



# YOUNG ACHIEVERS

— DAYCARE CENTRE —

## PARENT HANDBOOK

This handbook is effective December 3, 2025, or until additional changes are made at which time parents will be notified via newsletter or issued a new handbook. Parents will also receive a newsletter monthly to keep you informed with current news from *Young Achievers Daycare*.

If there is a topic that you would find helpful but is not included in the handbook, please let the main office know at 613-551-8862

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

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## SECTION 1: Letter from the Director

Dear Parent and Caregivers,

Thank you for choosing **Young Achievers Daycare**. We are delighted that you have entrusted our program to be responsible for your child's care.

We provide a play-based learning setting where we encourage interests and foster independence by providing the children with the opportunity to make choices and offer suggestions. We respect each child's personal growth rhythm and actively listen to his/her challenges and reflection.

While at our program, your child will be cared for by **Registered Early Childhood Educators (RECE)**. These professionals along with support staff form a team dedicated to your child's development and education. Our Educator's frequently reference the Early Learning for Every Child Today framework "ELECT" and the How Does Learning Happen? Ontario's Pedagogy for the Early Years to assist in the delivery of **Young Achievers Daycare's** high-quality program. If you would like additional information about these resources, the links are available below:

<http://www.edu.gov.on.ca/childcare/pedagogy.html>

<http://www.edu.gov.on.ca/childcare/excerpts.html>

<http://www.edu.gov.on.ca/childcare/oelf/>

If at any time you have questions or concerns, we encourage you to speak to the Educators in the program who will clarify the issue or resolve the problem efficiently. However, we are also available to address any questions or concerns that you may have. Through ongoing, open communication, we offer a service reflecting your needs. It is our goal that our families are content and confident with the childcare they are receiving.

Our contact information is available on **page 49** with reference to the **Young Achiever Daycare** programs available in your area. If you wish to speak directly with one of us, please contact our office location. We accept inquiries by phone, mail, and email. Please allow 1 business day for a response.

Looking forward to meeting you and your family!

*Mary Derouchie*  
Director

## SECTION 2: Mission, Philosophy and Values

**Our Mission** is to offer a high-quality educational program to families as an integral part of the community at a reasonable cost.

**Philosophy and Purpose**, it is the programs' philosophy and responsibility to ensure a safe, healthy, and wholesome environment for your child. Our purpose is to guide children to their full potential. We respect each child's personal growth rhythm and actively listen to his/her challenges and reflection. We offer a curriculum that is fun, active and is based on engaging, play-based learning activities.

Our purpose is to facilitate learning through play, create a relaxed fun environment while still engaging the children in activities that develop their social, emotional, cognitive, physical, and creative skills. We believe that children are competent, capable, curious individuals who are rich in their potential.

The children are also taught to care for their own personal belongings and respect the person and property of others. The children will be encouraged to integrate healthy relationship principles into their daily lives. We provide a relaxed, welcoming environment where children can express himself/herself freely without prejudice.

An attitude of respect and kindness is extended to all children, parents, staff, personnel, and anyone else associated with the program. The pursuit of a cooperative link between all parties enhances the developmental potential of the child and the services offered by **Young Achievers Daycare**.

	<b>Program Objectives</b>	<b>Action Taken</b>
1	To provide a safe, positive environment that will allow the children to explore and feel independent.	The program is equipped with safe materials and qualified, trained staff. The staff have a vast knowledge of child development and therefore set appropriate expectations for the children to thrive in skill building.
2	To provide a program with planned, scheduled activities geared for all ages.	A variety of activities that can be tiered for different ages is available to meet everyone's skill level. A schedule of activities is posted and followed daily so that the children and parents can follow what is happening in the program.
3	To give opportunities for children to self-regulate and problem-solve in a positive learning environment.	Through various social activities the children are given the opportunity and encouraged to solve problems on their own (with staff supervision). Staff will assist by modelling, mediating, and mentoring.

4	To allow children to create through child-initiated adult supported experiences.	Staff observe interests and prompt discussions and activities to extend learning. Staff allow time in the schedule for spontaneous activities.
5	To allow their minds to imagine and learn as they play.	Staff provide open-ended activities that focus on process rather than product so that the children can come to their own creative conclusion.
6	To foster and encourage family and community engagement.	Through newsletters, field trips and events, the staff can involve families and the community.
7	To allow local community partners to support the children and their families.	<b>Young Achievers Daycare</b> partners frequently with community organizations such as Community Living whenever their support can positively impact the program or a child in the program.
8	To incorporate indoor and outdoor play.	Outdoor play and outdoors activities are included in the daily routine to ensure the children are receiving adequate time outdoors.
9	To consider the individual needs of the children.	<b>Young Achievers Daycare</b> tailors' activities to meet the needs of all the children in the program. Special considerations are made for programming, equipment, and supplies if it will assist in the child's learning and development.
10	To encourage continuous professional development.	The staff are given many opportunities throughout the year to attend workshops or seminars to further their training.
11	To review and document each year the impact on children and families.	We ask that our staff document and reflect by reviewing the program's planning to see if they are following our mission, philosophy and strategies developed in our policies. By documenting, they will see by observing, collecting, and analyzing your program statement's impact on the children and their family. This is done bi-monthly (August, October, December, February, April, June)

## Our Values

1. Professionalism
2. Connection and Curiosity
3. Safety
4. Inclusion
5. Fun

## **SECTION 3: Governing Requirements**

### **Compliance of Policies, Procedures, and individualized Plans**

A complete review of all company policies, procedures and individualized plans is conducted on an annual basis at the mandatory staff start-up meeting each September by the Director.

- It is policy that prior to beginning employment, that all newly hired staff read the company policies, procedures and individualized plans and sign off that they read and understand their meanings, purpose, and intent
- It is policy that prior to a casual/supply staff beginning employment, that they read the company policies, procedures and individualized plans and sign off that they read and understand their meanings, purpose, and intent.

The site supervisor is present while the employee reads the policies, procedures and individualized plans and ensures they are read and signed. The policies, procedures and individualized plans are in a location accessible and available for all staff to refer to.

### **Ensuring Compliance of Policies, Procedures, and individualized Plans**

The site supervisor monitors staff routines daily to ensure policies, procedures and individualized plans are being followed and maintained. Routine checklists are in place to ensure compliance. A review of the checklists is performed by the site supervisor to ensure they are complying. Scheduled and non-scheduled site visits by office personnel and the director are conducted weekly to ensure compliance of policies, procedures, and individualized plans.

### **Contraventions of Policies, Procedures, and individualized Plans**

In the event of a contravention of a policy, procedure and/or individualized plan, the following action are taken:

- The supervisor **addresses** the employee immediately regarding the issue and seriousness of the contravention; provides direction, guidance, and support.
- The site supervisor informs the office staff/director of the situation; he/she then records all details of the event in a separate logbook.
- The supervisor has the employee **review** the policy to ensure he/she has a full **understanding** of its meaning and purpose.
- The employee may be placed on an **action plan**.
- The supervisor **monitors** the employee's performance for **improvement** closely during the next 2-10 shifts, depending on the severity. He/she also **follows-up** with the employee between 2-10 days, depending on severity.
- A site visit is conducted by the office staff/director between 1-7 days to ensure compliance; issues a discipline if necessary.

**Licensing and Monitoring Young Achievers Daycare (Where Children Grow)** is licensed and monitored by the Ministry of Education. Our license poster is posted in the childcare room and our most recent licensing reports are available for you to view at your request. The Eastern Ontario Health Unit (EOHU) is

also actively involved with our programs to ensure that we are up to date on the current health standards in Ontario.

## **SECTION 4: Admission Requirements**

**Age** *Young Achievers Daycare* has toddler (18 months-30 months) and preschool programs (30 months-67 months.) For availability in your area, refer to **page 49**. *Due to classroom spacing limitations, St. Peter's Family Age Group can no longer accept children under 18 months. Please note that the toddler program at St. Finnan's can accept infants that are 12 months of age or older, but they must meet the following requirements:*

- Sit unassisted (no highchair)
- Down to one afternoon nap a day (12pm-2pm is the Centre's sleep time)
- Walking independently
- Must be able to feed oneself

**Privacy Policy** It is necessary to obtain personal information from families regarding the child being registered with **Young Achievers Daycare & Where Children Grow**. We require the following information for your child to be accepted into the program:

- Child's name, address, phone number, allergy details.
- Mother/father/guardian's name, custody information, address (if different from the child,) employment information, emergency contact person (x2), authorized individuals for child pick-up, family physician's name, address, and phone number.
- Immunization record
- Consent forms
- Financial agreement
- Policy agreement
- And any other pertinent information that will guide us to care for your child. (I.E., behaviors, routines, specific needs, etc.)

All information obtained is strictly for the use of **Young Achievers Daycare** and on strict occasions for other professionals (I.E. Eastern Ontario Health Unit, Ministry of Education.) These professionals supervise our programs to ensure we are meeting the highest standards of childcare. The school or anyone else cannot receive any information you have given us without your consent.

### **Immunization Exemption**

A child can be exempted from immunization for the following reasons:

- Medical reasons
- Conscience or religious belief.

Visit [Vaccines for children at school | ontario.ca](https://www.ontario.ca/page/vaccines-children-at-school) for more information.

**Introducing Your Child** We encourage parents to bring their child to visit the program before he/she starts. We prefer that the child experiences the program and familiarizes himself/herself with the setting and educators prior to starting. Your child may have difficulty adjusting to the unfamiliar environment. It will take a couple of weeks for him/her to transition completely and feel comfortable with the staff, children, and routines.

Young Achievers will receive a communication journal documenting your child's daily progress. This journal is an important communication tool between the parents and the program. Please feel free to address any questions or concerns you may have through the communication journal or in person.

Any specific information parents could provide about the child's circumstances will help the staff keep the child happy. (I.E. Poor night's sleep, change in schedule, family disruption etc.) The program depends on the interest and co-operation of every parent to offer an exceptional program for the children.

