

# Parent Handbook



## More Than Just Babysitting Child Care Centre Inc.

~Since 1987~

**“Where Kids Count”**

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

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## ***Welcome to MTJB***

Welcome to MTJB.

We would like to take this opportunity to welcome you and your family to our MTJB Child Care Centre. We recognize the importance of the best possible quality child care and early learning environment to meet your family's needs.

Parents are encouraged to read the Parent Handbook and any other memos and newsletters made available. We welcome any suggestions, comments, and constructive feedback to help us continue to provide the highest level of quality care to your child and family.

It is our mission to provide quality child care to the children and families through our five centres within Grenville County. Our early childhood program exists to provide infants, toddlers, preschoolers, kindergarteners and school-age children with a warm, loving environment where he or she can feel safe, secure and happy. We offer a wide range of opportunities for children to learn and grow. We provide nutritious snacks & lunches, a play-based curriculum, plenty of outdoor activities, kindergarten readiness programming and much, much more. We give your child a chance to make new friends and socialize with children his or her own age. M.T.J.B. also offers a wide range of exciting activities during the summer, such as guest speakers, swimming, water fun days, cooking experiences and lots more.

Our staff members are carefully screened and certified in early childhood education or diplomas and degrees related to young children.

We are licensed by the Ministry of Education; we adhere to the highest standards of early learning programming and safety.

Our classrooms reflect the spirit of children and support their developmental needs. We prepare the environment so that it offers stimulating, challenging materials and activities. Every day we work to make learning fun. We provide excellent childcare working in partnership with parents and families to provide the best early years for our children.

Our staff is dedicated to providing the most comfortable and happy environment for your children. Our program not only stimulates educational growth but, most importantly, ensures love, acceptance and safety to all the children.

The parent handbook supports transparency and communication with our parents and families. It clarifies information about the services that are offered so that our expectations are the same. Information is detailed so that when you are considering whether to enroll your child (ren) at MTJB, you can make informed choices among programs offered within the community.

From time to time the Parent Handbook is modified; notice of change will be posted at the centre and a revised copy of the Parent Handbook will be available online [www.mtjb.ca](http://www.mtjb.ca).

We hope you enjoy your time at MTJB.

## Vision

***That each child looks fondly upon their time with us with wondrous eyes and brilliant smiles knowing we have prepared them to confidently excel where life takes them.***

**For our children** this means a nurturing, safe and fulfilling environment allowing children to thrive emotionally, socially, mentally and physically.

**For our parents** this means we add to the joy and security of the family unit. Parents can anticipate a great day for their child each and every morning and share in their children's rewards when they pick them up each and every day.

**For our team** this means working in an environment that encourages and supports passion and excellence allowing each team member to thrive mentally, physically, emotionally and socially.

**For our communities we serve** this means strong relationships that contribute to economic sustainability and enhancing quality of life for residents.

**For MTJB** this means a stable, financially secure organization with a reputation for providing creative programming, exceptional child care and making a real difference in the lives of families.

## Mission Statement

**We Create a World... "Where Kids Count."**

**To provide quality child care services to the families it serves. We give children the opportunity to develop their voices for the enjoyment of today and the betterment of tomorrow.**

## Motto

***I love my job for all the little reasons.***

## Guiding Principles

The guiding principles or core beliefs of the organization are as follows:

We believe in:

- Respect for each individual;
- Nurturing of free spirit, energy and inquisitiveness;
- The existing family unit and that by creating a safe, trusting, homelike environment, we are devoted to the well-being of the whole child
- Maintaining long-lasting relationships;
- The strength of teamwork, that by utilizing all available resources we can best respond to the challenges and opportunities of today and tomorrow;
- Supporting our communities and meeting their needs pro-actively;
- Our children's ability to reach their potential through incidental learning;
- Building partnerships within our child care network to maintain a high level of excellence in service and professionalism.

## Program Statement

MTJB endeavors to provide quality programming based on research and practice from around the world that contributes to positive experiences and outcomes for children.

*“How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014)” is a document to be used for the purpose of guiding licensed childcare programs. This professional learning resource will support early year’s programs and will inspire critical reflection and discussion among the staff, the children and their families. (Minister’s Policy Statement on Programming & Pedagogy, made under the Child Care and Early Years Act, subsection 55 (3), 2014)*

MTJB will use this resource to strengthen the quality of our programs and ensure high quality and enriching experiences that lead to positive outcomes. MTJB recognizes children as individuals who are competent, capable of complex thinking, curious, and rich in potential; we value and build on their strengths and abilities.

MTJB sets out goals for children and expectations for programs, organized around four foundations that are central to children’s learning and growth; belonging, well-being, engagement and expression. These goals for the children provide a basis for thinking about and creating the kinds of environments and experiences that are meaningful for the children in order to guide their learning.

All staff, students and volunteers will read the Program Statement and sign off in the Policy and Procedures Sign-off binder prior to employment or prior to interacting with children, when the statement has been modified, and on an annual basis

**The goals that guide the MTJB program for children at our child care centre are as follows:**

**1. To promote the health, safety, nutrition, and well-being of the children:** The first step in establishing and nurturing health, safety, and well-being for children in our programs is through the connections they make with the program staff and students on placements. Upon enrollment, educators will familiarize themselves with all information concerning medical conditions, allergies, food restrictions, medication requirements, and parental preferences in response to diet, exercise, and rest time. Educators build partnerships with the families, which gives the children a sense of security, confidence to express emotions, the feeling of being equally included, and the sense of “I have a voice.”

- **Health and safety:**

As a licensed child care operator, MTJB meets and exceeds all health and safety requirements of the Ministry of Education and local government bylaws. Monthly inspections are held with the school administration at our programs housed within schools. There is also a monthly health and safety inspection review performed at our Kemptville Main Site and the 5 Clothier Street Site. Information regarding health and safety may be posted on our “Parent Communication” boards and in the Parent Handbook. Staff members are available to discuss health and safety policies and protocols as questions arise. Lastly, daily cleaning and disinfecting of equipment and play space completed at all sites.

- **Nutrition:**

MTJB offers healthy snacks and balanced lunch for our infants, toddlers, and preschoolers (0 – 3+-year-olds). Our kindergarten and school-age children are provided morning snack choices through an open snack time before school and family-style snack time after school. For the kindergarten and school-age children, MTJB's Brown Bag Lunch Policy provides

nutrition guidelines for parents for healthy lunches when lunch is not provided. A hot lunch program may be offered during the summer months; parents can purchase meals through this program for their children.

Our menus align with the new Canada's Food Guide. Snacks and lunches are served family-style. MTJB collaborates with nutrition professionals to develop standard menus for all of our programs that are both nutritious and appealing for children. Menus are posted on the bulletin board two weeks in advance; a sample menu is posted on our website. Through our menus and special program activities, we continue to make healthy choice changes made from scratch and offer opportunities for the children to experience various healthy meal options and new ideas. We accommodate dietary or religious food requirements for children in our programs. Children's dietary restrictions are posted in each eating area and the kitchen.

We are a nut safe centre; we do not cook with nuts or nut oils or nut butters. Foods containing nuts or nut by-products are prohibited. We request that anyone who has eaten peanut butter to brush their teeth and wash their hands and face thoroughly before coming to the daycare. Birthdays are a special time for children. We all join together for the Happy Birthday song.

We cannot accept birthday cakes or other outside food for birthday celebrations. Please speak to your Program Manager for options we can take to make the celebrations special.

MTJB does have an Anaphylactic Policy and Procedure in place, and staff members have been trained in the use of EpiPen. Staff members are informed of all dietary restrictions as part of the enrollment process; they are reviewed during staff meetings as required.

Children have access to drinking water throughout the day.

MTJB has several staff members, including the Dietary staff that has completed the Food Handler's course offered through the local health unit.

Staff members are encouraged to eat their nut-safe lunches from home with the children. Or, once the children have eaten, staff members are welcome to check in on their breaks with the dietary team for a taste from the kitchen if extras are available.

- **Wellbeing:**

**To support positive and responsive interactions among the children, parents, and staff;**

MTJB recognizes each child as having equal rights to participate in program activities. We acknowledge and respect the unique qualities of each child and family environment, as well as the developmental abilities and needs of each child. In cooperation with outside agencies such as Early Language Express, Developmental Services of Leeds, and Grenville, we work diligently to establish programming strategies to foster an inclusive learning environment in which every child can participate. We view the diversity of children and families as an asset, and we plan programs to reflect differences and to enrich the environment, all while helping the children develop self-help, empathy & social skills.

- **Belonging:**

**To support a sense of connectedness to others, individual experiences being valued, forming relationships with others, and making contributions as part of a group, a family, and the natural world.** MTJB strives to create a "home-like" environment to bridge home with daycare. A place where everyone feels welcome, a real sense of belonging. MTJB feels like "home away from home." All children and their families are valued and respected as individuals in a non-judgmental, caring atmosphere. Our MTJB family exhibits confidence and trust while working together as a cohesive team supporting our children and families. MTJB continues to connect and form relationships within the community by learning more about other organizations and supporting them through involvement. i.e., **Community events, e.g., Old**

**Town Kemptville, the Bunny Hop, Kreepy Kemptville, Spot the Elf, Christmas Parade floats, Food Bank drive, Operation Christmas Child, staff events, etc.**

**2. To encourage the children to interact and communicate positively and support their ability to self-regulate:**

Our program also supports children's self-regulation, their ability to deal with stress, and to remain calm, alert, and ready to learn. We believe that positive practices are an integral part of our program as it complements our goals and philosophy. It ensures the smooth running of our programs and teaches children to learn to respect others, themselves, and property.

Under no circumstances will staff exhibit prohibited practices: corporal punishment of the child including spanking, hitting, and shaking; physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision; 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; deprive the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or inflict any bodily harm on children including making children eat or drink against their will.

