibilities and tasks assigned to each volunteer or student

Students and/or volunteers must:

Please note: Students and volunteering will be not counting in Ratio and will be always supervised by our employees during their presences at the sweet love childcare centre inc.

- Maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan.

- Notify the Supervisor or designate if they have been left alone with children or have any other concerns about the child care program (e.g. regarding staff conduct, program statement implementation, the safety and well-being of children, etc.).
- Submit all required information and documentation to the licensee, Supervisor or designate prior to commencing placement or volunteering, such as a valid VSC.
- Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- Review allergy lists and dietary restrictions and ensure they are implemented.
- Respond and act on the feedback and recommendations of supervising staff, as appropriate.
- Report any allegations/concerns as per the “Duty to Report” under the *Child and Family Services Act*
- Complete offence declarations annually, no later than 15 days after the anniversary date of the last VSC or offence declaration (whichever is most recent) in accordance with the child care centre’s criminal reference check policy.
- Provide an offence declaration to the Supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offence.

Additional Procedures

- Students/Volunteers are to assist staff with activities in the outside play area.
- If applicable, Students/Volunteers to assist Children with assignments or projects as per staff’s requirements.
- When not engaging with Children, the Students/Volunteers may be required to assist staff to in organizing and cleaning up the inside premises including but not limited to organizing toys, books, tables, chairs, storing materials, cleaning kitchen and organizing outside play area

3.4 Parent/Guardian Communication

Sweet Love Childcare has an open door policy to communicate with your child’s staff and/or Supervisor. Information is a valuable tool in addressing concerns from parents/guardians and the staff, identifying the needs of the child and ultimately benefiting the child’s experience at the Centre.

Parents/guardians can also call or email the Centre with information that can be relayed to the appropriate staff members for your child’s program.

Confidentiality is very important to us and sometimes staff may need to have private conversations with the child’s parents/guardians and vice versa. Whenever possible and in an effort to maintain confidentiality, conversations must take place in an area where others are not able to hear the conversation. Alternatively, time can be scheduled between the staff and parents/guardians that allow for time to speak in private and away from the programs. Every effort will be made to accommodate times to communicate by

telephone throughout the day.

3.5 Parent/Guardian Separation and Custody Agreements

In the event of separation of the child's parents/guardians, Centre employees will continue to accept either parental/guardian authority until a direction signed by both parents/guardians or a court order is submitted to the Supervisor.

Parents/guardians who are separated or divorced are required to provide the Supervisor a copy of the custody order/agreement. It is imperative Centre employees understand fully the terms and conditions in relation to custody of the child, accessibility terms for each parent/guardian, etc.

Without a copy of custody order/agreement, Centre employees will not deny the child's parent/guardian access to the child. Copies of the custody order/agreement will be contained within the child's file and locked in the Supervisor's office at all times.

3.6 Arrivals and Departures

It is highly recommended that whenever possible, parents/guardians of toddlers and preschoolers aim to arrive by 8:30 a.m. to allow time for the whole family to smoothly transition into the program. This arrival time also provides the child an opportunity to fully participate in planned activities with his/her peers from the beginning of the day.

The safe arrival of every child is the responsibility of the parent/guardian. **Children must be accompanied by his/her parents/guardians directly to the program.** The child's parents/guardians are responsible to ensure the child's program staff are aware of the child's arrival. **The Centre is not responsible for any enrolled child until he/she is signed in.** Once a child is signed in, parents/guardians are asked to make a timely departure from the Centre, allowing the children to transition in their program and begin their daily routine.

Parents/guardians are also responsible to ensure the child's program staff are aware of the child's departure. This is particularly important if the departure time is during a transition period (e.g. bathroom routines, return from school, etc.) or during periods of gross motor play while outdoors.

3.7 Vacations and Absenteeism

If your child will not be attending the center on any given day, please call or email us before 9:00 am. This allows for appropriate planning for lunch and staffing.

If your child is ill or unable to attend the program for any amount of days in the month you will still be charged the standard monthly fee without any deductions or credits provided.

Due to maternity leave, summer or extended leave from your job we require full monthly fees for the entire time of your absence to hold your child's spot. Parents can withdraw their child from the centre; however, we cannot guarantee a space for your child when you are ready to resume care. Another option is to keep your child registered on a part- time basis if it works for all parties involved.

At times, children may be absent for an extended period of time. During this time, the parents/guardians are required to inform the Supervisor in advance and are required to continue prompt monthly payments for their child's program fees. Temporary withdrawal of services or subletting the child's spot is not permitted at the Centre.

