



HAMILTON • WENTWORTH

# Catholic Child Care Centres

Where play is wondrous work.

## Child Care Parent Handbook

Table of Contents	Page
Introduction	3
Our Programs	3
Days and Hours of Operation	5
Waitlist/Enrollment and Service Termination	6
Children's Belongings	7
Safe Arrival and Dismissal	7
Late Pick Up/Fees	9
Nutrition and Restricted Food	9
Allergies	11
Role of Parents	12
Parent Code of Conduct	12
Process for Expressing Concern	13
Field Trips and Off-Site Activities	17
Students and Volunteers	17
Health and Administration of Drugs	17
Illness and Injury of a Child	18
Ensuring a Program Meets a Child's Needs	19
Child Guidance Policy	20
CWELCC and Parent Fees	22
Fee Payment and Overdue Fees	23
Emergency Management Policy and Procedure	24
Program Statement	25

## **INTRODUCTION**

Hamilton-Wentworth Catholic Child Care Centres (HWCCCC) is a not for profit organization governed by community representatives and personnel from the Hamilton-Wentworth Catholic District School Board.

**HWCCCC exists so that children are nurtured and their families are supported within a Catholic environment.**

## **OUR PROGRAMS**

Hamilton Wentworth Catholic Child Care Centres (HWCCCC) is committed to providing quality early learning programs within Catholic School environments. The Ministry of Education's Child Care and Early Years Act (CCEYA) along with "How Does Learning Happen?" is the framework that guides our policies, procedures, and daily practices. We encourage you to read our Program Statement that is included as an insert in our Parent Handbook and on our website.

We believe that children are competent, capable, curious and rich in potential. Our programs strive to:

- encourage children to interact and communicate in a positive way and support their ability to self-regulate by observing and role modeling problem solving techniques.
- foster the children's exploration, play and inquiry by offering a variety of materials and play experiences.
- provide child-initiated and adult-supported experiences that are open-ended, varied, and rich in content.
- plan for and create positive learning environments and experiences in which each child's learning and development will be supported through observations, documentation, and reflection.

Our programs promote the health, safety, nutrition, and well-being of the children by:

- conducting daily health checks on all children
- ensuring allergies, food preferences, and medical conditions/requirements are posted.
- completing appropriate checks to make sure outdoor and indoor play spaces are safe from any hazards prior to children using the areas.
- Supervising children at all times
- ensuring attendance will be taken with times recorded upon children's arrival and departure from a program.
- planning menus that are diverse in culture and incorporate "Eating Well with Canada's Food Guide". Menus will be posted for the current and following week.
- Following and posting instructions from parents regarding dietary requirement/preferences
- Feeding children under 1-year-old, in accordance to written instructions from a parent/guardian.
- Making drinking water readily available for all children at all times

Our programs incorporate indoor and outdoor play, as well as active play, rest and quiet time, giving consideration to the individual needs of the children by:

- providing at least 2 hours of outdoor play time per day (weather permitting) for programs operating 6 hours per day or more and a minimum of 30 minutes per day for school age children.
- offering a variety of play materials both indoor and outdoor.
- offering a quiet, relaxing, environment that encourages the children to rest/sleep.
- following parent instructions for sleep/rest

HWCCCC believes that families are active contributors to their children's learning and are key to their early learning development. HWCCCC will:

- support positive and responsive interactions among children, parents, and educators through open communication and feedback. Also providing opportunities for families, educators, and children to gather at events such as BBQs, Open Houses...
- foster the engagement of ongoing communication with parents about the program and their children through daily verbal feedback, daily wonders app, parent surveys, newsletters, parent information boards, program website, and pedagogical documentation throughout the classrooms.

Our organization will employ caring, supportive educators committed to continuous professional learning and to working together with the families, the school, the parish and community partners to better support our children and their families. We will:

- involve local community partners and allow partners to support the children, their families and staff by offering our facilities for meetings, observations, workshops, and to collaborate together as partners to ensure individual needs are being met.
- support educators in their professional learning by providing opportunities for mentoring, educator development and memberships to professional organizations.

**Our child care programs are in keeping with the fundamental characteristics and objectives that distinguish Catholic Schools and complement the programs of Hamilton Wentworth Catholic District School Board.**

### **PROGRAMS OFFERED**

#### **INFANT PROGRAM (0 to 18months):**

- Provides full day care

#### **TODDLER PROGRAM (18 to 30 months):**

- Provides full day care

#### **PRESCHOOL PROGRAM (2 ½ to 4 years old):**

- Provides full day care

#### **BEFORE AND AFTER SCHOOL PROGRAM:**

- Provides care for children attending school all day from ages 3.8-12 years of age. The program operates from September to June when the school is open. (P.A. Day care, December Holidays, March Break and Summer care is offered at select locations)

**CONFIRM WITH THE OPERATIONAL/PROGRAM LEAD ON SITE IN REGARDS TO  
THE TYPE OF PROGRAMS OFFERED AT YOUR LOCATION**

### **DAYS & HOURS OF OPERATION**

- Full Day programs – Care is provided for fifty-two weeks each year. Centres operate from 7:00 am – 6:00 pm. High School Centre hours may change to reflect the needs of the community.
- Before and After School Programs – Care is provided from September to June. Before school care starts at 7:00 am until school commences. Afterschool care starts at dismissal time until 6:00pm.