**Method of Admissions** Before admission into the program, parents are required to fill out the registration forms and provide any additional information pertaining to the health and safety of their child (i.e., Immunization records, custody records, medical information etc.) Please be sure to notify us of any changes or additions to your registration information (new cell phone number, change of address, new job, etc.).

A **registration fee (base rate)** applies to any family registering with **Young Achievers Daycare**. The registration fee is per family and renewed annually. The registration fee is **\$20.00 (base rate)**. If you are also registering with **Where Children Grow**, only one registration fee will be charged. This fee is per family and renewed annually.

**To register, Email** [registration@wherechildrengrow.ca](mailto:registration@wherechildrengrow.ca) **and request a registration package and indicate how many children and for which location and program you are requesting childcare for.**

**IMPORTANT:** If space is available, you will be added to the enrolment list once we receive a fully completed registration package. Incomplete forms will result in a delay of service. **Your child can start once you receive a confirmation number and start date.**

**Change of Information** It is the parent's responsibility to inform the program of any changes that may have a bearing on the child's care. (I.E., name change, address, phone number, emergency contact information, authorized pick-up persons, custody information.)

**Program Hours** Our program hours are 6:30am to 6:00pm – times may vary depending on site.

Our **Young Achievers** program starts and ends the same as a regular school day. If you require childcare outside of those parameters, then your child will be in our before or after-school program known as **Where Children Grow**. There are no additional charges; it is included in our service when your child is participating in our **Young Achiever Daycare program**. However, if your child attends our before or after-school program when they are regularly scheduled to be in school, then you will be charged for the **Where Children Grow** services.

**Inclusivity** Children with special needs are welcomed and encouraged to participate in Young Achievers Daycare programs. If the program requires additional support for the child to attend, we may request permission to contact external services, such as the City of Cornwall Childcare Services, for guidance and enhanced support.

**We accept all children (within our approved licensed age groups) as long we can ensure their safety and well-being while in the program.** If we cannot guarantee their safety and well-being in the program, we will make every reasonable effort to put in practices/resources so the child can attend. There may be a delay in beginning the program if safety precautions need to be implemented before the child starts.

Please note that we reserve the right to terminate care if parents do not give full disclosure at registration and the children or staff are at risk. Our goal and priority are to maintain a safe environment for the children and staff while also fostering an inclusive space.

Children with special needs that have been assigned support workers during school may require support while at Young Achievers Daycare. The child will still be considered without support if we can ensure their safety while in the program.

**We recognize that early inclusion is a key step for development, and we will try to accommodate it whenever possible.**

**To support inclusion, we have the following practices established:**

- We seek to hire qualified and experienced staff first.
- New staff have four training days, so they are familiar with the program routines and policies before working independently.
- Professional development is offered annually to our team, focusing on inclusion, behaviour and special needs.
- Our Pedagogical Leader goes into the programs weekly and offers guidance and strategies to support the team and the children in our care.
- We partner with the City of Cornwall Childcare Services for resources, support, and strategies.
- We regularly consult and abide by the standards set by the Ministry of Education and Eastern Ontario Health Unit for best practices.

**To support children in the program and provide a sense of belonging we:**

- Regularly communicate with their parent/caregiver to deepen our knowledge and understanding of the child.
- Connect and spend time with the child getting to know their interests and curiosities.
- Offer comfort and guidance.
- Support social interactions with their peers.
- Encourage and honour the stage they are in and give them opportunities to grow and develop.

If a child is struggling in the program and we have made every reasonable effort to support (seeking external organizations services, applying for enhanced support, creating a safety plan etc.) and the child is still having difficulty that impacts their safety and well-being in the program, the following may occur:

- The child's schedule may be modified to shorter days.
- The parent/guardian may be asked to pick up on days when the child is a risk to themselves or others.

**Termination of care:**

At this time, we will make every reasonable effort to support inclusion, but if all resources have been implemented as well as modifications to the schedule and there is still a risk to your child's safety and well-being or the safety and well-being of others, then your child may be terminated from care.

**Harassment**

Please note that harassment from parents and families will involve immediate action and will supersede our inclusion policy. Consequences such as oral warnings, written warnings, suspensions, and possible termination of care may occur depending on the severity of the incident.

Harassment is inappropriate conduct that is made based on:

- race, creed, religion, colour
- sex, sexual orientation, gender-determined characteristics
- marital status, family status, source of income
- political belief, political association, political activity
- disability, physical size, or weight
- age, nationality, ancestry, or place of origin

OR

Any other inappropriate conduct that adversely affects a staff's psychological or physical well-being such as bullying or yelling.

## **Integration Process for New Children Starting at Young Achievers Daycare**

At Young Achievers Daycare we aim to provide a smooth and supportive integration process for all new children. Our goal is to ensure each child feels comfortable, safe, and supported as they transition into our care. Here's how the process works:

### **1. Initial Assessment and Communication**

Before your child's start date, we will gather important information regarding any specific needs, behaviors, or requirements your child may have. This helps us tailor our approach to best support their transition into the daycare environment.

### **2. Gradual Integration**

The first week will involve a gradual integration process to help your child settle in. Our staff will closely observe your child and work with them to ensure they feel safe and supported. This process helps us understand how we can best meet your child's needs. The integration schedule will be determined based on several factors such as:

- Past child care experience.
- Ability to follow requests and routines.
- Level of separation anxiety.
- Nap time readiness
- Overall well-being
- A general starting point for integration is 2 hours on the first day and then slowly extending to each new part in the routine until the child attends for a full day.

### **3. Support Planning**

If your child has specific needs that require additional support, we will collaborate with parents to develop an inclusion plan that includes strategies, resources, and potential accommodations.

### **4. Assessment of Suitability**

During the integration period, we will continually assess if we are able to meet the child's needs within our current resources and staffing levels. If we determine that additional support is required beyond what we can provide, we will discuss with parents whether a pause in care is required.

### **5. Eligibility for Continued Enrollment**

This decision will be made collaboratively, with the best interests of the child in mind, and we will work together to find alternative solutions and support services. Please refer to "Pause Plan Policy for Temporary Break from Care" for more information.

### **6. Ongoing Communication**

We believe in maintaining open communication with parents throughout the integration process. Regular updates will be provided, and we encourage parents to share any concerns or insights as we work together to create the best possible experience for your child.

## **Pause Plan Policy for Temporary Break from Care**

**Purpose** At Young Achievers Daycare our primary goal is to provide a safe, inclusive, and nurturing environment for all children. In some cases, a child may require additional support or specialized care that our current resources and staff are not yet equipped to provide. In these situations, we may implement a temporary pause in care to ensure that we can properly assess and address the child's needs, creating a plan for re-entry with appropriate support in place.

### **When a Pause Plan May Occur**

A pause may be initiated if:

- Parents do not give full disclosure at registration, and the children or staff are at risk.
- The child's behavioral or developmental needs exceed the daycare's current capacity to provide support.
- The daycare team requires additional time to develop a comprehensive inclusion or behavior support plan.
- We need time to consult with the City of Cornwall Children's Services for resources and support implementing an inclusion plan.

### **Steps in the Pause Plan Process**

#### **1. Initial Assessment and Communication**

When we identify that a child's needs may require additional support, we will:

- Meet with the child's parents or guardians to discuss concerns, observations, and potential solutions.
- Explain the rationale for a temporary pause in care, emphasizing that the child's well-being is our top priority.

#### **2. Developing a Support Plan**

During the pause, we will work to:

- Collaborate with the parents, team, pedagogical leader and City of Cornwall Children's services to create an individualized support or inclusion plan.
- Identify any resources our staff may need to provide appropriate care.
- Where applicable, refer the family to additional resources or services that can support their child's needs.

#### **3. Regular Updates and Communication**

We will:

- Provide regular updates to parents or guardians about the progress of the support plan.

#### **4. Re-entry Timeline**

Once the necessary resources and support structures are in place, we will:

- Work with parents to establish a timeline for re-entry into care.
- Plan for a gradual integration, if necessary, to ease the child's return into the daycare environment.

## 5. Ongoing Monitoring and Adjustments

After re-entry, we will:

- Continuously monitor the child's progress and the effectiveness of the support plan.
- Make any necessary adjustments to the plan based on observations, feedback from the child and parents, and the child's development.
- Hold regular check-in meetings with parents to ensure they feel informed and supported.

### Support for Families

During the pause, we are committed to supporting the child and family. This may include:

- Offering guidance and resources to ensure that the child is supported while away from care.

### Confidentiality

All discussions, plans, and assessments related to a child's pause in care will be handled with the utmost confidentiality and respect for the family's privacy.

### Conclusion

We understand that a pause in care can be an emotional and challenging process for both children and families. Our goal is to work collaboratively with families to ensure that, when the child returns, they are fully supported, engaged, and set up for success in their daycare environment.

**Wait List Policy** There is no fee to place your name on the wait list. It is the parent/caregiver's responsibility to notify **Young Achievers Daycare** of any change in information.

When the program is full, the 'Wait List Form' must be submitted to be considered.

If there is space, then you can contact your program location to register. Each location has its own separate waiting list. Therefore, if you are considering multiple locations you will need to fill out a separate form for each.

For a copy of our wait list form, please email [registration@wherechildrensgrow.ca](mailto:registration@wherechildrensgrow.ca)

**Young Achievers Daycare** approves new clients based on priority not in order. The following criteria will be considered:

#### 1. Eligibility

All the required documentation must be filled out and returned prior to being granted a space. If the documentation is not given within a reasonable period, someone else will be given the space. The reasonable period is decided based on circumstance and will be discussed with the parent/caregiver during admission.

## **2. Transfer**

A child currently enrolled at another site requiring a transfer will receive priority over a new registrant.

## **3. Siblings of current participants**

Families with children already enrolled in the program will be granted approval over a new registrant.