3.8 Late Pick-Ups

The Centre's hours of operation are from 7:30 a.m. – 5:30 p.m. (with the exception of holidays). Children will not be admitted to the Centre prior to 7:30 a.m. and must be picked up by 5:30 p.m. In the event a child is picked up past 5:30 p.m. by his/her parents/guardians or authorized individual, a late fee of **\$2.00 per minute** will apply. Late fees are payable **directly and immediately** to the closing staff on duty. These fees help to cover overtime wages for staff that remain to care for your child.

3.9 Updated Child Records

Parents/guardians are responsible to communicate any changes to their child's records, particularly medical information and parental/guardian contact information. It is imperative information is kept up to date at all times, as parents/guardians must be reachable in the unfortunate event of an emergency such as the hospitalization of a child, fire, emergency evacuation, outbreak of illness, etc.

Releasing Children (Other than to Parents/Guardians)

Upon enrolment to the Centre, parents/guardians must complete a *Registration Package* for each child. Authorized and emergency contact information of individuals other than the parents/guardians is listed in each child's *Registration Package*. Children will only be released to authorized and emergency contacts if the parents/guardians are not able to pick up their children. Parents/guardians are responsible to contact the Centre directly (via telephone or email) or to speak with the program staff directly in regards to individuals picking up their children other than themselves. Alternatively, parents/guardians can leave a written message in person or by email to the Centre.

Individuals allowed to pick up children that are not on the list of authorized and/or emergency contacts but approved of by the child's parents/guardians must present the program Centre employees with photo identification. Names and contact information must be supplied by the parents/guardians in writing in person or by email.

No child will be released unless the conditions listed above are met.

Authorized and emergency contacts must be 16 years of age or older. Parents/guardians wishing to have their child (ren) picked by an individual under the age of 16 will be approved by the Supervisor, provided the parent/guardian submits notice in writing and in advance of the day of pickup.

Section 4 – Program Information

4.1 Curriculum

As mentioned in section *1.3 – Philosophy Statement*, the aim of Sweet Love Childcare is to provide a stimulating environment that enables the child to develop emotionally, socially, intellectually, creatively and physically. The Centre's programs are designed to provide this stimulation by using an *Emergent Curriculum play based* approach to learning.

Emergent Curriculum allows planning for learning based on children's interests and the interactions and experiences they share with each other and educators around them. Children's external experiences and their prior knowledge base will also enhance their learning experiences in that it offers opportunities to expand on this knowledge base intellectually and socially.

The Centre's program staff will be responsible to introduce learning concepts based on the children's interests and not to pre-plan on what they believe the children will want to learn more about. Emergent Curriculum will encourage focus on connecting experiences with learning. Emphasis will be on a process-driven curriculum and will not revolve around product-driven programming. Facilitating process-driven concepts will allow all children to be engaged and responsive in the learning process, as it will have personal meaning and appeal.

4.2 Trips and Outings

At the Centre's discretion, Trips maybe made to special places of interest, throughout the year. Information regarding destination date and time along with permission slips to sign and return will be sent home prior to going on any field trip. Parents may be invited to accompany us at times and must provide a criminal reference check prior. When a field trip is planned, if your child is not able to participate for any reason, alternative arrangements must be made at your expense to provide care for your child. You are still required to cover your childcare fees for the day. If you have paid for the field trip and your child misses the field trip, no refund given for the fees that were paid, and alternate care must be provided for your child at your expense as well as the child care fees for that day.

4.3 Rest Periods

As per *Ontario Regulation 137/15 47(2)*, children in attendance within a childcare program for more than 6 hours in Ontario are offered a rest period. The act states:

- *"...each child in a licensed toddler or preschool group who receives child care for six hours or more in a day has a rest period not exceeding two hours in length; and;*
- *a child in a licensed toddler, preschool or kindergarten group is permitted to sleep, rest or engage in quiet activities based on the child's needs"*

The children are provided with a cot and bed sheet. Parents/guardians are required to provide a blanket and/or and if desired by the child, a sleep toy.

As the Centre has children who regularly sleep during scheduled rest periods, it has a responsibility to maintain safe sleep practices to reduce the risk of harm or injury of a child, and will do so by providing proactive supervision to recognize the distress of a child during these sleep times.

In order to maintain safe sleep practices, the employees will be present and monitor the children when sleeping by performing direct visual checks to ensure the health and safety of the children.

Section 5 – Nutrition

5.1 Meal Planning

Sweet Love Childcare only provides nutritious meals catered by Little Ones Lunches Ltd.. Children are provided with two snacks and a hot nutritious lunch daily. A weekly menu is posted outside your child's classroom that follows Canada Food Guide. Please notify the supervisor if your child has any allergies or has a special diet so that suitable arrangement can be made.

5.2 Allergies, Dietary Needs, Food Restrictions and Anaphylaxis

Upon enrolment, parents/guardians complete a *Registration Package* for each child. Details regarding any food or beverage allergies and/or restrictions can be detailed within the package.