*\*please see our listed recognized holiday closures under our parent fee agreement on page 21*

## **WAIT LIST/ENROLMENT AND SERVICE TERMINATION**

### **POLICY**

Hamilton Wentworth Catholic Child Care Centres supports the interests of parents, while ensuring the flexibility over the management of our waitlists.

- HWCCCC does not charge a wait list fee
- Parents/guardians can be placed on our Centre wait list by contacting the Centre directly or through our website
- Parents/guardians can inquire at any time their child's status on the wait list
- Due to our commitment to privacy and confidentiality, parents/guardians calling to inquire about their child's status will be asked the child's full name, birthdate and parent/guardian name(s)
- When a space becomes available, families will be contacted and asked if they are interested in the space or if they would prefer to remain on the wait list. If the space is declined, the family will be offered to be removed from the wait list or placed at the bottom
- If a parent/guardian cannot be reached on the first attempt, contact will be attempted again on the next business day. If they cannot be reached, or do not return our call within 5 business days of the initial contact, the next person on the list will be contacted. A family has 5 business days after initial contact to confirm their acceptance of their child care space.
- Once a space has been accepted, parents/guardians will be invited to tour the Centre, arrange several play visits, and confirm a start date.
- Upon confirmation of enrollment, parents/guardians will be given a registration package and an opportunity to review policies.
- First priority for admission to programs located in an elementary school is given to children whose siblings are enrolled in a program at that school. First priority for admission to a program in a secondary school shall be given to children of students enrolled in the school where the program is located.

**Note** if the family no longer requires care their file will be placed in our "Remove From List" file.

### **Scope**

The wait list policy applies to all families who place children on our waitlist.

### **Responsibility**

The **Executive Director** is responsible for reinforcing HWCCCC's commitment to a fair and equitable wait list policy.

**Operational Leads and educators** are responsible for adhering to this policy.

**Two weeks' notice must be given** prior to:

1. The withdrawal of a child from the Centre
2. Decreasing your child care days

If proper notice is not given, the parent will be required to pay for two additional weeks of regular fees.

### **CHILDREN'S BELONGINGS**

Children's clothing, outerwear, and other belongings should be clearly labelled with the child's name. A change of clothing should be left at the Centre in the event of a spill or an accident. We take no responsibility for loss or breakage of any item brought from home.

### **SAFE ARRIVAL AND DISMISSAL**

The safety of children in our programs is our highest priority. This includes making sure they arrive safely into our programs every day and are dismissed safely every evening.

Children attending the Centre must be brought into the program by a parent/guardian or designated person and announced to the educator. Once a child arrives, the educator will sign them in on the daily attendance.

Parents/Guardians are responsible to inform the childcare centre of any changes to their child's schedule. This includes if a child will be absent from the program for any reason.

**The following steps will be taken to ensure the safe arrival of children into all of our programs.**

#### **Full Day Program/Before School Program**

It is important that parents inform the centre/program of any absenteeism prior to 9am, as this information can have significant impact on the daily operations of the program. If a child has not arrived by 9am on a designated program day, the child will automatically be marked absent and an email will be sent or telephone call made to parents notifying them of the absenteeism.

Parents will then be responsible for notifying the centre if there are any issues or concerns we need to be aware of.

#### **After School Program**

1. Educators will meet the children from Kindergarten at their classrooms and escort them to their after-school area. For SA children there may be designated meeting area(s).
2. As soon as children arrive, the educator will take attendance.
3. If a child is not present, the childcare Educator will follow up immediately:
  - a. Checking with the classroom teacher/office to determine if the child had been present at school that afternoon.
  - b. If the child is a walker, the educator will call home, and/or the emergency contact to determine if there had been a change regarding the child's attendance
  - c. If the child rides the school bus, the childcare educator or the school staff will notify the bus company so that the child can be returned to the school or determine from the bus driver if

- the child is under the supervision of appropriate adults
- d. Parent/guardian will be notified and informed of the incident. They will be reminded to call the childcare program if a child is going to be absent.
  - e. Director of Operations will be notified to determine if a Serious Occurrence Report is required.
4. If a child is still unaccounted for after completing the above steps, the missing child policy will be implemented which includes calling 911.

### **Dismissal**

Parents/Guardians **must come into** the Centre or play space and inform educators of their departure when picking up children.

Children will not be released to any person other than those specified on the registration forms. If someone else is to pick up the child, educators must receive parent/guardian authorization in writing before the child is released. All persons, including parents/guardians, may be asked to show photo identification before a child is released to them.

Under no circumstances will children be released from care to walk home alone.

### **The following steps will be taken if a child is not picked up from one of our programs;**

Where a child has not been picked up by the closing time at the Centre and the parent/guardian has not contacted the Centre, the educator will try to contact the parent at home or work. If the parent/guardian cannot be reached, educators will contact the emergency contact persons on the child's file.

If the child has not been picked up 60 minutes after the Centre closing time and no contact has been made by either parents or emergency contacts, educators will contact a member of the director team and then proceed with contacting the local Children's Aid Society (CAS) 905-522-1121, Catholic Children's Aid Society (CCAS) 905-525-2012, or After Hours 905-525-8053. Educators shall follow the CAS/CCAS direction with respect to next steps.