The educator will act as a role model for the children as well as help the children develop their skills by encouraging the use of verbal communication in an open, honest manner. MTJB believes that a quality program will work as a preventative measure regarding prohibited practices. An age-appropriate program has lots of toys and activities and has a balance between stimulating and quiet, which is conducive to learning and appropriate behaviour. A relaxing program, yet enriching has a variety of activities but is not overwhelming, is challenging; however, has the opportunity for success will work towards this goal. Ensuring that children are active, stimulated, challenged, and have the opportunity for success while consistently seeing adults conduct themselves appropriately will foster happy developing children.

Positive practices used in guiding the children will be used positively and consistently. They will be implemented as soon as possible after troublesome behavior, appropriate to the developmental level of the child, related to the inappropriate behaviour; designed to assist the child in learning appropriate behaviour and discussed with a parent or guardian if the behaviour becomes problematic.

**3. To foster the children's exploration, play, and inquiry:**

We are continually learning about how to create learning environments that are open-ended and developmentally appropriate. We view children as individuals who bring their unique ideas, knowledge, and experiences about their physical and social world to the classroom. We appreciate that children have a variety of learning styles. Staff will demonstrate flexibility in supporting children in their expansion of play and the use of play materials. We will act on teachable moments throughout the day during indoor and outdoor activities to expand children's interest and knowledge. We observe and document the children's interests and day-to-day operations by providing children with different materials and experiences that incorporate the four foundations of learning; belonging, well-being, engagement, and expression. The environment is set up to encourage the children to challenge their abilities, expand their interests, and develop relationships. Activities and materials are provided in a safe environment with adequate supervision that also allows for risk-taking in play and manipulation.

To provide child-initiated and adult-supported experiences:

Children's interests are valuable to their learning and offer a wide variety of experiences. The type of activities we offer may include but are not limited to: drama, music, dance, and visual arts; language and literacy; nature, science, and technology; construction and design. Educators offer new play and exploration experiences for the children while enhancing/ encouraging the children to use problem-solving and critical thinking skills. Classroom technology supports research and further investigation. Educators often take the curriculum outside. Our centre is inclusive to all children, making sure to incorporate the five domains (social, emotional, cognitive, physical, and language/literacy).

#### **4. To plan for and create positive learning environments and experiences:**

We support each child's learning and development; the children will engage in activities through decisions made by the early educator in response to expressed interest and developmental levels of the individual children.

We acknowledge the parent as the child's first teacher. The role of the educator is to facilitate bridging the home and daycare experiences. The environment is the third teacher. Children learn through play.

We support children in directing their learning, have input to where they learn (outside, interest area, etc.), decide when they want to learn, and choose their own play experiences and materials. Heightened learning results through the Educators' knowledge, problem-solving/critical thinking, and enriched environments enhanced with loose parts. It offers the opportunity to scaffold children's learning. Educators "listen to hear" the point of view of the children regarding their knowledge and environment. Children are encouraged to interact and communicate positively and support their ability to self-regulate. We recognize children's various emotions and offer guidance when needed; this may include supporting breaks or activities to bring calmness to a child. Educators will plan for and create positive learning environments for each child, which is inclusive of all children, including children with individualized plans, to experiment, explore, and be supported in their learning and development. Enhanced staff members may be available to support educators/children in the program.

Our educators continue their education through workshops and learning sessions that are offered both in-house and off-site. Pedagogical leaders will provide ongoing support to educators from their training with the United Counties of Leeds and Grenville. We engage all families through positive interaction. Educator will meet and greet the parents and make them feel comfortable. We will ensure all parents are always welcome and feel a sense of belonging.

#### **5. To consider the individual needs of the children receiving care:**

To incorporate indoor and outdoor play, as well as rest, and quiet time, integrated into the day, and consider the individual needs of the children receiving child care. Children in our program will spend a minimum of two hours each day outdoors weather permitting; before and after school programs will spend a minimum of thirty minutes outdoors weather permitting; rain or shine; snow and shine! Children must dress for outdoor learning. Children get excited about puddles and mud creations; they are learning as they play and explore.

Supervised moderate risky play is part of our program both indoors and outdoors. Children, along with the Educators, are involved in the assessment and decision making of the risky play. We offer a selection of activities for the children to participate in, where natural elements

and nature are introduced into the play environment. Our educators include an equal amount of fine motor and gross motor play throughout the day.

Rest time for infants is based on their personal needs; rest for toddlers and preschoolers are based on their individual needs within two hours. All sleep is supervised at all times as per our Sleep Safe policy.

For children that are outgrowing their naps and preparing for kindergarten will be part of a waker's program. The waker's program may be held in a separate location within the program if staffing and space allow; otherwise, there will be waker's activities offered within an area of the sleep room.

#### **6. To foster the engagement of ongoing communication with parents about the program and their children:**

We see families as experts who know their children better than anyone else and have vital information to share; we value and engage them in a meaningful way. MTJB encourages healthy, respectful, and reciprocal relationships with families. MTJB includes the child's family in discussions.

Parents receive daily communications, in many forms (e.g., short conversations, notes, phone calls, emails, and a class Facebook page, HiMama reports for infants, toddlers, and preschoolers, posting information on bulletin boards and in some cases references to the parent handbook).

In some cases, a case conference will be held with parents and outside agencies to create a plan for success for their child.

Similarly, the knowledge and experience of our educators can benefit families in their relationships with their children.

Parents are welcome to visit and are encouraged to participate in their child's classroom.

Please speak with your classroom educator to learn about ways to participate in the program.

The centre has adopted the HiMama App as a way for educators to correspond with parents throughout each day by sending photos, documentation, and updates.

MTJB operates under the direction of a volunteer Board of Directors; we encourage parents to become involved by becoming a director on the board. By working together, we have a better understanding of the family's needs and expectations, and the child's development, giving children the best opportunity for learning.

#### **7. To involve local community partners and allow those partners to support the children, their families, and staff:**

We receive extraordinary support from the agencies and local businesses of our area.

Community partners are a vital part of a successful business and in meeting the needs of all members of MTJB.

Early Childhood Educators register with the College of ECE, which provides ongoing professional development and resources. MTJB has relationships with many outside agencies, including Early Language Express, Developmental Services of Leeds & Grenville, and representation on the Supervisor Network Committee as well as the Best Start Network. We offer onsite learning for high school co-op students, college, and apprenticeship students from the Early Childhood Education Program, as well as the St. Lawrence College Practical Nursing Program.

MTJB is the third-party operator secured by UCDSB and CDSBEO, to operate before and after school programs for designate schools. We have a purchase of service agreement with the United Counties of Leeds and Grenville for child care fees subsidy.

In 2020 each MTJB staff member will volunteer four hours of their time in support of local child-related activities.

We have three programs located in elementary schools; our presence provides a service not only to the parents enrolling their child in the school, but also to support to increase the enrollment of the school. We have established relationships with the administration and many of the teachers at the school. Working together, we have created a cohesive approach to early learning for all.

Through our fundraising program, the children enrolled at MTJB participate in local activities, i.e., swim program. We invite guest speakers, e.g., community helpers, firefighters, police officers, big trucks, parents to visit. We hire the services of, e.g., petting zoos, Tribeck Inflatables, Scott Graham – motivational speaker about bullying, Yaki Music, and Library Sue. We purchase our goods and supplies from local businesses, including a summer hot lunch program for our school-age children. MTJB is a significant employer in Greenville County. In 2020 our staff component is expected to rise to eighty corporate-wide. A number of these employees will be summer students whose goal is to attain experience working with young children in support of their post-secondary studies and future career.

**8. To support staff or others who interact with the children at a child care centre concerning continuous professional learning:**

We see MTJB educators as knowledgeable, reflective, resourceful, and rich in experience; we value the experiences and environments they create for children. We encourage self-reflection, discussion, and ongoing collaboration and learning among educators. MTJB will support staff with continuous professional development through workshops offered at our monthly staff meetings in 2020, as well as the annual ECE Professional Development Day held during the Week of the Child. Staff members are encouraged to pursue their ECE with online enrollment. Staff members are permitted to request time off from their position to complete the placement expectations. MTJB supports its staff members on this learning journey to the best of their ability.

Monthly staff meetings, face to face communication as well as staff memos will help maintain a team effort. We will celebrate staff success with our annual “kick-off to summer,” the annual general meeting and staff appreciation event in October; staff members come together in December for our annual Christmas dinner in each community.

**9. To document and review the impact of the strategies set out in clauses (1) to (10) on the children and their families:**

Through enriched environments, observation, planning for scaffolding learning opportunities, reflecting and evaluation we will create documentation to use as a tool to communicate the children’s learning, progress, wellbeing and development to their families and other professionals. Bulletin board displays and social media (Facebook), and HiMama will exhibit learning activities. Photographs, reflective journals, videos, portfolios, and the children’s work will capture the rich experiences and learning that occur daily.

This pedagogical approach supports MTJB children as they learn along a developmental continuum, and it allows for smoother transitions from one program to another – for example, from childcare and family support programs to kindergarten, elementary school, and beyond. MTJB strives to ensure all programs within the corporation reflect the same framework and practices, yet, maintain their originality. Families can expect quality care at every MTJB site and will receive consistent messaging through our communication formats.

MTJB Board of Directors, Administration, Staff, and Families will review the program statement annually, or at any time when the program statement is modified.

## Board of Directors

Our organization is governed by a voluntary Board of Directors of up to twelve members whose role it is to approve policy, provide strategic direction and financial stewardship on behalf of the organization, and provide support and direction to the administrative staff.

Our Board meets monthly ten times per year, more often if required. The directors are parents, local professionals and interested members of the various communities served. The board of directors is responsible for the overall management of the corporation.

The election of the directors is held at the first board meeting in September. Parents are encouraged to participate on the board to help make M.T.J.B. the best possible place for children to learn and grow.