Please be advised that **NO FOOD OF ANY KIND IS TO BE BROUGHT IN TO THE CENTRE** from home.

If there are any special occasions where a family would like to bring cookies, cake or treats, permission must be obtained from the Director or Supervisor with a minimum **48 hours' notice** to the Centre prior to the day of the occasion. Also, all goods must be in the original packages, unopened and the package must be labeled with all ingredients and say **NUT FREE**.

Anaphylaxis is a severe systemic allergic reaction that can be fatal, resulting in circulatory collapse or shock. An allergy could be related to food, insect stings, medicine, latex, exercise, etc. The Centre will take all reasonable steps to avoid allergens. The Centre will aim to reduce risks by:

1. **Identification** - Parents/guardians of anaphylactic children must disclose the child's allergy/allergies in the *Registration Package* and any reactions the child may experience if exposed to the specified allergen. Parents/guardians must also provide to the Centre medications required to treat their child's allergic reactions. An annual Individual Anaphylaxis Emergency Plan must be completed and signed off by a Physician upon enrolment and annually thereafter.
2. **Employee Awareness** - An *Allergy List* identifying all enrolled anaphylactic children, allergens, possible reactions and treatment will be posted in all programs, office and kitchen. It will be reviewed regularly with all employees.
3. **Access to Medications** - Medications relating to the allergen must be provided by the child's parent/guardian and will be locked and out of reach from children at all times.
4. **Outside Food** - Children are not to bring food, gum or candy to school. **Please inform the centre of ANY allergies or special dietary requirements for your child and complete a food restriction form (provided by each classroom) for every change.**

Rules For Bringing Food from Home

- Due to various allergies and food restrictions our centre will not allow parents to provide any foods cooked at home to be brought into the centre at any time.
- If our catering company cannot accommodate a certain allergy or food restriction, a parent with prior approval from the Supervisor may send a meal for their child from home. The meal must be labeled with the child's full name, date, class, and all the ingredients present in all food items sent. If the items are not labeled as requested, they will not be accepted into the centre. The food brought from home should be nutritious and not contain too much sugar.

- If you would like to bring something special to the centre for a celebration it must be store bought, in its original packaging and be labeled as “from a nut free facility”. You must discuss your plans to bring in outside food with the Supervisor and receive and ok before doing so. Any foods not preapproved by the Centre Supervisor will not be allowed into the building.
- Due to allergies and food restrictions, we ask that parents have their children finish all foods from home outside of the centre before entering the building.

More information can be obtained in the Anaphylactic Policy and Procedures manual.

Section 6 – Financial Information

6.1 Program Fees

BASE FEES:

Enrolment Fees: There will be a one-time non-refundable registration fee of \$85.00 for each child. This charged to every new parent that registers their child at our center. This fee covers the cost of all new materials that will be used to secure a spot for your child. The Supervisor will detail the amount due for each child, the due date along with other pertinent details in the confirmation letter.

Tuition Fees: Monthly fees are set according to the fee schedule in effect, and the age group being contracted for. Fees are due on the 30th of each month. Fees remain in effect ~~regardless~~ of absences due to illness or vacation.

IN Sweet Love Childcare, we are offering Toddler and Preschool Programs.

TODDLER: 18 month to 30 months

Part time : \$ 60 per day
Full time: \$55 per day

PRESCHOOL: 2.6 yrs to 4yrs

Part time: \$ 55 per day
Full time: \$ 50 per day

NON-BASE FEES:

Late Fees: In Sweet Love Childcare Centre there is an additional cost of \$20.00 per day, for late payment of fees. Non-payment of fees will result in immediate dismissal from the Centre.

Please Note: The Centre reserves the right to raise fees as may be necessary to continue offering the

quality care our parents expect. Fees may be subject to an annual increase, and parents will be notified before fees come into effect.

Late Pick up Fees: In Sweet Love Childcare Centre, we advise that if due to some situation if you do not pick up your child prior to the specified closing time, a late fee of \$ 2 per minute will be charged to your account. Please note that during an emergency that is out of your control, we still have to pay our teachers overtime to stay with your child. While we are happy to assist you in an emergency situation, there is a fee associated with a late pick up.

In the event that you are going to be knowingly late to pick up your child, it is expected that you inform the Centre as soon as possible so that we can make the appropriate arrangements. If your child is not picked up at the specific time that the Centre closes i.e., by **5:30 PM** and we have not been able to contact you or one of your emergency contacts, we are required, by law, to call the Children's Aid Society.

Second Child Discount: If you have more than one child enrolled at Sweet Love Childcare on a full-time basis, you will receive a ten percent (10%) discount off your eldest child's monthly program fees for first six months.

Referrals: If you refer friends and family who enroll their child at Sweet Love Childcare. You will receive 10% discount for six months.