**In the event of a disaster the predetermined designated place of emergency shelter for the educators and children is posted on the fire evacuation procedure located in the Centre.**



## **LATE PICK UP/FEES (Late Fees are considered Non-Based Fees)**

**Centre times of operation are set with the expectation that children will be picked-up and out of the centre by closing time.**

Where a parent/guardian is unable to complete a pick up prior to the closing time due to exceptional circumstance, it is the obligation of the parent to:

- Contact an emergency back up to arrange for alternate pick up and advise that person to bring photo ID to show Centre educators
- Contact educators to advise of the change in routine.

Where a parent/guardian is on their way to pick up their child and will arrive after the closing time of the Centre, it is their obligation to inform the educator of the circumstances and expected arrival time.

If the child is picked up past the time of Centre closure, the parent will be charged a late pick up fee (*for each child*) of five dollars (\$5.00) for each five-minute period or part thereof. The clock at the Centre shall be used as the official time. Late fees will be taken on the parent's next PAD withdrawal.

After two late pick-ups parents will receive a warning. A third occurrence could result in the forfeit of the child's place in the Centre.

## **NUTRITION AND RESTRICTED FOOD**

HWCCCC strives to be a nut and peanut reduced environment.

HWCCCC does not encourage any food or drinks be brought from home. We know that this may not always be possible, therefore any food or drink that must be brought in needs to be approved by the Lead and clearly labelled with the child's first and last name.

HWCCCC will communicate with families in the program of the anaphylactic allergies and will request that the causative agents not be brought into program – i.e. food, snacks, Educator's gifts etc... Due to a variety of reasons, including religious observance, severe allergies or intolerances, parents/guardians may choose to supply food and or drink for their child. Where a child requires alternate food and is bringing meals or snack from home, the parent/guardian will be required to provide instructions on the Nutrition Guideline form. Operational/ Pedagogical Leads or designate will review with parents/guardians and share with Educators and Cooks:

- HWCCCC will make every effort to purchase alternate food or drink for children with religious observance, severe allergies or intolerances
- Food or drink supplied by and at the expense of a parent, will be in the original container labelled with the child's first name, last name and expiry date.

- Food or drink that requires refrigeration or to be kept frozen is kept in the fridge or freezer at temperature directed by the local Medical Officer of Health
- No food or drink will be accepted or served beyond its expiry date
- Food or drink that show visible signs of spoilage or mold (changes to the odor, discoloration or curding) will be disposed of
- Educators will use proper food handling techniques in accordance with the direction of the local Medical Officer of Health
- Snacks will provide nutritional value as well as refreshment; these foods will be easy for the child to handle and not be detrimental to dental health
- All meals, snacks and beverages must meet the recommendations set out in the Health Canada documents “Eating Well with Canada’s Food Guide” or “Nutrition for Healthy Term Infants”

A copy of the menu will be posted in the Centre for the current week as well as the following week and will reflect recommendations of Canada’s Food Guide.

Full Day programs serve a nutritious mid-day meal, morning and afternoon snacks each day.

Before and After school programs serve a nutritious free flow, morning snack and afternoon snack which includes a minimum of 2 food groups.

Children, who forget their lunch on non-instruction days, will be provided with a nutritious meal from the Centre. Parents/Guardians, who send bag lunches or snacks for children from home, must ensure all food is nut and peanut free and all bags and containers are labelled with the child’s first and last name. Lunches packed from home should also include a labelled ice pack.

At times, Public Health may determine that food cannot be brought from home. During these circumstances, the Centre will follow all Public Health guidelines and directions.

Child Care and Early Years Act (CCEYA) regulation ss.45 (1) (a.1.1)

## **ALLERGIES**

Anaphylaxis is a severe, life-threatening allergic reaction that affects multiple body systems resulting in breathing difficulty and a drop in blood pressure.

Although the peanut is by far the most frequent allergen causing anaphylaxis in all children, it is certainly not the only one. In addition to peanuts, cow's milk, eggs, fish, sesame seeds, shellfish (crustaceans and molluscs), soy, tree nuts (almonds, brazil nuts, cashews, filberts or hazelnuts, macadamia nuts, pecans, pine nuts, pistachios, walnuts) and wheat, as well as bee stings, have been identified as the most likely to cause severe anaphylactic reactions in Canadians.

The childcare program recognizes that some students are at risk to experience severe anaphylactic reactions to common allergens. Such allergic reactions could conceivably be life-threatening.

While we cannot guarantee an allergen-free environment, the child care program in accordance with "Sabrina's Law: An Act to Protect Anaphylactic Pupils", shall make every reasonable effort to:

- reduce the risk of exposure to anaphylactic causative agents in classrooms and common areas;
- ensure that personnel are aware of which students within the centre population have been identified as being at risk to experience severe anaphylactic reactions; and
- Implement procedures necessary to intervene effectively in the event of an anaphylactic emergency.

Recognizing the importance of a safe environment for all children, the educators, students and volunteers of HWCCCC will attempt to take the necessary precautions to protect children from allergic reactions. Parents/Guardians must keep educators up-dated on a child's allergies and together they will develop a plan, which may include an anaphylactic plan and identify the appropriate course of action in the event of an allergic reaction.

Children's special dietary needs and allergies are posted in the cooking and serving areas as well located on the daily attendance that travels with the educators and children to the playground, and on field trips.

