

**LICENSED PROGRAMS
PARENT MANUAL**

Included in Parent Manual:

Executive Director's Welcome
Executive Director - Ontario Child and Family Services Act
Program Statement
Waitlist Policy
Video Surveillance
Enrollment
Schedule
General Membership
Admissions Policy
Discharge Policy
Arrivals/Departures Policy
Permission to Release Policy
Program Statement Implementation
Emergency Management Policies and Procedures
Contact Policy
Conflict Resolution
Supervision of Students and Volunteers
Payment of Fees Policy
Late Fee Policy
Statutory Holidays Policy
Absences Policy
Before & After School Program Elementary School PD days & Holidays Policy
Illness Policy
Communicable Disease
Taking Temperature Policy
Drug Administration Policy
Narcotic Drug Administration Policy
Behaviour Management
Behaviour Management and Ongoing Discipline Policy
Consent Policy
Special Requests Policy
Recovering from an Emergency



superior children's centre centre supérieur d'enfants

ADMINISTRATION OFFICE bureau administratif

CHILD CARE PROGRAMS Programmes de garde d'enfants

41 Algoma Street/rue Algoma

P.O. Box 1157/c.p. 1157

Wawa, ON P0S 1K0

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Dubreuilville Programs Programmes de Dubreuilville

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wrcildcare@superiorchildrenscentre.org

Dear Parents:

On behalf of Superior Children's Centre, I would like to welcome you and your child into our program.

Enclosed in this manual is information on the policies and procedures discussed, as well as, information on the consent forms filled out during the initial registration.

If you have any questions or concerns, please contact the appropriate supervisor or call me at any time.

Sincerely,

Chrystal Morden RECE, AECEO.C
Executive Director

CM/hp





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White River, ON P0M 3G0
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wchildcare@superiorchildrenscentre.org

Dear Parent:

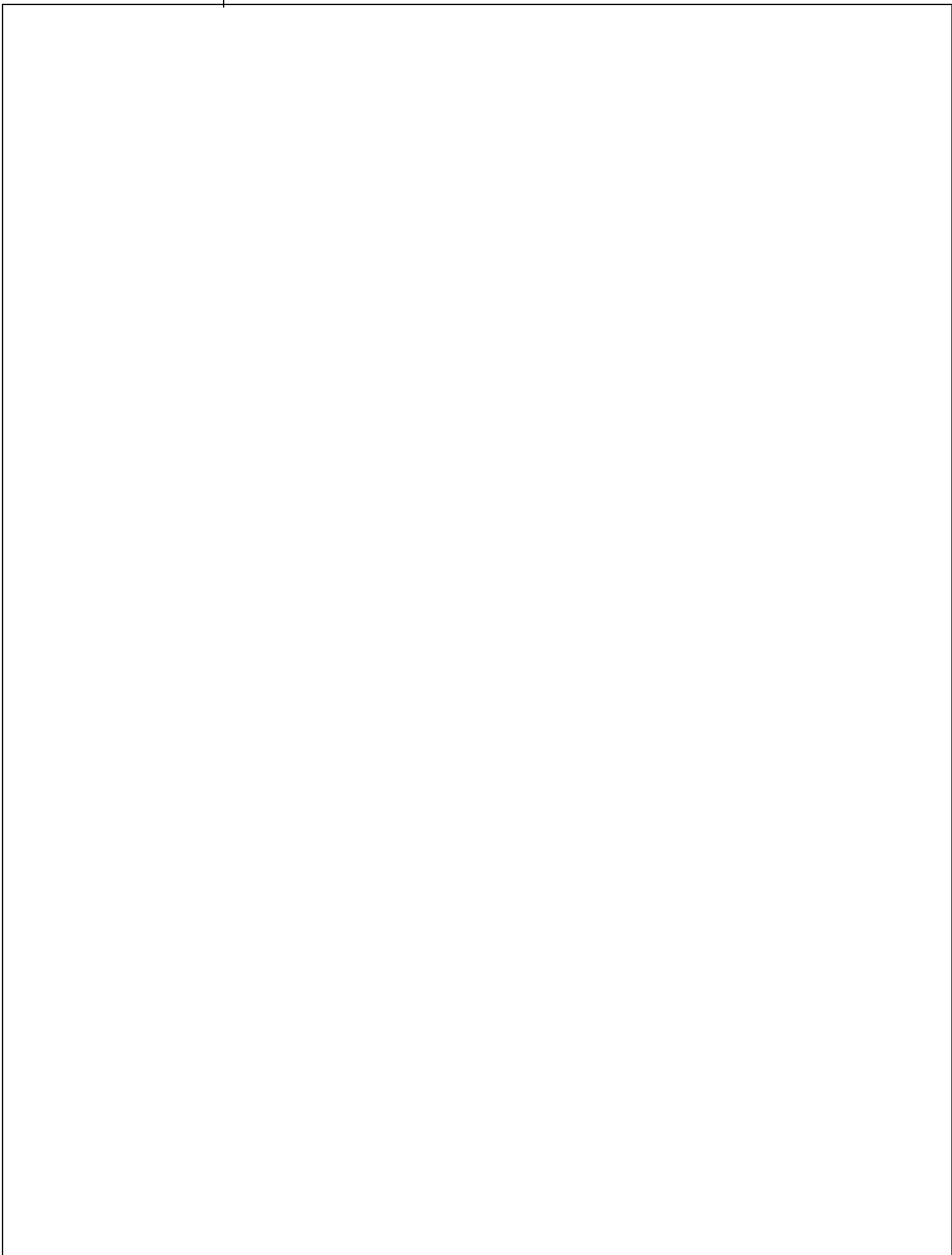
Thank you for choosing our Child Care program for your child. We want you to know that we take our responsibilities for your child's welfare very seriously. The Ontario Child and Family Services Act dictates many of our obligations for the children in our care. We are compelled to adhere to this Act. Please take the time to carefully read the following information.

ONTARIO CHILD AND FAMILY SERVICES ACT (CFSA)

The Ontario Child and Family Services Act (CFSA) recognizes that each person has a responsibility for the welfare of children. It states clearly that members of the public, including professionals who work with children, have an obligation to report promptly, to a Children's Aid Society (CAS), if they suspect that a child is or may be in need of protection. CFSA.72 (1). A child in need of protection is a child that has experienced physical, sexual and emotional abuse, neglect and risk of harm.

As professionals in the field of Early Childhood Education, we are obligated to contact the CAS if we have reason to believe that:

1. A child has suffered physical harm which includes:
 - Failure to adequately care for, provide for, supervise or protect the child.
 - A pattern of neglect in caring for, providing for, supervising or protecting the child.
2. There is a risk that a child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's:
 - Failure to adequately care for, provide for, supervise or protect the child
 - A pattern of neglect in caring for, providing for, supervising or protecting the child
3. A child has been sexually molested or sexually exploited by anyone or there is the knowledge of or a risk of a child possibly experiencing sexual molestation or sexual exploitation by anyone.
4. A child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.



5. A child has suffered emotional harm, demonstrated by serious:
 - Anxiety
 - Depression
 - Withdrawal
 - Self-destructive or aggressive behavior or
 - Delayed developmentand there are reasonable grounds to believe that the emotional harm results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child including refusal or unavailability or inability to consent to services or treatment to remedy or alleviate the harm.
5. A child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.
6. A child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody.
7. The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.
8. The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.
9. A child has been sexually exploited by child pornography by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual exploitation and fails to protect the child.
10. Any person who reasonably believes that representation or material is, or might be, child pornography.
11. A child that may be exposed to family violence, which can take the form of physical, sexual, emotional or financial harm as well as neglect.

