



Parent handbook!

Philosophy

To provide a play-orientated program with positive learning experiences, where children will begin to master the skills necessary for healthy, happy and productive lives. We believe that each child is unique with individual needs and abilities. Our program is planned to ensure quality programming by providing a curriculum, based on the developmental needs of children.

The teaching staff is committed to working towards achieving the following goals for children:

- to provide the children with many opportunities for autonomy
- to promote the development of an internal sense of control and
- respect for self, others and property
- to enhance the child's self esteem by providing a trusting relationship between child, staff, parents and staff.
- to provide numerous opportunities for play as we believe a child gains a better understanding of their world and the people around them through play.

Program Statement

Stella and Tots Child Care Inc is dedicated to providing a safe, loving and nurturing environment that is inclusive of all children and their families. Our program Statement outlines our goals for children's learning and development while in our care and the approaches that will be implemented.

Some of the Ministry documents we reference in our program includes the following:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Years Framework
- Elect Document
- Child Care and Early Years Act

We believe that working hand in hand with our families and educators will create the best overall experience for our children.

OUR CHILDREN "including children with individualized plan":

Children are competent, capable of complex thinking, curious, and rich in potential. They grow up in families with diverse social, cultural, and linguistic perspectives. Every child should feel that he or she belongs, is a valuable contributor to his or her surroundings, and deserves the opportunity to succeed.

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and well-being.
- Every child is an active and engaged learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who expresses himself or herself in many ways.

OUR FAMILIES:

Families love their children and want the best for them. Families are experts on their children. They are the first and most powerful influence on the children's learning, development, health, and well-being. Families bring diverse social, cultural, and linguistic perspectives. We want families to feel that they belong, are valuable contributors to their children's learning, and deserve to be engaged in a meaningful way.

OUR EDUCATORS:

Educators are knowledgeable, caring, reflective, and resourceful professionals. They bring diverse social, cultural, and linguistic perspectives. They collaborate with others to create engaging environments and experiences to foster children's learning and development. Educators are lifelong learners. They take responsibility for their own learning and make decisions about ways to integrate knowledge from theory, research, their own experience, and their understanding of the individual children and families they work with.

HOW WE PROGRAM PLAN

Our approach is PLAY BASED LEARNING.

Educators will create plans in art, sensory, dramatic play, outside play, gross motor and fine motor play. **All activities are based on the children's interest and needs through child observations.**

Our rooms are designed to **keep learning FUN!** Each room will have the following areas: circle area, arts and crafts, science, dramatic play, construction area, sensory, manipulatives, math and table top toys.

There are 4 foundational conditions that are considered essential to optimal learning and healthy development for children:

BELONGING	WELL BEING
ENGAGEMENT	EXPRESSION

BELONGING:

Belonging refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

Goal for children: Every child has a sense of belonging when he or she is connected to others and contributes to their world.

Program expectation: Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.

Support positive and responsive interactions among children, parents, and staff:

At Stella and Tots Child Care Inc, we will enforce an environment of cooperation, inclusion and friendliness. This behaviour is modeled with our educators, interactions with coworkers, children and parents. Our educators and supervisor are constantly communicating with parents. Communication is a key. Our educators will greet parents and children in a friendly manner everyday upon arrival and will discuss the day upon pick up. Educators will make themselves available for parent/educator meetings when required.

Our Early Childhood Educators want each and every child in their classroom to feel like they belong. An integral part of this process is welcoming each family into the centre daily. Paying special attention to each child shows their family that they are loved and their educators want them to be a part of the classroom. As well, educators are focused on fostering meaningful friendships with the children, whether it be with an educator or with another child in the class. Helping the children to create friendships shows the children that they are a part of the classroom community.

With regards to supporting multiculturalism, our educators allow the children to bring in a “Show and Tell” item, where each child has an opportunity to show the class an item from their home that they feel is special. Many children bring in pictures of their families, souvenirs from a trip, or a special item from their parents. In encouraging the children to share parts of their home life with us, we are learning more and more about each family’s culture. We encourage parents to send in a food item relating to different holidays that they may celebrate, and we like to do special crafts with the children, highlighting holidays and events from other nationalities.

Our educators provide an inclusive environment with the way they speak to the children as well. Using language that is age appropriate as well as challenging, explaining instructions that children may not understand, and breaking down instructions when necessary are all ways that children are able to be included in the environment.

WELL BEING:

Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

Goals for children: Every child is developing a sense of self, health and well-being.
Program expectation: Early childhood programs nurture children’s healthy development and support their growing sense of self.