## **ROLE OF PARENTS IN PROGRAM**

Ongoing communication between educators and parents/guardians is essential to ensure that a program is meeting a child's needs. Educators are expected to communicate with parents/guardians daily to inform them about their child's day at the Centre. Important events or issues that arise in a child's life often impact on them in different ways. It is important for educators and parents/guardians to establish open communication to ensure that information that may assist the child at the Centre is shared freely.

We believe that parents/guardians are our partners in ensuring quality child care, and we encourage their involvement at the Centre; volunteering to help on a trip, at a special event and in other ways help to make the Centre stronger.

**It is essential that centre files be kept up to date. Parents/ Guardians must notify the Centre immediately of any changes to telephone numbers or any other information on the registration form.**

### **Parent Code of Conduct**

We all have the right to be safe and feel safe in our Centres and Programs. Hamilton-Wentworth Catholic Child Care Centres is compliant with the requirements of the Occupational Health and Safety Act, as amended by Bill 168. We strive to keep our environment free from harassment and violence. All parents/guardians must agree with, and adhere to the terms of our Parent Code of Conduct.

We believe that adults have the responsibility to act as role models, using appropriate behaviour at all times. Individuals engaging in inappropriate behaviour such as:

- Harassment and bullying
- Intimidation
- Threats
- Belittling, disrespect, yelling/raising of voices, inappropriate language
- Violence, physical abuse or assault of any kind towards children, parents, educators, centre leads, directors, and community partners

Any of the above will result in immediate intervention up to and including the family's immediate withdrawal from the Centre and/or police intervention. Hamilton-Wentworth Catholic Child Care Centres has zero tolerance for inappropriate behaviour.

Hamilton-Wentworth Catholic Child Care Centres appreciates your support in keeping our environments healthy and safe.

### **Confidentiality Notice for Families**

Information shared with families from HWCCCC through email and the Daily Wonders App, including any attachments or material, is intended for the use of the individual receiving it and may not be distributed, copied, or disclosed to other unauthorized persons. This includes posting to social media. This material may contain confidential or personal information that may be subject to the provisions of the Freedom of Information and Protection of Privacy Act, the Municipal Freedom of Information and Protection of Privacy Act or the Personal Health Information Protection Act. Thank you for your co-operation and assistance.

## **PROCESS FOR EXPRESSING CONCERN**

Educators will be proactive in soliciting feedback regarding the quality of service provided to users of their Centre and will deal with complaints in a professional, respectful and timely manner. A collaborative approach to problem solving will be utilized to resolve all complaints.

We encourage all clients to review our attached Parents Issues and Concerns Policy and Procedures our visit our website [www.hwcccc.ca](http://www.hwcccc.ca) .

## **Parent Issues and Concerns Policy and Procedures**

### **Purpose**

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

### **Definitions**

*Licensee:* Hamilton Wentworth Catholic Child Care Centres (HWCCCC) is responsible for the operation and management of each child care centre it operates

*Educator:* Individual employed by HWCCCC

## **Policy**

### **General**

Parents/guardians are encouraged to take an active role in our child care centres and regularly discuss what their child(ren) are experiencing with our educators. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and educators, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our educators 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 and will be followed up in a timely manner. 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 1 business day. 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, educators, 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 organization 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, or educator feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to our management team.

**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/childrensaidthereportingabuse/index.aspx>

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Educator and/or Licensee in responding to issue/concern:
<p><b>Program-Related</b></p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- Classroom Educator</li> <li>or</li> <li>- the Pedagogical Lead</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised; or</li> <li>- arrange for a meeting with the parent/guardian within 1 business days.</li> <li>- Provide contact information for the appropriate person if the person being notified is unable to address the matter.</li> <li>- Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days</li> </ul> <p>Document the issues/concerns in detail.</p> <p>Daily Journal Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who raised the issue/concern;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> <p>Complaint Escalation Form: If the in-class educator or Centre Lead is unable to deal with the concern/issue they should complete a Complaint Escalation form (Inclusive of all information above) and email it to the appropriate member of the management team. A copy of the form should be included in the child's file, and a notation placed in the daily journal.</p>
<p><b>General, Agency- or Operations-Related</b></p> <p>E.g: fees, placement, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- the Operational Lead</li> <li>or</li> <li>- Director of Program Development</li> </ul>	
<p><b>Staff-and/or Licensee-Related</b></p> <p>E.g: conduct of provider, agency head office staff, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the Operational Lead</li> <li>or</li> <li>- Director of Program Development</li> </ul> <p>All issues or concerns about the conduct of the provider or educator that puts a child's health, safety and well-being at risk should be reported to the Director of Program Development as soon as parents/guardians become aware of the situation.</p>	
<p><b>Related to Other Persons Premises</b></p> <p>E.g: Other Parents or contractor</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- the Operational Lead</li> <li>or</li> <li>- Director of Program Development</li> </ul>	<p>Complaint Escalation Form: If the in-class educator or Centre Lead is unable to deal with the concern/issue they should complete a Complaint Escalation form (Inclusive of all information above) and email it to the appropriate member of the management team. A copy of the form should be included in the child's file, and a notation placed in the daily journal.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the person responsible for supervising the volunteer or student</li> <li>or</li> </ul>	

**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 Executive Director or Board of Directors.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 must 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:**

Director of Program Development, Gayle Reece: (905)525-2268 ext.1713 or [gayle.reece@hwcdsb.ca](mailto:gayle.reece@hwcdsb.ca)

Executive Director, Carrie Horn: (905)525-2268 ext.3285 or [carrie.horn@hwcdsb.ca](mailto:carrie.horn@hwcdsb.ca)

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



## **FIELD TRIPS & OFF SITE ACTIVITIES**

As a part of our regular programming, off-site activities that compliment our curriculum may be planned. Parents/Guardians must sign a consent form prior to their child participating in the off- site activity. Children will not be allowed to attend without a signed consent form. In the event that a child does not have permission to attend a field trip or off- site activity, parents/guardians will be expected to find alternate care for their child for that day. Everyday trips around the neighbourhood do not require permission slips. At this time, there is no cost for field trips. Parents will be notified if this changes.