We want you to know that the CFSA recognizes that persons working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions and so it makes it an offence to fail to report. CFSAs.72 (4), (6.2).

Any professional who fails to report a suspicion that a child is or may be in need of protection duties, is liable on conviction to a fine of up to \$1,000. The professional's duty to report overrides the provisions of any other provincial statute, specifically, those provisions that would otherwise prohibit disclosure by the professional. CFSAs.72 (7), (8).

Thank you for your understanding of our professional obligations and responsibilities.

Sincerely,

Chrystal Morden RECE, AECEO.C
Executive Director

CM



superior children's centre
centre supérieur d'enfants

Program Statement – 41 Algoma, Before and After School Program, Summer School Age Program

Superior Children's Centre views each child as competent, capable, curious, and rich in potential. We incorporate How Does Learning Happen? in our daily programs and as part of Superior Children's Centre policy, we shall review the program statement annually.

Superior Children's Centre staff promote the health, safety, nutrition, and well-being of the children by direct observation and conducting daily room and playground checks. We ensure a safe environment by following the appropriate sanitary and disinfecting measures and encourage children to participate in hygienic practices. We report communicable diseases and infections and follow Algoma Public Health procedures. We provide children with adequate nutrition that reflects Canada's Food Guide and embrace conversations and questions with both parents and children in our care. We abide by the Child Care and Early Years Act 2014, in accordance to the educator/child ratios. We program based on Emergent Curriculum in our indoor and outdoor learning environments. We uphold healthy partnerships with community agencies and maintain current in our required training, and we also have certified Health and Safety Rep on site.

Superior Children's Centre staff support positive and responsive interactions among children, parents, child care providers and staff through discussions during monthly staff meetings, parent meetings, sharing information on parent boards, HiMama, and through our social media pages. Through the parent and educator intake process we develop close relationships and open conversations. We promote diversity and respect that it reflects each family's unique needs by maintaining an environment that includes the key foundations belonging and well-being.

Superior Children's Centre staff encourages children to interact and communicate in a positive way and support their ability to self-regulate by role modelling positive communication and behaviours, and reinforcing conversation surrounding emotions, while providing positive tools to express or diffuse negative behaviours.

Superior Children's Centre staff foster children's exploration, play, and inquiry by providing materials that are diverse and open ended to challenge and promote each child's creativity. Staff maintains indoor and outdoor sensory rich learning environments that allow children to take many paths in their own learning; building on the premise of environment as the third teacher. Emergent curriculum, the ELECT document and How Does Learning Happen? reflect and mirror the children's passions and interests and allows for opportunities in the day to engage in riskful play that will challenge each child's critical thinking skills.

Superior Children's Centre staff provide child-initiated and adult-supported experiences by encouraging children to follow their own learning paths and take the lead role in their own interests while the educator takes the role as facilitator. Emergent Curriculum allows for spontaneous learning adventures to exist and creates interactions and opportunities that support continuous growth and development. Adult supported experiences often occur through scaffolding, professional development opportunities and through day to day conversation.

Superior Children's Centre plan for and create positive learning environments and experiences in which each child's learning and development will be supported and incorporates indoor and outdoor play, as well as active play, rest, quiet time, into the day, and give consideration to the individual needs of children receiving child care by closely observing and documenting children's emerging interests, noting their development and stages and building on their existing skills to ensure the offering of an all-inclusive program that benefit all who participate. Inclusion of Individual Program Plans (IPP) and Family Service Plan (FSP) into the weekly program planning assists with the planning and creating positive learning environments and experiences.

Superior Children's Centre staff foster engagement and ongoing communication with parents about the program and their children through daily communication logs, personal conversations, the HiMama daily live update documentation piece, and white boards that share highlights of the child's day and social media. Greeting children and families upon arrival and departure are ways in which we foster interactive communication and maintain a multidisciplinary team that supports continuous learning development.

Superior Children's Centre staff involves local community partners by allowing those partners to support children, their families and staff through community events, work plans, Triple P, newsletters, advisory committees, website, and social media pages. We invite community agencies to cohost events and in doing so maintain strong partnerships with our community associates.

Superior Children's Centre support staff, home child care providers or others who interact with children through opportunities of continuous professional learning by holding community events, Professional Development opportunities that include community partners, through webinars and online continuous learning through distance education and our personal CPL through the College of Early Childhood Educators. Having resources available such as THRIVE and No Wrong Door is also an extra support to our peers.

Superior Children's Centre staff document and review the impact of the strategies set out in the clauses (a) to (j) for children and their families by holding monthly staff meetings, enjoying one on one conversation and through the continuous documentation program HiMama. Review, discuss and make changes to the Program Statement on an annual basis

Services offered at 41 Algoma, Summer School Age Program, and Before and After School Program:

41 Algoma offers programs for infant 0-18 months, toddler 18-2.5 years, preschool 2.5-6 years. Hours of service are Monday to Friday 7:30 am – 5:45 pm.

Summer School Age Program, 36 McKinley, hours of service are Monday – Friday 3:00 – 5:30 pm. School age children 4 to 12 years of age. *During PD days, March Break and Summer Program hours of operation are Monday to Friday 7:30 am – 5: 30 pm.

Before and After School Program, 2 Arnott, hours of service are Monday to Friday 7:30-8:30, 3:00-5:30 pm. School age children 4 to 12 years of age. *During PD days, March Break and Summer Program hours of operation are Monday to Friday 7:30 am – 5: 30 pm.

We are in observance of the following holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.

Please note our fees have decreased from the recently implemented CWELCC system. A reduction of 25% for the remaining 2022-year and commencing January 2023 a further reduction will take effect. Price changes will be adjusted accordingly.

Parent fee schedule 2023

41 Algoma, Garderie Francophone, Dubreuilville & White River	Full day		Half day	Half day with lunch	
Infant	\$19.55		\$12.00	\$12.00	
Toddler	\$17.85		\$12.00	\$12.00	
Preschool	\$16.75		\$12.00	\$12.00	
Kindergarten (under 6)	\$16.75		\$12.00	\$12.00	
	Before school	After school	Before & after school	Full day	Summer program
Kindergarten (under 6)	\$8.35	\$10.80	\$12.00	\$16.75	\$14.20
School Age	\$8.35	\$10.80	\$18.15	\$35.46	\$30.00

Activities off premise may include but are not limited to: nature walks, joining community events such as the Pow Wow, visiting the Lady Dunn General Hospital, participating in parades. Parents will be made to sign a permission form in the registration package.

Volunteers and students are supervised at all times by an employee of Superior Children's Centre and not permitted to be alone with any child.

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

Approval Date: October 2016

Policy: WAITLIST POLICY

Policy Number: 7.1

Policy:

The child care programs shall enroll children according to the licensing capacity approved by the Ministry. If capacity has been reached in a program, a waitlist will be created. Superior Children's Centre shall not charge or collect a fee or deposit for the placement of a child on a waiting list for admission in the child care centre.

Procedure:

To ensure wait list procedures are transparent and clearly communicated, the following measures will be taken:

- * The name of the parent/guardian and contact information will be recorded by the appropriate Supervisor along with the date the care was requested on.
- * Register children that are attending school in the Before/After School program.
- * Once a space in the appropriate program is available, the Supervisor will contact the first parent/guardian on the list to advise of the opening. The Supervisor will continue to go down the list until the space has been filled.
- * The Supervisor will contact the parents/guardians monthly as applicable in order to keep them informed as of their status. The privacy and confidentiality of the other families on the waitlist will be respected and remain private.