## Conduct

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

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

## Facilities and Programs

The M.T.J.B. Child Care Centre, Inc. at each location is licensed to accommodate the following age group of children:

- **Maynard Main Site: 21 Stewart Drive, R.R. #2, Prescott** - Birth until age 12; Hours of operation are Monday through Friday 6:30am – 5:45pm.
- **Kemptville Main Site: 14 Tophmar Drive, Kemptville** - Birth until age 12; Hours of operation are Monday through Friday 6:45am – 6:00pm
- **Clothier Street Site: 5 Clothier St., E., Kemptville** – Kindergarten until Grade 6; Hours of operation are Monday through Friday 6:45 am – 6:00 pm.
- **Holy Cross Catholic School Site: 521 Clothier Street, Kemptville** - Kindergarten until Grade 6; Hours of operation are Monday through Friday 6:45am – 6:00pm
- **Wellington Elementary School Site: 920 Boundary Street, Prescott** –MTJB holds a kinder and school-age license at this location in partnership with the Wellington Elementary School and the St. Mark Catholic School; however, the program is currently operating at the TR Leger Site.
- **TR Leger Site: 490 Jessup Street, Prescott** - Kindergarten until age 12; Hours of operation are Monday through Friday 6:30am – 9:00am / 3:00pm - 5:45pm. Also, 15 children between the ages of birth up to and including 5 years of age with a maximum of 3 infants under 18 months of age. Hours of operation are Monday through Friday 9:00am – 11:00am / 11:45am – 2:00pm.

## *MTJB Operational Information*

### Days of Operation

Full-time and part-time care is offered, Monday through Friday, with the exception of Statutory Holidays and the Christmas Break Closure which will allow staff to spend time with their families.

### 2020/2021 Christmas Closures are as follows:

- Closed at the end of day Wednesday, December 23rd re-opening Monday, January 4<sup>th</sup> :

### **Observed & Public Holidays:**

All programs are closed on the following Holidays:

New Year's Day,  
Family Day,  
Good Friday,  
Victoria Day,

Canada Day,  
Civic Holiday,  
Labour Day,  
Thanksgiving Day

Christmas Day,  
Boxing Day

### **Inclement Weather**

Centres will remain open despite most inclement weather conditions. Parents should note that if buses are cancelled due to poor weather conditions, we will make every attempt to accommodate as many children as possible; however, spaces are limited. When busses are cancelled, children who attend MTJB centres located in their home school will attend school and follow the before and after school routine. Children who are bussed to another school will remain in our care for the full day.

Centres will close in circumstances where there is no hydro for an extended period of time, which is necessary for heat and lights, running water and operation of toilets. We will also close as a result of Acts of God that jeopardize the health and safety of the children and the staff, i.e. the ice storm of 1998.

### **MTJB Emergency Closing Policy**

MTJB is committed to having our programs open on all scheduled days. We recognize that emergencies beyond our control can occur, E.g., breakdown of essential services (hydro, heat and/or water) or inclement weather days. We must consider the safety of all our families and staff members when we make decisions regarding full day closures or early closures due to emergency conditions.

### **General Guidelines for Centre Closures:**

Inclement weather can include any kind of extreme weather, usually snow or ice, which might create hazardous driving conditions or significantly impair normal operations at the child care centre. It may include severe thunderstorm activity, tornadoes, flooding or other natural perils.

### **Closure prior to the opening of the Centre:**

The decision to close will be made at the discretion of the Program Directors, Board of Directors and the School Principal (where applicable); we value the safety of our staff members, and families above all else. Although we do our absolute best in this process, we know that often no perfection decision exists.

Notification of closure will be given as far in advance as possible. Information will be sent through HiMama, and Facebook.

Should MTJB be unable to provide notice to families and cannot open our program in the morning, MTJB reserves the right to refuse to accept children. This option will be exercised only when circumstances are out of our control.

### **Closure of the Centre during normal operating hours:**

In the event that MTJB will need to close the centre due to any emergency condition and/or when the host school has decided to close, the staff will call, email through HiMama, and post on Facebook, to have the parents/guardians pick up as soon as possible. We ask that you arrange for emergency back up to pick up your child in order to allow the staff and their children to get home safely.

### **Closure due to Health & Safety or other circumstances:**

If the school board determines that the schools must close early due to severe weather conditions, the Centre will advise parents to make arrangement to pick-up their child (ren) earlier than usual.

### **Closure due to weather conditions:**

MTJB will try to remain open during severe weather whenever possible, but as the weather worsens or becomes increasingly unsafe, a decision might be made to close early.

### **Closure due to job action or strike:**

In the event of job action or strike involving the school personnel, every effort will be made to keep the centre open and operating at full capacity. A job action or strike causes restrictions to the hours of operation and or programs offered. If there is a complete lock out, the centre may not be able to operate.

As tenants of the UCDSB and the CDSBEO our lease states:

*7.13 The Tenant acknowledges and agrees that notwithstanding any other provision of this Agreement, the Landlord shall have the authority to close the School Site including the Leased Premises from time to time in the event of an emergency or other situation which in the opinion of the Landlord poses a health or safety risk.*

*7.14 The Tenant further acknowledges and agrees that in the event of a labour action, strike, lockout or other similar occurrence the Landlord shall be entitled to require the closing of the School Site including the Leased Premises, in the event the Landlord's Collective Agreements and/or applicable statutes, regulations, rules or decisions require such closures.*

***Unless otherwise noted, the fees will not be refunded due to centre closures resulting from circumstances beyond MTJB's control***

### **Arrivals and Departures**

Regular attendance encourages your child to develop a sense of trust, belonging with the other children, and staff. Having developed a sense of belonging, your child will feel more secure in the childcare setting and will be able to benefit more fully from the program.

**Please notify the Centres as early as possible if your child is unable to attend.**

We assume responsibility for the care and safety of your child after he or she is delivered to the caregiver.

**Enter the premises and deliver your child to their caregiver.**

To ensure everyone's safety at all times we ask that you please keep your children in your care until they are delivered to their classroom. i.e. Children should not be left in the hallways.

**Similarly, when picking up your child, make sure the caregiver knows you are leaving with your child.**

If your child will be leaving the program early for any reasons please inform the staff as soon as possible so they can assist in preparing the child for his or her departure. Late arrivals affect your child's ability to fully participate in the daily program, and late departures can affect his/her sense of security. For these reasons, we would urge you to maintain a consistent schedule wherever possible. If an emergency should prevent you from coming for your child at closing, please notify the centre as soon as possible.

**A late fee is applicable of \$25 per half hour. Children must be picked up and have left the premises by closing time.**

#### **Under the Influence**

With respect to alcohol and drug use MTJB will ensure the safety of all children within our care. Should a parent or designate arrive to pick up a child with the intent to drive home; and be suspected of being under the influence of drugs or alcohol, staff will respectfully request that the parent or designate choose an alternate method of transportation. Staff can call a taxi, family member, or friend to pick up the adult and the child. If the parent or designate insists on driving home, staff will contact police.

**We appreciate you not placing us in this difficult position.**

#### **Parking**

Parking is available in the designated area. Please ensure that you do not block the entrances/exits or bus zones at any time. Please, do not leave your vehicle running while you come into the centre; do not leave other children unattended in the vehicle; do not allow children to exit the building unattended.

#### **Transportation of Children to and From School**

MTJB does not provide transportation to and/or from school. It is the Parents' responsibility to arrange transportation to get their child to school.

#### **Confidentiality**

All staff and members of the Board of Directors have taken an oath of Confidentiality. Information about your family is held in confidence. As well, staff members are not at liberty to discuss with you issues regarding other families at the site. Please adhere to proper channels of communication for all inquiries.

### **Privacy Statement**

MTJB is subject to the Freedom of Information and Protection of Privacy Act (“FIPPA”). As such we are sensitive to the need to collect and manage your Personal Information and that of your children and family, appropriately. Examples of Personal Information may include the names of children and parents/guardian, address, children’s dates of birth, health history, developmental history, emergency contacts, and authorized persons for pick-up of children.

### **Consent to Share Information**

Additional personal information may be collected by MTJB if you have given your consent for an outside agency to work with your child regarding certain activities such as social development support, language development and speech therapy, and behavioural support. Personal Information collected by us will only be shared with third parties either with your consent or in accordance with applicable legislation. A copy of referral documentation will be provided to you.

### **No Smoking/No Vaping**

Smoking is prohibited on the premises of More Than Just Babysitting Child Care Centre, Inc. as stated by the provincial law that came into effect January 1995. This applies to visitors and parents as well as staff.

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

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

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

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

For more information visit:

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

### **Safe Drinking Water**

Legislation from Water Regulation 170, January 2002, states that all establishments serving water to small children and seniors must be treated, irrespective of the quality of the water. Scheduled lead flushing, monitoring and water testing is happening on an ongoing basis.

### **Charitable Status**

MTJB also has charitable status. We can accept financial donations and in return offer a charitable receipt for income tax purposes. If you or someone you know may be interested in supporting MTJB through charitable gifts, please speak to your Program Manager.

## ***MTJB Enrollment Information***

### **Information Packages**

When a child is accepted into MTJB, the parent must complete an enrollment package. It includes pertinent information regarding the child, such as family information, immunization and allergies.

***This information package must be completed and returned to the caregiver before your child's start date.***

### **Emergency Information**

General emergency information is collected during the enrollment process. Please ensure that the Corporation has an alternate person to contact in case of an emergency and you cannot be reached. It is the responsibility of the parent to ensure that the emergency information that we have on file is current. A change of workplace, residential address, a new cell or home phone number, and the contact information for alternates must be up-to-date at all times. Please let staff members know if any of your information changes.

### **Immunizations**

It is a requirement of the Ministry that all children planning to attend the centre are up to date on their immunizations. We will ask for proof of their immunizations prior to or on their start date. A copy will be made and placed in their files. If they are not kept up to date it will result in suspension of your child until they are updated. Exceptions will be made with the completion of the "Statement of Conscious or Religious Belief" – Affidavit.