## **STUDENTS/VOLUNTEERS**

- HWCCCC encourages strong curriculum links between our programs and affiliated schools.
- It is our policy to provide training whenever possible for students in this field or in other related fields.
- Students and volunteers are subject to educator rules, regulations and policies, will never be left alone and will be supervised by an educator at all times.

## **HEALTH AND ADMINISTRATION OF DRUGS**

1. Prescription Medications must be provided in their original container as supplied by a pharmacist and must be labelled with:
  - The child's name and Doctor
  - The name of the drug
  - DIN number
  - The dosage of the drug
  - The date of purchase and expiry date
  - Instructions for storage and administration
2. Non-prescription drugs will only be administered with a doctor's note stating why the drug is needed and accurate instructions. The seal on the medication must not be broken when given to the Centre. The bottle must be labelled with:
  - The child's name and Doctor
  - The name of the drug
  - DIN number (if applicable)
  - The dosage of the drug
  - Expiry date
  - Instructions for storage and administration
3. Topical cream such as diaper cream and sunscreen will also be applied at the request of the parent. Topical agents must be in the original container and be labelled with the child's name. An authorization of administration form giving clear instructions, signed by the parent/guardian will need to be completed.

***To facilitate prompt administration of asthma and other emergency medications, a written procedure outlining where the medication is to be stored and how the medication is to be administered (e.g. self-management and administration) will be developed in consultation with the child's parents/guardians and physician).***

## **ILLNESS/INJURY OF A CHILD**

Communicable diseases can be spread quickly in a setting where children play closely together. It is very important to assess your child prior to bringing him/her to the child care facility. When your child is ill, they must be kept at home until they are **symptom free**. Sending your child to the Centre when they are ill exposes other children and makes them vulnerable to the illness.

This policy on illness has been developed in consultation with the Public Health Department

You should not bring your child to the centre if they have:

- **VOMITING OR DIARRHEA** (diarrhea is 3 or more loose, watery bowel movements within 24 hours)
- **FEVER** (i.e. temperature above 38 degrees Celsius or 100.4 degrees Fahrenheit)
- **EARACHE** or any drainage from the ear
- **EYE IRRITATION** with discharge or redness
- **RASHES or SKIN IRRITATIONS**
- **SORE THROAT**
- **EXCESSIVE COUGHING**

### **IF YOUR CHILD CANNOT TAKE PART IN ALL OF THE USUAL ACTIVITIES, THEN THEY ARE TOO ILL TO BE AT CHILDCARE**

In addition, if your child is given a prescription by their doctor, **the child should be on the medication for at least 24 hours, free of fever, diarrhea and vomiting before they return to the centre.**

***Each child's situation will be reviewed individually by the Centre Lead.***

Should your child become sick while at the centre, you will be notified and suitable arrangements **must** be made for returning them home. If you are unable to pick your child up, then your designated contact person will be notified.

Before re-admission to the Centre after an infectious disease, or an absence of more than 3 days, the child's parent may be required to provide a written note from a physician verifying the child's health.

A school -aged child who becomes ill during school will not be allowed to attend the Child Care Program. School staff are responsible for contacting parents regarding the child's illness.

**Proper hand washing has been shown to be the most effective way to prevent the spread of germs and/or infections. Children will be encouraged to thoroughly wash their hands upon entry to the program and at various times throughout the day.**

### **Head Lice**

Children who have had head lice are not admitted back into the program until they have had one full treatment for head lice and are free of live nits.

## **ENSURING A PROGRAM MEETS A CHILD'S NEEDS**

We strive to meet the needs of all children and will work with parents/guardians and community partners to try to ensure a program meets a child's needs. We do this by employing well-trained, caring educators who create an environment that is educational, supportive, stimulating and inclusive.

On-going communication between educators and parents/guardians is essential. If at any time a child is having difficulty in a program the following are appropriate procedures to develop a program to try to ensure success:

- The educators communicate with the child directly
- The educators seek support from the lead and/or other educators
- The educators reviews concern with the parent(s)/guardian(s)
- The educators review the situation as a team and develops a consistent response.
- A conference involving parent(s)/guardian(s), educators, Leads is scheduled to discuss concerns and set direction or strategies; a date for review should be set at this time
- At any point, educators as well as parents may consider the involvement of outside agencies or professionals where this would be appropriate.

These procedures are not necessarily always followed sequentially; the appropriate intervention or strategy may depend on the severity of the occurrences or behaviours.

Group care is not necessarily appropriate for all children.