Where there is an agreement with a school board, the following measures will be taken first:

- * Children of the child care staff will be registered first.
- * Children that attend the school.
- * Children of the school staff will be registered next.
- * A list of admission priority for children registering for jk-sk at the school will also be kept.

Intent:

This provision is intended to set out that waiting lists are administered in a transparent manner and that information about the waiting list is available to prospective parents in a way that maintains the privacy and confidentiality of the children on the list.

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

Approval Date: October 2009	Policy: VIDEO SURVEILLANCE
Revision Date: January 2012	
Form:	Policy Number: 7.2

Purpose:

- 1.0 Superior Children's Centre is interested in protecting themselves and others in situations involving theft, security, safety of children and protection of property.

Policy:

- 1.0 Superior Children's Centre will operate video surveillance cameras in each location where childcare is being provided including playroom(s), playground(s), and parking lot area(s).

Procedure:

- 1.0 Locations will be monitored and documented regularly by the appropriate Supervisor.
- 2.0 The Executive Director will also have access to the cameras at each site.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, October 2003 January 2006, January 2012	Policy: ENROLLMENT
	Policy Number: 7.3

Policy:

Each parent/guardian enrolling their child in a Superior Children's Centre Child Care Program will be given a Parent Manual which includes all pertinent information as well as the forms to complete registration.



SAMPLE – Daily Schedule

7:30	Arrival/Good Morning
7:30–9:30	Morning Snack
	Early Learning Activities
9:30–11:15	Emergent Curriculum Plan – Transition Time
	Indoor and Outdoor – weather permitting
	~Alternate arrangements – Gross Motor Activities in the Open Area~
11:15-12:00	LUNCH
12:00–2:00	Quiet Time - ~Zzz~
2:00–4:30	Emergent Curriculum Plan – Transition Time
	Indoor and Outdoor – weather permitting
	~Alternate arrangements – Gross Motor Activities in the Open Area~
4:30–5:45	Departure/Good Night

Seasonally Adjusted

~Please note the above schedule is followed daily, however we will continue to remain flexible to meet the needs of all children~

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

Approval Date: December 2016 Revision Date: Units affected: All licensed programs	Policy: PROGRAM STATEMENT CREATION, IMPLEMENTATION AND MONITORING
	Policy Number: 7.4

Policy:

Superior Children's Centre shall have a program statement that is consistent with the Minister's policy statement on programming and pedagogy issued under subsection 55 (3) of the Act and shall review the program statement at least annually for this purpose.

The program statement shall reflect a view of children as being competent, capable, curious and rich in potential.

The program statement shall describe the goals that guide Superior Children's Centre's program for children at each child care centre it operates and the approaches that will be implemented in the program to,

- a) promote the health, safety, nutrition and well-being of the children;
- b) support positive and responsive interactions among the children, parents, child care providers and staff;
- c) encourage the children to interact and communicate in a positive way and support their ability to self-regulate;
- d) foster the children's exploration, play and inquiry;
- e) provide child-initiated and adult-supported experiences;
- f) plan for and create positive learning environments and experiences in which each child's learning and development will be supported;
- g) incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care;
- h) foster the engagement of and ongoing communication with parents about the program and their children;
- i) involve local community partners and allow those partners to support the children, their families and staff;
- j) support staff, home child care providers or others who interact with the children at a child care centre in relation to continuous professional learning; and
- k) document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

Approval Date: December 2016 Revision Date: Units affected: All licensed programs	Policy: PROGRAM STATEMENT CREATION, IMPLEMENTATION AND MONITORING (Cont.)
	Policy Number: 7.4 (Cont.)

Superior Children's Centre shall ensure that all new staff, students and volunteers review the program statement prior to interacting with children at any time when the program statement is modified. Staff, students and volunteers will be supported in putting these goals and approaches into practice through focusing on a few approaches at each staff meeting in order to encourage communication and reflection. Superior Children's Centre also holds two professional development days per year in which the program statement will remain a standing agenda item.

Superior Children's Centre shall ensure that the approaches set out in its program statement are implemented in the operation of its program at each child care centre it operates. Through continuous monitoring, staff, students and volunteers will be held responsible for ensuring that the approaches in the program statement are being adhered to.

Superior Children's Centre shall not permit, with respect to a child receiving child care at one of the centres it operates,

- (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 used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

Approval Date: December 2016 Revision Date: Units affected: All licensed programs	Policy: PROGRAM STATEMENT CREATION, IMPLEMENTATION AND MONITORING (Cont.)
	Policy Number: 7.4 (Cont.)

Superior Children's Centre shall ensure that any contraventions will be dealt with in order to assist the employee, student or volunteer to understand that the requirements have not been met and offer opportunities for improvement. See policy: Implementation and Review of Policies, Procedures and Individualized Plans – Compliance and Contraventions Policy 3.4 in the Licensed Programs Manual.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: August 2017	Policy: EMERGENCY MANAGEMENT POLICIES AND PROCEDURES
	Policy Number: 7.5

Policy:

Superior Children's Centre has developed an Emergency Response Plan that informs employees of procedures to follow in case of emergency, emergencies such as, but not limited to Fire, Lockdown and Utility Disruption. The Emergency Response Plan includes the procedure to be taken, the responsibilities of staff and supervisors, and the contact procedures to be followed. The contact procedure will vary depending on the emergency. Parents and caregivers will be contacted by the applicable Supervisor and only when it is safe to do so by telephone.

Superior Children's Centre provides additional support for children and adults in respect to special medical needs in the case of an emergency outlined in our Emergency Response Plan.

Superior Children's Centre's Emergency Response Plan identifies all safe evacuation areas.

Superior Children's Centre sets out procedures that will be followed to ensure children and adults safety by maintaining appropriate levels of supervision.

Superior Children's Centre requires staff, children and parents be debriefed after each emergency.

A more in depth description can be found in our Emergency Response Plan.

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

Approval Date: November 2017 Revision Date:	Policy: RECOVERING FROM AN EMERGENCY
	Policy Number: 7.6

Policy:

- 1.0 Following any emergency situation, parents, staff and children will be debriefed.

Procedure:

- 1.0 Debrief all staff by accessing our EAP (Employee Assistance Program). We also join together, after the fact, to discuss the situation, ways we can improve or eliminate it completely. Another method that we use to debrief after an emergency is seeking out resources that are offered by our community partners such as WAVS or SAH Crisis Services.
- 2.0 Debrief with parents and children by maintaining open communication. We encourage parents to seek out the resources within our community such as WAVS or Algoma Family Services for counselling purposes and we continue to reassure the parents (when the emergency allows) and children throughout an emergency. We have an open door policy and assure parents we are available to discuss and address all questions and concerns in a timely matter.

Admin staff and school personnel are on site and available to provide additional support, including the consideration of special medical needs.

Superior Children's Centre has created an emergency response plan and in this document there are highlighted evacuation areas per each child care centre location. This document also sets out procedures to be followed during an emergency to ensure the safety of children and staff and maintain appropriate levels of supervision at all times.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, October 2003 January 2006, January 2012	Policy: GENERAL MEMBERSHIP
	Policy Number: 7.7

Policy:

All parents/guardians registering children in a Superior Children's Centre Child Care Program are eligible for a yearly membership to become General Members of the Corporation until their child's care is terminated.



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GENERAL MEMBERSHIP FORM / FORMULAIRE DE MEMBRE GÉNÉRAL

MEMBERSHIP YEAR/ANNÉE: DE MEMBRE _____

PROGRAM/PROGRAMME: _____

DATE: _____

CHILD/REN NAME(S): _____

NOM DE L'ENFANT / DES ENFANTS : _____

NAME/NOM: _____

ADDRESS/ADRESSE: _____

PHONE NUMBER/ NUMÉRO DE TÉLÉPHONE :

I would like to become a General Member at Superior Children's Centre. I understand that this membership entitles me to voting privileges at Superior Children's Centre's Annual General Membership Meeting.