Field trips: Field Trips are NOT extracurricular activities as they are not mandatory to attend. Field trips are also NOT included in fees and may require an additional cost depending on the destination.

Canada Wide Early Learning and Child Care System (CWELCC)

Sweet Love Childcare Inc. will not be participating in the CWELCC for the moment and will let parents know when the centres application has been accepted by Niagara Region. Until further notice the fees will be as stated on the fee sheet provided with the registration package at time of enrolment.

6.3 Methods of Payment

At this time Sweet Love Childcare Centre accepts fees via e-transfer, or cheque due by no later than the 30th of each month.

6.4 Subsidized Childcare

The Centre may not accept Subsidy's. In the event that a subsidy is in place at the Centre, then Parents/guardians eligible for subsidized care are expected to comply with the subsidy office's terms and conditions. Some families will be required to pay a portion of the monthly fees, and the City of Niagara or Niagara Region will pay the difference directly to the Centre, while others will qualify for full payment being issued by Niagara Region.

In the event that a family is no longer eligible for subsidy from Niagara Region, the family is required to pay full price for their child's program. If the family cannot afford the full price of the child's program and wishes to discontinue childcare services, **thirty days' (30) written notice** is required by the parents/guardians prior to withdrawal. Parents/guardians will be responsible to pay for the remaining 30 days of care for each child enrolled.

6.5 Arrears

If fees for the current month have not been received within five (5) business days, the Supervisor will advise the Board and send the family a reminder notice asking for payment within 48 hours. If payment is not received by then, the Board will give the family **thirty days' (30) written notice** that they must either make arrangements to immediately clear all arrears or withdraw from the Centre.

6.6 Non-Sufficient Funds (NSF) Payments

For any cheques returned NSF the current bank charge will be applied plus a \$45.00 handling fee.

In the event of repeated returned cheques (3 per calendar year), the Supervisor may stipulate that the family's future payments to the Centre be in the form of certified cheque or money order.

6.7 Refunds

Refunds for program fees are never issued unless parents/guardians have paid for the month in full and choose to withdraw before the end of the paid-for month based on withdrawal notice policy in section 2.4. If needed refunds will be sent via e-transfers.

Section 7 – Other Policies and Procedures

7.1 Accident, Illness, and Injury

In the case of minor injuries:

A qualified teacher will administer first aid and make the child as comfortable as possible.

An accident report will be filled out and signed by the teacher, the Supervisor and the parent (at pick up time).

The parent will always be notified of the accident prior to pick up time. Parents will also be notified upon pick up.

In the case of emergency illness or injury:

A qualified teacher will administer first aid and make the child as comfortable as possible.

911 will be called.

The parent(s) will be called immediately after.

A teacher will accompany the child in the ambulance and remain with the child until the parent(s) arrive.

Illness

Sweet Love Childcare is intended to protect all children, staff and families from communicable diseases. Please respect and adhere to the following policies and assist in minimizing the likelihood of communicable diseases being spread within this setting.

Parents and Staff must familiarize themselves with the general signs and symptoms of infections and communicable illnesses.

- any complaints of unexplained or undiagnosed pain
- difficulty breathing, wheezing or persistent cough
- an acute cold with fever, runny nose and eyes, coughing
- fever (100F/38.3C or more), general listlessness
- sore throat or trouble swallowing
- infected skin or eyes or an undiagnosed rash
- severe itching of body and scalp
- any known or suspected communicable disease
- unexplained diarrhea or loose stool combined with nausea, vomiting or cramps

A child who has contracted any of the above symptoms will not be able to attend the program in the Centre, until the Child has been examined by the doctor. The Child may return to school after a doctor's note is provided indicating that they are in good health and able to return to the centre will be required. This will reduce the chance of an outbreak occurring. In the event of an outbreak, signage will be posted throughout our centre accompanied with possible extended exclusion periods and vigorous cleaning and sanitizing strategies.

Any children exhibiting signs of diarrhea or vomiting or fever must be picked up immediately and may return to school only after they have been symptom free for 24 hours. A Sick Child Form must be signed at the time of pick up.

Any children exhibiting signs of an unexplained rash will be required to be picked up immediately. Your child will not be able to return to school unless the rash is completely subsided or you have a written notice from a doctor stating that the rash is not contagious. This does not apply or include children with prior skin

conditions or skin conditions accompanied by a physician's note. i.e., Eczema, heat rash or a diaper rash. A Sick Child Form must be signed at the time of pick up.

The family whose child is unable to participate fully in our daily program due to any possible concerns will be contacted and families will remain informed if conditions worsen.

Please notify the school if your child becomes infected with any of the diseases listed above.

Parents **MUST** play their part in trying to curb epidemics by keeping their children home if they feel their child is too ill to participate in all aspects of our program including outdoor play.