HWCCCC reserves the right to suspend or terminate a child from a program:

- If the child continues to have difficulty in a program after appropriate measures, as outlined above, have been followed
- If their behaviour is so disruptive that it inhibits the participation of other children in Centre activities.

## **CHILD GUIDANCE**

In order to support the growth and development of all children in our care, their behaviour will be addressed using positive, age-appropriate methods based on current child development and early learning practices and in compliance with the Child Care and Early Years Act. All HWCCCC educators must manage children's behaviour in ways that support the child to learn and grow.

### **Guidance Techniques for Young Children**

- Children will be guided in a positive manner that is appropriate to their age and developmental level.
- Guidance will assist children to learn self-discipline and appropriate behaviours.
- Limits or rules of an activity or play area will be clearly outlined to all children and will be repeated as needed.
- Regular staff intervention will be in the form of praise, hugging, encouraging comments and reminders to children.
- Staff will use soft, supportive voices, model acceptable behaviour and not discuss the children's behaviour in their presence.
- Children in attendance will be supervised at all times.
- Snacks/meals – children will be encouraged to feed themselves and to taste all foods. Force-feeding or the withholding of any food or drink is not permitted.
- Rest time – children will rest each day after the noon meal. Anyone unable to sleep after one hour will be allowed to play quietly under supervision.
- Washroom – children will be assisted through the washroom routine according to the amount of adult help they require. Hands must be washed after going to the bathroom and before eating.
- Transitions: children will be streamed into small groups to the washroom, cloakroom and sleep room and will not be made to wait without teacher directed activities. (E.g. holding circle). Lining up should be discouraged.
- If any staff feels they are losing patience with a child or a situation, it is important to ask for help or relief. This is not viewed as a weakness but rather a professional behaviour. Lack of patience or frustration should never be a reason to penalize a child

The following techniques will be used with young children:

- Wherever behaviour is attention seeking it will be ignored unless it poses a potential danger.
- Children will be given clear direction regarding limits of the play area or routines.
- Children unable to comply will be re-directed to another activity.
- Children will be given a choice of two or three alternative activities.
- Staff will acknowledge the child's feelings.
- Staff response to behaviour will be in a soft, supportive voice.

## **Guidance Techniques for School Age Children Include:**

- Developing house rules with input from the children, to ensure the personal rights and safety of each child are protected. The house rules should be posted in large print at the child's level. (The School Code of Behaviour should be referenced in the house rules.)
- Discussing the house rules with each child as an orientation to the program and reviewing them with the group regularly. Parents must also be informed and kept up to date about the rules.
- Adapting the house rules to respond to the current needs of the children with clearly defined consequences for non-compliance. The children should be given an opportunity to give input into the appropriate types of consequences.
- Giving the children an opportunity to develop problem-solving skills. (i.e. "How could you have handled that differently?" "What do you think you should do to handle this problem?")
- Giving the children appropriate opportunities to demonstrate independence and responsibility.
- Providing positive feedback to children.

## **Prohibited Practices**

### No staff, volunteer or student shall use:

- corporal punishment
- physical restraint of a child, such as confining the child to a high chair, care 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 the child from hurting himself, herself or someone else, and is used as a last resort and only until the risk of injury is no longer imminent
- locking the exits of the child care centre premises for the purpose of confining a 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 organization's emergency management policies and procedures
- 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
- depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- inflicting any bodily harm on children including making children eat or drink against their will

## Canada-wide Early Learning and Child Care (CWELCC)

The Government of Canada has identified child care as a national priority to enhance early learning and childhood development, support workforce participation and contribute to economic recovery. Funding under the Canada-Wide Early Learning and Child Care Agreement (CWELCC) will be used to build and leverage the success of Ontario’s existing early learning and child care system by increasing quality, accessibility, affordability and inclusivity in early learning and child care for children ages 0-5 years.

### HWCCCC has opted-in to the Canada-Wide Early Learning & Child Care (CWELCC).

Base fees are mandatory fees charged to all parents that are required for a child to attend a HWCCCC program; which includes a registration fee. Non-base fees include additional charges such as late fees and bank service charges; and therefore, these will not be subject to further reductions under CWELCC. Actively registered families had their base child care fees reduced by 25% on November 28, 2022, and will additionally be reduced by another 37% on January 1<sup>st</sup>, 2023. This represents a total reduction of up to 52.75% of our base fees. No fees can be reduced to less than \$12.00/day at any time.

The chart below provides a summary of the new rates that will come into effect as part of Phase 2 of this multi-phased, multi-year program.

Please note, these rates only apply to Infant, Toddler, Preschool and Kindergarten children.