### **Specialized Services**

Where possible, MTJB will attempt to integrate into our program children with special needs. Specialized services are available through MTJB. In conjunction with the family, children who require these services will be referred to the appropriate agency. Please contact the Program Manager at the main sites for information on the process to assess your child's needs. We work in cooperation with many specialists in the fields of speech and language, autism, occupational therapy and Inclusive Child Care. Children who require these services will be referred to the appropriate agency. Individual Program Plans will be provided as required in the case of a child with identified special needs.

## **Socialization for School Readiness**

MTJB offers part time care to enhance the children's success in meeting their developmental milestones. These include physical, cognitive, emotional and socialization skills which will prepare them for Kindergarten. Children are most successful learning these skills in a group setting that offers play and exploration. However, in the beginning, a child entering a group setting where they are presented with many new experiences, sensations, and activity will tire easily. They can become overwhelmed. We find that children who are new to the group experience get over-tired when their day is too long for them. At this point they are ready for home; a familiar, and calm environment. With the child's best interest in mind we suggest a gradual entry in order for children to adapt to the program. Therefore, MTJB reserves the right to regulate the number of hours per day a child may attend our programs.

### **The New School Readiness**

Getting ready for kindergarten is an exciting time for parents. You must be asking yourself, "Where did the time go?" It's also a time for wonder, "I wonder if my child is ready? Do they need to know their ABC's, their numbers, how to count to 100?" Many years ago, parents would receive a list of "What your child should know before they come to Kindergarten." Those days are gone!

In 2007, the Ontario government published Early Learning for Every Child Today (ELECT): A Framework for Ontario Early Childhood Settings. This document is shared by child care programming and the full-day kindergarten curriculum. No longer do we refer to "school readiness." In keeping with the ELECT document, early years programs in child care and kindergarten are child-centre, developmentally appropriate; to establish a strong foundation for learning in a safe and caring, play-based environment that promotes the physical, social, emotional, and cognitive development of all children.

MTJB in partnership with the Kindergarten programs aims to support the child's learning based on their strengths. Educators are knowledgeable in child development; they observe the children at play; they make a note of their interests and create incidental learning by offering a variety of experiences and materials to make learning fun! Every child is competent, capable of complex thinking, curious, and rich in potential and experience; our goal is to capture their natural interest and desire to explore, play and inquire. This approach, we believe, is the recipe for life-long learning!

What can you do to help your child prepare for their next milestone?

- Know their first and last name
- Manage bathroom needs – there are no scheduled bathroom times at school. Children are expected to know when it's time to go to the bathroom and manage their needs on their own. Kindergarten teachers are likely not going to be able to accompany

their students to the bathroom. The students must be able to handle their pants (no overalls or onesies!), wipe themselves, and wash their own hands.

- Dress themselves – give your child the opportunity to do things for themselves, such as zipping their jacket or putting on their shoes. Give them the chance to show you what they can do — you might be in for a few surprises! Kindergartners need to be able to put on their coats, snow pants, boots, and hat; their shoes and button their pants. If your child hasn't mastered shoe tying at the beginning of the year, don't panic! Keep practicing, but be sure to send them to school in Velcro shoes (or something similar) that they can do themselves.
- Follow one- or two-step directions (e.g., "Take your book out of your backpack and bring it to your desk.") Example from home – bring your plate and cup to the counter and push in your chair?
- Clean up after themselves at home – they've had lots of practice at daycare!

On top of making sure your little one enters the classroom with those essential skills, you'll want to emotionally prepare her for what can be a big transition for kids (and parents!). Ease those first-day-of kindergarten jitters with these fun reads:

- First Day Jitters by Julie Danneberg.
- Kindergarten Rocks! by Katie Davis.
- Pete the Cat: Rocking in My School Shoes by James Dean.
- On the Way to Kindergarten by Virginia Kroll.
- The Kissing Hand by Audrey Penn.
- The Night Before Kindergarten by Natasha Wing.
- Adventure Annie goes to Kindergarten by Toni Buzzeo.
- Kindergarten Here I Come by DJ Steinburg.
- Dad's First Day by Mike Wohnoutka.
- David Goes to School by David Shannon.

What does MTJB do to help prepare the children for Kindergarten?

Through engagement with Educators and play experiences children will discover counting, the alphabet, name recognition, how to hold a pencil, colours, use crayons,

paint and glue, how to cut with scissors, sit to listen to stories, interactive songs, and turn-taking games.

As an example, a child may discover there are a number of pinecones on the ground. An educator may ask, "How many pinecones do you have?" Together they may count the pinecones; they may talk about the texture or the colour of the pinecone. Depending on the developmental level of the child, an educator may explain that the pinecone is a "seed" that will grow a new pine tree! Back in the classroom, the child may wish to put their pinecones on display. The educator may write the letter "P," "P" is for pinecone, paper and crayons may be offered to draw pinecones or paint to create a painting using the pinecone as the paintbrush. The inquiry is based on the child's interest in pinecones! The educator will prompt the children to see where their inquiry goes. Educators can be very creative in scaffolding the learning until the interest wanes.

In summary, our focus at MTJB is to spark the children's learning. Children need plenty of time to explore their environment; structured large group activities, where all children must sit and listen, do not meet the needs of every child. Small group activities are more engaging focusing on individual interests and developmental levels. Staff members will keep you informed through HiMama and Facebook.

The feedback from our school partners indicates that they are pleased with the readiness skills that MTJB "graduates" have when they enter school. So, rest assured that all of our MTJB children will be ready for Kindergarten!

## **Waiting List**

### **Policy:**

MTJB uses a waiting list to allocate spaces as they become available. Prospective parents should be assured that the waitlist is administered objectively, based on guidelines established by the Board of Directors. Admission is on a first come, first serve basis, subject to the priorities and considerations outlined below.

It is important to realize that being on the waitlist does not guarantee that you will be offered a space in the program and timeline you required.

### **Application:**

Prospective users are required to contact the centre to apply for space. The application requires that you specify your child's birth date and the date for required care. If you would like to tour the facilities, one will be arranged.

### **Waitlist:**

Based on the age of the child at the time care is required, the child is assigned to the appropriate age group on the waitlist. The waiting list will be available in a manner that maintains privacy of the children on the list. Prospective clients on the waiting list are welcome to call the Program Manager or designate from time to time to inquire of their

status for enrollment. Families are welcome to make an appointment with the Program Manager or designate to view the waiting list and check their status; other family names will be protected in the waiting list book for the purpose of confidentiality.

When a space is about to become available, the Program Manager or designate will determine the approximate age of a child who best fits the vacancy.

The space will be offered to the child who is highest on the list, whose age is appropriate at "date of required care". In the case of siblings entering the centre, consideration will also be given to the date of enrollment of the first child enrolled at MTJB.

**Offer of Space:**

As a spot becomes available, we will offer it to the first child on the Waiting List who is of age to the group that has the space available.

**The following information will be kept on file on the waiting list:**

- Parents first and last names
- Best contact telephone number(s) and or email addresses
- Your expected start month
- Your child's name
- Date of Birth (unborn children may be added to the list with expected month and year of birth)

**How the waiting list works:**

1. Contact the centre to add your name to the waiting list.
2. The day that you contact the centre will be your seniority date on the waiting list.
3. There is no specified length of time that you need to be on the list to be offered a space.
4. Spaces are created when a family or child leaves the centre. Spaces can be available at any time of the year and at point in the month.
5. Only once the withdrawal is confirmed in writing can we begin to find a family for the space.
6. The Program Manager or designate will call all families that are eligible to start in the program where there is an opening.
7. All parents who are waiting for a particular month are contacted when spaces are available. Even if the month you specified has already passed if your child is still within the age group of the program they will be offered a space.
8. Once a family is called from the waiting list they are given a specified time frame to return the call and express continued interest in the space available.
9. The family with the highest seniority date will have first official refusal of the available space.
10. For all Children that are accepted into MTJB, families are required to pay a registration fee.

11. If you are called for a space and do not wish to take it at that time, you will be given the option to stay on the waiting list.

### **Code of Behaviour**

It is the expectation at MTJB that all children follow a Code of Behaviour.

- Respect the other children and their belongings
- Respect the facility and the toys and equipment. Any damage to the facility itself or its contents is unacceptable and appropriate consequences will be applied
- Respect staff and follow their instructions
- Speak politely and keep the program area clean by putting toys and equipment away
- Never leave the group without permission
- Never behave with verbal or physical aggression; whether between children, parents, adult to child or otherwise

### **Admission & Withdrawal Policy**

An interview with the Program Manager/Supervisor at the Centre will familiarize you and your child with the Centre's program, staff and policies. Any questions you may have will be answered and you will be asked to complete the necessary admission forms prior to your child's enrollment.

To withdraw a child, written notice must be given to the Program Manager two weeks before withdrawal. Space cannot be guaranteed for families wishing to take their child out of a program for a period of time (e.g. maternity leave, summer vacation). Parents can either continue to pay the regular fees or be placed on the waiting list. In the event that there are outstanding fees, a family may be dismissed from the program with no notice and a collections agency hired to recover outstanding fees.

You may re-register after an absence. However, the registration fee will apply. Also, as notice of your withdrawal is received your child's name will be added to the waiting list and cannot be guaranteed re-entry to the program.

### **Demission Policy**

Withdrawal Due to Special Circumstances

In the event that an individual's behaviour is causing disruption to the program, harm to others or harm to property of the program a family may be withdrawn from the program. This extreme measure would only take place after consultation with the child's family. All decisions that are made are made considering the best interest of all of the children enrolled in the programs.

MTJB reserves the right to withdraw services for the following reasons:

1. A child's behaviour is consistently causing excessive disruption to the program; harm to other children, staff members or harm to property.
2. A parent's refusal or inability to abide by the policies and procedures as set out in the Parent Handbook.

3. A parent's conduct being harassing, belligerent, abusive or in any other manner inappropriate.
4. Outstanding fees.

### **Procedure for Discharge due to Child's Inappropriate Behaviour**

Each situation involving extreme behaviour and issues will be monitored and assessed by the Program Manager and if necessary, the Creative Program/Financial Directors and Board of Directors.