## **4. Children with Special Needs**

Children with special needs with support workers may be granted approval to expedite their inclusion into the program. Children with special needs that do not have approved support workers will still be considered if we can ensure their safety while in the program. We recognize that early inclusion is a key step for development, and we will try to accommodate whenever possible.

## **5. Subsidy**

All families must be registered before applying for subsidy.

## **6. Wait List Status**

Parents must contact registration for a status on the wait list. Only information pertaining to their child will be shared. Email: [registration@wherechildrensgrow.ca](mailto:registration@wherechildrensgrow.ca)

# **SECTION 5: Safe Arrival and Departure Policy**

This policy has been developed to support the safe arrival and dismissal of children receiving care at *Young Achievers Daycare*.

- 1. Accompanying your Child** A parent or guardian must accompany the child into the program, sign the child in and remain with the child until a staff member has received him/her. The program is not responsible for the safety of a child who enters the program unaccompanied. At pick-up, a parent or other authorized person must inform the staff that they are picking the child up and sign the child out.
- 2. Identification** Your child will only be released to those listed on his/her registration form. If you wish for someone else to pick up your child, you must inform the staff via letter of consent. **Proper identification will be required** upon arrival.
- 3. Age Restriction for Pick-Up** Due to safety and liability concerns, a person under the age of 16 will not be permitted to pick up a child from the program without the parents' signed *waiver of liability* from Young Achievers Daycare acknowledging the risks.
- 4. Check In/Out Procedure** Parents or guardians are required to sign-in their child upon arrival using the designated sign-in sheet and sign-out sheet at pick-up.
- 5. Authorized Pick-Up** Only individuals listed on the child's authorized pick-up list will be allowed to pick up the child. Any changes to the authorized pick-up list must be communicated in writing or verbally to the team lead.

6. **Unaccompanied Child:** A parent can provide written permission for their child to leave the daycare premises unaccompanied if they are 10 years or older. In the letter, the parent must provide the specified time they can leave unsupervised and express in writing that they understand that Young Achievers Daycare is not liable once the child leaves the program. One staff in the program will be responsible for dismissing the child from care, the staff will review the written instructions prior to release, and release the child at the time set out in the instructions. The staff will document the time of departure from care as well as initial on the attendance record and sign in/out sheet.
7. **Identification Verification** Staff will request photo identification from individuals not familiar to the daycare staff, ensuring it matches the information on the authorized pick-up list.
8. **Drop-Off and Pick-Up Times** Any changes to your child's schedule and drop-off and pick-up times must be communicated a minimum of 24 hours in advance and approved by the team lead.
9. **Emergency Contacts** Parents are required to provide updated emergency contact information. In case parents cannot be reached, alternative emergency contacts will be used.
10. **Privacy and Confidentiality** Staff members are strictly instructed to maintain the privacy and confidentiality of children and families. Sensitive information will not be disclosed to unauthorized individuals.
11. **Secure Entrance and Exit** The daycare facility has controlled access points. Only authorized personnel will have access to the building with the use of electronic doorbells and video monitoring by the staff to allow entry.
12. **Visual Verification** Staff will visually verify the identity of parents and authorized individuals during drop-off and pick-up. Familiarity with regular contacts is encouraged.
13. **Staff Training** All staff members undergo training on the safe arrival policy, including identification, verification, emergency procedures, and effective communication with parents.
14. **Documentation and Record-Keeping** Accurate records of attendance, arrival, and departure times are maintained.
15. **Regular Policy Review:** The safe arrival policy will be reviewed periodically to ensure its effectiveness. Feedback from staff, parents, and any changes in regulations will be considered during these reviews.

16. **Late Drop Off** If your child does not arrive at their regularly scheduled time, you will be contacted to ensure your child's safety. Staff will attempt to contact you through our parent communication app (Dojo), or by phone twice in the first hour of your expected arrival time before being marked as absent. Staff will note the communication attempts in the communication book. Once your child's absence has been confirmed/or if the hour has passed, program staff will document your child's absence on the attendance record. Any additional reasons for the absence will be included in the daily communication book and symptoms of ill health form if your child is absent due to illness.
17. **Late Pick-Up (Before Centre Closes):** You will be contacted if you have not picked up your child at the designated time and have not previously communicated a change in schedule. If we are not able to reach you, then your emergency contact will be called to pick up your child.
18. **Late Pick-Up (Centre Closed):** If your child is not picked up once the centre closes at 6:00pm, your child will be offered a snack and activity while they await pick-up. A staff will attempt to contact you and if they are unable to reach you, your emergency contacts will be called. Where the staff are not able to reach a parent/guardian or any other authorized individual on the child's file, the staff will proceed with calling the Children's Aid Society (CAS) and follow their direction for next steps.
19. **Drinking and Driving** If a parent arrives intoxicated or if this is suspected by a staff member, they will offer to call the emergency contact or a taxi. If the parent refuses and leaves with the child, then the police will be called and informed of a suspected impaired driver. **Young Achievers Daycare** staff would have to report this incident to the Children's Aid Society (CAS.) If the intoxicated person is not a custodial parent, the intoxicated person will be denied the release of the child, and the parents will be contacted.
20. **Communication** Clear communication channels between staff and parents must be maintained for any changes to the child's arrival or departure routine. You also risk termination of care if you do not communicate changes to your child's schedule since this impacts the safety and flow of the program. You will be notified in writing by email if there are any concerns about communication. Please see the policy "Childcare Termination Policy Due to Non-Compliance" for more information.

**This policy was created based on the information provided in Part 7.10 Safe Arrival and Dismissal Policy in the Child Care Centre Licensing Manual that states:**

Ontario Regulation 137/15

*Safe arrival and dismissal policy*

*50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,*

- (a) provides that a child may only be released from the child care centre or home child care premises,
  - (i) to individuals specified by a child's parent, or
  - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out steps that must be taken if,
  - (i) a child does not arrive as expected at the child care centre or home child care premises, or
  - (ii) a child is not picked up as expected from the child care centre or home child care premises.

## SECTION 6: Child Care Fees

### **Canada Wide Early Learning and Childcare (CWEELCC)**

The federal and provincial governments recently signed the [Canada-Wide Early Learning and Child Care Agreement](#) (CWEELCC) aimed at making child care more affordable for families.

Young Achievers Daycare has opted in and applied for the CWEELCC as of November 1<sup>st</sup>, 2022 and have been approved.

What this means for our families?

If you have a child under the age of six at Young Achievers Daycare your fees may be reduced by up to 25% (retroactively to April 1, 2022)

**Definition of Eligible Child:** "eligible child" means any child under six years old; and up until June 30 in a calendar year, any child who (a) turns six years old between January 1 and June 30 in that calendar year, and (b) is enrolled in a licensed toddler, preschool or kindergarten group, a licensed family age group, as defined in the CCEYA (Child Care Early Years Act)

All families with children under age 6 who attend Young Achievers Daycare will see an additional fee reduction of up to 37% (to a minimum of \$12 per day), starting December 31, 2022.

### **CWEELCC Daily Base Rates as of January 2025**

Infant- 5-9 Hrs -\$21.26 a day

Infant- 9+ Hrs - \$22.00 a day

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Toddler-5-9 Hrs \$18.90

Toddler-9+ Hrs \$21.26

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Preschool-5-9 Hrs \$17.48

Preschool-9+ Hrs \$18.90

Child Care Base Regular Daily Rates Prior to CWELCC	INFANT (12-18 MONTHS)	TODDLER (18-30 MONTHS)	PRESCHOOLER (30-67 MONTHS)
FULL DAY UP TO 8.75 HOURS	45.00	40.00	37.00
EXTENDED DAY 9 HOURS OR MORE	50.00	45.00	40.00

**Refund Policy** At Young Achievers Daycare, we understand that circumstances may change, and families may need to withdraw their child or adjust their enrollment. Our refund policy ensures transparency and fairness for all families.

#### 1. Registration & Enrollment Fees

- All registration fees are **non-refundable**.
- To comply with **CWELCC's \$22 per day maximum fee limit**, the **\$20 registration fee** will be divided over **four invoice periods**. You will see a partial charge on your invoice until the full amount has been collected.
- These fees secure your child's spot and cover administrative costs.

#### 2. Childcare Fees

- **Withdrawal Notice:** A **two-week written notice** is required for withdrawal. Refunds will only be considered if this notice is provided.
- **Overpayment:** If childcare fees have been paid in advance and there is an overpayment at the time of termination, a refund will be issued. The refund will deduct fees for the **two-week notice period**.
- **No Refunds for Partial Attendance:** Refunds will not be given for absences due to **illness, missed drop-off windows, or other personal reasons**.

#### 3. Closures & Unexpected Circumstances

- **Scheduled Closures:** There is **no charge** for scheduled **professional development closures** (e.g., start-up meetings).
- **Statutory Holidays:** Childcare fees for statutory holidays are **non-refundable**. A set fee, based on the child's age group, will be charged if the child is enrolled at the time of the holiday.
- **Emergency Closures:** In cases of emergencies (e.g., severe weather, power outages, public health concerns), families will **not be charged** for closure days.

#### 4. Immediate Termination Due to Policy Non-Compliance

Young Achievers Daycare reserves the right to immediately terminate childcare services if a parent or child **fails to meet daycare policy requirements**, including but not limited to:

- Repeated violations of daycare policies and procedures
- Non-payment of fees
- Unsafe or aggressive behavior by the child that puts others at risk
- Disruptive or inappropriate behavior by parents/guardians toward staff, children, or other families
- Failure to provide required documentation (e.g., immunization records, emergency contacts)
- Any other serious breaches of daycare policies

#### **Refund Policy for Immediate Termination:**

- If termination is due to a policy violation, any **prepaid fees for unused care beyond the termination date will be refunded.**
- However, Young Achievers Daycare reserves the right to  **withhold up to two weeks' fees** in lieu of notice, depending on the severity of the violation.
- Registration and administrative fees remain **non-refundable.**

#### **5. Deposit Refunds (If Applicable)**

- Deposits will be refunded **only if** the required **withdrawal notice** is given, and the **termination submission deadline** is met.