Age Group	Daily Base Rate 5 days per week			Daily Base Rate Less than 5 days per week <small>(Minimum of 2 days per week except for infant care)</small>		
	Pre-CWELCC Reduction	25% CWELCC Reduction	52.75% CWELCC Reduction	Pre-CWELCC Reduction	25% CWELCC Reduction	52.75% CWELCC Reduction
Infant	\$60.00	\$45.00	\$28.35	\$62.00	\$46.50	\$29.30
Toddler	\$50.00	\$37.50	\$23.63	\$52.00	\$39.00	\$24.57
Preschool	\$44.00	\$33.00	\$20.79	\$46.00	\$34.50	\$21.74
Kindergarten - Before School	\$14.00	\$12.00	\$12.00	\$16.00	\$12.00	\$12.00
Kindergarten – After School	\$18.00	\$13.50	\$12.00	\$20.00	\$15.00	\$12.00
Kindergarten – Before & After	\$25.00	\$18.75	\$12.00	\$27.00	\$20.25	\$12.76
Kindergarten – Full Day	\$42.00	\$31.50	\$19.85	\$44.00	\$33.00	\$20.79
School Age – Before School	\$12.00	N/A	N/A	\$14.00	N/A	N/A
School Age – After School	\$16.00	N/A	N/A	\$18.00	N/A	N/A
School Age – Before & After	\$22.00	N/A	N/A	\$24.00	N/A	N/A
School Age – Full Day	\$41.00	N/A	N/A	\$43.00	N/A	N/A

**\*\*The City’s Child Care Affordability Plan for children 0-3.8yrs (\$10.00 a day reduction) no longer applies to any age group.**

## **FEE PAYMENT**

HWCCCC base fees for child care services are based on the ongoing costs of operations and the cost of other comparable child care programs.

Fees are paid to HWCCCC by pre-authorized payment (PAD). A childcare fee schedule will be provided in the registration package when you enroll child. Updates and changes will be emailed to families when required.

**Payments are due prior to care with Hamilton Wentworth Catholic Child Care Centres (HWCCCC)**

### **NSF FEES (Non-base fee)**

A returned pre-authorized payment (PAD) fee will be charged for any PAD that is returned by your Financial Institution. After two returned PADs you will be required to make your child care payments by certified cheques or money orders.

**Child care fees will remain the same** should a child be absent from the child care centre, regardless of whether the absence is caused by illness, vacation or for any other reason.

There will be no reductions to fees for days when the Centre is closed due to statutory or recognized holidays, or if the Centre is closed due to weather (will close when the schools are closed due to inclement weather) or other emergency circumstances.

***Note: All Centres will be closed for Christmas Day, Boxing Day, New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, and Thanksgiving \* Fees will remain the same\****

## **OVERDUE FEES**

The finance department will:

- Speak to parents with any concerns with regarding their accounts

## **EMERGENCY MANAGEMENT POLICY AND PROCEDURES**

Each child care centre will follow the school's emergency management policy and procedure.

Staff will ensure that all children are kept safe, are accounted for and are supervised at all times during an emergency situation.

If the school is needing to be locked down, information will be posted on the school website at [www.hwcdsb.ca](http://www.hwcdsb.ca). We ask that you do not call the school; updates will be provided when available.

If we need to evacuate the building, the following steps will be taken:

1. Children will be re-located to their designated emergency shelter location
2. Staff will bring emergency contact information and all emergency medications with them
3. Once the children are settled in the new location, child care staff will contact parents to inform them of our re-location and provide further direction
4. Parents will be given the option to pick up their child early or at regular dismissal time if permit



## **Program Statement:**

Hamilton Wentworth Catholic Child Care Centres exists so that children are nurtured and families are supported.

We are committed to providing quality learning programs within Catholic School environments. Our child care programs are in keeping with the fundamental characteristics and objectives that distinguish Catholic Schools and complement the programs of Hamilton Wentworth Catholic District School Board. We partner with the schools to share resources, information and skills to provide smooth transitions for younger children and consistent days for school-age children.

Early Years and Child Care programs in Ontario are governed by the Ministry of Education. The Ministry of Education's document "How Does Learning Happen?" is the framework that guides our policies, procedures, and daily practices. This document identifies four foundations that form the basis for our pedagogy:

- **Belonging** refers to a sense of connectedness to others, an individual's experience of being valued, of forming a variety of relationships and making contributions as part of a group, a community and the natural world
- **Well-Being** addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.
- **Engagement** suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem-solving, creative thinking and innovating which are essential for learning and success in school and beyond.
- **Expression** – communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem-solving and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy. (How Does Learning Happen? 2014).

The four foundations should not be viewed as separate elements but components that together, contribute to quality learning environments. This guiding document does not provide or support a prescribed structured curriculum. Rather, quality programs should be growing, evolving based on the interests and needs of the children. Programs should also be reflective of the children - their ages, culture, language, geography and families.

## Our Guiding Principles

Goals	Approach
<p>We believe that children are competent, capable, curious and rich in potential. Our programs strive to:</p> <ul style="list-style-type: none"> <li>• encourage children to interact and communicate in a positive way and support their ability to self-regulate by observing and role modeling problem- solving techniques.</li>   <li>• foster the children’s exploration, play and inquiry by offering a variety of materials and play experiences.</li>   <li>• provide child-initiated and adult-supported experiences that are open ended, varied, and rich in content.</li>   <li>• plan for and create positive learning environments and experiences which are inclusive of children with individualized plans, in which each child’s learning and development will be supported through observations, documentation, and reflection.</li> </ul>	<ul style="list-style-type: none"> <li>• Our learning environments support children’s self-regulation and their ability to deal with stress. Some strategies used include being responsive, encouraging, calm and empathetic. Educators provide quiet space for self-reflection and are aware of the environment to support the children’s individual needs (noise levels, lighting).</li>   <li>• Our educators provide environments and experiences that foster materials that are open ended, provide children the opportunity for exploration, investigation and the opportunity to be co-learners and planners within their environments.</li>   <li>• While working closely with our children, educators encourage children to expand on their current knowledge while providing opportunities to extend their learning. Children are encouraged to follow their interests through music, role playing, language, literacy, physical literacy, nature, science, technology, construction and sensory experiences.</li>   <li>• Children and families will be greeted by name upon arrival. Children will be provided with environments that are positive and provide rich experiences that promotes their growth as a learner. Indoor and outdoor classrooms will provide elements of variety and will involve an element of risk appropriate for the children’s age. Educators will model appropriate behaviours for children and families. Educators will plan activities and opportunities by responding to the children’s interests, needs through their daily observations. Documentation will be prepared based on our educator’s daily observations.</li> </ul>