We are required to have updated **immunization records** for your child, but **it is your choice** whether or not you accept immunization.

7.2 Child Abuse Policy

Sweet Love Childcare takes a pro-active stance regarding child abuse, abiding by all legal, ethical and legislative responsibilities and, in turn, holds its employees, students and volunteers accountable for these responsibilities.

The *Child and Family Services Amendment Act (Child Welfare Reform, 1999)* states that the most important purpose of this policy is to promote the best interests, protection and well-being of children. Therefore any employee, student or volunteer of Sweet Love Childcare who has reasonable grounds to suspect that child abuse or neglect has occurred, or if a child is at risk of abuse, he/she is legally obligated to report to the appropriate Children's Aid Society (CAS). The responsibility to report cannot be delegated to anyone else.

The investigation of suspected child abuse is the responsibility of the CAS Protection Workers and the police, not the Centre's employees. Discussing any information with others related to a situation of suspected child abuse outside the designated individuals is a breach of confidentiality and a direct violation of this policy.

7.3 Criminal Reference Check Policy

The purpose of the *Criminal Reference Check Policy* is to ensure that employees, students and volunteers at Sweet Love Childcare possess a clear Vulnerable Sector Check (VSC) in order to commence employment or volunteer work.

The VSC is intended to be one of the screening processes that the Centre utilizes in recruiting the best possible candidates, but more importantly it will assist the Centre in its fulfilling its legal and moral responsibility towards its clients.

7.4 Medication Policy

Promotion of the health, safety and welfare of the children is of great importance for the Centre. Although the primary responsibility for treatment of a medical condition lies with the child's parent/guardian, the Centre's employees that administer prescribed medication act in place of the parent/guardian and not as health professionals.

In order to administer medication, the following criteria must be met:

- Medicine prescribed by a medical practitioner must be in its original packaging
- The original pharmacist's label must be attached to the original package
- The label must indicate the child's name, dosage to be given, frequency of dosage, date of prescription and expiration date
- A doctor's/medical practitioner's note **must** accompany non-prescribed (over-the-counter medication) indicating the information as detailed above. All procedures for administration of non-

- prescription medications will be followed as outlined above for prescribed medications.
- Medication prescribed to another member of the child's family will not be administered to the enrolled child
 - Expired medicine will **never** be administered
 - A *Medication Form* must be completed in full and signed by the parent/guardian for every medication that will be administered by an employee of the Centre
 - Medication will be stored in a designated location as deemed appropriate by the Supervisor
 - Medications requiring refrigeration will be locked and stored in the refrigerator located in the kitchen
 - Only permanent employees (RECE) of the Centre are permitted to administer medication to a child. Casual employees, assistants, students and volunteers **are not** permitted to administer medication.

7.5 No Smoking Policy

The purpose of the *No Smoking Policy* is to ensure Sweet Love Childcare ("the Centre") adheres to the regulations as set out in the *Smoke-Free Ontario Act 9(1), (2), (3)* at all times.

Sweet Love Childcare is committed to providing a safe and healthy environment for all its clients, employees, students, volunteers and visitors. The Centre is a smoke-free facility. Smoking is prohibited on any of the Centre's enclosed and public spaces.

7.6 Parent Issues and Concern Policy

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

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 **SWEET LOVE CHILDCARE CENTRE INC.** 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 **FIVE (5)** 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 a 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 licensee.

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.

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*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the supervisor or licensee.	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within five (5) business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the supervisor or licensee.	- 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.
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to - the individual directly or - the supervisor or licensee. 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.	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.
Student- / Volunteer-Related	Please note: Students and volunteering will be not counting in Ratio and will be always supervised by our employees during their presences at the Sweet love childcare centre inc. Raise the issue or concern to - the staff responsible for supervising the volunteer or student. or - the supervisor and/or licensee. 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	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
	soon as parents/guardians become aware of the situation.	

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 Supervisor**.

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Centre Supervisor: info@sweetlovechildcare.ca (centre phone number 289-820-7921)

Directors (Flora & Kamal) Sweetlovechildcare2@hotmail.com

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

7.7 Privacy Policy

Two federal privacy laws, the *Privacy Act* and the *Personal Information Protection and Electronic Documents Act*, limit the use of any private information provided to the Centre. The Centre respects your privacy and wants to ensure the personal information provided remains accurate, confidential and secure.

The Centre will ensure that all personal information gathered about parents/guardians and children are kept securely locked in the Supervisor's office.

The Centre will only collect information that is required to provide childcares services and as mandated by federal, provincial and municipal governments.

The Centre will provide families access to the personal information that is kept about them, and will make every effort to keep personal information accurate and up-to-date. Families will have the opportunity to review, correct and challenge the accuracy of the personal information that is collected, kept and used by the Centre.