#### **6. Refund Processing**

- Refund requests must be made to [billing@wherechildrengrow.ca](mailto:billing@wherechildrengrow.ca) or [info@wherechildrengrow.ca](mailto:info@wherechildrengrow.ca)
- Approved refunds will be processed within **five (5) business days** of the request.
- Refunds will be issued via **e-transfer or cheque.**

**Late Pick-Up Fees** Our childcare program closes at 6:00pm. If you are late picking up your child, the following will occur:

- First time: an oral warning**
- Second time: a written warning**
- Third time: a charge of \$15.00 (non-base rate) will apply for the first 5 minutes late, then \$10.00 (non-base rate) for every 5 minutes after that.**
- Fourth time: same charge as the third**
- Fifth time: termination of daycare due to non-compliance with our policies**

**Vacation** You are allotted two weeks vacation per calendar year without a charge, with a written (email is included as written) two-week notice. This two-week written notice also applies to any holiday your

child will be taking. **Failure to give sufficient notice will result in a full fee payment for that week.** Email [shallan@wherechildrengrow.ca](mailto:shallan@wherechildrengrow.ca) when you have a vacation request.

**Absenteeism** There will be **no refund** for childcare fees for absences including sickness, appointments, holidays, vacations (excluding your two-week vacation exemption) etc. Childcare spaces are reserved; your contract fee remains the same regardless of if your child attends the program.

**Program Closure and Holidays,** You WILL be charged for stat holidays. This includes New Years Day, Family Day, Victoria Day, Good Friday, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day.

ALL children enrolled in our program will have a charge for stat holidays.

Full Day Care = \$20.00 **(base rate)** per child for children over 6.

Full Day Care per child for children under 6: Infant- \$21.26, Toddler- \$18.90, Preschool- \$17.48 **(base rate).**

Max for families with multiple children is \$60.00 **(base rate).**

*We are closed on Easter Monday, but you will not be charged for this day.*

#### **Upcoming Program Closure Days, PD Days or Special Programs December 2025-July 2026**

DATE	TYPE	SCHOOL AGE PROGRAM	TODDLER, PRESCHOOL OR FAMILY AGE GROUP PROGRAM
December 22, 2025- January 2, 2026	Christmas Break	Program Closed.	Program Closed.
January 30, 2026	PD Day	Registration Required to Attend.	Automatically enrolled, no registration required.
February 16, 2026	Stat Holiday (Family Day)	Program Closed.	Program Closed.
March 16-20, 2026	March Break	Registration Required to Attend.	Automatically enrolled, no registration required.
April 3, 2026	Stat Holiday (Good Friday)	Program Closed.	Program Closed.
April 6, 2026	Holiday (Easter Monday)	Program Closed.	Program Closed.
April 24, 2026	PD Day	Registration Required to Attend.	Automatically enrolled, no registration required.
May 18, 2026	Stat Holiday (Victoria Day)	Program Closed.	Program Closed.
May 29, 2026	PD Day	Registration Required to Attend.	Automatically enrolled, no registration required.

<b>June 26, 2026</b>	PD Day	<b>Program Closed.</b>	<b>Program Closed for Staff Summer Start-up Meeting.</b>
<b>June 29, 2026</b>	First Day of Summer Program	Registration Required to Attend.	Automatically enrolled, no registration required.
<b>July 1, 2026</b>	Stat Holiday (Canada Day)	<b>Program Closed.</b>	<b>Program Closed.</b>

**Subsidy** The Child Care Fee Subsidy program assists eligible low- and moderate-income families with the cost of licensed child care in Cornwall and the United Counties of Stormont, Dundas, and Glengarry. It is available for children from birth to 12 years of age. To apply or for more information, families should visit [www.cornwall.ca](http://www.cornwall.ca), go to “Live Here,” then “Children’s Services,” and select “Child Care Fee Subsidy.” For general inquiries, families can call 613-933-6282.

**Fee Agreement Young Achievers Daycare** Due to the current demand for childcare spaces, parents must choose one of the following fee agreements:

1. **Full-time:** This applies to children that attend 5 days a week. Wednesday and Friday, and another child attends Tuesday and Thursday.
2. **Occasional:** This is on a call-in basis and will only be approved if there are spaces available.

Fees are to be paid on a bi-weekly basis unless arrangements have been made with the Director and the Director has called the center confirming the arrangements. **If payments are not received on Wednesday childcare will be immediately suspended.** If your child does not attend on the day payments are due, it is the parent’s responsibility to arrange it. **If an account has two late payments, you will be asked to pay childcare in advance.**

#### **Payment Options**

Payment can be made by etransfer to [billing@wherethechildrengrow.ca](mailto:billing@wherethechildrengrow.ca) or a cheque or money order to **Young Achievers Daycare**. Cash payments will not be accepted unless approved by the Director.

#### **NSF Fees**

A fee of **\$25.00 (non-base rate)** will apply to any returned cheques due to insufficient funds or other reasons.

**Notice of Termination: Parents must give two weeks' notice of termination before removing their child from the program.** The parent/guardian will be financially responsible for the full 2-week notification period, even if they choose to withdraw their child prior to the end of this period.

Once you register and have a childcare space, you will no longer need to register for PD Days, March Break, holidays program or summer break. The space is yours, and you will be charged for a full-time

spot until we receive your two-week termination notice. You will be responsible to pay your regular fees even if you don't use the space during certain periods (PD days, march break, summer etc.)

**Schedule Changes** If you require occasional childcare OR if you have a schedule change, please follow these steps to ensure there is space for your child:

- 1) Contact the head office 613-525-2189 in advance to see if there is space.
- 2) Once you receive approval that your child can attend, contact the school office to let them know.

## **SECTION 7: Child's Health**

**Child's Health and Symptoms** When groups of children play together, illness can occur or most will experience illness. Children get partly ill because their immune system is developing throughout the early years and because of exposure to hundreds of germs, which are all present in their environment.

It is the responsibility of the adults caring for children to reduce the risks of infections thereby preventing illnesses from occurring. Even though it is impossible to prevent all illnesses, we can help prevent the spread of infections. Therefore, it becomes important for parents and staff to share in ensuring a healthy environment for children.

If your child has any of the following symptoms, parents will be contacted to have their child picked up:

- ❖ **Diarrhea**
- ❖ **Difficult or rapid breathing**
- ❖ **Fever**
- ❖ **Headache, earache, stiff neck**
- ❖ **Lethargy**
- ❖ **Persistent-crying or irritability**
- ❖ **Pink eye**
- ❖ **Severe cough**
- ❖ **Signs of a contagious disease**
- ❖ **Unidentified rash**
- ❖ **Vomiting**
- ❖ **Yellowish skin or eyes**

**Diarrhea** This is the most common symptom of gastrointestinal infection. It is a change in consistency and or frequency of your child's bowel movement.

The center will follow these steps:

1. Staff will notify parents after one case of diarrhea and make them aware of the situation.
2. After the second episode of diarrhea, parents will be called to pick up their child. If the child has additional symptoms, such as fever, loss of appetite, vomiting, blood, or mucus in the stool, he or she may be required to see a physician. A medical note may be requested. This will be at the administration's discretion.
3. A child must stay home until the diarrhea stops for at least **48 hours** and they have a solid/normal bowel movement again.

**The Health Unit will be notified if two or more children have diarrhea within 48 hours of each other. These situations are called “outbreaks.” Steps must be taken to control the infection, including determining the cause. The Health Unit will then decide what steps need to be taken by the Centre.**

**Fever** Any child that shows a temperature of 101°F (38.5°C) will be returned home. A child that requires fever-reducing medication to eliminate fever will not be accepted in the program. A child can return to the program once their fever is absent for **24 hours** without medication.

**Vomiting** A child will be accepted back into the program after a **48-hour period** since the last case of vomiting. The child must also be able to keep food or fluids down.

**Lethargy** A child that shows signs of lethargy is often a symptom of impending illness. Due to this, you may be called to pick up your child.

**Persistent Crying and Irritability** A child that is showing persistent crying and irritability may be experiencing an undiagnosed visible illness. You may be asked to pick up your child if this behavior continues for a consecutive period and has not considered them “regular” standard of behavior.

**Communicable Disease** When a child has been exposed to or is suffering from a communicable disease, the parents of all children attending the program will be advised. A notice will be posted describing the condition. Staff will be monitoring all children at the center during the incubation period for any signs of the disease. If there is any indication that your child may have the contagious condition, he/she will be isolated from the other children, and you will be contacted immediately. We will expect you to pick up your child as soon as possible. If a parent cannot be contacted, the designated emergency contact will be informed. If the child's condition worsens, the child's physician, an ambulance or any other necessary steps will be taken to ensure your child's well-being.

**Head Lice** Children with head lice are not excluded from **Young Achievers Daycare**. The following strategies are implemented to try and assist with minimizing lice in the classroom:

1. Promote and prevent the spread of head lice by teaching the children proper hygiene practices. (i.e., no sharing of hats, clothing etc.)
2. Fabric dress-up clothes and fabric toys are cleaned weekly.

3. When there are lice in the classroom, teachers will remove dress up clothing and fabric toys.
4. Parent literature will be sent home when a case of head lice is known.
5. A sign will be posted when there are head lice in the classroom so that parents can take extra precautions with their children's items that travel to and from school.

**Hand, Foot, and Mouth Disease** is contagious and easily spreads through contact with unwashed hands, feces (poop), saliva (spit), mucus from the nose, or fluid from blisters. Children under age 7 are most at risk for HFM. To prevent the spread of HFM, children must be kept home from childcare while they have a fever or open blisters on the skin and in the mouth.