Promote the health, safety, nutrition and well being of the children;

The staff at Stella and Tots Child Care Inc., are trained in health and safety protocols and follows Public Health and safety guidelines. Our staff will be trained in standard first aid, infant and child CPR and AED training too. The staff will also be trained in how to administer an Epi-Pens.

Good hygiene and classroom cleanliness are strongly encouraged in each program. Staff and children are required to wash hand before and after meals and toileting. Staff must also wash their hands before and after diapering a child and wear disposable gloves during the change.

Our equipment and furnishings will be cleaned daily, our play materials will be sanitized several times a day. We will also have buckets for mouthed toys that can be cleaned at the end of the day. Water bottles will also be cleaned and sanitized every evening so they can be ready for the next day. Snack and other activity tables, and bathroom will be disinfected after each use.

We believe it is important to encourage healthy eating habits to our children. Our meals will be prepared on site everyday and will meet the recommendations of Canada's food guide. The staff will sit with the children and eat lunch with them, so it becomes like family dining. If a child sees an adult eating the meal they might be more likely to try it. During meal times it is very important to talk with the children about what they are eating and how it will help them grow. This learning can also take place in our kitchen area pretend play.

Encourage the children to interact and communicate in a positive way and support their ability to self regulate:

Educators will always model the use of positive language behaviours when talking with children and other adults. We will work to help children to develop communication skills and problem solving skills so that they become competent in using multiple forms of communication such as words, sign language, and body language to solve issues. To encourage self regulation we will use a combination of modeling and using calm, soothing. For example, if a child is starting to get agitated, educators will speak calmly to the children, get down to their level, and guide the child into a calmer state of mind. Educators will model appropriate behaviour by acknowledging how the child is feeling, and asking questions about their emotions so that the child knows that they are being recognized.

ENGAGEMENT:

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

Goal for children: Every child is an active and engaged learner who explores the world with body, mind, and senses.
Program expectation: Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.

Foster the children’s exploration, play and inquiry:

Our children are very involved in the programming and activities we do. Our educators will do observations each week, and based on these observations, and will create programming. Because our children are observed to already have an interest in these subjects, we are building on their natural curiosity and expanding on it. By doing continuous observations on the children, educators are able to catch interests and create spontaneous activities out of them.

Provide child-initiated and adult-supported experiences:

Our educators promote open ended play by providing open ended materials that can be used in a variety of ways. At craft, we will describe what we would like the children to make, provide them with the materials, and allow them to create whatever they envision. Our sensory bins are full of related open ended items for the children to explore. Educators will collect items such as rocks, hay and pinecones from the environment, and put them in a bin for the children to use however they want. This kind of spontaneous, open ended play exposes the children to many different kinds of materials, and teaches them how to manipulate these materials. Through play based learning, children will develop the skills needed to further develop their abilities and understanding of their world. While considering the needs of our group, we will always strive to meet a child’s individual needs.

We will plan for and create positive learning environments and experiences in which each child’s learning and development will be supported, and which is inclusive of all children, including children with individualized plans:

By completing regular observations and documenting interests and interactions, we will plan a curriculum that supports every child’s learning and development. You will see our environment change from time to time in order to meet the needs of our developing children. Suggestions from parents will also be incorporated into our activities and environment to ensure all children’s needs are being met.

Incorporate indoor and outdoor play. As well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving care:

All of our educators will follow the guidelines of the CCEYA(2014) while creating and making adjustments to our daily schedule. It is mandatory that the children have one hour of outdoor play in the morning and afternoon as long as the weather is suitable. The children will have two hours of rest time daily after lunch. If a child is still awake after 45 minutes on their cot, they will be offered quiet activities as the other children sleep.

Foster the engagement of and ongoing communication with parents about the program and their children:

We encourage parents to talk to the educators about their child's learning. We will also use an app called Story Park to document and share the activities and experiences in our program. This app will be used as a daily log for your child.

Involve community partners and allow those partners to support children, their families and staff:

High school and college students are welcome to volunteer or complete a placement in our programs. We will also be inviting community workers to come and visit our center such as fire fighters, police, doctors, vets, just to name a few.

EXPRESSION:

Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviors, growing communication skills, which are foundational for literacy.

Goal for children: Every child is a capable communicator who expresses himself or herself in many ways.

Programs expectations: Early childhood programs foster communication and expression in all forms.

Here at Stella and Tots Child Care Inc., all of our children are encouraged to express themselves in any way that they feel comfortable. As well as providing open ended materials that children can use in any way they want, through observations, educators provide toys and materials that are of known interest to the children. In doing this, the children are able to further their interest and knowledge of these materials.