Each family and child will be treated with respect and dignity and procedures and recommendation will be made with the best interest of all children in mind. Two weeks notification may or may not be given if a family is asked to withdraw a child. Regular fees and fees due during notice will be levied.

Contracts may be terminated by the family upon written notice given at least two weeks prior to the intended date of withdrawal of the Board of Directors of the More Than Just Babysitting Child Care Inc., according to the Policies and Procedures.

### **Procedure for Discharge due to Parent's/Guardian's Inappropriate Behaviour**

Violence and Harassment in the Workplace Statement According to Bill 168 – Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace), 2009.MTJB must ensure that the work environment for our staff is free of violence and harassment. Bill 168 defines workplace violence as the use of physical force or threats of physical force against a worker. Workplace harassment may include threats, bullying, intimidating, offensive jokes or offensive or intimidating phone calls. We are required to have policies and procedures in place to protect our staff from violence and harassment, whether it comes from children, staff, parents or other community members.

Any violent behavior or behavior that creates a climate of violence, hostility, or intimidation will not be tolerated, regardless of its origin. Violations of the Policy in any form by a parent/guardian will result in discharge from the program and/or police involvement which may lead to charges.

### **Child Abuse & Neglect**

Under existing legislation, Child and Family Services Act 1990 (CFSA), Duty to Report, MTJB staff members are required by law to report to Family and Children's Services (FCS) when there is reasonable suspicion that a child is in need of protection. M.T.J.B. staff members are not permitted to contact the family before calling FCS. It is the responsibility of FCS to determine whether such abuse or neglect has occurred.

An educator will face legal consequences for failing to uphold this duty to report. Failure to report may result in a fine or imprisonment.

### **Parent Involvement**

Daily contact with parents and staff can be supplemented with individual interviews if requested. Parents are encouraged to visit our programs at any time during the day. Also, we encourage you to become aware of our activities and your child's daily schedule as much as possible through our notices, newsletters, and parent bulletin board. We also communicate through HiMama, email and our program Facebook pages. We discourage

parents from texting staff members on their personal cell phones. Staff members are prohibited from using their cell phones during work hours.

We welcome your participation on our Board of Directors or any of the various committees. Committees often require only a short-term commitment. We appreciate all volunteers. As well, when space allows, you are always welcome to join us on field trips and swimming excursions, making the day extra special for your child. A complete Vulnerable Sector Check/Criminal Reference Check must be obtained for anyone wishing to volunteer.

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

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

All issues and concerns raised by parents/guardians are taken seriously by all members of the corporation 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 1-2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

#### **Confidentiality:**

Every issue/concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

#### **Conduct:**

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

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

### Concerns about the Suspected Abuse or Neglect of a child:

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

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

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

For more information, visit

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

### Parent Attendance at Board Meetings

All parents meeting the requirements for general membership as per the MTJB Bylaws are welcome to attend the MTJB Board of Directors' meetings. These meetings are time-constrained; provide any specific requests, questions, or concerns to the Board of Directors in writing at least one week before the meeting. Providing this notice will allow for adequate time to gather the information requested or any other background material required addressing the issue in question. The board then can appropriately allocate time during the meeting to allow for meaningful discussion, ensure timely resolution of any concerns, and allow for respectful regard of everyone's time.

For access to the MTJB bylaws, visit our [www.mtjb.ca](http://www.mtjb.ca) website.

Procedures:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related  E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the supervisor or licensee.	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 1-2 business days.  Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received;

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>General, Centre- or Operations- Related</p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee.</li> </ul>	<ul style="list-style-type: none"> <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>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee- Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly or</li> <li>- the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student- /Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or licensee.</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</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/concern verbally or in writing to MTJB Board of Directors.

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour,

fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Contacts:**

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

Program Manager Maynard – Laurie Arsenault, Program Manager Kemptville – Julie Jordan, Creative Program Director – Ruth Shay, Financial Director – Kathy Jodoin, Board of Directors President – Amanda Ford

## ***MTJB Financial Information***

### **Financial Viability of the Corporation**

As a non-profit charitable organization, the financial viability of this Corporation is based on all child care spaces generating fees for service.

The following specifications therefore apply:

**Enrollment:**

1. The Corporate Operational Budget is based on a child fees being payable for 100% of scheduled days. Therefore, if a child is ill or cannot attend for other reasons (vacation, appointments, etc.), there will be no credit or refund for those days.
2. Fees are payable based on all regularly scheduled days (for example, every M/W/F) even when said days fall on statutory or other holidays (Christmas, March Break).

**Future Enrollment:**

3. If there is no child care space available at this time or should you require a space at a later date, you must place your child on our waiting list in order to receive consideration.

**Future Enrollment Continued:**

4. In certain circumstances, parents can request that a child care space be reserved for a future date (maximum six months). A non-refundable holding fee of \$150.00 will be required. This holding fee will be credited to your first month's fees.

**Change of Service:**

5. Should I/We require a reduction in the number of days originally contracted per week, MTJB requires two weeks written notice; I/We understand that full-time (5 days per week) clients take precedence over part-time clients. Should new client request a full-time space you will be given an offer to resume full-time care.
6. I/We, acknowledge that full-time families who wish to reduce their services in the summer will continue to pay a minimum of two days per week in order to maintain their child care space. Should new client request a full-time space you will be given an offer to resume full-time care.
7. For families on a contracted schedule (as determined at the time of enrollment) there is no allowance for non-payment of fees during vacation periods. Therefore, there will be no

lapse in schedules i.e. Families that typically contract two days per week will be billed for each week accordingly.

### **Account Payment**

MTJB uses the EZCare 2 online system for invoicing of childcare fees; invoices/statements are distributed to families via email. Therefore, the Finance Officer must have an active email address for all families at all times. The payment method is “email transfers” (also known as Interac e-transfers) for account payments.

Procedure:

- 1) You must have access to online banking through your bank;
- 2) Send an email transfer to [mtjb1987@gmail.com](mailto:mtjb1987@gmail.com) through online banking;
- 3) MTJB receives deposits automatically; no security question or answer is required;
- 5) MTJB will receive a message that your e-transfer was deposited;
- 6) The Financial Officer, Marlene, will process the payment;
- 7) Payment is credited to your EZCare2 account, and you are done!

Parents with any questions can contact the Finance Officer Marlene, via email at [mtjbfinance@gmail.com](mailto:mtjbfinance@gmail.com). Families wishing alternative payment arrangements must contact the Financial Officer. All family accounts must be paid on time so that MTJB can meet its commitments to staff, landlords, and suppliers.

Monthly Statements/Invoices are pre-billed and typically sent out on or before the first of the month.

PAYMENT IN FULL to MTJB is required by the 15th day of the month  
i.e., the fees for May must be paid by May 15th.

Reminder Statements/Invoices will be sent to **ALL** families with balances owing on or about the 12th of the month to facilitate payment. If payment has not been received by the 15th of that month, child care services can be terminated immediately. Unpaid accounts will be remitted to a collection agency.

Every effort will be made to assist families in meeting their payment commitments. Should termination of services occur, children can return once payment in full has been received, provided that the child care space is available.

Marlene Neddo,  
Finance Officer  
1-226-936-2643  
[mtjbfinance@gmail.com](mailto:mtjbfinance@gmail.com)

### **Subsidy United counties of Leeds and Grenville**

Families are encouraged to apply for subsidy through the Social Services Department at the Leeds and Grenville County Office in Brockville. A brief assessment will determine financial eligibility. The contact phone number for the subsidy office is 613-342-3840 or 1-800-770-2170. Brochures are available at the Child Care Centres of MTJB.

Subsidized rates can only be implemented upon official notification from the Leeds and Grenville County Office workers.

Parents are reminded that they must abide by the policies of the United Counties of Leeds and Grenville, to avoid interruption in service or loss of childcare, i.e. notification of changes in circumstances, requirement for annual renewal, attending appointments and returning phone calls, low absenteeism, etc.

### **Other Sources**

(Ontario Works, HRDC, Family and Children's Services etc.)

In cases where fees subsidy is received from other sources, the method of payment to the centre must be clarified at the time of enrollment. It should be noted that in most cases the parents are expected to pay the fees and apply for reimbursement from the funding agency. It is not to be assumed that the funding agency will be paying the centre directly.

### **Payment of fees for Statutory Holidays:**

If a Statutory holiday should fall on your regularly scheduled day of care, fees for that day are payable i.e. if a family is scheduled to attend every Monday and Wednesday, and a stat occurs on a Monday, fees will be billed for that day.

Parents will not be billed for the regular business days between Christmas Day and New Year's Day when the centres are closed. Statutory holidays will be billed during this time as noted above.

As an employer in Ontario, MTJB is required to pay all staff their regularly scheduled hours even though we are not able to operate. Therefore, our overhead expenses remain the same as on a regular operating day; it is not reduced to mandatory closure.

### **Holidays and Days Missed Due to Illness**

The operational budget for MTJB is based on the use of all spaces 100% of the time. Therefore, no credit or refund will be given for days missed due to illness and holidays (including statutory holidays, Christmas, Family Day, etc.) - fees are still payable to M.T.J.B.

MTJB cannot offer alternate days of child care in the event a child has missed their scheduled day due to illness or vacation.

### **Fundraising Fees**

MTJB has a Fundraising Fee policy in place in order to continue to finance special items and reduce the overall investments in time and effort for both our families and staff (running fundraising campaigns, etc.) All families will be invoiced \$10.00 per month. This Fundraising Fee will be included on the monthly Statements/Invoices. Please note: Fundraising Fees are

considered part of regular child care fees and will be included in the totals for the annual child care income tax receipts.