The Centre will protect families' information and dispose of it by means of shredding or other permanent methods.

The Centre will only use families' information for the purposes for which consent has been obtained and will only provide families' information to other parties when the family's consent has been obtained and when the Centre is required or permitted to do so by law.

The Centre is required to give access to children's files during annual licensing inspection. Randomly selected files of children in any program are reviewed during the inspection to ensure specific records and forms are completed. These include but are not limited to updated immunization records, medical release forms, signed parent/guardian agreement forms, completed registration packages, etc.

The Centre will respond to a family's request for access to their personal information within 30 days of receipt. Concerns regarding privacy issues should be confidentially addressed in writing to the Supervisor.

7.8 Program Statement

Sweet Love Childcare ("the Centre") aims to provide a stimulating environment, which enables the child to develop emotionally, socially, intellectually, creatively and physically.

The Centre's Program Statement reflects children as competent, capable, curious and rich in potential. In accordance with this Statement, the Centre's *Guidance Principles* as well as other applicable policies, management and employees will foster children's growth and development by incorporating the following:

- Promoting the health, safety, nutrition and wellbeing of all enrolled children

- Supporting positive and responsive interactions among the children, parents, Centre employees, students and volunteers
- Encouraging children to interact and communicate in a positive way and support their ability to self-regulate
- Foster and promote children's exploration, play and inquiry
- Providing child-initiated and adult-supported experiences
- Plan for and create learning environments and experiences that are positive and supportive of children's learning and development
- Incorporate indoor play, outdoor play, active play, rest and quiet times throughout the day and will respect and give consideration to individual needs of enrolled children
- Foster the engagement of ongoing communication with the parents/guardians
- Invite community partners to support children and their families as well as Centre employees as needed
- Support employee participation in continuous professional learning
- Document and review impact of the above strategies on the children and their families

7.9 Supervision of Students and Volunteers Policy

Please note: Students and volunteering will be not counting in Ratio and will be always supervised by our employees during their presences at the sweet love childcare centre inc.

Throughout the year, the Centre welcomes students from colleges and universities to its programs to complete job placements as per their curriculum. As per the Centre's *Supervision of Students and Volunteers Policy*, students completing job placements at the Centre will not be given unsupervised access to children within the designated program nor within the Centre at any time. Direct access to children enrolled at the Centre is limited only to employees of the Centre. Students will not be counted in the staffing ratios within the designated program nor within the Centre at any time. Staffing ratios will be maintained strictly by employees of the Centre who are always 18 years of age or older.

Volunteers are also welcomed into the Centre. Many volunteers are high school students completing required hours of community service as per the current high school curriculum while others volunteer their time to obtain knowledge of the industry and to understand Canadian work practices. Parents/guardians volunteer time within the children's programs or on field trips. Volunteers are never given unsupervised access to children within the designated program nor within the Centre. Just like students, volunteers will not be counted in the staffing ratios within the designated program nor within the Centre at any time. According to the *Child Care and Early Years Act*, both students and volunteers are required to provide a clear criminal reference check.

7.10 Suspension and Withdrawal Policy

The Centres recognizes that a child's enrolment at the Centre is of great significance to both the child and his/her family. The importance of uninterrupted child care arrangements cannot be over emphasized. However, if the Centre is not able to continue to offer services that meet the needs of the child and his/her family, suspension and/or withdrawal from the Centre will be explored.

The Centre reserves the right to suspend or terminate childcare services of enrolled children or the membership of the parents/guardians from the Centre or waitlist if:

- Any Centre policy which is violated by an enrolled/wait listed child or his/her parents/guardians
- Program fees are in arrears and no plan of payment is in place
- The parents/guardians refuse external support services in assisting the Centre meet the needs of the child
- It is determined (by outside agencies, external support services, medical authorities, etc.) that the child requires specialized care that the Centre is unable to provide
- Observations of the child, discussions with the child's family, modification of program and outside agency aid does not improve or enhance the child's childcare experience

In extreme cases of violence or threatening behaviour from a child, his parents/guardians or from the child's parents/guardians or other family member, the Supervisor (in consultation with and approval from the Board of Directors) will immediately terminate childcare services of the enrolled child. Wait listed children will be immediately removed from the Centre's wait list. In both of the above circumstances, the parents/guardians of the child will be notified in person and/or will be given a termination notice.

7.11 Wait List Policy

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

Policy

General

- **SWEET LOVE CHILDCARE** will strive to accommodate all requests for the registration of a child at the childcare centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list in writing via email, or online request.

Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given to:
 - a) Child eligible to move up into the program, in order of earliest date of entry into the centre (i.e. the eligible child who has been in the Centre the longest is offered the opportunity to move first). If more than one child has the same date of entry, priority will be based on the date of waitlist confirmation (which is tracked based on a family basis).
 - b) Earliest waitlisted sibling of currently enrolled child(ren)
 - c) If there are any discrepancies or conflicts in above items (a to c), the Supervisor and/or Management will fill the next available space from the waiting list, at their discretion.
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via **email only** that a space has become available in their requested program.
2. Parents will be provided a timeframe of **Forty-Eight (48) hours** in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. **Supervisor** will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. **Supervisor** will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Additional Procedures

Families accepting the spot offered will have **Forty-Eight (48) hours** to return completed registration forms and necessary documentation as directed by the Supervisor. Failure to comply with the timeline will result in loss of offered spot.

In order to maintain a natural flow of enrolled children from one program into the next, the Supervisor offers families a spot for their child based on the child's age at time of anticipated enrolment in accordance with current legislation.

Glossary

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

Regulatory Requirements: Ontario Regulation 137/15

Waiting Lists

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

(a) explain how the licensee determines the order in which children on the waiting list are offered admission; and

(b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

7.12 Emergency Closures and Emergency Management

Sweet love Childcare Centre Inc. has emergency management policies and procedures.

In the situation of emergency, Sweet Love Childcare Centre will collaboratively work with Welland Community Centre located at 145 Lincoln St. Welland providing their facility as an emergency Shelter for Children and staff. We will immediately notify the parents and authorize guardians in the event of emergency evacuation by phone and email, we will have the information of emergency contact of each child in our emergency backpack.

We will also be conducting monthly Fire Drills to prepare the children and staff. Moreover, we will be conducting inspections of all the fire hoses, fire alarm system and all testing of all the fire equipment in annual basis from 3rd party inspectors, as well as monthly basis will be done by director and supervisor.

Due to unforeseen circumstances, the Centre may face emergency closure and/or use of the facility. These circumstances include but are not limited to power failure, burst piping, severe property damage, extreme weather, etc. In consultation with the region of Niagara, Ministry of Education, Niagara Region Public Health and Fire Department and emergency services other relevant parties, the Supervisor and Board of Directors will examine the severity of the situation in an effort to determine how long the Centre may need to remain closed.

Notification will be given to the Centre 's members (families) if there is a planned, unexpected disruption of the facility or services or emergency closure.

The notice will be posted at the entrance of the applicable premises and will be provided verbally, electronically or in person as applicable. The notice will include the following information:

- That a facility or service is unavailable
- The anticipated duration of the disruption
- The reason for the disruption
- Alternative facilities or services, if available

Program fees **will not** be refunded for brief emergency closures. However, a portion of program fees may be refunded and/or credited for unforeseen closures lasting longer than one week at the discretion of the Board of Directors.

7.13 **Prohibited Practices**

Centre policies and procedures as well as current provincial legislations strictly prohibit the following practices by any employee, volunteer or student:

- a) Corporal punishment of the child
- b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) Locking the exits of the childcare centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required for the safety of all children and centre staff;
- d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding or
- f) Inflicting any bodily harm on children including making children eat or drink against their wish

7.13 **Safe Arrival Policy**

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

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care. Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General •

Sweet Love Childcare Centre Inc. will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.

Sweet Love Childcare Centre Inc. will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

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

Additional Policy Statements Children may only be released to an adult that is authorized to pick up and is written in the enrollment and registration form signed by the parents. **Procedures Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to

the child's pick-up procedure (i.e., someone other than the parent/guardian picking up).
Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on child's file or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
document the change in pick-up procedure in the daily written record.
sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected
Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
inform the Supervisor and Director and they must commence contacting the child's parent/guardian no later than 9:30 am. o Staff shall call the parents/guardians or send a message via HIMAMA, if parents don't response, the staff will leave a message or contact one of the emergency contacts to make sure that the child is safe and to explain the reason of the absence.
If the staff does not get a response from parents, or emergency contact to confirm child's absence from care. Staff must immediately inform the supervisor and licensee and immediate actions will be taken such as report to CAS (Children's Aid Society) ,
police will be informed.

2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.
Releasing a child from care 1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), o confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual. o where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization. Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by 5:30 PM. the program staff, supervisor or director shall contact the parent/guardian via phone call, hi mama and advise that the child is still in care and has not been picked up.

Where the staff is unable to reach the parent/guardian, staff must call again to and leave a voice mail and send a message through hi mama. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact the emergency contacts listed on Child's file and if did not get any response by 5:45 PM. Staff will inform the licensee and Centre has authority to take further actions by reporting to the CAS (Children's Aid Society). Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5: 30 PM staff shall ensure that the child is given a snack and activity, while they await their pick-up.

2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized contacts; the staff shall contact through phone call and HI MAMA to the parent/guardians first

and then proceed to contact the authorized contacts responsible for pick-up if unable to reach the parent/guardian

3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall make a phone call to the authorized individuals listed on the child's file.

