

***Directly Operated***  
***Early Learning and***  
***Child Care Centres***

## ***Family Guide***



***Providing quality care since 1985***

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## Table of Contents

### 1.0 GENERAL INFORMATION

Page 2	Welcome Message
Page 2	Directly Operated Child Care Programs Purpose Statement
Page 3	<i>How Does Learning Happen?</i> , Ontario's Pedagogy for the Early Years
Page 3	Program Statements
Page 3	Ontario Ministry of Education Licensing and Quality Assurance Branch
Page 4	Program Staff
Page 4	Students and Volunteers

### 2.0 PROGRAM ADMINISTRATION

Page 5	Canada Wide Early Learning and Child Care System, Fees, and Billing
Page 5	Child Care Fee Subsidy
Page 6	Program Closures
Page 6	Admission and Discontinuation of Service
Page 6	Waiting List Policy
Page 7	Family Concern and Complaint Process
Page 7	Lillio – The Childcare App
Page 8	Safe Arrival and Departure

### 3.0 HEALTH AND WELL-BEING OF CHILDREN

Page 8	Sanitary Practices and Infectious Disease Control
Page 9	Ill Children
Page 9	Drug and Medication Administration
Page 10	Allergies and Medical Needs
Page 11	Emergency Management
Page 11	Off-Premises Activities
Page 12	Supervision of Children
Page 12	Prohibited Practices
Page 12	Inclusion of Children with Differing Abilities
Page 13	Nutrition and Menu Planning

### 4.0 FREQUENTLY ASKED QUESTIONS

Page 13	FAQ's
---------	-------

### 5.0 APPENDICES

Page 15	Safe Arrival and Dismissal Policy
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### 5.0 RESOURCES

Page 18	Resources
Page 19	Children's Services Program Listing

## Welcome Message

Welcome to the District of Parry Sound Social Services Administration Board and the Directly Operated Child Care Programs. We directly operate a variety of child care programs to support your family including Early Learning and Child Care Centres, Home Child Care Program, EarlyON Child and Family Programs, and Inclusion Support Services. For more information on any of these or other services please contact the program supervisor, and they will gladly help you.

Our Early Learning and Child Care Centres offer quality learning opportunities based on the belief that children are “competent, capable of complex thinking, curious, and rich in potential”. (*How Does Learning Happen? Ontario’s Pedagogy for the Early Years*, p.6). Our programs value and build on each child’s individual strengths, interests, and abilities, while being grounded by the six principles found in the publication *Early Learning for Every Child Today: A framework for Ontario early childhood settings* (*ELECT 2007*):

Principle 1: Positive experiences in early childhood set the foundation for lifelong learning, behaviour, health, and well-being.

Principle 2: Partnerships with families and communities are essential.

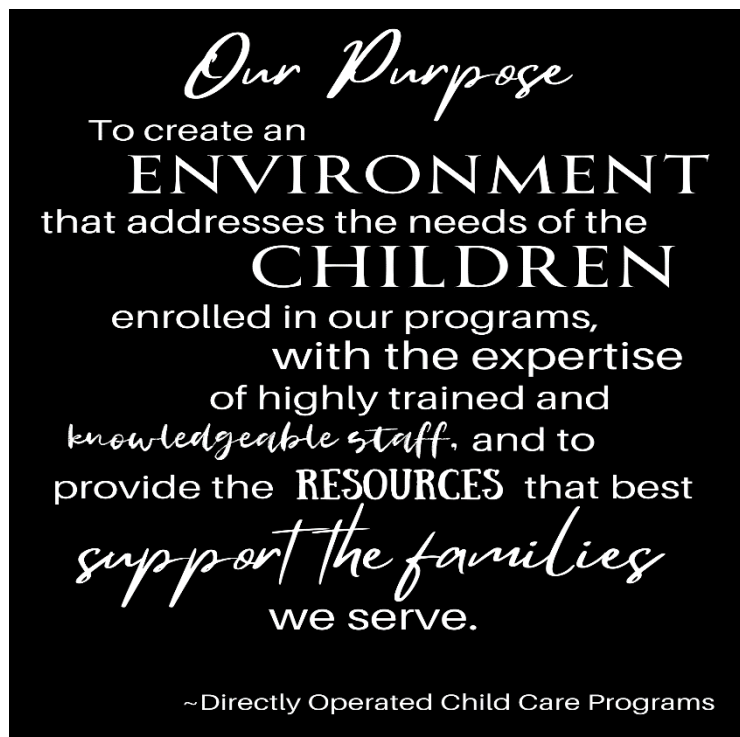
Principle 3: Respect for diversity, equity, and inclusion is vital.

Principle 4: An intentional, planned program supports learning.

Principle 5: Play and inquiry are learning approaches that capitalize on children’s natural curiosity and exuberance.

Principle 6: Knowledgeable, responsive, and reflective educators are essential.