Je veux devenir membre général du Centre supérieur d'enfants. Je comprends que cela me donne un droit de vote à l'assemblée générale annuelle du Centre supérieur d'enfants.

Parent Signature/Signature du parent

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, October 2003 January 2006, 2012, 2016	Policy: ADMISSION
	Policy Number: 7.8

Policy:

Appropriate arrangements for the admission of each individual child will be made by the Program Supervisor in consultation with child's parents/guardians. A client contract must be signed. Prior to admission to a Child Care Program each child shall be immunized as recommended by the Medical Officer of Health. A medical certificate must be filled out by the parent/guardian and submitted at this time.

Procedure:

A record of the child's immunization and medical certificate is required to be on file at Superior Children's Centre. The following immunization must be completed at the appropriate age:

Publicly Funded Immunization Schedules for Ontario – October 2015

Publicly funded vaccines may be provided only to eligible individuals and must be free of charge

Routine Schedule: Children Starting Immunization in Infancy													
Vaccine	Age	2 Months	4 Months	6 Months	12 Months	15 Months	18 Months	4-6 Years ^a	Grade 7	Grade 8 Females	14-16 Years	≥18 Years	65 Years
DTaP-IPV-Hib Diphtheria, Tetanus, Pertussis, Polio, <i>Haemophilus influenzae</i> type b		◆	◆	◆			◆						
Pneu-C-13 Pneumococcal Conjugate 13		◆	◆		◆								
Rot-1 Rotavirus		▲	▲										
Men-C-C Meningococcal Conjugate C					◆								
MMR Measles, Mumps, Rubella					■								
Var Varicella						■							
MMRV Measles, Mumps, Rubella, Varicella							■						
Tdap-IPV Tetanus, diphtheria, pertussis, Polio							◆						
HB Hepatitis B								●					
Men-C-ACYW Meningococcal Conjugate ACTW.135								●					
HPV-4 Human Papillomavirus										●			
Tdap Tetanus, diphtheria, pertussis											◆	◇	
Td (booster) Tetanus, diphtheria												◆	◇
Pneu-P-23 Pneumococcal Polysaccharide 23												◆	■
Inf Influenza													◆

* Every year in the fall

◆ - A single vaccine dose given in a syringe and needle by intramuscular injection
 ■ - A single vaccine dose given in a syringe and needle by subcutaneous injection
 ▲ - A single vaccine dose given in an oral applicator by mouth
 ● - Preferably given at 4 years of age
 ● - Provided through school-based immunization programs. Men-C-ACYW is a single dose; HB is a 2 dose series (see Table 6); HPV-4 is a 2 dose series (see Table 10). Each vaccine dose is given in a syringe and needle by intramuscular injection
 ◇ - Adults who are due for a Td booster may receive 1 dose of Tdap instead. Once the dose of Tdap is given, adults should receive a Td booster every 10 years. A single Tdap vaccine dose given in a syringe and needle by intramuscular injection
 ◆ - Children 6 months to 8 years of age who have not previously received a dose of influenza vaccine require 2 doses given 24 weeks apart. Children who have previously received ≥1 dose of influenza vaccine should receive 1 dose per season thereafter

Note: A different schedule and/or additional doses may be needed for high risk individuals (see Table 3) or if doses of a vaccine series are missed (see appropriate Tables 4-23)

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: October 2003, July 2005 January 2006, January 2012	Policy: DISCHARGE
	Policy Number: 7.9

Policy:

Two weeks advance notice of the withdrawal of a child from the program must be given in writing. If notice is not received, full program fees will be charged. A permanent space cannot be guaranteed if a parent/guardian wishes to temporarily withdraw their child.

Superior Children's Centre reserves the right to terminate services if policies are not followed or fees are not paid.

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: October 2003, July 2005 January 2006, January 2012, January 2024	Policy: ARRIVALS/DEPARTURES
	Policy Number: 7.10

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 child care centre as expected, as well as steps to follow to ensure the safe dismissal of children. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care. Staff will make 2 attempts to call parents/guardians then move on to the contact list, again making 2 attempts per individual authorized to pick up.

Fixed hours for the pick-up and drop off of your child will be established as part of the admission procedure. A sign in and sign out sheet must be signed by the person bringing your child in or picking him/her up. The parent/guardian must ensure that staff are aware that your child has arrived and when your child is leaving the building. Superior Children's Centre will ensure that any child receiving child care at the child care 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.

- A parent/guardian may request that a child who is 10 years old or older be released from child care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the child care is no longer responsible for that child upon their dismissal.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedure:

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 the pickup list in the registration package 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 attendance record.

Where a child has not arrived in care as expected.

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

* inform the supervisor, program staff and they must commence contacting the child's parent/guardian no later than 10:00 am. Staff shall contact the child's parent/guardian via phone call to the parent/guardian, send text message or email via program's communication app), and if no response is received staff will leave a message for the parent/guardian. After 2 attempts.

* If no response from parent/guardian to confirm child's absence the staff will contact the Supervisor and document in the daily log the attempts of communication and the response received.

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),

* confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.

* where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up 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 staff will start contacting the parent/guardian within 15 minutes of the stated timeframe. The program staff, extra support staff, Supervisor shall contact the parent/guardian via phone call, text message 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, after two attempts, staff will leave a message for the parent/guardian. 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 after 2 attempts, or authorized individual, after 2 attempts, who was to pick up the child the staff shall contact emergency contact, wait until program closes and then refer to Procedures under "where a child has not been picked up and program is closed."

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 within 15 minutes of the child's designated pick up time 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 individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.

3. If the staff is unable to reach the parent/guardian, after 2 attempts, or authorized individual, after 2 attempts, who was responsible for picking up the child, the staff shall move forward with contacting 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 30 minutes within the child's designated pick up time, the staff shall proceed with contacting the local Children's Aid Society (CAS) 705-856 2960. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures.

Where a parent/guardian has provided written authorization for their child to be

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

Additional Procedures

1. If there is someone familiar to your child whom you do not want picking your child up, please see the Supervisor so the appropriate forms may be filled out. In the case of restraining orders against a parent/guardian, the Centre will need a copy of this document in order to ensure the child cannot be removed from care without your consent.

2.
 - a) If anyone arrives to pick up a child/children and appears to be under the influence of alcohol or any other substance staff will not release the child/children. They will then attempt to contact the parents/guardians or other designated persons on the parent/guardian's list. The child will remain at the Centre until such time as another person arrives to take the child home. A late fee will be charged if Centre has closed. If the staff member is unable to remain with the child/children she will follow the Contact Procedure.

 - b) If said person insists on taking the child forcefully, the police will be called and pertinent information including license number, address and family name given. The impaired person will be told these steps will be taken.

 - c) If the person picking up the child cannot give proper care to the child but is accompanied by a responsible adult and the staff member is satisfied that a suitable adult is waiting at home the child can be released. If the staff member has reason to believe the child is at risk, she will not release the child and will follow the Contact Procedure.

 - d) If attempts to reach the parents/guardians have failed and steps have had to be taken the Centre will make every effort to advise the parents/guardians of the situation afterwards.

 - e) Documentation of the incident will be filed

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, January 2006, January 2012	Policy: PERMISSION TO RELEASE
	Policy Number: 7.11

Policy:

Only those authorized by parent/guardian to pick up a child will be allowed to do so.

Those authorized to pick up a child must be at least 12 years of age.