### **Rashes**

Unidentified rashes must be seen by a medical professional, and a medical note must be provided to show it is safe for your child to attend daycare. If your child is prone to eczema, getting a doctor's note before they start can be helpful. If there are any unidentified rashes observed at daycare, you will be asked to pick up your child.

### **Health Guidelines**

Here are some helpful guidelines to follow:

#### **1. Morning Health Check:**

Before daycare each morning, assess your child for any new or worsening symptoms. If your child has any new or worsening symptoms, keep them home for a minimum of 24 hours to reduce transmission in the daycare. **If your child needs pain medication to get through the day comfortably, they're not yet ready to be at daycare.**

#### **2. Return from Illness**

Your child can return to daycare when they have shown a steady improvement in their symptoms for a full 24 hours without medication and the symptoms are no longer persistent. Persistent meaning that they are still frequent enough to impact your child's comfort and/or are likely to spread germs to others.

#### **3. Energy and Activity Level:**

Your child should be back to their usual energy level and ready to participate in daycare activities. Since we keep busy with play and movement throughout the day, children need to feel well enough to participate. If they're still low energy or easily fatigued, a bit more rest at home is recommended.

#### **4. Out of Character:**

If your child is acting out of character to their "norm" at daycare, then you may be asked to pick-up early. Irritability, persistent crying or lethargy could be signs of an impending illness.

### **Screener Assessment**

To determine if your child is eligible to attend daycare when presenting symptoms, please complete the following health assessment:

<https://www.ontario.ca/self-assessment/>

If you have any questions about your child's health, please call the Eastern Ontario Health Unit at EOHU at 613-933-1375 or at 1-800-267-7120 and ask to be directed to the child care division.

### **When a Doctor's Note is Required**

To help keep all children and staff healthy, there are times when we may ask for a doctor's note for your child to return to the centre. This helps us ensure that your child is well enough to take part in the program and that they are not contagious.

A doctor's note is required when:

- Your child develops an **unknown rash or skin condition**.
- Your child may **have frequent or loose stools** that look like diarrhea, but this is considered normal for them and part of their regular bowel pattern. A doctor's note will help prevent unnecessary exclusion from the program.
- Your child develops any **signs or symptoms** that are consistent with a **communicable disease** that requires exclusion from care.

*If you cannot provide a doctor's note, then your child must remain out of care until the symptoms are no longer present.*

### **Important Details**

- Your child must be seen by a **doctor or nurse practitioner**, either **in person or through a virtual appointment** (for example, a video call).
- A **phone call alone is not sufficient**, as the healthcare provider must be able to properly assess your child.
- The note should confirm that your child has been **seen and is well enough to return to care**, and include any necessary **restrictions or precautions**, if applicable.

**Please note:** if restrictions or precautions limit your child's ability to fully participate in the routines of the day, you may be asked to keep your child home until they can participate safely.

If your child has a **history of rashes or skin sensitivities** (for example, eczema or allergic reactions to grass or mosquito bites), it is helpful to have a note from their doctor indicating this. This allows staff to recognize your child's typical skin condition and helps prevent unnecessary exclusion from care.

We **cannot diagnose illnesses or rely solely on a parent's assessment of symptoms**. A proper evaluation from a medical professional is needed to help reduce the spread of possible illness.

**Exception:** If your child is on antibiotics and experiencing side effects from the medication such as diarrhea, please provide a list of possible side effects, so we can disregard it as possible illness if these symptoms arise while your child is in our care.

**Bite Policy** The risk of infection transmission and/or other skin infections are an area of concern regarding human bites. Though the risk is minimal it is important for us to communicate this to our

families if an incident were to occur. For disease transmission to occur there must be broken skin and an exchange of body fluids.

Routine practices and standard wound care can decrease the risk of transmission. If the bite has broken the skin, with or without blood, you may contact Clinical Services for further direction and they will provide further direction to parents and their physician, if necessary.

The following are steps that will be performed.

- Wear disposable gloves if there is any indication of a break in the skin.
- Try to rinse the mouth of the biter with water.
- Seek appropriate medical attention, as necessary.
- Wash the bite thoroughly with soap and water.
- Be aware of the children's immunization status where appropriate
- Report wound if skin was broken to the EOHU for further instructions

**Infection Prevention and Control Guide** Policies and Procedures handling blood and body fluids is intended to help identify and take action to limit the spread of illness, infection, or infestation. This is required by the Public Health department.

See policies on handling blood and body fluids spills if required.

If there is a biting incident, it will fall under one of these three categories:

**Mild**- Biting attempt or redness, but no teeth marks.

**Moderate**- Bite left visible teeth marks.

**Severe**- Bite breaks skin.

If there are 5 mild incidents in one day, then the parents will be notified to pick-up.

If there are 3 moderate incidents in one day, then the parents will be notified to pick-up.

If there is 1 severe incident, then the parents will be notified to pick-up.

All biting incidents will be communicated to the parent as they happen or if they are nearing the total amount before pick-up is required.

**Early pick-up is an absolute last resort**, and we will continue to use all other strategies before this option.

**Medication** Staff must receive medication directly from the parent. Medication sent through the child's lunch kit or school bag will not be accepted. Medication prescribed for your child must be kept in its **original container** with the child's name, physician's name, and the directions for use. You must also fill out a medication consent form before the staff administer the medication to the child.

Non-prescribed medication can be administered at the consent of the parent via the medication consent form. Non-prescription medication may not be administered for more than 3 days unless accompanied by a doctor's note.

Children that are ill are **not to** be brought to the center since infection travels quickly from child to child. Any child with a contagious disease (i.e., measles) will not be allowed into the program. *If your child*

*becomes ill at the center, you will be notified of the symptoms and may be asked to pick up depending on the illness's severity. We ask that you respect these requests since our goal is to minimize the spread of illness. If leaving work unexpectedly is difficult, please provide an emergency contact that can be phoned if your child becomes ill at the program and requires immediate pick-up.*

## **Concussion Policy**

**Purpose:** This policy is designed to promote the safety and well-being of children in our care and to provide guidelines for the recognition, response, and management of concussions.

### **Concussion Awareness:**

1. All staff members and educators will receive training on recognizing the signs and symptoms of a concussion.
2. Parents and guardians will be informed about our concussion policy and provided with educational materials about concussions.

<https://obia.ca/wp-content/uploads/2023/03/Concussion-resource-children-ONLINE-rev-Mar-1-2023.pdf>

### **Recognition of Concussion:**

1. Any child who exhibits signs or symptoms of a concussion, such as headache, dizziness, confusion, nausea, or loss of consciousness, will be immediately assessed by a qualified staff member.
2. If a staff member suspects a child may have a concussion, they will take the following steps: a. Remove the child from any physical activity or play. b. Provide a quiet, supervised area for the child to rest. c. Notify the child's parent or guardian about the incident and the child's condition and request that the child be picked-up. d. Continuously monitor the child's symptoms and vital signs. e. If necessary, seek medical attention for the child.

### **Communication:**

1. Open and transparent communication will be maintained with parents or guardians regarding any incidents of head injury or suspected concussions.
2. A detailed incident report will be completed and shared with parents or guardians, documenting the incident and the steps taken.

### **Return to Play/Activities:**

1. A child diagnosed with a concussion will not be allowed to participate in physical activities, sports, or vigorous play until they have received medical clearance from a qualified healthcare provider.
2. A gradual return-to-play protocol, as recommended by the child's healthcare provider, will be followed to ensure the child's safety and proper recovery.
3. The childcare center will work closely with parents or guardians to ensure the child's safe and successful return to regular activities.

### **Record Keeping:**

1. All incident reports, communication with parents or guardians, and medical clearance documentation will be kept in the child's file.

2. These records will be confidential and accessible only to authorized staff members and, if necessary, healthcare professionals.

**Education and Training:**

1. Staff members will receive regular training on concussion recognition and management.
2. Parents and guardians will be encouraged to seek medical attention promptly if their child experiences a head injury or suspected concussion outside of the childcare center.

**Review and Updates:** This policy will be reviewed annually or as needed to ensure it remains current and effective. Any updates or changes will be communicated to staff, parents, and guardians.

By implementing and adhering to this concussion policy, Young Achievers Daycare aims to provide a safe and supportive environment for children while prioritizing their health and well-being.

## **SECTION 8: Daily Program Information**

**Daycare Arrival Policy** The arrival cut-off time for **Young Achievers Daycare** is **10:00 AM**. A snack is provided at **9:00 AM or 9:30 AM** (please check your location for the specific time). If you would like your child to participate in snack, please ensure they arrive before snack time ends. Snack serves as a bridge between breakfast and lunch—if your child has difficulty eating before dropping off, please communicate with the team so we can support them.

This policy helps maintain **consistent routines, minimize disruptions, ensure adequate staffing, and support children's engagement in activities.**

**⚠️ Exception:** If your child has a scheduled **appointment**, please inform the Team Lead 24 hours in advance so we can accommodate their late arrival.

**⚠️ After 10:00 AM, children will not be accepted into the program for the day unless prior arrangements have been made for a scheduled appointment.** Any child that is not in care by 10:00am will be marked as absent for the day. At which time, it will be too late to make changes.

**Parent Involvement** Parents are welcome to visit the program at any time. We encourage parents to share a special talent or participate in field trips and other special activities planned for the children. If you have any suggestions of special activities that you think the children would enjoy, please let the educators know and they can try to incorporate it into the program.

**Field Trips** Field trips are outings that are outside of the center's premise. The program will inform parents every time they are going on a field trip. A consent form for short distant trips within walking distance from the program is in the registration package. Field trips that are not within walking distance will have a different consent form for parents to sign. This consent form will be available when the field trip has been chosen since these trips require more preparation.

**Personal Belongings and Clothing** Each child should bring a small blanket that can be used at rest time. They are laundered weekly by our staff to minimize the spread of germs. Also, each child must have a

complete change of clothes labelled clearly with their name and a pair of indoor shoes. Children must come dressed for the weather. Even though we do our best to ensure that the clothing does not become lost, we regret that we cannot be held responsible for lost or stolen articles. However, the children have individual cubbies; minimizing articles being misplaced. You can assist with this matter by labelling all your children's items and clothing.