(ELECT, pp.7-20)



## **How Does Learning Happen? Ontario's Pedagogy for the Early Years**

The Early Learning and Child Care Centres plan and implement programs based on the foundations contained in the Ontario Ministry of Education document *"How Does Learning Happen? Ontario's Pedagogy for the Early Years"* (HDLH 2014) which states:

"Children are competent, capable of complex thinking, curious, and rich in potential. They grow up in families with diverse social, cultural, and linguistic perspectives. Every child should feel that he or she belongs, is a valuable contributor to his or her surroundings, and deserves the opportunity to succeed. When we recognize children as capable and curious, we are more likely to deliver programs and services that value and build on their strengths and abilities." (HDLH, 2014)



### **Program Statements**

Each Early Learning and Child Care Centre has an individual Program Statement that is reflective of the centre's current philosophy, values, and daily program practices. The Program Statement is regularly reviewed and updated as programs evolve based on the most current research and feedback from families, staff and other professionals supporting the child care program. You will be provided with a Program Statement when you enroll your child in one of our programs and following significant revisions or you can visit <https://www.psdssab.org/index.php/our-programs/childrens-services/licensed-child-care-centers/>.

### **Ontario Ministry of Education Licensing and Quality Assurance Branch**

As licensed early learning and child care programs, each centre is bound by legislative and regulated requirements as set out under the Child Care and Early Years Act, 2014 (CCEYA) and Ontario Regulation 137/12 (O.Reg.137/15). Ministry of Education program advisors assess compliance with the licensing requirements during annual inspections of each program. For further information on the licensing requirements and process please visit <http://edu.gov.on.ca/childcare/>.

Each licensed early learning and child care centre receives additional inspections from the North Bay Parry Sound District Health Unit to ensure that all health and safety regulations set out by the Ontario Ministry of Health are followed.

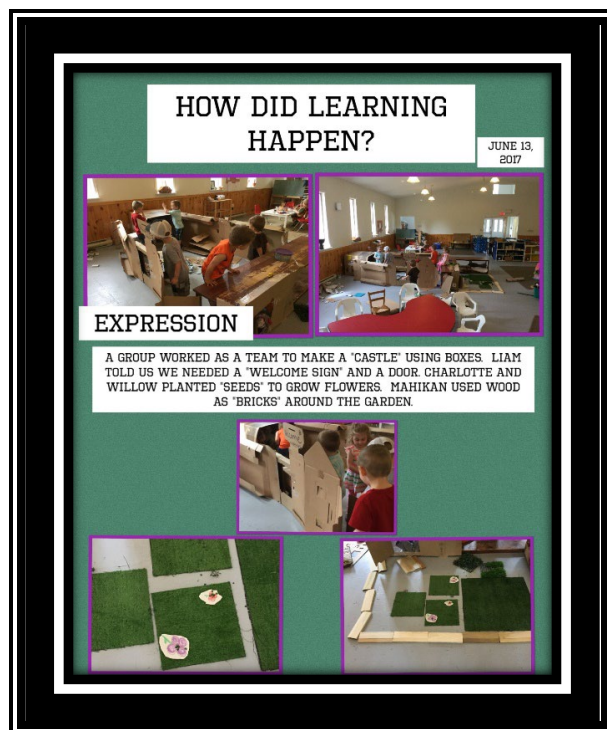


## Program Staff

All program staff participate in ongoing professional development throughout the year to enhance their skills and knowledge. Each program has Registered Early Childhood Educators (R.E.C.E.) that are members of the *College of Early Childhood Educators* which is a regulatory body formed to protect the public interest and focus on quality and standards in the field of early childhood education. As well as educators, each program has a housekeeper and a cook that is trained in nutritious menu planning and safe food handling. All program staff are required to complete a Vulnerable Sector Check through the local police department and be certified in Standard First Aid and Infant/Toddler CPR.

## Students and Volunteers

Our programs support local Community College Students, High School Co-Op Students and Community Volunteers. All students and volunteers are required to complete a Vulnerable Sector Check or a Criminal Record Reference Check and review the applicable policies and procedures prior to commencement of their placement. Students and Volunteers are always monitored by program staff.



## Program Administration

### Canada Wide Early Learning and Child Care System (CWELCC)

In July 2022, all the DSSAB Directly Operated Early Learning and Child Care Centres opted-in to the Canada Wide Early Learning and Child Care System (CWELCC). Fee reduction through the CWELCC is for children under six years of age (and any child who turns six years old between January 1<sup>st</sup> and June 30<sup>th</sup> in that calendar year). The first required fee reduction came into effect July 1, 2022, and a further fee reduction took effect on December 30, 2022. The final required fee reduction to reach an average fee of \$10.00 per day will be made prior to September 2026.

#### **DIRECTLY OPERATED CHILD CARE CENTRE-BASED PROGRAMS PARENT FEE SCHEDULE**

##### **BASE FEES**

<b><u>DESCRIPTION</u></b>	<b><u>RATE</u></b>
F (Full Day)	\$27.41
H (Half Day)	\$17.96 (only if space allows)

##### **Non-Base Fees**

Late Pick-Up Fee (billed in 15-minute increments)	\$10.00
Non-Sufficient Funds (NSF)	\$25.00 (per occurrence)

1. Upon enrollment, families will turn on “autopay” through the Lillio (formerly HiMama) Application and input their preferred method of payment and banking information, either automatic withdrawal or credit card. A user fee may be applied to credit card payments.
2. Enrollment will be confirmed and families will be charged the parental daily rate for each day the child is enrolled regardless of the reason for any absences.
3. Families will have access to their monthly invoice in Lillio by the 12<sup>th</sup> day of the following month and payments will be applied on the 15<sup>th</sup> day of the month. Note, some financial institutions require 3-5 business days to process automatic withdrawals.
4. Income tax receipts for all payments received will be sent early the following year.
5. Failure to pay monthly child care fees will result in immediate suspension of child care services.
6. There will be a \$25.00 service fee charge for Non-Sufficient Funds (NSF) and failure to pay will result in immediate suspension of child care services.
7. Child Care programs require two-week written notice for any changes to the number of days enrolled or discontinuation of services.
8. Child care centre-based programs are unable to accommodate part-time and/or flexible scheduled care. Please check with our Home Child Care Program for space availability.