### **Income Tax Receipts**

The Corporation will issue income tax receipts on an annual basis on or before February 28<sup>th</sup>. These receipts will include amounts for all services rendered. The receipts will be hand delivered to families still in attendance; families who are no longer enrolled will receive their receipts delivered through the Canada Postal Services to the last known mailing address. It is the responsibility of the applicant and co-applicant to notify the Corporation as to any changes with respect to the mailing address.

### ***MTJB Program Information***

#### **Authorization to Pick-Up**

You may wish to have a responsible person other than yourself pick up your child either on a regular basis or on occasion. The following procedure must be observed. If the pick-up, at any time, is to be done by someone other than yourself, please supply that person's name and telephone number on the child's Emergency Information form completed at the initial intake interview, please ensure that all persons so designated by yourself are included on the Emergency Information form. Under no circumstances will a child be released to any person not designated by the parents. Until we get to know the person picking up the child, staff will ask for personal identification, e.g. driver's license. The person picking up the child must be 18 years of age. In the event, there is a Court Order in effect; denying access to your child, a copy of the order must be on file at the Centre. Otherwise, we cannot comply with the order. When a court order is in place and an attempt is made to pick up a child by a non-custody parent we will do our best to comply with the Court Order. We will attempt to contact the custody parent and or the police. Visitation rights of a parent engaged in joint custody must be exercised outside of day care hours.

#### **Fire Safety and Emergency Evacuation Procedure**

Fire drills and emergency evacuation procedures have been written in conjunction with the local fire authority. A fire drill is performed each month to practice our evacuation techniques. Children must have **proper foot wear** at all times. In cases where shoes are forgotten, they will be asked to wear their boots.

M.T.J.B. has Emergency Management Policies and Procedures; should an emergency occur we will reach you either through HiMama, by phone, email or Facebook.

#### **Hand-Washing and Personal Hygiene**

Children will be taught, and routinely practiced proper hand-washing and good habits of personal hygiene to limit exposure to germs and communicable illnesses. Children in a group setting will be exposed to germs and communicable illnesses, much of which can be avoided with proper hand-washing.

#### **Extra Set of Clothing**

Please send extra set of clothing to be kept at the program for emergencies. Sometimes drinks are spilled or we have an exceptionally good time at the water table (children do wear rubber smocks) or we are so busy playing we do not make it to the washroom on time.

#### **Diapers and Wipes**

For the children who are not yet toilet trained parents must supply diapers and wipes. An area/bin with your child's name on it will be labeled and placed near the change table to store their supplies. Please supply an adequate amount of diapers and wipes. A staff will let you know when your child is getting low on diapers or wipes by placing a post-it on your child's cubby or speaking to you at pick up time. If your child needs cream, please complete a medical form and make sure to put their name on the container.

### **Potty Training**

Toilet training is a major learning experience that occurs while children are in child care. M.T.J.B. staff are in a unique position to assist with children's toilet training skills. At daycare, your Toddler/Preschooler sees other children visiting the bathroom as part of our daily routine. This can create a powerful incentive and example. Shared experience with peers can benefit the child by helping boost the child's interest and desire to learn this skill. That being said, we encourage peer observation/participation of toilet training practices (i.e. sitting on the potties as a group) while remaining sensitive at all times to the privacy needs of the children. Toddler/Preschool sized toilets and sinks also make the process much less intimidating.

### **Winter/Summer Protection Playground Safety**

We are required by the CCEY Act 2014 to have children in our full-day programs spend a minimum of 2 hours outdoors each day weather permitting. The children enrolled in our b/a programs are required to spend a minimum of 30 minutes outdoors each day.

#### **Fall/Winter**

Winter temperatures of -15 to -20 degrees Celsius are tolerable for children at a reduced amount of time spent outdoors. When the temperature outdoors is - 20 degrees Celsius or colder considering wind chill we will keep children indoors.

There are some safety factors relating to your child playing outdoors in the fall and winter. Certain play areas will be closed in the playground as the ground becomes frozen when the temperature drops. However, enhancements such as wagons, sleds, and other "sand-type toys" will be offered. In winter, your child should be dressed in warm, comfortable clothing that will allow them the freedom to enjoy the snow e.g. a snowsuit, hat mittens and boots.

The drawstrings or cords on hoods, hats, jackets, or mittens should be taken off if possible, or tied-up or tucked-in. Your child's jacket should be zipped securely, and scarves should be tucked inside their coat. Neck warmers are recommended rather than scarves. Winter boots should fit securely.

#### **Spring/Summer**

In cases where there is excessive heat or humidity, i.e. 35 degrees Celsius, the children will remain indoors. The centre is air temperature controlled.

There are some safety factors relating to your child playing outdoors in the spring and summer. We strongly recommend your child be protected from the sun by wearing a sun hat, cool cotton clothing,

and sunscreen. Water bottles labelled with the child's name are permitted in order to keep children hydrated. From time to time areas of the playground will be closed, i.e. with excessive heat we will seek other fenced areas that offer shade from the sun. Running shoes have more flexibility and provide a better grip on the climbers (where applicable), and when using the riding toys. If sandals are worn, they should be buckled securely in place. We discourage you from sending your child in vinyl dress shoes or flip-flops, as they can be quite slippery. If you have any questions or comments in regard to our rules regarding outdoor play, please speak with your Program Manager or the teaching staff.

### **Sun Screen**

The summer sun is always welcome after many months of winter. However, protecting children from getting too much sun is important. The hot summer sun can be dangerous for children. A child can sunburn easily, even on a cloudy day. Bad sunburns and too much time spent in the sun without skin protection have been linked to a higher risk of skin cancer later in life.

At MTJB we provide numerous ways to protect the children from the sun. We,

- 1) Avoid being in the sun for long periods. When the temperature including the humidex exceeds 35 degrees Celsius, we stay indoors;
- 2) Spend time in shaded areas and limit sun exposure, especially during peak hours;
- 3) With parent consent, properly apply a small amount of sunscreen/sunblock on exposed areas, at least 30 minutes prior to heading outside;
- 4) Encourage families to bring a sun hat with a wide brim and back flap to protect the back of the neck; sunglasses if desired and loose cotton clothing to protect skin from the sun's rays;
- 5) Request that parents supply a water bottle labelled with the child's name;
- 6) Encourage children to drink plenty of fluids, especially water as children don't necessarily feel thirsty while at play;
- 7) Programs are temperature controlled so children will feel relief from the heat while indoors which prevents heat exhaustion.

Sunscreen is considered important to protect young children because they are very susceptible to sunburn. Yet applying sunscreen to children in a child care program requires thought and careful planning. Sunscreen is considered a non-prescription medication and will be administered only when the parents give written consent.

MTJB is under no legislative obligation to offer a sunscreen program; however, as a service to our families we have been offering a sunscreen sharing program for years now. MTJB purchases sunscreen in bulk and recovers the cost with a per-family fee. This year we are also offering a sunblock sharing program as well, as many parents are wary of the chemicals in a sunscreen product.

As of summer, 2019 our sunscreen/sunblock sharing program options for parents are as follows:

- 1) **Choose either the sunscreen or sunblock offered and provide consent for staff to apply the sunscreen or sunblock.** The sunscreen and sunblock being offered have been researched by a medical professional with consideration for our commitment to maintaining a "nut safe" environment. Purchasing in bulk is cost-effective for families; sunscreen/sunblock is applied to the children at least twice a day from April/May to August/September depending on the weather. Offering the sunblock sharing program will make the application process quicker; children won't be delayed in getting outside and staff members will not have the worry of cross contamination with the variety of sunscreens or sunblocks they have been applying in past years. This will also eliminate the chance that a staff member may administer the wrong sunscreen in error. Parents will choose in advance the sunscreen they prefer for their child (ren). The cost of the sunscreen/sun-block purchased in bulk will be based on the average child-use of the year prior. The cost of the sunscreen will be invoiced with the May fees.
- 2) **Provide documentation from a medical professional** if there is a medical issue prohibiting the use of the sunscreen/sunblock offered. You must complete a Medical Information and Consent Form in order to provide an alternate brand of sunscreen/sunblock. The alternate brand must be "nut safe". MTJB will not accept other brands of sunscreen without this documentation. We cannot allow school-age children to bring their own sunscreen/sunblock as an option even if they typically apply their own. Sunscreen/sunblock is considered a non-prescription medication and as per our policy non-prescription medication cannot be left in book bags for transport to and from home.
- 3) **Sunscreen your children at home** with your own sunscreen prior to coming to daycare.

Sunscreen will be stored out of reach of the children. If you arrive late to the program and the children are already outdoors it is the parents' responsibility to apply the sunscreen to their child. If you have any questions please speak to your Program Manager.

### **Program Transitions**

Transitions through the MTJB programs occur numerous times. When space allows MTJB staff members will work collaboratively with the families regarding the child's graduation to the next program. Three things are taken into consideration for transition to occur; the developmental readiness of the child, their age and the availability of space based on family schedules. When possible, a gradual transition with "visits" to the next program will take place before the children go into the next age group for each of their scheduled days.

## **Field Trips**

From time to time, trips are made to places of special interest. A permission slip will be given to parents to sign in advance of the excursion informing you of the destination, time and date. A notice will also be posted on the entrance door as a reminder before the trip. You are welcome to accompany us if space is available (criminal reference and vulnerable sector checks required).

## **Rest/Nap Time**

Each child in a licensed toddler or preschool group who receives child care for six hours or more in a day is permitted to sleep rest or engage in quiet activities based on the child's needs.

Your child is welcome to bring a favourite blanket, pillow or sleep toy for rest/nap time. We will provide bedding for each child and we will be responsible for laundering the bedding on a weekly basis or as otherwise needed.

MTJB shall ensure that a child who is younger than 12 months in our 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.

Visual checks are performed on all sleeping children. Any significant changes in the child's sleep patterns or behaviours will be communicated to parents.

## **Toys from Home**

Except for toys that are needed to ease the transition from home to Centre, please encourage your child to leave his/her toys at home. We will have a time for Show and Tell. Children are invited to bring in a toy or something to be shared with their friends. We discourage bringing toys to show and share at any other time. Please do not send items that are valuable or breakable.