**Toys** Please do not bring the child's personal toys to the program. We have plenty of toys and resources at **Young Achievers Daycare**. Toys from home can be lost or broken and we cannot be held responsible for these items.

**Outdoor Play Your child will be outside at least 2 hours per day (weather permitting).** It is vital that you prepare your child with proper clothing for the weather. Improperly dressed children will still be taken outside, or you will be asked to come and pick up your child.

If your child cannot participate outdoors due to physician's request, you will make alternate arrangements for them on that day. Unfortunately, we do not have the extra staff to accommodate separating the group.

We will not go outdoors if the temperature including wind chill is at or below -20 degrees Celsius or if the heat index including humidity is at or above 32 degrees Celsius.

We will also not go outdoors if there is any safety concern about the play area or if air quality conditions could pose a health risk (i.e., smog warning, high humidity). **Playground checks are completed by the staff daily to ensure that the children are playing in safe conditions.**

**Sunscreen** **Young Achievers Daycare** staff will apply sunscreen on the children in the afternoon if consent is given by the parent (*refer to the consent form section*). The parent is responsible for applying sunscreen before dropping his/her child off in the morning. There is a \$3.00 (**non-base rate**) sunscreen fee if you are utilizing the daycare's sunscreen. If you would like to bring in your own sunscreen, please label it with your child's name. A minimum of 30 SPF will be applied by the child care center.

***Effective July 2, 2025, there will be a \$20.00 (non-base rate) sunscreen fee if you are utilizing the daycare's sunscreen.***

#### **UV Index**

If the UV index is 2 or under, we will not be applying sunscreen on your child.

For more information about the UV index and sun protection, please visit:

<https://www.canada.ca/en/health-canada/services/sun-safety/ultraviolet-index-your-local-forecast.html>

Young Achievers Daycare will use the following website to check the weather and UV index:

<https://weather.gc.ca/en/location/index.html?coords=45.026,-74.726>

**Transportation** The program and CDSBEO are not responsible for arranging transportation of your child. It is your responsibility to arrange your child's arrival and departure from the program.

**Inclement Weather Days** The program is still open on inclement weather days when the school buses are cancelled. If your child is scheduled on an inclement weather day and does not attend the program, you will still be charged because the program is open. If we close the program due to inclement weather, then you will not be charged. We will only close the program if the school closes.

**Rest Time** **Young Achievers Daycare** provides a rest time for all children to a maximum of two hours. The children are expected to rest quietly but they are not required to sleep. Each child will be provided with an individual cot for rest time with a fitted sheet. Parents can provide a blanket, or one will be provided for your child.

These are the standards set out by the ministry and will be carried out by our center.

- (a) an employee periodically performs a direct visual check of each sleeping child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviors. This will be checked every 15 minutes for each child and documented on our sleep check chart.
- (b) there is sufficient light in the sleeping area or room to conduct direct visual checks; and
  - (i) provide that children will be assigned to individual cribs or cots in accordance with this regulation,
  - (ii) provide that parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request,
  - (iii) provide that parents of children younger than 12 months will be advised of the licensee's obligation. Every licensee shall ensure that a child who is younger than 12 months who receives child care at a child care center it operates or at a premises where it oversees the provision of home child care is placed for sleep in a manner consistent with the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", published by the Public Health Agency of Canada, as amended from time to time, unless the child's physician recommends otherwise in writing.
  - (iv) provide that parents of children who regularly sleep at the childcare center will be advised of the centers or agency's policies and procedures regarding children's sleep,
  - (v) provide that the observance of any significant changes in a child's sleeping patterns or behaviors during sleep will be communicated to parents and will result in adjustments to the way the child is supervised during sleep, and
  - (vi) include details regarding the performance of direct visual checks, including how frequently direct visual checks will be performed and how direct visual checks will be documented.

**Waker's Program** Children that do not sleep will have the opportunity to participate in quiet table activities such as books, puzzles, or coloring until rest time is over.

**Smoking and Vaping** Are prohibited in the school as well as on the property. If smoking or vaping are witnessed on or within the property, this must be reported to the EOHU. The health unit will carry out inspectors and respond to complaints regarding smoking and vaping in childcare centers. If you must smoke/vape please remember to do so off school property. This rule is applicable to parents, employees, students, and visitors.

**Animals** It is prohibited to bring any animals to the program without consent from the daycare.

### **Potty Training**

**Young Achievers Daycare** provides a supportive and encouraging environment to help children develop toileting independence at their own pace.

**Readiness Signs** We recommend beginning when children show the following readiness signs:

- Staying dry for at least 2 hours at a time or through naps.
- Expressing discomfort with dirty diapers.
- Showing interest in the toilet or wearing underwear.
- Able to follow simple instructions and communicate the need to go.
- Demonstrating some independence in dressing (e.g., pulling pants up/down).

### **Our Role:**

- **Consistency:** The team will work with parents to follow a similar routine used at home.
- **Reminders:** The team will remind children to use the toilet regularly (every 1-2 hours or as needed).
- **Support and Encouragement:** Positive reinforcement will be used (praise or stickers) to motivate children. Treats or food items will not be used as a method of positive reinforcement.
- **Hygiene:** Staff will ensure proper handwashing after every attempt and encourage children to wipe properly.
- **Potty refusal:** We will encourage the child to use the potty, but if they refuse, we will not force them. We will only use positive strategies to encourage potty training.
- **Accidents:** We understand that bathroom accidents are a normal part of the learning process. Children will be cleaned and changed promptly with compassion. The team will follow sanitation protocols when assisting with accidents to ensure the cleanliness and hygiene of all children.
- **Laundry:** Clothing from pee accidents will be cleaned at the centre, but due to EOHU recommendations, clothing related to bowel movement (BM) accidents will be sent home. These items will be placed in a plastic bag for easy, hygienic travel.

### **Frequency of Accidents:**

- If frequent accidents occur, we may pause toilet training at daycare and revisit when the child shows more readiness.

### **Parent's Role:**

### Communication:

- Parents must inform the daycare when they start potty training at home and share routines that work.

### Supplies:

- **Parents must provide:** Extra sets of clothing, underwear, and socks. *Enough clothing for the frequency of accidents happening per day.*
- Pull-ups or training pants, if used.
- Wipes and any necessary hygiene products.
- **Consistent Practices:** We encourage parents to avoid transitioning between diapers and underwear once potty training begins to ensure consistency.

### Clothing Recommendations:

- Parents are encouraged to dress children in easy-to-remove clothing (e.g., pants with elastic waistbands).
- Avoid overalls, belts, and tricky fasteners that may delay the child during bathroom breaks.

### Communication Between Parents and Staff:

- Daily Updates: Staff will provide feedback on the child's progress through verbal reports or in a daily journal.
- Progress Check-in's: If challenges arise, we will discuss strategies with parents to ensure consistency between home and daycare.

### Social Media

At **Young Achievers Daycare**, we ask parents to respect privacy and confidentiality on social media:

- Do not post photos/videos of other children.
- Avoid sharing sensitive information about children, families, or staff.
- Be respectful when posting about the daycare.
- Contact management directly for concerns.

### Screen Time Guidelines by Age Group

At Young Achievers Daycare, we recognize that technology can be a useful learning tool when used purposefully and in moderation. However, we prioritize hands-on exploration, social play, and physical activity as the most meaningful ways for children to learn and develop. To promote healthy balance and age-appropriate engagement, our program follows the following screen time guidelines:

#### Parent Permission

- Families will be informed of any planned use of technology or video materials within the program.
- Written parent permission will be obtained annually or before a new form of screen-based activity is introduced.

- Parents may choose to opt their child out of any screen-based activities at any time.

### **Toddler Program**

- Screen time is not part of our daily programming for toddlers.
- Short, occasional viewing may occur only for interactive or educational purposes (e.g., brief songs, movement videos, or photo slideshows related to children's experiences) and always with active staff interaction.
- Screen use is always supervised and limited to a maximum of 5 minutes per viewing, and no more than 1–2 times per week.

### **Preschool Program**

- Limited, purposeful screen use may be included occasionally to enhance learning experiences (e.g., a short educational video, music and movement, or virtual field trips).
- Screen use is always supervised and limited to a maximum of 10 minutes per viewing, and no more than 1–2 times per week.
- All content will directly support curriculum goals, such as exploring a topic of interest, extending a story, or introducing new concepts.

### **General Principles for All Programs**

- All screen-based activities are intentional, age-appropriate, and staff-led or staff-supported.
- Children are never required to participate in screen activities.
- Our goal is to ensure technology supports learning—not replace active play, social connection, or exploration.

### **Special Movie Screenings**

- Occasionally, children from **all age groups** will have the opportunity to watch a **"G" rated movie** as a special activity.
- Parents/guardians will receive a **separate permission form** in advance for each movie activity.
- Movie activities will be **supervised by educators**, and the children will have the opportunity to participate in other activities if they do not wish to watch the movie.