### **Child Care Fee Subsidy**

Child Care Fee Subsidy supports families that are deemed eligible based on the family’s income. Families can access the Online Application for Child Care Fee Subsidy (OLAF) by going to [www.psdssab.org](http://www.psdssab.org) and clicking on the OLAF Apply Now link OR you can contact the Child Care Fee Subsidy office at 705-746-7777/1-800-461-4464 ext. 5277 or email [subsidy@psdssab.org](mailto:subsidy@psdssab.org).

### **Program Closures**

1. All Directly Operated Early Learning and Child Care Centres will be closed on the following statutory holidays:

New Year's Day	Civic Holiday
Good Friday	Labour Day
Family Day	Thanksgiving Day
Easter Monday	Christmas Day
Victoria Day	Boxing Day
Canada Day	

2. In addition, all centres will be closed the week between Christmas Day and New Years Day. Families will be provided with a notice of exact dates of the Christmas Closure period in early December.
3. Families will not be charged for program closures.
4. Families will be notified by telephone should a centre need to close for emergency reasons. In this circumstance, if a parent or guardian cannot be notified, the identified Emergency Contact for that child will be called.
5. As declared by the Ministry of Education, child care programs may close up to one day per calendar year for staff professional training. Every effort will be made to notify families of this closure date and families will not be billed for program closures.

### **Admission & Discontinuation of Services**

1. It is strongly recommended that families visit the child care program prior to enrolling your child. Program supervisors and staff will be happy to provide your family with a tour of the program and discuss your care needs.
2. Each family must complete the Enrollment Package through the Lillio App and sign all required documents prior to the first day of care. *Please note, each child attending a child care program must have up-to-date immunizations or a letter of confirmation from the North Bay Parry Sound District Health Unit that an Affidavit of Exemption has been granted.*
3. Families will have 14 days from notification that a space is available to complete the enrollment process. After 14 days, the space may be offered to the next eligible family on the waiting list.
4. Once all required documentation has been reviewed, the program supervisor or staff member will contact the family to arrange a start date for your child.
5. Two weeks written notice is required any time your child care needs change including days and/or hours to attend, or discontinuation of services. If two weeks is not provided, you may be billed for the days enrolled up to 10 days to cover the notification period.
6. In order to accommodate families and maximize the spaces at the child care program, we are unable to accommodate part-time and/or flexible care schedules. Any current part time families will be asked to either increase the number of days or change the days being used.

### **Waiting List Policy**

The child care program strives to meet the needs of the children and their families to make space available as soon as possible, but from time to time the child care program may have a waiting list for



services due to high demand in a particular age group. We will never charge a fee to be placed on the waiting list and placement will depend on the following priorities:

- Children currently enrolled and needing to move to the next age group
- Siblings of children currently enrolled
- Families requiring full-time care
- Families requiring part-time care depending on space availability
- Families requiring irregular scheduled care as space allows and must meet age criteria for each program.

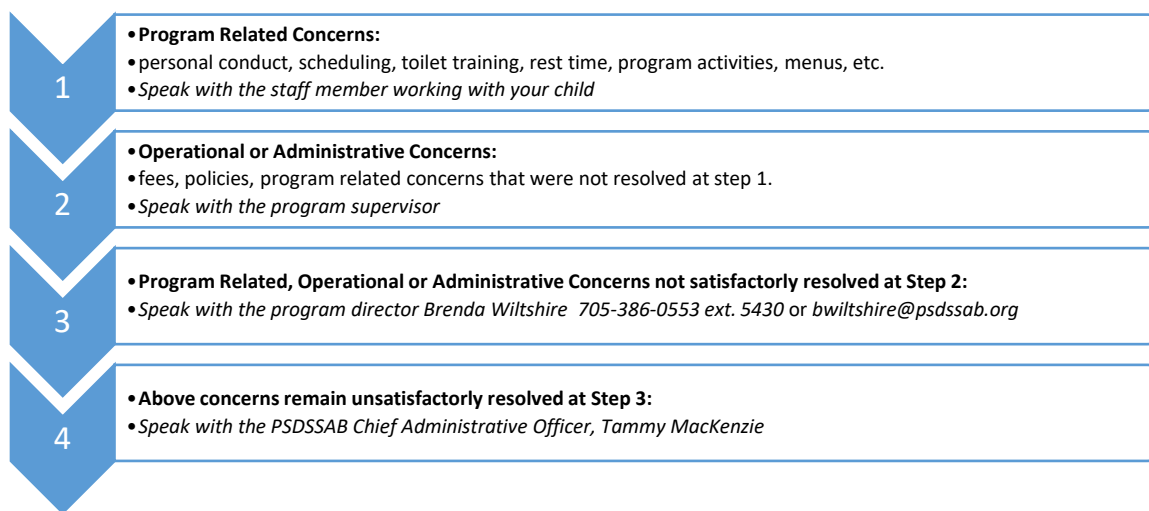
Families where both parents are working and/or attending school on a full-time basis, Monday – Friday, will be prioritized.