We will not accept guns, swords, war toys or any toys that promote aggression in their use. Should these toys be brought into the Centre you will be asked to remove them immediately. Should these toys be left at the Centre, they will be stored in a secure space; your child will not have access to these toys under any circumstances.

## **Nutrition**

Good nutrition is important to your child's health. Menus are prepared following the Canada's Food Guide and Ministry Guidelines and posted on the bulletin board in the entrance way. The menus for the current and following week are posted with any substitutions noted on the menus.

Nutritious snacks are mid-morning and mid-afternoon for infants, toddlers and preschoolers. Hot lunches are served daily as well. Drinking water is available at all times. Children are encouraged to bring a water bottle labelled with their name.

An afternoon snack will be served in our kinder and school-age program during the school year.

Both a morning and afternoon snack will be provided during summer months as well as P.A. days and March break. Please refer to the Brown Bag Lunch Policy regarding lunches on these days.

Parents are asked to supply their children will alternate foods in the case of an allergy for which we cannot adjust our menu, i.e. a wheat allergy, lactose free milk, soy milk. The container for the food or drink must be labelled with the child's name.

### **Brown Bag Policy**

Where applicable, parents will be required to provide a bag lunch. Good nutrition is a vital factor in a child's growth and development. It is important that we attempt to meet the requirements of the Canada's Food Guide.

You will be provided with a list of recommended food items that may be included in the lunch as well as those not recommended due to low nutritional value or high sugar content or a health hazard. If a lunch is forgotten or food cannot be provided the program will provide a lunch.

To ensure quality of the food please send a freezer pack in your child's lunch during summer months as we are not able to refrigerate lunches.

Bag lunches must be in a bag or container which is clearly labelled with your child's name.

**Menus are posted on the parent bulletin board for your reference.**  
***Please advise us of any allergies or food restrictions your child may have.***

### **Birthdays**

Birthdays are a special time for children. We all join together for the Happy Birthday song. Please speak to your Program Manager for options we can take to make the celebrations special.

### **Nut Safe Centres**

Our Centres are deemed Nut-Safe. Information will be posted regarding nut allergies in order to ensure the safety of the child who has the nut allergy. In some cases, this allergy can be life-threatening. We ask that everyone, staff, children and visitors, ***refrain from eating peanut products prior to coming to the centre and while on the site.*** Children will not be allowed to eat items that are not nut-free if they are brought in lunches.

### **Anaphylaxis/Life Threatening Allergies**

M.T.J.B. ***will enroll*** children with life threatening allergies and create an environment that minimizes the risk of exposure to allergens. This policy recognizes that the risk of accidental exposure can be reduced but not eliminated.

Anaphylaxis (anaphylactic shock) is a severe reaction to an allergen;

Symptoms include one or more of the following:

- swelling of the eyes and face,
- hives all over the body,
- difficulty breathing,
- vomiting,
- diarrhea and loss of consciousness

Anaphylactic symptoms can all happen at the same time and they often occur in less than ten minutes. If the child is not given adrenalin (epinephrine) immediately he or she could die. Severe reactions can occur "out of the blue", that is. The child has had no signs or symptoms of a reaction in the past. In this case, call 911 for emergency treatment.

Anaphylaxis can be caused by certain foods, insect bites/stings, latex rubber, medication and sometimes, but rarely, vigorous exercise. Exposure to these allergens can trigger a severe or anaphylactic reaction. Because an anaphylactic reaction can lead to rapid death, these allergies are considered to be life threatening. A life-threatening allergy, or anaphylaxis, is diagnosed by a doctor, and can be treated with adrenaline/epinephrine.

Foods that commonly produce allergic problems are peanuts, nuts, eggs, soy, shellfish, fish and sometimes wheat. When a child enrolled could have a life-threatening reaction, the specific allergen will be eliminated from the child's diet and substitutions (provided by the parent) will be made to the menu. At the time of registration, parents are asked about medical conditions, including whether children area at risk of anaphylaxis and asthma.

It is the responsibility of the parent to;

- Advise the centre of the child's medical condition. Inform the Program Manager of their child's allergy (and asthma).
- Provide a list of foods and ingredients the child must avoid.
- Provide a list of symptoms for staff to look for that may be unique or specific to the child if he/she is having an anaphylactic reaction
- Provide any information/resources that parents may have regarding their child's allergy
- Fill out an Anaphylaxis Emergency Plan form.
- This information is to be updated a minimum of once a year or when information changes.
- Provide the appropriate number of up to date auto-injectors (Epic-pen) as advised by the doctor.
- ***Children will not be accepted for attendance without their auto-injector.***
- ***Parents of school aged children must provide a fanny pack to house the auto-injector; the fanny pack MUST be worn by the child at all times while in the care of MTJB staff.*** Please note: it is not the responsibility of the MTJB staff members to keep the auto-injectors on their person.
- Ensure that updated medications are provided to the centre before existing medications reach their expiry date.
- Provide time to meet with the staff in a mini-meeting to inform them of their child's allergies, signs and symptoms, and to answer any relevant questions.
- Provide information to the centre if their child's condition changes.
- Provide information to the Emergency Medical Services regarding the child's medical situation as well as the name and address of the child care centre they attend. This will shorten the response time by limited questions needing to be asked by the dispatcher and by ensuring that a paramedic is available in the ambulance.
- Advise the centre in writing if their child has outgrown an allergy or no longer requires an epinephrine auto-injector.

Emergency medical identification is recommended. The identification should identify to the child's allergies and indicate that the child needs or carries an epinephrine auto-injector.

Strict avoidance of the food allergen is the only way to prevent a potentially fatal allergic reaction. For some children, allergic reactions can be triggered not only by eating foods but also by their touch and smell. This has implications for the whole child care centre, not just a particular area or room. The Anaphylaxis Emergency Plan will be posted in key areas such as in the child's classroom, the office, and the kitchen and a copy attached to the child's data base.

### **Illness**

We ask that you keep sick children at home, especially children in the communicable stages of illness and those who are not feeling well enough to take part in the program. Please let us know as soon as your child contracts an infectious disease. If the staff find that a child is sick during the day, parents will be asked to take the child home as soon as possible. We are legislated to incorporate outdoor play in our daily program; children too ill to go outside or are not well enough to participate in the program should be kept at home. Please refer to [www.healthunit.or/infectious/id\\_factsheets/id\\_factsheet.htm](http://www.healthunit.or/infectious/id_factsheets/id_factsheet.htm) a reference sheet as a "Summary of Exclusion Recommendations" compiled by the Leeds and Grenville Health Unit.

### **Parental Authorization to Administer Medication:**

Medication, variation in diet or any special medical procedures will only be administered upon the written order of a physician or parent or guardian of the child.

***Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.***

Prescription and over-the-counter medications for treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the Medication Information and Consent Form. ***"Medication Information Consent Forms" are available from Centre staff or on our website.***

The Medication Information and Consent Form must include a schedule that sets out the times the drug/medication is to be given and the amounts to be administered. A drug/medication will only be administered using the appropriate dispenser (e.g. syringe, measuring spoon/cup, etc.). Centre staff will not administer medications, which are considered intrusive to the child; medications involving excessive demands, which would interfere with supervision duties of staff. Intrusive medications are defined as, but not limited to suppositories, such as, Gravel or those that correct constipation. Intrusive procedures are defined as but not limited to taking a child's temperature rectally.

The Medication Information and Consent Form must be accompanied by a doctor's note for over-the-counter medications with the exceptions of Tylenol/Tempra/Motrin/Advil/Anbesol for infants & toddlers who are teething; Polysporin drops for eye irritations and Benadryl for insect bites. If symptoms continue longer than three days, you are asked to provide a note from your

doctor to continue with non-prescription medications. Doctors can determine the cause of high fever and prescribe proper treatment or medication depending on the cause.

Where a drug/medication is to be administered to a child on an “as needed” basis (i.e. there is no specific schedule or time of the day for administration), the drug/medication must be accompanied with a doctor’s note outlining signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Medication Information and Consent Form must clearly indicate the situations under which the medication is to be given as outlined in the doctor’s note, including observable symptoms. Examples may include: ‘when the child has a fever of 39.5 degrees Celsius’; ‘when the child has a persistent cough and/or difficulty breathing’; and ‘when red hives appear on the skin’, etc.

Where a drug or medication is administered ‘as needed’ to treat specific symptoms outlined in a child’s medication administration form or individualized plan and emergency procedures for an anaphylactic allergy (e.g. asthma, fever, allergic reaction), the administration and the reason for administering will be documented in the appropriate staff communication book (e.g. daily written record) and in the child’s symptoms of illness record. A parent of the child will be notified.

Medication Information and Consent Forms will be reviewed with parents each time the staff portion of the current med form is complete or annually in the case where the “as needed” medication was not administered to ensure the dosage continues to be accurate (e.g. based on the child’s age or weight).

As long as lotion, lip balm, bug spray, hand sanitizer and diaper cream that are non-prescription and/or are not for acute (symptomatic) treatment, and due to their longer-term daily usage, these products have a blanket authorization from a parent on the enrolment form; can be administered without an Medication Information and Consent Form.

We appreciate the need for parents to go to work, however, keep in mind that your child must be well enough to participate in the daily activities of the centre. If they are not, alternate arrangements for care must be made. If too, staff find that the child is not able to function parents will be called to take the child home.

### **Drug/Medication Requirements**

***All drug/medications must be received in their original containers as supplied by a pharmacist, or their original packages.***

***Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.***

***All drug/medication containers must be clearly labelled with:*** the child’s full name; the name of the drug/medication; the dosage of the drug/medication; instructions for storage; instructions for administration; the date of purchase of the medication for prescription medications; and the expiry date of the medication, if applicable. All drugs/medications for children will be stored in accordance with the instructions for storage on the label. Medication requiring refrigeration will be stored in the refrigerator in a locked container.