Procedure:

The Permission to Release form will be used to determine who is able to pick up a child from care. In the event of unusual circumstance, a parent/guardian may phone this information into the Program. The phone request must be documented in the daily log.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, October 2003 January 2006, January 2012	Policy: CONTACT PROCEDURE
	Policy Number: 7.12

Policy:

Parents/Guardians will provide an up-to-date list of emergency contacts for each child in our care.

Procedure:

If a Staff member is unable to reach a parent/guardian, she will attempt to make the following contacts in this order:

1. Any other parent/guardian-approved designate (see Permission to Release and Emergency Contacts Form)
2. The Supervisor
3. The Executive Director
4. Children's Aid Society

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

Approval Date: October 2016 Revision Date: Units affected:	Policy: CONFLICT RESOLUTION
	Policy Number: 7.13

Policy:

Superior Children's Centre will have in place a conflict resolution policy in which there will be support for open discussions between licensed child care providers and parents through a fair and transparent process.

Purpose:

Parents/caregivers have the opportunity to express their concerns and complaints to staff without fear of retribution. The parent's concerns are important and are a natural step in providing an inclusive environment which meets the needs of children and families. Building and maintaining positive relationships with parents is valued at our centre.

This policy is to support open communication between staff and parents. Communication is essential in preventing and resolving conflict. Parents and staff who openly communicate with one another regarding the care of their child (children) can potentially avoid dissatisfaction with services.

Families are composed of individuals who are competent and capable, curious, and rich in experience. Families love their children and want the best for them. Families are experts on their children. They are the first and most powerful influence on children's learning, development, health, and well-being. Families bring diverse social, cultural, and linguistic perspectives. Families should feel that they belong, are valuable contributors to their children's learning, and deserve to be engaged in a meaningful way. (HDLH)

Fostering good relationships with children and their families is the single most important priority for educators in early year's programs. The ability to establish constructive relationships with children and families is a requirement for Registered Early Childhood Educators in Ontario, as set out in the College of Early Childhood Educators Code of Ethics and Standards of Practice. (CECE 2011)

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

Approval Date: October 2016 Revision Date: Units affected:	Policy: CONFLICT RESOLUTION
	Policy Number: 7.13 (cont'd)

Procedure:

All concerns will be addressed in a professional manner and kept confidential, documented and filed.

Staff will provide clear and consistent messaging to ensure concerns received are addressed in a transparent and timely manner. Staff will provide information collected from policies and procedures to align with the concern using the attached form: Handling of Complaint and Concerns.

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

Approval Date: October 2016 Revision Date: August 2017 Units affected:	Policy: CONFLICT RESOLUTION
	Policy Number: 7.13 (cont.)

All concerns will be handled in the following manner:

1. The first line of communication for parents is with their child's educator. As our Code of Ethics and Standards of Practice states, "RECEs build and maintain responsive and collaborative relationships with families. These relationships are based on mutual trust, openness and respect for confidentiality. RECEs work in partnership with families, sharing knowledge and resources to support the well-being and learning of children."
2. If the concern is not program related or cannot be handled by the child's educator, then the staff member will take the concern to the Program Supervisor.
3. If the concern cannot be addressed by the Program Supervisor, then the Program Supervisor will take the concern to the Executive Director.
4. If the concern is not addressed to the parent's satisfaction, then the Executive Director will take the concern to the Board of Directors within 5 business days and in adherence to governance policy E5: Treatment of Families.

Staff Signature:

Date:

Parent Signature:

Date:

PART 2 OUTCOME OF COMPLAINT / CONCERN

Was the issue deemed a Serious Occurrence?

Yes **No**

TO BE COMPLETED BY RESPONDING SUPERVISOR

Action Taken and/or Follow up / Future recommendations:

Supervisor Signature:

Date:

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

Approval Date: Revision Date: January 2012 Units affected: All licensed programs	Policy: SUPERVISION OF STUDENTS AND VOLUNTEERS
	Policy Number: 7.14

Purpose:

To provide direction to all employees regarding the supervision of volunteers and placement students in the licensed child care settings.

Policy:

It is the responsibility of the program supervisor to ensure that students and volunteers are supervised at all times.

Volunteers and students will never be counted in the staffing ratios and shall not be left alone with children at any time.

Procedure:

All students and volunteers will be oriented to Superior Children's Centre's policies including policies that are reviewed annually in accordance with the Child Care and Early Years Act 2014 for each program they are working in. (Reference - Superior Children's Centre Staff Orientation Manual - Chapter 2, policies 2.1 – 2.26).

The roles and responsibilities of the Centre (employer) and the student / volunteer will be outlined in the student / volunteer contract and signed by both parties during orientation. A copy of this contract will be given to the student / volunteer and the original will be kept in the student/volunteer personnel file. (Reference -Superior Children's Centre Student/Volunteer Orientation Manual - Policy 2.0).

The Supervision of Students and Volunteers policy will be reviewed with staff annually and signed off on. (Reference – Superior Children's Centre Staff Licensed Programs Manual - Chapter 3, Licensed Program Policy Review). Policy 3.13

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, October 2003 January 2006, January 2012	Policy: PAYMENT OF FEES
	Policy Number: 7.15

Policy:

Fees are to be paid upon receipt of invoices computed bi-weekly.

Procedure:

We request payment of two weeks in advance upon commencement of child care.

A payment reminder will be placed on the second unpaid billing.

If payment is not made by the third billing date, the bill will be stamped accordingly and a letter from the Executive Director will be sent requesting payment in full within one week or spot in care may be forfeited. Letter will include statements that if there is difficulty in making payments to please follow through with making arrangements with the Centre.

If bill remains unpaid, a registered letter from the Executive Director will be sent, requesting immediate payment or spot in care will be forfeited effective certain date (constituting one week's notice). The point will also be made that further collection proceedings will be undertaken. In some cases, our lawyer will be authorized to send a letter requesting payment as well.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, October 2003 January 2006, January 2012	Policy: LATE PICK UP FEE
	Policy Number: 7.16

Policy:

Late fees will be charged if you are responsible for picking up your child and he/she is not picked up by your designated time.

A \$1.00 charge for every 5 minutes late will apply.

Procedure:

We have found that while our hours of operation are as lengthy as possible, the ability to adequately staff the Centre during those hours has proved difficult.

Upon enrolling your child in the Child Care Program, the parent/guardian will be assigned an 8 hour day schedule with approximately 1/2 hour for picking up and dropping off. If you are not working or going to school, a 6-hour schedule (9:30-3:30) will be in effect. Late fees will be charged based on your designated schedule, not upon our hours of operation.

If your required hours are not the same as what we have available, we can place your child in the available spot while placing the parent/guardian on the waiting list for an earlier or later time slot.

If an emergency arises and we are made aware that the parent/guardian will be late, late fees can be waived (this is done at the discretion of the Program Manager).

After 15 minutes the appropriate staff member will initiate the Contact Procedure.

If a parent/guardian is late on 4 or more occasions in a month period, a letter will be sent to them to re-confirm their child's schedule and to request a meeting if they would like to discuss this further.

Following that, if unexplained lateness continues on 2 subsequent occasions, we will conclude that our schedule may not be compatible with the parents/guardians and inform the parents/guardians that an alternate method of care must be arranged.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: October 2003, July 2005, January 2006, January 2012	Policy: STATUTORY HOLIDAYS
	Policy Number: 7.17

Policy:

Superior Children's Centre will be closed for holidays as outlined below and up to three Professional Development Days. Parents/Guardians will be notified two weeks in advance for Professional Development Days. Parents/Guardians will be required to make private arrangements if child care is required for these days.

Procedure:

Superior Children's Centre observes the following statutory holidays: Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, and Thanksgiving.