*Please Note: Children in emergency or crisis situations may be enrolled immediately as space is available.*

Families may contact the program supervisor to inquire their child's placement on the waiting list and will be given the information in a manner that maintains the privacy and confidentiality of the families listed.

### **Family Concern and Complaint Process**

All child care programs have a welcoming open-door environment where families are encouraged to take an active role in the program. Should a family have a concern about the program operations or administration, please bring them forward verbally or in writing and you will receive a response within 5 working days. If a resolution requires more time, the person who raised the concern will be kept informed throughout the process. Every effort will be made to protect the privacy of the families, children, staff, placement students and volunteers except where information must be disclosed for legal reasons, for example CAS.



Concerns related to a child care program's compliance with the regulations set out in the *Child Care and Early Years Act, 2014* must be reported to the Ministry of Education's Quality Assurance and Licensing Branch at 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca).

### **Lillio-the-Childcare App (Formerly HiMama)**

Each family will receive a welcome package and login information for the *Lillio-the Childcare App* when they enroll a child in a child care program. All Directly Operated Child Care Programs use the Lillio

Application to invoice and collect child care fees, therefore, families are required to download the application. This application also allows staff and families to relay information on the child's progress, daily activities, and other important documentation. It is at no additional cost to the family. Any family wishing to continue receiving information about their child's day without using the Lillio App will regularly receive written notices. Please continue to call or text the child care program to report absences and other time-sensitive information.

Please be aware that the child care programs use Lillio to enroll children, take attendance, record sleep times, track menu changes and other Ministry of Education required documentation for all children enrolled in the program. This information is confidential and will not be shared unless legally required to meet Ministry of Education regulations and licensing requirements.

### **Safe Arrival and Departure**

To ensure that your child is safely entering the child care program it is important that the family member dropping the child off escort the child in to the indoor or outdoor play space and speaks with a staff member to ensure a smooth transition.

At time of enrollment, each family will identify who may pick the child up at the end of the day in place of the parent or guardian, and in the case of an emergency where the parent or guardian cannot be reached. Each person identified on the Enrollment Form must be prepared to show photo ID upon pick-up or the child will not be released to their care.

From time to time a family may wish to add or remove, from the list, someone who is permitted to pick-up their child. You will need to contact the program staff or supervisor and make the changes **in writing**.

Please note, if a child is going to be absent on an enrolled day, please call or text the child care program in the morning to report the absence. Program staff will reach out to a family where a child does not arrive as expected and no prior notification is given.

*Please refer to the attached Appendices "Directly Operated Child Care Programs – Safe Arrival and Dismissal Policy"*

## **Health & Well-Being of Children**

### **Sanitary Practices & Infectious Disease Control**

Our child care program works closely with and is periodically inspected by the North Bay Parry Sound District Health Unit to ensure all health and safety regulations are adhered to. The child care program has developed rigorous cleaning protocols to assist with the control of infectious diseases within the child care environment. As well, each program has a housekeeper on staff to assist with deep cleaning and disinfecting of furniture, toys, and equipment.

Please remember to have your child's immunizations up-to-date following the recommendations of the North Bay Parry Sound District Health Unit and provide a copy of any updated immunization records to the child care program.

If a child care program is declared on "Outbreak" from a respiratory or enteric illness, each family will be notified in advance of care. The child care program will remain open unless otherwise instructed by the NBPSDHU and will follow an enhanced cleaning protocol. As well, staff may be required to wear face masks and eye protection during program hours.

Families will notify the child care program when their child is diagnosed with a communicable disease. The child care program must post a Communicable Disease Notice and notify families to watch for any symptoms. All communicable diseases must be reported to the NBPSDHU by the child care program.

### **III Children**

It is important to us that every precaution is taken to reduce the spread of diseases and infections.

**Families need to keep their child home and notify the centre if any of the following symptoms are present:**

- a) a fever,
- b) vomiting within the last 24-hour period,
- c) diarrhea within the last 24-hours,
- d) any discharge from the eyes and/or ears,
- e) a severe cough, runny nose and/or congestion,
- f) any undiagnosed skin rashes or infections; and/or,
- g) gastrointestinal infection.

If a child arrives to care with any of the above symptoms, families will be asked to return home and if the child develops symptoms during the day, families will be contacted and asked to pick their child up as soon as possible. Likewise, if you have administered any medication to your child for fevers or colds, please let the staff know upon arrival to the program. If your child has had a recent inoculation or is currently teething, let the staff know upon arrival to the program. *Children are expected to be able to fully participate in all indoor and outdoor activities throughout the day.*

### **Drug and Medication Administration**

1. Should your child require prescription medication to be administered during the time they are in care, speak to a staff member. The parent/guardian must complete and sign a Drug or Medication Administration Form before any medication will be given. All medication must be in the original pharmaceutical container with the prescription label identifying:

- ✓ The child's full name,
- ✓ The name of the drug or medication,
- ✓ Prescription number,
- ✓ The dosage of the drug or medication,
- ✓ Instructions for storage,
- ✓ Instructions for administration,
- ✓ The date of purchase or the medication; and
- ✓ The expiry date of the medication, if applicable.

2. In the case of non-prescription skin care products, such as diaper rash cream, insect repellent, sunscreen, lip balm, etc., written authorization from the parent or guardian is required and the product must be in the original container.