***The information provided on the written Medication Information Consent Form authorized by the parent/guardian must match with all the requirements listed above. Where information is missing on a drug/medication label and/or the written parental authorization does not match the label on the labelled container, the child care centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.***

Drugs/medications purchased by staff, students or volunteers for their own use will be kept inaccessible (e.g. stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time, except where written parental authorization to administer has been obtained (e.g. hand sanitizer).

### **Emergency Medications**

To support the prompt administration of emergency medication; emergency medications may be administered to a child by any person trained on the child's individualized plan at the child care centre. In case of an emergency, all staff, students and volunteers will be made aware of the location of children's emergency medications at all times.

Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods, off-premises activities and evacuations.

School-Aged children are allowed to carry their own asthma or emergency medication in accordance with the drug and medication administration procedures, and the child's individualized plan. Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children (e.g., in cubbies or backpacks that are unattended).

Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy as long as it is clearly labelled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.

***Drugs or medications that are expired (including epinephrine) will not be administered at any time.*** Where drugs/medications are past their expiry date, they will be returned to the parent of the child, where possible, and will be documented.

Any drugs or medications remaining after the treatment period will be returned to a parent of the child. Where attempts have been made to return a drug or medication to a parent and the parent has not taken the medication home, the person in charge of drugs and medications will ensure that the efforts made to return the drug or medication have been documented in the appropriate staff communication book (e.g. daily written record), and the drug or medication will be returned to a pharmacist for proper disposal.

### **Confidentiality of Medical Needs**

Information about a child's medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the

purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society). Health Check

### **Health Check**

Each day as children arrive, the caregiver will do a brief health check. Children will not be accepted for care should they have signs and symptoms that they are not able to participate in the program.

**This includes if they have been vomiting or have had diarrhea within the last 24 hours as per Health Unit regulations; if the centre is under outbreak status, the Health Unit mandates 48 hours.**

Children will be dismissed immediately when they develop conditions such as:

- diarrhea (continuous or frequent bowel movements);
- vomiting;
- rash (which might indicate contagion, ringworm, impetigo, chicken pox);
- signs and symptoms of other common childhood diseases.

***At the sign of fever, (flushed skin, glassy eyes, pale complexions, hot to touch)***; a parent will be contacted and given a heads up of the child's temperature and an update of how they are currently participating in the program.

- If the child is able to continue to participate in the program it is not necessary to send the child home. Staff will monitor the child for any changes in behaviour and notify the parent if the child's temperature continues to rise or the child is unable to participate in the program activities
- If the child has a temperature that is rendering them unable to participate in the program, parents will be contacted immediately to come and pick up the child

Young children are very susceptible to Chicken Pox, Pink Eye, Strep Throat, Fifth Disease, Hand Foot and Mouth Disease as well as Influenza and the Common Cold.

Every attempt is made to cope with minor illness; we appreciate that you cannot leave school or work on a whim. However, there will be times when your child's symptoms could be life-threatening to others. Therefore, you must arrange for alternate care for instances when your child is ill and cannot participate in the program.

### **Ongoing Illness**

In the case of an ongoing illness such as asthma where wheezing may develop without notice and the child may require the administration of bronchial dilators, the parent may bring in the required puffers and specify on the Medication Information and Consent Forms that the medication is to be given if the child begins to wheeze. The exact instructions will be completed in case of an asthma attack.

In the case where an illness develops while the child is at the centre, staff will call the parent immediately. Centre staff will not take direction from a parent or guardian over the telephone to administer medication from another source.

In the case where a fever develops and no medication form has been completed by the parent or guardian, centre staff will take measures to reduce the fever until the parent arrives i.e. the child's excessive clothing will be removed, we will encourage the child to drink fluids liberally and we will sponge the child with tepid water.

ASA (e.g. Aspirin) will not be administered unless written consent has been given by a physician. Children under the age of 19 who have fever and are given ASA may develop Reye's syndrome. This includes all over the counter meds that contain ASA e.g. Pepto-Bismol.

### **Head lice**

If head lice are detected, parents will be notified and will receive information by staff as to what they need to do to clear up the situation. You must remove all of the nits from the child's head after treatment. Upon return to the child care centre the child will be checked by a staff member to ensure that they are nit free. Please ask staff if you have any questions or concerns in this regard.

### **Incident/Injury Reports**

If your child gets hurt while attending the program, the staff member on duty will complete an incident injury report giving details of how the injury happened and what first aid was given. Parents are asked to read and sign the form acknowledging that they know of the child's injury. The form will then be read and signed by the Program Manager and placed in the child's file for future reference. A copy will be provided to the parent.

### **Serious Occurrence**

The Child Care and Early Years Act require that any serious occurrence involving a child be reported to the Ministry of Education. Serious Occurrence includes

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

The report is submitted to the licensing advisor through the CCLS (Child Care Licensing System) by the licensee within 24 hours. A summary of the report provided under clause and of any action

taken as a result is posted for at least 10 business days in a conspicuous place at the child care centre or home child care premises.

## **MTJB Staff Information**

### **Staff**

Our staff of professionals are trained in the field of Early Childhood Education, Child and Youth Worker, Developmental Services Work or Social Services Work, Standard First Aid, and Infant, Child Adult C.P.R. The staff members receive ongoing professional development to keep them informed of the changing trends in this field.

### **RECE**

All staff members that have their Early Childhood Education Diploma must be a registered member of the college of Early Childhood Educators. For more information on this visit the web site [www.collegeofece.on.ca](http://www.collegeofece.on.ca)

### **Volunteers and Placement Personnel**

The Corporation promotes the involvement of volunteers and placement personnel. We provide practical experience and training for such persons under various agreements. These individuals are under constant supervision by qualified staff. Volunteers and placement personnel are not permitted to be alone with a child at any given time; they are also never counted in ratios. MTJB has policies and procedures regarding the supervision of volunteers and students.

### **Criminal Reference and Vulnerable Sector Checks**

It is the policy at MTJB that all staff, students and volunteers (including parents offering to volunteer) have a criminal reference check as well as a pardoned sexual offender search completed before commencing employment to ensure they have no criminal record involving children.

### **Positive Practices**

We believe that positive practices are an integral part of our program as it complements our goals and philosophy. It ensures the smooth running of our programs and teaches children to learn to respect others, themselves and property. The policies have been compiled according to the CCEYA, 2014. Written policies and procedures have been developed and signed off by staff, volunteers and students; they must be adhered to.

Positive practices are the process by which adult's help children develop the skills necessary to function as members of a group in a co-operative and amicable manner. The educator will act as role model for the children as well as help the children develop their own skills by encouraging the use of verbal communication in an open, honest manner.

It is the belief of MTJB that a quality program will work as a preventative measure in regard to prohibited practices. A program that is age appropriate has lots of toys and activities and has a balance between stimulating and quiet, is conducive to learning and appropriate behaviour. A program that is relaxing yet enriching, has a variety of activities but is not overwhelming, is challenging yet has opportunity for success will work towards this goal.

Ensuring that children are active, stimulated, challenged and has opportunity for success while consistently seeing adults conduct themselves appropriately will foster happy developing children.

***Positive practices used in guiding the children will be:***

- used in a positive and consistent manner;
- implemented as soon as possible after troublesome behaviour;
- appropriate to the developmental level of the child;
- related to the inappropriate behaviour;
- designed to assist the child in learning appropriate behaviour;
- discussed with a parent or guardian if the behaviour becomes problematic;

Should the troublesome behaviour continue in a manner that is disruptive to the point where the child care program's integrity is in jeopardy; and/or in situations where the health and/or safety of your child, the other children and/or the caregiver are compromised, the parents will be called to a meeting with the Program Manager and the caregiver to seek a resolution.

The following options will be discussed:

- a referral will be made to a behaviour management specialist to assist in remedying the troublesome behaviour;
- a referral will be made to the Inclusive Child Care Program. Should the child meet the mandate of the ICC an individual plan will be completed as per our Inclusive Early Childhood Education Policy.

Should the parents choose to not accept the options above, we will accept their refusal as their two weeks' notice to withdraw from the program; parents must then find alternate care.

**Prohibited Practices**

The following behaviour management practices will not be permitted by anyone, including staff, volunteers and students CCEYA, O. Reg., 137/15, s. 48

As legislated by the Child Care and Early Years Act of Ontario (CCEY Act), the following methods of managing behaviour of children are not permitted while performing the duties of care giver.

- corporal punishment of the child;
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will.

### Sanitary Procedures

In our programs we follow very specific Sanitary/Housekeeping Procedures each day. All staff are required to use sanitary procedures at all times while at work. It is very important that these procedures are followed when preparing food, keeping toys/tables/hands etc. clean. This is our most effective method of dealing with germs and disease, and it is extremely useful in cutting down on the number of sick children.

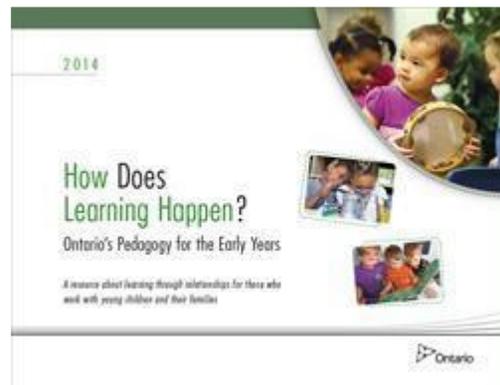
### Related Resources



**Child Care and Early Years Act**  
<https://www.ontario.ca/laws/statute/14c11>



**Ministry of Education**  
<http://www.edu.gov.on.ca/childcare/>



**How Does Learning Happen? Ontario's Pedagogy for the Early Years**  
<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>



**Leeds, Grenville and Lanark District Health Unit**  
<https://healthunit.org/>



**Developmental Services of Leeds and Grenville  
Inclusive Child Care Resource Program**  
<https://developmentalservices.com>



**United Counties of Leeds and Grenville**  
<https://www.leedsgrenville.com>