**Our programs promote the health, safety, nutrition, and well-being of the children.**

- Educators conduct daily health checks on all children. Children's allergies, food preferences, and medical conditions/requirements are posted. Supervision of children will respect to their developmental stages and ages (close proximity, scanning of the environment...). Attendance will be taken with times recorded upon children's arrival and departure from a program.
- Menus will be developed that are diverse in culture and incorporate "Eating Well with Canada's Food Guide". Menus will be posted for the current and following week. Meals will have 4 food categories and snacks a minimum of two categories
- Educators will follow and post instructions from parents regarding dietary requirement/preferences. Feeding children under one year of age, will be in accordance to written instructions from a parent/guardian. Drinking water will be readily available for all children at all times. Educators will follow parent's instructions for sleep/rest. Transitions throughout the day should be seamless with minimal disruptions to the program. Lining up should be discouraged.
- Educator interactions will be monitored on an ongoing basis with a minimum of two written observations per year to ensure all areas of the program are consistent with our program statement and our beliefs about adult-child interactions.
- If any educator feels they are losing patience with a child or a situation, it is important to ask for help or relief. This is not viewed as a weakness but rather a professional behaviour.
- **The following practices are prohibited:**
  - corporal punishment of a child
  - abusing a child physically, verbally, emotionally, using physical constraint or causing any bodily harm.
  - deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect.
  - Depriving the child of basic needs including food, shelter, clothing or bedding.
  - Locking the exits for the purpose of confining a child.

	<ul style="list-style-type: none"> <li>Using a locked or lockable room or structure to confine the child if he or she has been separated from other children.</li> </ul> <p>Any educator, student, or volunteer observed engaging in a prohibited practice will face disciplinary action as outlined in our Discipline Policy.</p>
<p><b>Our programs incorporate indoor and outdoor play, as well as active play, rest and quiet time, giving consideration to the individual needs of the children.</b></p>	<ul style="list-style-type: none"> <li>Educators provide at least 2 hours of outdoor play time per day (weather permitting) for programs operating 6 hours per day or more. Appropriate checks are completed to make sure outdoor and indoor play spaces are safe from any hazards prior to children using the areas. Educators offer a variety of play materials both indoor and outdoor. Children will have opportunities for big body play as well as opportunities for risk play that is appropriate to each child's development.</li> <li>Children are offered a quiet, relaxing, environment that encourages the children to rest/sleep. Educators will follow parent's instructions for sleep/rest.</li> </ul>
<p><b>HWCCCC believes that families are active contributors to their children's learning and are key to their early learning and development.</b></p>	<ul style="list-style-type: none"> <li>Educators will support positive and responsive interactions among children, parents, and educators through open communication and feedback.</li> <li>Educators will foster the engagement of ongoing communication with parents about the program and their children through daily verbal feedback, parent surveys, newsletters, parent information boards, program website, and pedagogical documentation throughout the classrooms. We will provide opportunities for families, educators, and children to gather at events such as BBQs, Open Houses, etc.</li> <li>Parents are encouraged to participate in the programs by bringing in materials, recipes, books and freely share knowledge about their home, culture, traditions and family.</li> <li>Families are encouraged to have a voice in our learning environments to support children's understanding of the world.</li> </ul>

**Our organization will employ caring, supportive educators committed to continuous professional learning and to working together with the families, the school, the parish and community partners to better support our children and their families.**

**Involve local community partners and allow those partners to support the children, their families and educators**

**Document and review the impact of our goals and strategies have on our children and families.**

- Educators will hold themselves accountable to the standards of their profession and will use the CCEYA, the College of ECE's Code of Ethics to guide their decisions and practice.
- Pedagogical Leads will provide mentoring and encourage the teams to use the lenses of the four foundations as they develop their programs through conversations, meetings, observations and plans to support their understanding of the program statement. Tools such as Reflective Practice guides will be used to help individuals as well as teams in their growth. Educators will share information about community supports and resources with families. Educators will participate in school in-take meetings to support children with special needs
- Our organization will support all educators in relation to professional learning by providing opportunities for mentoring, educator training and development, and memberships to professional organizations.
- The Program statement will be an ongoing agenda item at monthly team meetings, with 1-2 times per year a meeting dedicated to the program statement. Each educator has a reflection binder with the program statement where they are encouraged to share their reflections, experiences...
- We are committed to nurturing ongoing partnerships with our local community agencies. This sense of community collaboration and engagement happens through supporting local events, offering our facilities for meetings, observations, workshops, and to collaborate together as partners to ensure individual needs of families, organizations and the community are being nurtured.
- Policies, practices, approaches and documents are reviewed, reflected and revised on an ongoing basis. Documents are signed annually and revisited with educators, volunteers and students when any revisions are made.