3. Where a drug or medication is to be administered to a child on an "as needed" basis (e.g. there is no specific schedule or time of day for administration), the drug or medication must be accompanied with a doctor's note or prescription label outlining the signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Authorization for Drug/Medication

Administration form must clearly indicate the situations under which the medication is to be given as outlined in the doctor's note/prescription label, including observable symptoms.

### **Allergies and Medical Needs**

Please identify to the program supervisor any life-threatening allergies or other medical needs your child may have so we can better support your family. The program supervisor will set up a meeting with you to discuss all the necessary precautions and procedures in case of an emergency. Every child with a life-threatening allergy or medical need will be issued a detailed emergency plan that will be posted in several locations within the child care centre, as well, any required training around first aid and specific emergency procedures will be completed prior to the child's first day of care. We strive to be peanut, tree nut, and latex free environments and ask families to not bring any outside food in to the program unless it is necessary for dietary and/or medical reasons.

The following strategies to reduce the risk of exposure to anaphylactic causative agents will be followed at all times by staff, placement students and volunteers:

- a) Child care programs will prohibit outside food from entering the program areas and staff, placement students and volunteers will wash their hands after consuming outside food and before entering program rooms.
- b) Child care programs that offer School Age Programming with bag lunches will create specific procedures to reduce exposure to anaphylactic causative agents and follow Directly Operated Child Care Programs Policy 3.12 Nutrition and Menu Planning (Bag Lunches) including but not limited to:
  - i. providing families with a list of prohibited food items including nuts, tree nuts, seeds, and peanut butter, based on the needs of the children in the group;
  - ii. program staff monitoring the contents of the bagged lunches, removing any prohibited items to be returned to the family and discussing any concerns with parents and/or guardians;
  - iii. program staff supplementing bagged lunches with nutritionally appropriate choices if the contents are inadequate;
  - iv. families labelling all food and drink containers with the child's name and date of arrival at the program;
  - v. program staff carefully monitoring meal and snack times to ensure that sharing of food items is discouraged, and;
  - vi. program staff are following Directly Operated Child Care Programs Policy 3.12 Nutrition and Menu Planning (Bag Lunches).
- c) No food items where the ingredients are not known will be served.
- d) No items with 'may contain' warnings on the label will be served in a room where there is a child who has an Individualized Plan and Emergency Procedures specifying those allergens.
- e) Child Care Centre cooks will review all ingredients before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- f) In cases where a child has food allergies and the meals and snacks provided by the child care program cannot meet the child's needs, parents/guardians will be asked to supply meals/snacks for their child. All written instructions for diet provided by a parent/guardian will be implemented.

- g) When parents/guardians are asked to provide food and drink for their child ensure that parents label all food and drinks brought into the child care program with the child's full name and the date the food/drink arrived at the program.
- h) Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- i) Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care program (e.g., thoroughly washing hands, brushing teeth, etc.).
- j) Labels on craft and sensory materials, and toys will be checked for possible allergens and not be used in the program.
- k) Refer to the allergy list and ensure it is up-to-date, displayed in a prominent location in the children's activity area and food preparation areas and that it is implemented.
- l) All Individualized Plan and Emergency Procedures are kept-up-to-date and all staff, placement students and volunteers will be alerted to any changes and trained on the plans reviewing the allergies, signs and symptoms, and treatment.
- m) Program supervisors or designates will share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens, and treatment with all families enrolled in the child care program.
- n) Families will be updated, in writing, by the program staff when changes to allergies occur while maintaining the confidentiality of the child(ren).
- o) No products containing latex will be permitted in the child care programs (e.g. gloves, balloons, etc.).

### **Emergency Management**

Each child care program is required to have a written Emergency Management Plan that covers extraordinary situations such as environmental hazards, serious weather conditions, or emergencies identified by local first responders. Every child care centre has identified an evacuation site within walking distance of the program. Should an emergency be declared, families will be notified as soon as possible through the Lillio App and/or by telephone, and we ask that you respect and follow the instructions given to ensure everyone's safety. Please speak to the program supervisor if you have any questions about the Emergency Management Plan.

Each child care program practices monthly fire drills as well as twice a year Hold and Secure, and Shelter in Place drills with the children to help them become more familiar with the practices.

Local fire departments regularly inspect each child care centre to ensure that fire code regulations are being strictly adhered to.

### **Off-Premises Activities**

Periodically your child care program may wish to take the children to visit a local place of interest (e.g., grocery store, post office, police station, library, school, or park) as part of the learning the children has shown interest in. Families will be notified ahead of the excursion and asked to sign a permission form allowing their child to participate. When going on an excursion, we try to enhance the adult-child ratio by adding placement students and volunteers to the group. Staff will carry children's medications, emergency contacts, first aid kit and any other items to support the children having a safe experience.

## **Supervision of Children**

Children will be closely supervised by the child care staff at all times. Licensed child care programs must maintain a Ministry of Education regulated adult to child ratio based on the age grouping for the children in attendance and all adults participating in the child care program must have a clear Vulnerable Sector Check on file at each program. Children that sleep during rest time are closely monitored at all times by staff. No child will have access to any standing body of water including wading pools, streams, ponds, or pools while in care and when a program introduces water play, it will be done using buckets, sprinklers and/or water tables. All water play, in or out of doors, will be supervised by an adult.