Superior Children's Centre will be closed between Christmas and New Year's Day.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: April 1996, October 2003, July 2005, January 2006, April 2011, January 2012	Policy: ABSENCES
	Policy Number: 7.18

Policy:

**Day Nursery 41 Algoma/White River Child Care/Garderie Francophone/Garderie
Dubreuilville**

Absent days (sick days/holidays) are accumulated based on the number of days and months children are enrolled in the program.

For example, children enrolled for five (5) full days per week (full time) accumulate about one and ¼ days for every month they are in the program for a total of sixteen (16) absent days from January to December whereby the parent will not be charged a fee for these days. The absent days are regulated at eight (8) days in the first half of the year and eight (8) days in the last half based on when they are accumulated. These days can be used without charge to the parent provided they have been accumulated.

Should your child be enrolled less than five (5) days per week, these absent days will be prorated accordingly.

Absent days accumulated cannot be carried over to the next year. If they are not used they are lost.

If more than the allotted time away from the program is requested because of health issues, a doctor's note may be requested.

If your child becomes ill for an extended period of time, the Executive Director may approve suspension of fees for a specific period of time without losing the child care spot.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: April 1996, October 2003, July 2005, January 2006, April 2011, January 2012	Policy: ABSENCES (cont.)
	Policy Number: 7.18 (cont.)

Before and After School Program

Children enrolled in the Before and After School Program for five (5) full days per week (full time) accumulate a total of eight (8) absent days from September to June, whereby, the parent will not be charged a fee for these days. The absent days are regulated at up to four (4) days from September – December and up to four (4) more days from January – June (school year) based on when they are accumulated.

Should your child be enrolled less than five (5) days per week, these absent days will be prorated accordingly.

All Programs except the Summer School Age Program

Parents are required to give two (2) weeks notice of extended days away from the program (i.e., three (3) days or more). If your child does not attend on a scheduled day and the Supervisor has not previously been informed before the child's drop off time for that day, you will be required to pay the regular daily fee based on your contract.

Summer School Age Program

Enrollment is on a weekly basis.

If your child does not attend on a scheduled day of that week or the entire week, you will be required to pay the regular fee. The notice period does not apply to this program.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: October 2003, July 2005 January 2006, January 2012	Policy: BEFORE & AFTER SCHOOL: ELEMENTARY SCHOOL PD DAYS & HOLIDAYS
	Policy Number: 7.19

Policy:

Superior Children's Centre may offer, if there is sufficient enrollment and staffing, on-site, full day, school age programming on the days when the elementary schools are closed.

Procedure:

The days when on-site, full day, school age care may be available are elementary School Professional Development Days, March break and summer holidays.

Superior Children's Centre will be closed between Christmas and New Year's Day.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: October 2003, July 2005 January 2006, January 2012	Policy: ILLNESS
	Policy Number: 7.20

Policy:

According to the ***Child Care and Early Years Act, 2014***, daily outside play is required for each child. If a child is not well enough to play outside, he/she should remain at home. If your child becomes ill while in the Child Care Program you will be contacted and be expected to make other arrangements for your child.

Procedure:

According to the ***Child Care and Early Years Act, 2014***, it is recommended that in order to inhibit the spread of communicable disease a daily observation is made of each child as they arrive at the Child Care Program. This needs to be done before they begin to associate with other children in order to detect possible symptoms of ill health.

Legislative

- 34 (2) Every licensee shall ensure that where a child in attendance in a day nursery operated by the licensee appears to be ill the child is separated from other children and the symptoms of the illness noted in the child's record.
- (3) Where a child is separated from other children because of a suspected illness, the licensee shall ensure that,
- (a) a parent/guardian of the child takes the child home;
 - (b) where it is not possible for a parent/guardian of the child to take the child home or where it appears that the child requires immediate medical attention, the child is examined by a legally qualified medical practitioner or a nurse registered under the ***Health Disciplines Act***.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: October 2003, July 2005 January 2006, January 2012	Policy: ILLNESS (cont.)
	Policy Number: 7.20 (cont.)

Illness Policy (continued)

INTENT

These provisions are intended to protect the interests of the sick child, and to prevent further contact with others.

When you register for child care, we ask you to give us a list of emergency contacts. If your child becomes ill while at the child care program, we will attempt to contact you. If you are unable to pick your child up when he/she becomes ill, you should include people on your emergency list that can do so for you. Please also make sure that if you put someone's name on the list they are aware that you have done so. It is usually best if persons listed here are familiar to your child. **Please let us know immediately if there are changes to this list.**

Please remember that if your child appears ill when you bring him/her to the child care program, the staff members will ask you to make other arrangements.

Sometimes when your child arrives for Child Care, he/she may have some symptoms that concern us but we are unsure whether he/she should remain at the Program.

In these cases we would let you know of this concern, watch the child carefully and contact you if the child's condition worsens. In this way you would have had time to make arrangements in the event that they would be necessary. We are likely to call you to pick up your child if we observe any of the following more common symptoms of ill health:

- 1) unusual, unexplained skin disorder, infection or rash,
- 2) heavy mucous from eyes, nose or mouth and usually accompanied by another symptom of ill health,
- 3) fever,
- 4) excessive diarrhea (An infant may have stools that are runnier than normal however is not considered to be true diarrhea unless accompanied by other symptoms),
- 5) vomiting,
- 6) symptoms of a communicable disease ie. pink eye

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: October 2003, July 2005 January 2006, January 2012	Policy: Illness (cont'd)
	Policy Number: 7.20 (cont'd)

ILLNESS

When your child is suspected of being ill an Early Years Educator remains with him/her until you arrive. Please make this as soon as possible after you are called as it is difficult for us to make one Early Years Educator available to stay with one child, especially at certain times of the day.

Hopefully your child will not become ill but please remember that our day here is a busy one and it is important that every child is feeling physically fit in order for them to participate in and benefit from all areas of our program.

The list of communicable diseases gives you a good idea of how long your child must be at home before he/she is no longer contagious. If we have reason to question this we are required to ask for a note from your physician stating that the child may return to the Program.

In cases of colds or the flu, a child should be at home until symptoms become milder and/or he/she has been on an antibiotic or other prescribed medicine for 24 to 48 hours.

When we have confirmed cases of communicable diseases, we will notify you, and also make you aware of the symptoms so you can observe your child. If your child is exposed to or comes down with any communicable disease, please let us know so we again, may inform others.

We have included a copy of the list of Communicable Diseases in the Parent Manual. When unsure about symptoms your child may have, please check! If you are keeping your child home, please let us know as soon as possible the same day.

Drugs will be administered in our Licensed Programs under the conditions of our Drug Administration Policy.