Our educators use enriching language with the children, modeling the right way to pronounce words and helping the children to understand words they are not familiar with. We believe that enhancing vocabulary allows the children to express themselves fully. Our children participate in a daily educational circle, counting, reading stories or using felt boards, or any other materials they feel appropriate, and singing songs guides the children towards better understanding language and what it means. The sky is the limit when it comes to circle time.

Support our staff in relation to continuous professional learning:

We will regularly provide opportunities for our educators to engage in professional learning. Information about workshops and courses will be made available and will be encouraged to participate in. Stella and Tots Child Care Inc will cover the cost of workshops for our staff as long as our budget allows. There will be informative articles and books about the early years for our educators and parents to read. We will also put up articles in the reception area on the bulletin boards to read.

Document and review the impact of strategies set out in this statement on the children and their families:

We will use documentation, to reflection, to complete ongoing evaluations of our program and its impact on the children and their families. The parents feedback will be taken seriously, and we will make changes to our program accordingly. Educators, students, and volunteers will read our Program Statement and before interacting with the children, and when the statement is updated and on an annual basis. Our educators and supervisor will work together to create meaningful goals that will ensure educators continue their professional learning and development. We all will learn something new every day.

LICENSE

Stella and Tots Child Care Inc. is licensed and inspected under the CCEYA administered under the Ministry of Education. We are also subject to public health and fire inspections. We are licensed to serve children between the ages of 18 months to 5 yrs.

MEET OUR TEAM

Our employees have been chosen because of their education. Experience and their dedication to children. We will have registered ECE's, and ECA's working under the direction of the ECE. All employees are CPR and First Aid certified and have up to date criminal record checks.

PHOTO OF THE FAMILY

Please provide us with a photo of your family when you return the registration package.

HOURS OF OPERATION

Monday to Friday 7am – 5:30 pm

Age Categories served

Toddler

In order to be accepted into the toddler program, children must be between 18 months and 2.5 years of age.

Preschool

In order to be admitted to the preschool program, children must be 2.5 years of age. As toddlers become of age and as spaces become available, they will move to the preschool program. If a space is not immediately available, the child will remain in the toddler program until a space is available.

DAYCARE CLOSURES

HOLIDAYS:

We are CLOSED on the following dates

New Years Day, Family Day, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day from Dec 23rd to New Years Day January 1st inclusive. These closures have been factored into your fees. All Statutory holidays are payable daycare days and full day care fees must be paid.

Safe Arrival and Dismissal Policy and Procedures

Purpose

This policy and the procedures will help support the safe arrival and dismissal of children receiving care. This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving

care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

Stella and Tots Child Care Inc. will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to. Stella and Tots Child Care Inc. will only dismiss children into the care of their parent/guardian or another authorized individual at least 12 years of age. The centre will not release any children from care without supervision. Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:

- Greet the parent/guardian and child.
- Ask the parent/guardian how the child's evening/morning has been. Parents

are responsible to communicate upon drop off if there are any changes to the child's pick up procedure or by sending an email before pick up to stella and tots@gmail.com (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed in the child's registration package under section "Authorization to pick up" or "Child's emergency information form". If they are not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).

- Document the change in pick-up procedure in the daily written record.
- Sign the child in on the classroom attendance record.

Where the child has not arrived in care as expected

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

- Inform the Director/Supervisor and they must commence contacting the child's parent/guardian no later than 9:30am. The office staff will contact the parent by phoning primary parent/guardian and if unsuccessful in reaching someone a message will be sent to parents via story park.
 - If office staff are unsuccessful in reaching parents/guardians by 11am, a call will be made to the child's emergency contacts found in the child's emergency contact form.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.
- Parents must provide written authorization for alternate pick-ups. This can be in form of email, letter or story park messaging. This written authorization must specify if this is a one time authorization pick up or if their emergency

contact list as part of their child's registration package requires updating to reflect ongoing consent to pick up.

Where a child has not been picked up as expected (before the centre closes)

1. Where a parent/guardian has previously communicated with staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up, staff in charge will contact the parents/guardian by phone after 10 minutes of parent being late to advise them that the child is still in care and has not been picked up.

- Where the staff are unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian and send a story park message to the parents.

- Where the staff has not heard back from the parent/guardian over the course of 30 minutes or the authorized individual who was to pick up the child has not arrived, staff will contact the child's emergency contacts located in the child's registration file. If the child's emergency contacts are unreachable by phone and after attempting to call the parents one more time, the staff will refer to procedures under "where a child has not been picked up and the program is closed".