4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 5:30 PM the staff shall proceed with contacting the local Children's Aid Society (CAS) (416) 987-7725 / 1-800-718-1797 . Staff shall follow the CAS's direction with respect to next step. Dismissing a child from care without supervision procedures Sweet Love Childcare Centre Inc. Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Additional Procedures Sweet Love Childcare Centre Inc. Staff will document the time of dismissal of child on their daily attendance.

Glossary Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family. Regulatory Requirements:

Ontario Regulation 137/15 Safe arrival and dismissal policy

Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that, (a) provides that a child may only be released from the child care centre or home child care premises, (i) to individuals indicated by a child's parent, or (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and (b) sets out the steps that must be taken if, (i) a child does not arrive as expected at the centre or home child care premises, or (ii) a child is not picked up as expected from the centre or home child care premises.

7.14 Inclusion Resource Services Model (IRSM).

This model shifts from focusing solely on children with special needs to strengthening how we work together so that all children are included, supported, and thriving in their learning environment .

What is the Inclusion Resource Services Model (IRSM)?

The IRSM is an approach that provides the right level of support to children based on their individual needs while also increasing in-class coaching and collaboration with educators ensuring all children benefit from high-quality, inclusive environments.

The IRSM uses a team-based approach that includes: Early Childhood Educator (ECE): Your child's educator supports them daily. In this model they help identify when a child may benefit from additional supports and work closely with both families and the IRSM team.

Inclusion Quality Coordinator (IQC): IQCs work directly with children, families, and educators by modeling strategies, providing classroom resources, creating goal plans, and bringing in other practitioners when needed. Niagara's IQC services are provided through Bethesda and Niagara Children's Centre. Community Pedagogical Advisor (CPA): CPAs support educators, supervisors, and IQCs by offering resources, helping identify professional learning needs, and ensuring learning

environments align with Ontario's early learning pedagogy. The IRSM model is broken down into three tiers of support:

Tier 1: Focuses on providing universal support for all children. Classrooms will receive ongoing support from the IQC and CPA to create inclusive, welcoming spaces for children of all abilities. This includes adapting environments, offering resources, and embedding inclusive practices into everyday routines.

Tier 2: Focuses on providing individualized support for some children. If an educator identifies your child as needing additional support, they will discuss this with the IQC and with you, the family. Together you will collaborate to create goals that support your child.

The IQC may also engage the CPA to provide additional professional learning or resources to support the teaching team in meeting the needs of your child and other children with similar needs. In some cases, additional wrap-around support may be provided through Pathstone Mental Health Behaviour Consultants.

Tier 3: Focuses on providing intensive support for individual children. For children who require more intensive support or specialized assistance, the educator and IQC will work with families to connect with appropriate community services (e.g., speech and language therapy, occupational therapy, and/or behaviour consultant support). How Your Child Benefits from This Model

- Your child is part of a learning environment that is inclusive to individual and diverse needs
- Your child's educator is equipped with the resources and strategies to properly support the individual needs of all children
- A strong collaborative approach connecting families, educators, and community partners
- Preparation for school through early support and goal-focused planning where needed

What to Expect.

If your child is identified as needing additional support through Tier 2 or Tier 3 services, a member of the IRSM team will reach out to you. Before any services begin, you will be provided with clear information and invited to share your consent. This consent helps ensure you understand the purpose of the services, how information will be used, and how you can be involved in supporting your child.

If you have any questions about the Inclusion Resource Services Model, please reach out to Niagara Region Children's Services at 905-980-6000 ext. 3897.

Section 8 – Agreement Form

As a parent/guardian of a child enrolled at Sweet Love Childcare (the “Centre”), I understand that my fees must be paid as per the Centre’s policies, as well as any late fees or other charges. I understand that I must give 30 days’ written notice when withdrawing my child from the program.

I hereby grant permission for my child to use all the play equipment and participate in all of the activities of the Centre, including local neighbourhood walks.

I hereby grant permission for the Centre Supervisor or an employee of the Centre to take whatever steps may be deemed necessary to obtain emergency medical care if warranted.

I hereby grant permission for the designated employee to administer prescription medication to my child after I have signed the *Medication Authorization Form* giving the necessary authorization.

I understand the employees cannot release a child to anyone other than the people I have authorized. I also understand that the employees cannot release any information about my child to anyone unless I have provided the Centre with written authorization.

Sweet Love Childcare will not be responsible for anything that may happen as a result of false information given at the time of enrolment.

I have read and understand the *Sweet Love Childcare Family Handbook* and accept the responsibilities and policies contained therein.

Name of Child

Parent/Guardian Name

Parent/Guardian Name

Parent/Guardian Signature

Parent/Guardian Signature

Date

Date

Witness

Date