Children who are not immunized, are encouraged to stay home during cases of an outbreak in order to protect themselves and others attending the program.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: October 2003, July 2005 January 2006, January 2012, May 2015, January 2017	Policy: Reportable Diseases
	Policy Number: 7.21

REPORTABLE COMMUNICABLE DISEASES

The following suspect and confirmed Reportable Diseases (Ontario Reg. 559/91 under the Health Protection and Promotion Act) are reportable to the local Medical Officer of Health:

Listing taken from Algoma Public Health site



Reportable Communicable Diseases

The following suspect and confirmed Reportable Diseases (Ontario Reg. 559/91 under the Health Protection and Promotion Act) are reportable to the local Medical Officer of Health:

**Report diseases listed below to the:
Communicable Disease Control Program
705-759-5404 or 1-866-892-0172**

Acute Flaccid Paralysis (AFP)
Chickenpox (Varicella)
Diphtheria
Encephalitis, including:
1. Primary, viral
2. Post-infectious
3. Vaccine-related
4. Subacute sclerosing panencephalitis
5. Unspecified
Haemophilus influenzae b disease, invasive
Hemorrhagic fevers, including:
1. Ebola virus disease
2. Marburg virus disease
3. Other viral causes
Hepatitis, viral
1. Hepatitis A
2. Hepatitis B
3. Hepatitis C
Measles
Meningitis, acute
1. Bacterial
2. Viral
3. Other
Meningococcal disease, invasive
Mumps
Pertussis (Whooping Cough)
Poliomyelitis, acute
Rubella
Rubella, congenital syndrome
Severe Acute Respiratory Syndrome (SARS)
Smallpox
Streptococcal infections, Grp A invasive
Streptococcal infections, Grp B neonatal
Streptococcus pneumoniae, invasive
Tetanus
Tuberculosis
West Nile Virus illness, including:
1. West Nile fever
2. West Nile neurological manifestations
Yellow Fever

**Report diseases listed below to the:
Environmental Health Program
705-942-4646 or 1-866-892-0172**

Amoebiasis
Anthrax
Botulism
Brucellosis
Campylobacter enteritis
Cholera
Creutzfeldt-Jakob Disease, all types
Cryptosporidiosis
Cyclosporiasis
Food poisoning, all causes
Gastroenteritis, institutional outbreaks
Giardiasis
Hantavirus Pulmonary Syndrome
Influenza
Lassa Fever
Legionellosis
Leprosy
Listeriosis
Lyme Disease
Malaria
Paralytic Shellfish Poisoning (PSP)
Paratyphoid Fever
Plague
Psittacosis/Ornithosis
Q Fever
Rabies
Respiratory infection outbreaks in institutions
Salmonellosis
Shigellosis
Trichinosis
Tularemia
Typhoid Fever
Verotoxin-producing E. coli infection indicator conditions including Hemolytic Uremic Syndrome
Yersiniosis

**Report diseases listed below to the:
Sexual Health Program
705-541-7141 or 1-866-892-0172**

Acquired Immunodeficiency Syndrome (AIDS)
Chancroid
Chlamydia trachomatis infections
Gonorrhea
Ophthalmia neonatorum
Syphilis

BOLDED diseases must be reported **IMMEDIATELY**. All other diseases may be reported on the next working day.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: July 2005, January 2006, January 2012	Policy: TAKING TEMPERATURES
	Policy Number: 7.22

Policy:

Staff will take a child's temperature when he/she appears flushed, warm to the touch on the forehead or back of neck or the behaviour of the child is observed to be unusual.

Procedure:

An ear or forehead thermometer will be placed in the child's ear/forehead for 3-5 seconds. Normal reading for temperature is 36.4°C. A child has a fever when the temperature reads 38°C.

Children with a fever can continue to attend the program if they are feeling well enough to participate and have no other noted symptoms of ill health.

No medication will be administered unless the parent/guardian has made previous arrangements.

Staff will fill out a Symptoms of Ill Health form for children with a fever. Parents/Guardians will be required to sign this form when they come to pick up their child.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: July 2005, January 2006, January 2012	Policy: SYMPTOMS OF ILL HEALTH
Form: Symptoms of Ill Health	Policy Number: 7.23

Purpose:

Used to record illnesses involving children in a licensed program.

Procedure:

Staff are to record observations and actions taken for illnesses occurring while in our care.

Form to be signed by Supervisor and parent/guardian.

Form to be filed in appropriate child's file.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: April 1996, September 2003 January 2006, January 2012	Policy: DRUG ADMINISTRATION
	Policy Number: 7.24

Policy:

Staff will administer both prescription and non-prescription drugs to children enrolled in care under specific conditions only.

Procedure:

Drugs may be administered to children registered with Superior Children's Centre when the following conditions have been met:

1. a) Prescription drugs including narcotic controlled drugs will be administered only from the original container as supplied by a pharmacist. The package must be clearly labelled with:
 - The child's name
 - The name of the drug
 - Dosage
 - The date of purchase/expiry date
 - Instructions for storage and administration

The prescription drug date must not be more than 3 months from the date the parent/guardian wishes the drug to be given, unless the medication is a salve or a standing order by the physician is on file.

- b) Non-prescription drugs ("over-the-counter") will be administered only from the original container. The package must contain:
 - The child's name
 - The name of the drug
 - Dosage
 - The date of purchase/expiry date
 - The manufacturer's label showing name of drug
 - Instructions for storage and administration
2. A parent/guardian must complete a consent form for the administration of each separate drug; indicate the amounts to be administered, and the times of administration.

3. All drugs must be stored in a locked container. Most drugs can be stored in a domestic refrigerator unless otherwise stated on label.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: April 1996, September 2003 January 2006, January 2012, October 2016	Policy: DRUG ADMINISTRATION (cont.)
	Policy Number: 7.24 (cont.)

Drug Administration (continued)

4. The Supervisor is responsible for ensuring that:
 - A consent form is completed and kept on file
 - The medication record is maintained.
 - Drugs are stored properly.
 - Date is noted when drug administration was stopped and form is filed in child's file.

Remember no drugs will be administered unless the proper forms are signed.

5. The Supervisor or designate is responsible for ensuring that any medications that must be administered immediately or administered in a potential emergency situation, i.e., severe allergic reactions, will accompany a designated staff whenever activities occur outside of the regular playroom.
6. Medications will be locked within a backpack and the key kept around the designated staff person's neck or wrist. In some situations with older children and with parental consent, emergency medications may be kept on the child's person.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: April 1996, September 2003 January 2006, January 2012	Policy: DRUG ADMINISTRATION (cont.)
Form: Consent for Drug Administration	Policy Number: 7.24 (cont.)

Purpose:

As required by the ***Child Care and Early Years Act, 2014*** all types of medication given to children in our care must be done with the written approval of the parent/guardian.

Procedure:

Parent/Guardian is to complete top portion of form and sign.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: April 2007
Revision Date: January 2012

Policy: NARCOTIC DRUG
ADMINISTRATION

Policy Number: 7.25

Policy:

Staff will administer both narcotic drugs to children enrolled in care under specific conditions only.

Procedure:

Narcotic drugs may be administered to children registered with Superior Children's Centre when the following conditions have been met:

1. The Supervisor assumes overall responsibility for all aspects of medication administration.
2. The Supervisor is responsible for the daily administration of medications. The Supervisor will designate one of the Early Years Educators to administer medication in her absence. (Exception: Daily, ongoing medication may be given by the child's educator.)
 - a) Narcotic controlled drugs will be administered only from the original container as supplied by a pharmacist. The package must be clearly labelled with:
 - The child's first and last name
 - The name of the drug
 - Dosage
 - The date of purchase/expiry date
 - Instructions for storage and administration
 - Narcotic drug count (i.e. 20 pills/tablets)

When the medication is delivered to the Centre, the parent/guardian will sign a Medication Consent Form which includes the dosage and specific times that the medication is to be administered.

3. The Supervisor or designate receiving the Narcotic drug is responsible for counting the number of tablets received and recording the amount on the back of the medication consent form with a date and a signature. Parents/Guardians must also verify the number of tablets returned to them with a date and signature on the back of the medication consent form.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: April 2007 Revision Date: January 2012	Policy: NARCOTIC DRUG ADMINISTRATION (cont.)
	Policy Number: 7.25 (cont.)

Narcotic Drug Administration (continued)

4. A parent/guardian must complete a consent form for the administration of each separate drug; indicate the amounts to be administered, and the times of administration.
5. All drugs must be stored in a locked container. Most drugs can be stored in a domestic refrigerator unless otherwise stated on label.
6. The designated staff is responsible for ensuring that:
 - A consent form is completed and kept on file
 - The medication record is maintained.
 - Drugs are stored properly.
 - Date is noted when drug administration was stopped and form is filed in child's file.