## **Prohibited Practices**

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. The following are prohibited practices with respect to a child receiving child care at a centre operated by the PSDSSAB.

1. corporal punishment of the child,
2. physical restraint of the child, such as confining the child to a highchair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent,
3. locking the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures,
4. use of harsh or degrading measures, 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,
5. depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
6. inflicting any bodily harm on children including making children eat or drink against their will.

Every staff member, placement student and volunteer have a ***Duty to Report*** any suspicions of child abuse to the local Children's Aid Society (CAS). All Registered Early Childhood Educators are bound to comply with the College of ECE's Code of Ethics and Professional Standards. This document may be found at <https://www.college-ece.ca/en/Public/professionalstandards>.

## **Inclusion of Children with Differing Abilities**

All child care programs operated by the PSDSSAB are fully inclusive of all families and children. We work as a team with the families and community partners to provide Individualized Support Programs that support each child using a family focused approach to goal setting based on the child's individual strengths. The staff and program supervisors offer families access to free screening tools and assist with appropriate referrals to community resourcing programs such as Inclusion Support Services, One Kids Place and Hands thefamilyhelpnetwork.ca.

If you have any questions or concerns regarding your child's development, please speak with a staff member.



## **Nutrition and Menu Planning**

Each child care program has an experienced and trained cook on staff. Nutritious menus are prepared seasonally and are based on the Eating Well with Canada Food Guide and the Healthy Eating Environment Toolkit. Mealtimes are provided in a relaxed family setting where children are seated at a table with an adult and encouraged to serve themselves, practice table manners, enjoy conversation and interact with one another. Menus are posted for families as well as uploaded to the Lillio app. Staff document how each child ate over the day and communicate the information to families.

Please discuss any special dietary restrictions your child may have with the program supervisor so arrangements can be made to ensure your child's needs are met. You may be asked to provide any food not regularly served at the child care program and please make sure that the child's name and date of delivery to the program are labelled on all food containers.

Families need to send prepared bottles for infants requiring formula. Each bottle must be labelled with the child's name and date of arrival to the centre. Staff will work with the families as infant's transition to regular foods and maintain records for allergy tracing.

*Alert the program supervisor of any food allergies or sensitivities your child may experience.*

## **Frequently Asked Questions and Resources**

### ***1. What do I need to have my child bring to child care every day?***

*Each child will be assigned a cubby where they can hang their outdoor clothing and backpacks. Children will need to have at least one extra set of clothing available to change into should we be doing a messy activity, or the child has an accident during the day. You should also pack clothes for layering should the child become too warm or chilly as weather can change abruptly. Children may have a comfort item for rest time such as a special stuffie or blanket and we ask families to take these items home at least weekly for laundering. You will need to supply any personal items such as diapers, wipes, creams, and/or medications. Please refrain from having the child bring special toys into the child care programs, we cannot guarantee their safe return.*

### ***2. My child is toilet-training; will the child care staff be able to support this?***

*We work as a team with the families around toilet-training and it is important for families and staff to work as partners when approaching toilet-training of young children. Please let the staff know that your child is ready to begin training and we will work closely with you to make things as easy as possible. Toilet training needs to be a positive experience for the child. You will need to supply extra clothing to accommodate frequent accidents including pants and socks. Loose clothing without fasteners are best as children can remove them independently.*

### ***3. I prefer that my child wear cloth diapers during the day, will this be permitted?***

*Yes, we do permit cloth diapers. The staff will change the diapers as they become wet or soiled. While we will dispose of any solid waste, we cannot rinse cloth diapers. All soiled cloth diapers will be rolled and sealed in a plastic bag and returned daily to the family for laundering.*

**4. Can my child still take a bottle to bed with him at rest time?**

We recognize that children sooth themselves to sleep using many methods. We do not encourage the use of bottles at rest time as they can cause dental disease and become a choking hazard. If an infant requires a bottle before resting, staff will hold the child while they are drinking and then place the child in the bed for rest.

**5. My child does not have afternoon rests at home, does she have to nap at child care?**

Children are very active during their time at child care and require a rest time to reenergize for the afternoon. Not all children fall asleep but will rest quietly for a short period of time. Staff will offer quiet activities for those children that are awake or wake early. Please speak with the staff about your child's specific needs.

**6. We just moved, and I need to transfer to a different child care program closer to home. What will I need to do for that to happen?**

You should contact the new child care program to see what space availability they have to accept a transfer. Once space becomes available you will have to provide two-weeks notice to your current program. If the new program is directly operated by the PSDSSAB you will receive a final invoice for the care used at the current program. Please note, all outstanding accounts must be paid in full prior to transferring programs.

**7. My partner and I have recently separated. What information do I need to provide to the child care program?**

We recognize that this is a very stressful time for families, and we want to support the family as much as possible. It is best to set up a meeting with the program supervisor so you can discuss any changes in schedules for care, invoicing arrangements, subsidy eligibility, and other concerns you may have. If a parental order or other court orders are issued that effect access to the child, we will need a copy of the order on file at the child care program.