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

- One staff shall stay with the child, while the second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian. Information that should be shared with parents/guardians over phone and on story park is that the centre has closed and that their child remains at the centre with a staff member. The child will be given a snack and toys to play with until their arrival. Parents/guardians will be told they must contact the centre by phone (613-504-1081) or by story park to let us know they have received our message.

2. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall message parents by Story Park and leave a voice message by phone. Where the staff has not heard back from the parents/guardians over the course of 30 minutes or the

authorized individual who was to pick up the child has not arrived and the centre has closed, the staff shall contact the centres Director and the child's emergency contacts. Emergency contacts will be contacted in order listed within the child's registration package. If the first emergency contact is unreachable by phone, after 10 minutes the staff will contact the second emergency contact. Staff will communicate with the emergency contact that the centre has closed and parents/guardians are unreachable and ask that they make arrangements to have the child(ren) picked up.

2. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:45pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) 613-498-2100. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

- Staff will only release children from care to the parent/guardian or other authorized adult. There will be continuous supervision during the dismissal process, particularly when dealing with unfamiliar individuals. Staff will remain vigilant to ensure the child's safety. Under no circumstances will children be released from care to walk home alone.

Glossary

Home Child Care Visitor: An employee of the home child care agency who will provide support at and monitor each premises and will be responsible to the licensee.

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the home child care agency.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

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

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises,
or

(ii) a child is not picked up as expected from the centre or home child care premises.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the Child Care and Early Years Act, 2014 (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each home child care agency it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

ADMISSION AND DISCHARGE POLICY

WAITLIST POLICY:

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner at Stella and Tots Child Care Inc. It supports the availability of information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a childcare centre that maintains a waiting list to have related policies and procedures.

Policy

General

- A list will be maintained by the Supervisor for those families who have expressed an interest in having their child(ren) attend the Centre. Once the child reaches the top of the list, the Supervisor will contact the parent/guardian to offer them the available space.
- Should the parent/guardian decline the space, the child's name will either be removed from the list at the parent/guardian's request or retained until another space becomes available.
- At any time the families may contact the Supervisor to find where their child is positioned on the wait list. The Supervisor will do this without breaching the privacy and confidentiality of other children on the list.
- Stella and Tots Child Care Inc. will strive to accommodate all requests for the registration of a child at the childcare centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable

for new children to be enrolled, the waiting list procedures set out below will be followed.

- No fee will be charged to parents for placing a child on the waiting list.
- The waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

Additional Policy Statements

- A sibling of a child already enrolled in one of our programs will be given priority when a space in the centre in his/her age group becomes available.

Procedures

Receiving a Request to Place a Child on the Waiting List

1. Stella and Tots Child Care Inc. will receive parental requests to place children on a waiting list via phone call or email.

Placing a child on the Waiting List

1. Stella and Tots Child Care Inc. will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via a phone call that a space has become available in their requested program.
2. Parents will be provided a timeframe of 5 days in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

1. The Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

2. The Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents. The child/family information will be electronically saved only on dedicated and firewalled server that is password protected for access by the Director and/or Supervisor only.

2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Glossary

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as "parent" in the policy).

Regulatory Requirements: Ontario Regulation 137/15

Waiting Lists

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

(a) explain how the licensee determines the order in which children on the waiting list are offered admission; and

(b) provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families

DEPOSIT:

Once a spot has been confirmed a deposit of \$250 will be required to secure the space. This will be put towards the child's first month of care.

A deposit is **NON-REFUNDABLE**

Deposits are to be given at time of registration completion and submission

Deposits are to be made cheque or e-transfer

Payments:

Base Fees:

Toddler rate is \$1,600 per month

Preschool rate is \$1,400 per month

Payments to be paid by emt to: info@stellaandtotschildcareinc.com

Or other arrangements made with the owner.

Stella and Tots Child Care Inc. has not enrolled in the CWELCC program for this fiscal year 2024/2025. This will be revisited yearly.

Non-Base Fees

NSF FEES

There is a \$20.00 fee for all transactions or non-sufficient funds.

Late Fees

Late fees, (the amount of \$10.00 for the first five minutes and \$1.00 for each additional minute), will be imposed in the case of pickup after 5:30 PM.

A second incident will lead to a written notice and a third incident may lead to the expulsion of the child from daycare. Young children receive the optimal benefit from participating in a program for no more than nine hours a day.

ADMISSION:

Only children with complete registration packages, including all signatures, completed forms, up to date immunization records will be permitted in our program.

Families must register their children for a minimum of 3 months.

WITHDRAWAL:

We ask that you give us 1 month notice prior to a child's discharge. Less than 1 month notice will result in full payment for the next month. This notice must be in writing.