Remember no drugs will be administered unless the proper forms are signed.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: April 2007 Revision Date: January 2012	Policy: NARCOTIC DRUG ADMINISTRATION (cont.)
Form: Consent for Narcotic Drug Administration	Policy Number: 7.25 (cont.)

Purpose:

As required by the ***Child Care and Early Years Act, 2014*** all types of medication given to children in our care must be done with the written approval of the parent/guardian.

Procedure:

Parent/Guardian is to complete top portion of form and sign.

All medication given must meet with the conditions given in the Narcotic Drug Administration Policy.

The Supervisor or designated staff must sign form and then fill in Medication Record each time medication is given to the child.

When medication period is completed, the parent/guardian will sign the medication form that they originally filled out to confirm that medication was given and is now completed. The Supervisor will review each completed medication form and file in appropriate child's file.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, October 2003, January 2006, January 2012	Policy: BEHAVIOUR MANAGEMENT
	Policy Number: 7.26

Policy:

The following policy has been developed from the ***Child Care and Early Years Act, 2014 of Ontario; Child Care and Early Years Act, 2014 Legislative Reference 48.***

Superior Children's Centre shall not permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) corporal punishment of the child;
- (b) deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect;
- (c) depriving the child of basic needs including food, shelter, clothing or bedding;
- (d) locking the exits of the child care centre or home child care premises for the purpose of confining the child; or
- (e) using a locked or lockable room or structure to confine the child if he or she has been separated from other children.

Intent

This provision forbids corporal punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. These practices are never permitted in a child care centre.

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour.

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, October 2003, January 2006, January 2012	Policy: BEHAVIOUR MANAGEMENT (cont.)
	Policy Number: 7.26 (cont.)

Procedure

Children are instructed at Superior Children's Centre in a positive manner and in a way that is appropriate to their age level and their actions. Instruction is used as a tool to promote self-discipline.

Children in our programs will be instructed in the following ways only.

- The child will be given a statement regarding the behaviour that staff request of him/her.
- The child will be encouraged to verbalize his/her feelings as opposed to taking physical action.
- If necessary children will be redirected to another activity.
- We will use logical consequences as a reaction to the child's actions.
- The child will never be put in a corner of a room.
- No child will be refused dessert.
- No child will be forced to eat food that they do not care for.

For Younger Children

- After two separate discussions with the child over the same negative behaviour staff may then redirect the child to another activity.

For Older Children

We will use positive language and reinforcements to help redirect your child towards acceptable behaviour. A child may be asked to change their activity if they have difficulty getting along where they are currently playing. Each child is encouraged to express all feelings verbally. Educators acknowledge the child's rights to have a variety of feelings and help him/her to express these in a constructive manner.

The Behaviour Management Policy & Procedures will be reviewed with staff twice a year.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, July 2005, January 2006, January 2012	Policy: BEHAVIOUR MANAGEMENT AND ONGOING DISCIPLINE PROBLEMS
	Policy Number: 7.27

Policy:

In cases where a child is involved with ongoing difficulties in instruction the following procedure will be used.

Procedure:

As parents/guardians and educators we all realize that at times a child's behaviour can become more challenging and difficult to deal with.

When your child has a "difficult" day we like to keep the parent/guardian informed. If a problem persists and interferes with the operation of our program, and at the same time, our regular methods of discipline do not appear to be helping, the following steps will be initiated:

1. A meeting will be scheduled between the Early Years Educator and parents/guardians of the child in order to discuss the problem in more detail. Sometimes insight into a child's behaviour can be discovered through frank discussion. Arrangements can also be made for the parents/guardians to observe their child's behaviour in the Child Care setting. The established means of handling the behaviour will be reinforced with both parents/guardians and the Supervisor at this meeting. Parents/Guardians will be expected to follow through at home with recommendations where appropriate. A copy of said suggestions will be made available to parents/guardians. Referrals will be made to our Early Learning Resource Consultant and a meeting scheduled.
2. If, after two weeks' time the behaviour in question is still persisting, a second meeting between parents/guardians and the Supervisor will be scheduled to determine if there are alternative suggestions or if for some reason the parents/guardians are unable to follow through with the approved suggestions at home. Previous recommendations will at that time be re-evaluated.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, July 2005, January 2006, January 2012	Policy: BEHAVIOUR MANAGEMENT AND ONGOING DISCIPLINE PROBLEMS (cont.)
	Policy Number: 7.27 (cont.)

Behaviour Management and Ongoing Discipline Problems (continued)

3. If, within three weeks after the second meeting, the problems of the child continue to interfere with the operation of our program and/or we feel the parents/guardians are unable or unwilling to work towards a solution to the difficulty, we will require that the parents/guardians make alternative arrangements for their child. Two weeks will be allowed for parents/guardians to make the appropriate changes.
4. The child who our Early Years Educators deem to be physically harmful to other children or adults will be considered inappropriate for our Child Care program and parents/guardians will be asked to make alternative arrangements.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, July 2005, January 2006, January 2012	Policy: CONSENT
	Policy Number: 7.28

Policy:

Superior Children's Centre will require specific consent forms for outings where health and safety concerns are out of the ordinary

Everyday walks are consented to at time of registration.

Procedure:

The Supervisor must ensure that the parent/guardian completes forms as necessary when planning special trips or outings and also ensures blanket forms are completed at time of enrollment.

**CHAPTER SEVEN: LICENSED PROGRAMS PARENT
MANUAL**

CHAPTER SIX: REGISTRATION OF CHILDREN

Approval Date: Revision Date: February 1996, July 2005, January 2006, January 2012	Policy: SPECIAL REQUESTS
	Policy Number: 7.29

Policy:

Superior Children's Centre will comply with specific parental requests to the best of our ability and under the following conditions:

- a) Each special request will be looked at individually and a specific procedure developed.
- b) Request must be in writing from the parents/guardians and any instructions documented in detail.
- c) If the request is of medical nature, detailed documentation from a physician must also be included.
- d) Parents/Guardians must maintain some responsibilities for implementation and follow through on request. At no time will the centre assume complete responsibility.
- e) Centre will ask parent/guardian or applicant to sign a release from possible claim for any error on our part. We will not assume liability for error.

Procedure:

The following clause will be added to all Child Care contracts. All parents/guardians sign these contracts. "The parent/guardian will advise the Supervisor of any special conditions that surround the care of their child in writing and will comply with the policy for special requests."

The Supervisor will be responsible for developing the procedure in conjunction with the Executive Director and the parent/guardian. Parents/Guardians will sign copy of developed procedure. Procedure will not be carried out until parent/guardian has verified agreement.

The Supervisor will be responsible for informing all staff, including relief staff of designated procedure. A staff meeting will be held specifically to deal with informing staff of initial request and designated procedure.

CHAPTER SEVEN: LICENSED PROGRAMS PARENT MANUAL	
CHAPTER SIX: REGISTRATION OF CHILDREN	
Approval Date: Revision Date: February 1996, July 2005, January 2006, January 2012	Policy: SPECIAL REQUESTS (cont.)
	Policy Number: 7.29 (cont.)

Special Request Policy (continued)

The name on the child's locker will have an asterisk beside it.

Volunteer handbook will be changed so relief staff/students are aware that asterisk on locker means there are special instructions in caring for this child.

Posted notice of procedure will be placed in designated areas (depending on nature of request) and outlined in red.

For the sake of privacy, only child's initials will be used on notices in public areas.