**8. When I toured the child care centre, I noticed that most materials are natural and there are a lot of smaller bits and pieces. Why is this?**

We believe that children learn best when they can explore a variety of materials in a variety of ways. We call these bits and pieces "loose parts" which means that there is no prescribed way to manipulate them, and children use their imaginations to create, learn, explore, discover, and have fun. The staff will use these materials to challenge the children's thinking and encourage them to build on their discoveries. Staff will frequently change up the materials you see based on availability and children's interests. If you have any "loose parts" that you are looking to be rid of, please consider donating them to the child care program. "One man's treasure is another man's junk."

**9. I am not interested in using the Lillio App, will I still get the same information about my child's day?**

Yes, you will. Staff will make sure you are given all the information at pick-up time. Please note that we use the Lillio platform for collecting enrollment information and child care fees and you are required to download and enter your banking information prior to the child's first day of care.

**10. Grandma has arrived for a visit, and we would like her to pick-up our son as a surprise, how do we arrange that, she is not on the authorized pick-up list?**

Please speak to a staff member at morning drop-off and let them know that you would like Grandma to pick-up in the afternoon. The staff will give you a form to sign authorizing the change in pick-up and

*Grandma will have to show photo ID when she arrives at the child care program. If it is a last-minute change, we recommend the appointed pick-up person arrive with Grandma. We cannot release a child to anyone not authorized in writing by the family.*

## **Appendices**

Safe Arrival and Dismissal	<b><u>DIRECTLY OPERATED CHILD CARE PROGRAMS</u></b>  Policy No. 2.11	Page: 1 of 4  Effective: January 2024_
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### **INTENT:**

1. To comply with the *Child Care and Early Years Act, 2014 Ontario Regulation 137/15*.
2. To help support the safe arrival and dismissal of children receiving care.
3. To provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children, including what steps are to be taken if a child fails to attend as expected.
4. To provide staff, students, and volunteers with a clear understanding of their roles and responsibilities should a parent/guardian arrive to the child care program and appears to be incapable of caring for the child once dismissed from care.

### **POLICY:**

1. Where a child does not arrive to care as expected or is not picked up from care as expected, staff must follow the safe arrival and dismissal procedures set out below.
2. Children will only be released to those individuals specified on the Enrollment Form, Release of a Child Form (Appendix K1), or other written authorization from the custodial parent/guardian and must provide photo identification prior to the child being dismissed.
3. Where there is reasonable suspicion as to the ability of the individual to care for the child being dismissed, staff will follow the procedures set out below.
4. Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.
5. Where school age children are being released to board a school bus, parents/guardians must provide written authorization and instructions and staff will only release the child at the time set out in the instructions. Staff will document the time of departure from care in the Lillio app.
6. The program director and program supervisors will follow Directly Operated Child Care Programs Policy 2.09, Monitoring Compliance and Contraventions of Policies, Procedures and Individualized Plans and any subsequent policy to ensure compliance.
7. The program director will update or revise this policy as legislation and regulations change.

### **PROCEDURES:**

#### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff must:
  - a. Greet the parent/guardian and the child.
  - b. Ask the parent/guardian if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up).
  - c. Where the parent/guardian indicates that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is on the authorization list, or where the individual is not listed, ask the parent/guardian to complete the Release of a Child Form (Appendix K1).

- d. Document the change in pick-up procedure in the Daily Written Record.
  - e. Sign the child in on the Lillio app.
2. If a parent/guardian notifies a child care program later in the day, after the child has been accepted into care, that there is a change in the expected pick-up arrangements, this change must be recorded in the Daily Written Record by the staff receiving the information and the staff will initial the change.

#### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care program and the parent/guardian has not communicated a change in schedule (i.e., called and left a message or messaged through the Lillio app, note in the Daily Written Record), within 30 minutes of the expected arrival time the staff must:
  - a. Inform the program supervisor or designate stating that no notice of absence has been received and the parent/guardian has failed to arrive.
  - b. Staff will attempt to contact the parent/guardian by calling the number on the child's record, texting the number provided by the parent/guardian, and/or sending a message through the Lillio app.
  - c. If contact cannot be made using one of the above methods, the staff will contact the Emergency contact listed in the child's record.
  - d. Staff must not stop attempting to make contact until an adult has been reached and they are made aware of the situation.
  - e. If a responsible adult cannot be contacted, staff are to alert the program supervisor or designate and they will contact the police.
2. Once a child's absence has been confirmed, staff will document the child's attendance in the Daily Written Record and add any additional information.

#### **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 authorized individual. Where the staff does not know the individual picking up the child:
  - a. Staff will confirm the identification with another staff member, or
  - b. Where the above is not possible, ask the individual for photo identification and confirm the individual's information against the authorization on file.

#### **Where a child has not been picked up as expected (before the program 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 within 30 minutes of the expected time, the staff will:
  - a. Notify the program supervisor or designate.
  - b. Proceed with contacting the individual to confirm pick-up as per the parent/guardian instructions.
  - c. If there is no confirmation of pick-up, staff will attempt to contact the parent/guardian by calling the number on the child's record, texting the number provided by the parent/guardian, and/or sending a message through the Lillio app.
  - d. If contact cannot be made using one of the above methods, the staff will contact the Emergency contact listed in the child's record.
  - e. Staff must not stop attempting to make contact until an adult has been reached and they are made aware of the situation.

2. Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child and the program is closing, staff will 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 program is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child and has not arrived by program closure, staff shall remain with the child and ensure that the child is given a snack and activity while they await their pick-up.
2. One staff will remain with the child and engage them in an activity while the second staff:
  - a. Notifies the program supervisor or designate.
  - b. Attempts to contact the individual to confirm pick-up as per the parent/guardian instructions.
  - c. If there is no confirmation of pick-up, staff will attempt to contact the parent/guardian by calling the number on the child’s record, texting the number provided by the parent/guardian, and/or sending a message through the Lillio app.
  - d. If contact cannot be made using one of the above methods, the staff will contact the Emergency contact listed in the child’s record.
3. If staff are unable to reach the parent/guardian or any other authorized individual listed on the child’s record within 30 minutes of program closure, the staff will proceed with calling the program supervisor or designate.
4. The program supervisor or designate will contact the Children’s Aid Society (CAS) and will follow their direction with respect to the next steps. The supervisor or designate will relay any information from the CAS to the staff supervising the child.

#### **Where there is reasonable suspicion as to the ability of the individual to care for a child being dismissed**

1. Staff will alert a second staff requesting the assistance of the program supervisor, designate, or another staff member that there are concerns.
2. Staff will attempt to engage the individual in conversation and assess the situation to the best of their ability while remaining professional and calm.
3. If staff are able without placing themselves in harm or escalating the situation, try to steer the individual to a quiet space in the program such as the supervisor office or unused playroom. Politely express concern for the individual and child and ask the individual if there is someone off the authorized pick-up list that could be contacted on their behalf to ensure that everyone gets home safely.
4. If the individual insists on picking up the child and leaving the program:
  - a. have a second staff call the parent/guardian or emergency contact and provide the details of the situation as well, have the second staff take note of the vehicle make/model/colour/license plate
  - b. assist in getting the child ready to be released (slowly if the alternate individual is on route to the program)
  - c. once the individual has left the premises with the child, staff are to call 911 and report the incident providing the vehicle identification, individual’s name, intended destination, and address of the child’s residence.
5. Once the situation is resolved, staff will confidentially document the situation and follow the Human Resources Duty to Report policy, if applicable.

#### **Parental Orders**

1. The program supervisor or designate will inform the parent or guardian that a legal parental order is required to confirm the non-custodial parent rights to access to the child(ren).

2. The program supervisor or designate will inform the staff of the parental order and place documentation in the child's file located in the program supervisor's office.
3. If the non-custodial parent or guardian arrives at the child care program unannounced and without written confirmation of access from the custodial parent/guardian, the staff will contact the custodial parent to receive confirmation either verbally or written.
4. The program supervisor or designate will ensure the custodial parent or guardian are aware that it is the responsibility of the custodial parent or guardian to notify the child care supervisor or designate of any modifications to the parental order.

## **Resources**

Parry Sound District Social Services Administration Board

[www.psdssab.org](http://www.psdssab.org)

Ont. Ministry of Ed/Child Care Division [http://www.edu.gov.on.ca/childcare/licensing\\_resources.html](http://www.edu.gov.on.ca/childcare/licensing_resources.html)

North Bay Parry Sound District Health Unit

[www.myhealthunit.ca](http://www.myhealthunit.ca)

Look/See Checklist (formerly Nipissing Developmental Screen)

<https://lookseechecklist.com/en/>



## PSDSSAB Directly Operated Child Care Programs

### Fairview ELCCC

152 Fairview Lane,  
Powassan, ON P0H 1Z0  
705-724-5462

Email: [fairview@psdssab.org](mailto:fairview@psdssab.org)

### First Steps ELCCC

16 Toronto Ave.,  
South River, ON P0A 1X0  
705-386-0553

Email: [firststeps@psdssab.org](mailto:firststeps@psdssab.org)

### Highlands ELCCC

2500 Hwy. 592 North,  
Emsdale, ON P0A 1J0  
705-636-0202

Email: [highlands@psdssab.org](mailto:highlands@psdssab.org)

### Waubee ELCCC

66 Waubeek St.,  
Parry Sound, ON P2A 1C6  
705-746-8332

Email: [waubeek@psdssab.org](mailto:waubeek@psdssab.org)

### Home Child Care Program

86 Gibson St.,  
Parry Sound, ON P2A 1X5  
705-746-9522 ext. 4362

Email: [homechildcare@psdssab.org](mailto:homechildcare@psdssab.org)

16 Toronto Ave.,  
South River, ON P0A 1X0  
705-386-2967 ext. 5431

### School Age Programs

Mapleridge Public School 705-724-5462  
Sundridge Centennial School 705-386-0553

Email: [sap@psdssab.org](mailto:sap@psdssab.org)

### Inclusion Support Services

86 Gibson St.,  
Parry Sound, ON P2A 1X5  
705-746-9522 ext. 4361

Email: [inclusionsupportservices@psdssab.org](mailto:inclusionsupportservices@psdssab.org)

### EarlyON Child and Family Centres

Sound Community Hub  
86 Gibson St.,  
Parry Sound, ON P2A 1X5  
705-746-9522 ext. 4351

South River Hub  
16 Toronto Ave.,  
South River, ON P0A 1X0  
705-386-2358 ext. 5453

Land of Lakes Hub  
92 Ontario St.,  
Burk's Falls, ON P0A 1C0  
705-472-7015 ext. 6318

\*Please see the website below for other community satellite locations and program information

Email: [earlyyears@psdssab.org](mailto:earlyyears@psdssab.org)

Website: [www.foreverychild.ca](http://www.foreverychild.ca)