## **SECTION 9: Nutrition**

**Meals** Our goal is to promote the development of healthy food habits. Snacks and lunches are included at *all* locations for toddler/preschool/family age group programs. ***If you prefer to send lunch for your child, please inform Young Achievers Daycare in advance.*** If you would like to send a hot lunch for your child, please send it with a microwave safe dish with instructions on serving. **\*Please note that snacks are not provided for any of our Before & After School locations (only toddlers/preschooler classes are provided with lunch and snacks).**

We encourage healthy eating in our program by following "Canada's Food Guide." Parents are asked to keep in mind the importance of good nutrition when preparing snacks and lunches. If you send your child to the program with unhealthy options, **Young Achievers Daycare** will provide a nutritious alternative. For healthy lunch ideas visit the "Canada's Food Guide" website at [www.hc-sc.gc.ca/fn-ens/nutrition/food-guide-guide-aliment/index\\_e.html](http://www.hc-sc.gc.ca/fn-ens/nutrition/food-guide-guide-aliment/index_e.html)

**Packing A Safe Lunch** Perishable food such as meats, fish, seafood, yogurt, cheese, hummus, dips, and mayonnaise can start to grow harmful bacteria when left out at room temperature. Please follow the tips below to pack a safe lunch for your child:

- Keep hot food hot** - Use a wide mouth thermos. Let boiling water stand in thermos for few minutes. Pour out water. Quickly add hot food to thermos and keep the lid on until lunch time.
- Keep cold food cold** - In an insulated lunch bag, use a frozen drink container, a frozen water bottle or a freezer pack for foods that can spoil quickly.
- Wash fruits and vegetables** - before packing. Take the skins off, cut up oranges and melons or give them a good scrub with a firm brush.
- Throw out perishable leftovers** - Do not reuse wrappings.
- Peanut- Free** - Check food labels to ensure your food choices are peanut-free.

(Information taken from [www.eatrightontario.ca](http://www.eatrightontario.ca))

**Morning And Afternoon Snack** *Young Achievers Daycare* provides a morning and afternoon snack at all locations for toddler and preschool programs. These snacks include a minimum of 2 food groups. For a list of snacks we offer, please refer to the snack menu posted in the room. Kinders and school-age children are not provided with any snacks or meals. Bagged lunches are required in the program. A child will not be permitted to take out his/her own morning snack during our designated snack time unless it is also nutritious. Once the child has had our afternoon snack, then he/she can choose something from his/her lunch regardless of its nutritional content.

## SECTION 10: Allergies and Food Restrictions

**Anaphylaxis and Allergies** *Anaphylaxis is a rapidly progressing, life-threatening allergic reaction. If your child is anaphylactic, an EpiPen is required to be at the center* and must be kept in the same room as the child when your child attends the program. *Expired EpiPen's will not be accepted. Prior to your child starting in the program, an anaphylaxis form must be filled out completely.* It will be posted in a place accessible to our staff and will review it before your child starts the program.

Please inform the staff of any allergy, food restriction or anaphylactic condition your child has before starting the program.

**Peanut Restriction** We make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis. Peanut allergies are a common allergy among young children. They tend to be more severe than other food allergies. Therefore, peanuts and peanut products are restricted in all our *Young Achiever* programs. **Absolutely NO peanut products are allowed in our facility** - children that come to school with peanut products will be offered an alternative from our program at cost to the parent.

**Baked Goods** We appreciate the time and courtesy involved in making baked goods. Therefore, if a parent or a staff member would like to make something for the children, please include the list of ingredients upon delivery of the baked items so parents can be informed of what it contains. Since we cannot guarantee cross-contamination of anaphylactic ingredients, home baked goods are not allowed to be given to children at Young Achievers Daycare without parental consent. Please refer to the consent form.

## SECTION 11: Supervision and Safety

### Volunteers and Students

<b>Roles and Responsibilities: Supervision Requirement for Volunteers and Students</b>	
Completion of the following:	
<b>Director</b>	<ul style="list-style-type: none"><li>• <b>APPROVE</b> start date for students and volunteers.</li><li>• <b>REVIEW AND ENSURE</b> that all staff, students, and volunteers sign policies and procedures prior to the start date and annually thereafter.</li><li>• <b>ENSURE</b> that sufficient insurance is provided by institution of student and that volunteers can provide their own prior to start date.</li></ul>
<b>Supervisor</b>	<ul style="list-style-type: none"><li>• <b>REVIEW</b> and provide a copy of the center's policies and procedures.</li><li>• <b>PROVIDE AND EXPLAIN</b> childcare center philosophy.</li><li>• <b>TOUR</b> of building and fire procedures.</li><li>• <b>PROVIDE</b> a copy of the parent handbook to students and or volunteers.</li></ul>
<b>Cooperating Teacher</b>	<ul style="list-style-type: none"><li>• <b>RECOMMENDATION: That the designated cooperating teacher has at least 2 years' experience in the field.</b></li><li>• <b>REVIEW</b> student information package and outline expectations of the school and center.</li><li>• <b>SIGN OFF</b> policies and contract has been completed and reviewed with student</li><li>• <b>MONITOR</b> and complete all reporting documents and evaluation forms.</li><li>• <b>COMMUNICATE</b> frequently about progress.</li></ul>

	<ul style="list-style-type: none"> <li>• <b>MODEL AND MENTOR</b> appropriate behaviors, conduct and program philosophy.</li> <li>• <b>ENSURE</b> that volunteers and students are supervised while in the children's presence.</li> </ul>
<b>Student</b>	<ul style="list-style-type: none"> <li>• <b>READ, UNDERSTAND AND SIGN-OFF</b> on all policies, procedures, and contracts.</li> <li>• <b>ABIDE</b> by the policies and procedures.</li> <li>• <b>PROVIDE</b> the following documents: WSIB (Workplace Safety and Insurance Board) form, Clear Criminal Reference Check including vulnerable sector (CPIC), Emergency information, CPR and First Aid (if applicable), student information package.</li> <li>• <b>Maintain confidentiality.</b></li> </ul>
<b>Volunteer</b>	<ul style="list-style-type: none"> <li>• <b>READ, UNDERSTAND AND SIGN-OFF</b> on all policies and procedures.</li> <li>• <b>ABIDE</b> by the policies and procedures.</li> <li>• <b>PROVIDE</b> the following documents: Clear Criminal Reference Check including vulnerable sector (CPIC) which should be renewed annually, Emergency information, CPR and First Aid (if applicable).</li> <li>• <b>Maintain confidentiality.</b></li> </ul>
<b>Special Presentations, Visitors, Consultations</b>	<ul style="list-style-type: none"> <li>• Proof of Vulnerable Sector Check (VSC) is not required, but there <b>must</b> be an attestation from their employer or an Offence Declaration (OD).</li> <li>• <b>Maintain confidentiality.</b></li> </ul>

***Young Achievers Daycare will review this policy annually.***

#### **Student and Volunteer Policies**

- No child is supervised by a person less than 18 years of age.
- In our childcare centers, only employees will have direct unsupervised contact with the children.
- Volunteers and students are not counted in the staffing ratios in childcare center.
- Employees will sign off on Volunteer/Student Rules and Regulations (provided in section 18).
- Students/volunteers will read and sign off on our policies and procedures.
- Students will sign a contract for working in our facility (contract example in section 18).
- Students/volunteers will be monitored by a designated staff member while they are in our facility.

Ensure the student is covered by their school's insurance and volunteers provide their own insurance or are covered under it before the start date.

Where Children Grow/Young Achievers Daycare will ensure that the policy is reviewed with employees before they begin their employment and at least annually afterwards. Students and volunteers will review the program statement before interacting with children and when it is modified.

Students and volunteers will be monitored by the Supervisor and Cooperating Teacher. Any violation of this policy will result in disciplinary action and or dismissal.

### **Duty To Report**

Everyone has a duty to report suspected child abuse.

#### **Child and Family Services Act CFSA s.72(1)**

##### **Responsibility to report a child in need of protection -**

If a person has reasonable grounds to suspect that a child is or may need protection, they must promptly report the suspicion and the information on which it is based to the Children's Aid Society.

#### **Child and Family Services Act**

##### **What are "reasonable grounds to suspect?"- CFSA s.72(3)**

You do not need to be sure that a child is or may need protection to make a report to a Children's Aid Society. "Reasonable grounds" are what an average person, given his or her training, background and experience, exercising normal and honest judgment, would suspect.

##### **What does "Duty to Report" mean to families?**

Duty to report means that every staff member with **Young Achievers Daycare** that has any suspicions of child abuse must legally contact the Children's Aid Society. While it is our duty to report, it is the responsibility of the Children's Aid Society to investigate. The results of this investigation are confidential between the Children's Aid Society and the family involved. The staff at Young Achievers daycare will not contact the family prior to calling the Children's Aid Society nor will they contact the family to notify them that a report has been made.

For our full **DUTY TO REPORT** policy please see the Policies and Procedures book available at your program location.

**Discipline Program, Our Philosophy** is to eliminate violence from our program to provide a nurturing environment for the children. Violence will be properly addressed and resolved at the program. If a child is continuously violent, he/she will be suspended and terminated from the program.

**The Purpose** of this philosophy was developed to promote a safe and secure environment for children and staff without violence.

**Identification** of any behaviors that can endanger the well-being of a child (physically, emotionally, or psychologically) shall be considered acts of violence and will be documented using the “Behavior Incident Reporting Form.”

Your child’s environment assists his/her development in three ways:

- ❖ Physical well being
- ❖ Psychological well being
- ❖ Emotional well being

#### **Examples of violence**

**Physical violence:** pushing, punching, hitting, pinching, biting, slapping, kicking etc.

**Psychological violence:** vulgar language, spitting, lack of respect to other and objects, blackmailing, threats, screaming, intimidating etc.

**Emotional violence:** harassment, verbal abuse, rejection, gossiping etc.

**Guidance Policy** The following practices are used by our staff when guiding behaviors:

- Managed** in a positive and consistent manner.
- Implemented** as soon as possible after the inappropriate behavior.
- Appropriate** to the level of the child.
- Related** to the current inappropriate behavior.
- Designed** to assist the child to learn the appropriate behavior.
- Discussed** with the parent(s) if a difficult situation arises with a child.

**PLEASE NOTE:** A discussion/explanation will follow all discipline methods where appropriate.

#### **Prohibited Behaviour Management Practices**

Any form of unacceptable intervention is prohibited. Unacceptable intervention is any intervention that puts in danger the physical and psychological well-being of one or more of the children.

The following forms of behavior management practices are **not permitted** by anyone including staff, volunteers, students, parents on the premises of **Young Achievers Daycare**:

#### **Prohibited practices:**

- (a) corporal punishment of the child.
- (b) 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.
- (c) locking the exits of the childcare centre or home childcare 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.

- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

The Director/Assistant Director/Human Resources Manager/Pedagogical Leader/Team Leaders will assure the approach to discipline and policies are being respected by staff, students, and volunteers with:

1. Observations
2. Frequent visits
3. Annual performance appraisals
4. Immediate meetings with staff if a situation arises

### **Serious Occurrences**

- (a) the death of a child who received childcare at a childcare Centre, whether it occurs on or off the premises,
- (b) abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a childcare center,
- (c) a life-threatening injury to or a life-threatening illness of a child who receives childcare at a childcare center,
- (d) an incident where a child who is receiving childcare at a childcare center goes missing or is temporarily unsupervised, or
- (e) an unplanned disruption of the normal operations of a childcare center that poses a risk to the health, safety or well-being of children receiving childcare at the childcare center

Any serious occurrence reported to the Ministry of Education by **Young Achievers Daycare** will be posted on the parent board via the 'Serious Occurrence Notification form.' It will be posted 10 days from the last update the form receives and then it will be filed on site. **Please be sure to check the parent board for these notifications.**

All serious occurrences are reviewed by the director and program changes are implemented when necessary to maintain quality of care. If you have questions about a serious occurrence, please speak to the program staff or contact the head office at 613-525-2189 or 613-551-8862.

**Emergency Procedures** Monthly, unannounced fire drills are completed to ensure quick and efficient departures. Lockdown procedures are also practiced throughout the year to familiarize children and staff. In an emergency, the children and staff will evacuate the school to our safety location. If we cannot gain re-entry into the school, you will be notified to come and pick up your child at our safety location.

For a list of all our safety locations please refer to our evacuation strategy handbook available in the

program. In the event of an emergency, parents or emergency contacts will be contacted by phone immediately once the children have been brought to safety. See Section 23 Emergency Preparedness Manual of our Policies and Procedures book for further information.

FULL DAY PROGRAMS	EVACUATION LOCATION	EVACUATION ADDRESS
Bishop MacDonell	St. Peter's Catholic School	1811 Second St. East, Cornwall
St. Finnans	Terre des Jeunes	33 Lochiel St. East, Alexandria
St. Anne's	Viscount Alexander School	1401 Dover Road, Cornwall
St. Peter's	Rose des Vents	1650 Second St E, Cornwall, ON K6H 2C3

BEFORE & AFTER SCHOOL PROGRAMS	EVACUATION LOCATION	EVACUATION ADDRESS
Bishop MacDonell	St Peter's Catholic School	1811 Second St. East, Cornwall
St. Andrew's	St. Andrew's Catholic Church	17298 County Road 18, St. Andrew's West
St. Anne's	Viscount Alexander School	1401 Dover Road, Cornwall
St. Finnans	Terre des Jeunes	33 Lochiel St. East, Alexandria
St. Peter's	Rose des Vents	1650 Second St E, Cornwall, ON K6H 2C3

#### Childcare Termination Policy Due to Non-Compliance

- 1. Progressive Approach:** Young Achievers Daycare is committed to maintaining a safe and supportive environment for all children. In instances where parents consistently fail to adhere to established policies, a progressive approach will be taken.
- 2. Communication:** Initial instances of non-compliance will be addressed through written and verbal communication. Parents will be notified of the specific policy violations and given an opportunity to rectify the situation.
- 3. Warning Period:** If non-compliance continues after initial communication, a formal warning will be issued. This warning will outline the specific policies that have not been followed and specify a reasonable timeframe for corrective action.

4. **Review Meeting:** A review meeting may be scheduled with the parents to discuss the ongoing concerns and find a resolution. During this meeting, the childcare provider and parents will work together to develop a plan to address the non-compliance issues.
5. **A Written Plan of Action:** If necessary, a written plan of action will be developed, outlining the steps the parents must take to rectify the non-compliance issues. This plan will include specific timelines and expectations.
6. **Continued Non-Compliance:** If, despite the warnings and interventions, the parents continue to violate policies and fail to meet the agreed-upon expectations, Young Achievers Daycare reserves the right to terminate services.
7. **Termination Notice:** A written termination notice will be provided to the parents, outlining the reasons for termination, the steps taken to address the non-compliance, and the effective date of termination.
8. **Transitional Period:** A transitional period will be provided to ensure a smooth transition for the child. During this period, parents will be responsible for finding alternative childcare arrangements.
9. **Appeals Process:** Parents have the right to appeal the termination decision. The appeal process will involve a meeting with the Director to discuss the reasons for termination and explore potential resolutions.
10. **Final Decision:** The final decision regarding termination will be made after considering the results of the appeal process. Young Achievers Daycare reserves the right to uphold the termination if non-compliance concerns persist.
11. **Confidentiality:** Throughout the termination process, confidentiality will be maintained to the extent allowed by law. Information related to the termination will only be shared with individuals directly involved in the process.

**NOTE:** Young Achievers Daycare reserves the right to terminate services immediately in cases of severe policy violations that pose an immediate risk to the safety and well-being of the children, families, or staff.

## **SECTION 12: Contact Information**

**Grievances Or Concerns** If parents have any concerns, they are encouraged first to discuss their concern with the educator that cares for their child or the supervisor of the program. If your concern is not dealt with to your satisfaction or if you prefer contacting the Director or Assistant Director directly, you may do so too. The phone numbers are listed below for your convenience.

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

Name Child Care Agency: Young Achievers Daycare & Where Children Grow

Date Policy and Procedures Established: 21/09/2017

Date Policy and Procedures Updated: 21/09/2017

## **Purpose**

This policy provides a transparent process for parents/guardians, the childcare agency licensee, and staff to use when parents/guardians bring forward issues/concerns.

## **Definitions**

***Licensee:*** The individual or agency licensed by the Ministry of Education responsible for the operation and management of each childcare agency it operates (i.e. the operator).

***Child Care Provider:*** The individual with which the childcare agency has established an agreement for the provision of childcare on their agency's premises.

***Staff:*** Individual employed by the licensee

## **Policy**

Parents/guardians are encouraged to take an active role in our childcare agency and regularly discuss what their child(ren) are experiencing with our staff. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Young Achievers Daycare and Where Children Grow and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

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

Investigations of issues and concerns will be fair, impartial, and respectful to the 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, childcare providers, other persons in the childcare premises, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

## **Conduct**

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

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

## **Concerns about the Suspected Abuse or Neglect of a Child**

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

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

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

For more information, visit

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

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
<b>Program-Related</b> E.g.: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the childcare provider directly or</li> <li>- the staff and/or licensee.</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 2 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<b>General, Agency- or Operations-Related</b> E.g.: fees, placement, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> <li>- the staff or licensee.</li> </ul>	
<b>Provider-, Staff- and/or Licensee- Related</b> E.g.: conduct of provider, Staff, agency head office staff, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly or</li> <li>- the licensee.</li> </ul> <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<b>Related to Other Persons at the childcare Premises</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff directly or</li> <li>- the staff and/or licensee</li> </ul> <p>All issues or concerns about the conduct of other persons in a childcare premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the person responsible for supervising the volunteer or student or</li> <li>- the staff and/or licensee.</li> </ul> <p><b>Note:</b> All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>If the staff is unable to address the issues it will follow the chain of command. The issue will be brought to; in this order</p> <ol style="list-style-type: none"> <li>1. Staff</li> <li>2. Supervisor</li> <li>3. Office Management</li> <li>4. Director</li> <li>5. The Board of directors (If applicable)</li> <li>6. Ministry of Education</li> </ol> <p>Staff will inform the director of the parental concern weather it is minor or a major issue.</p>

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

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**

#### **Young Achievers Daycare**

220 Main Street South,  
Alexandria, ON K0C 1A0  
613-525-2189 OR 613-551-8862

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

### **Concerns About the Suspected Abuse or Neglect of a Child**

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

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

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

For more information, visit

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

**Young Achievers Daycare Main Office****Office Hours:** Monday to Friday 9:00am-5:00pm**Mary Derouchie:** Director**Shallan Bond:** Assistant Director**Sylvia Spence:** Human Resources Manager**Charlene Van Veit:** Pedagogical Leader**Jessica Depatie:** Registration Coordinator**Address:** 220 Main Street South, Alexandria ON, K0C 1A0**Contact:**General Inquiries: [info@wherechildrengrow.ca](mailto:info@wherechildrengrow.ca)Registration or Waitlist Inquiries: [registration@wherechildrengrow.ca](mailto:registration@wherechildrengrow.ca)Billing Questions or Payments: [billing@wherechildrengrow.ca](mailto:billing@wherechildrengrow.ca)Assistant Director: [shallan@wherechildrengrow.ca](mailto:shallan@wherechildrengrow.ca)Pedagogical Leader: [charlene@wherechildrengrow.ca](mailto:charlene@wherechildrengrow.ca)**Main Office Phone:** 613-525-2189 Cell: 613-551-8862**Young Achievers Daycare Locations**

<u>LOCATION</u>	<u>ADDRESS</u>	<u>CONTACT</u>	<u>AGE GROUP</u>	<u>AM SNACK</u>	<u>PM SNACK</u>	<u>LUNCH</u>	<u>BREAK PROGRAM</u>
Bishop McDonell	300 Adolphus St. Cornwall	613-937-0876	30-67 months	yes	yes	yes	yes
St. Finnans	220 Main St. Alexandria	613-525-0029	12-67 months	yes	yes	yes	yes
St. Anne's	607 Surgenor St. Cornwall	613-932-8086	18-67 Months	yes	yes	yes	yes
St Peter's	1811 Second St E Cornwall	613-551-3588	18-67 Months	yes	yes	yes	yes

**\*St. Andrew's location is currently not in operation and has opted out of the CWELCC program. If the St. Andrew's location reopens, it will operate at full fees until we reapply for and receive approval to resume participation in CWELCC.**