DISCHARGE:

All children in our program will be treated within an inclusive environment where there will be no discrimination based on their ancestry, colour, race, citizenship, ethnic origin, place of birth or creed. A child's abilities or disabilities will not be used to categorize them in a type of program. Family or marital status will not influence decisions pertaining to the child. We will endeavor to do everything possible to help each child adapt and integrate into our program, using community resources which may be available to us. If, despite everyone's best efforts, the difficulties appear to be more than we can manage, the staff may recommend to the owner that the child and the family be discharged.

Stella and Tots Child Care Inc. will give parents a minimum of 2 weeks written notice that the child will be discharged. Some (but not limited to) possible reasons for ineligibility to remain in the program could be:

The child is beyond licensed age limits

The parent does not abide by the policies and procedures

The parent has not paid fees in a timely manner

In the opinion of the Director/Supervisor and/or Owner, of the program does not or cannot meet the needs of the child.

Grounds for immediate dismissal (but not limited to)

The parent has demonstrated abusive, harassing and or inappropriate behaviours towards any staff members, child or other parents.

The child has demonstrated abusive and/or inappropriate behaviours towards a staff member or child in the program.

VACATION/ILLNESS:

In order to keep your child care in good standing, parents are required to pay while on vacation and when your child is away for illness. Failure to do so will result in termination of child care.

POLICIES AND PROCEDURES:

Parents Issues and Concerns

Purpose

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

Definitions

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

Staff: Individual employed by the licensee (e.g. program staff).

Policy

General

Parents/guardians are encouraged to take an active role in our home child care agency and regularly discuss what their child(ren) are experiencing with our staff and home child care providers. 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 home visitors 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 staff 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 one business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
Program-Related E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or <ul style="list-style-type: none"> - the Director and/or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within two business days. <p>Document the issues/concerns in detail.</p>
General, Agency- or Operations-Related E.g: fees, placement, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> - the Director or licensee. 	Documentation should include: <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern;
Provider-, Staff-and/or Licensee-Related E.g: conduct of provider, home visitor, agency head office staff, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or <ul style="list-style-type: none"> - the licensee. <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
Related to Other Persons at the Home Premises	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or <ul style="list-style-type: none"> - the Director and/or licensee <p>All issues or concerns about the conduct of other persons in a home child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within one (1) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Provider, Staff and/or Licensee in responding to issue/concern:
	parents/guardians become aware of the situation.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the person responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the home visitor and/or licensee. <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	

All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.

Related to Other Persons at the Home Premises

Raise the issue or concern to

- the classroom staff directly

or

- the Director and/or licensee

All issues or concerns about the conduct of other persons in a home child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.

Student- / Volunteer-Related Raise the issue or concern to

- the person responsible for supervising the volunteer or student
- or
- the home visitor and/or licensee.

Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.

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

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts

Nadine Gale (Licensee); 613-504-1081

Stella and Tots Child Care Inc.

info@stellaandtotschildcareinc.com

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or
childcare_ontario@ontario.ca

Family and Children's Services of Lanark, Leeds and Grenville: 613-498-2108

Supervision For Volunteers, Student Teachers

At Stella and Tots Child Care Inc. we welcome and allow co-op students and volunteers into our Centre. Under no circumstance will a Student or Volunteer be left alone with children without a Stella and Tots Child Care Inc. Staff member to supervise.

Parental Involvement & Communication

Reporting to parents, both formally and informally, is an important aspect of our program. Our staff will encourage informal contacts with the parents when their child arrives and or leaves the centre.

We will be using an app called Story Park which will have a daily record for your child as well as a communication tool between staff and parents. As well you can call the centre or email us at info@stellaandtotschildcareinc.com.

In case of separated parents, it is the responsibility of the parent that receives the email, field trip info, daily communication booklet, information from teacher or art to communicate it with the other parent. We are not responsible for miscommunication between the parents.

Emergency Communication:

In the event of an emergency where the centre must close, go into lockdown, evacuate the premises, etc., parent will be notified by email, and phone. If we are not able to reach the parent/guardians, emergency contacts (as listed at the time of registration) will be contacted.

Parent Volunteers

Stella and Tots Child Care Inc. loves to have parent volunteers join us on field trips that we may take. In order to have parents accompany us the (name of governing body) requires that **ALL** volunteers provide us with a vulnerable sector police check.

Join us in the classroom

Although we are not a “co-operative” Centre, we encourage parents to participate in the program and visit us, and share information to the children for example doctor, nurse etc.

Commitment To Our Staff

Stella and Tots Child Care Inc. will not tolerate abuse of any form towards the teachers, other members, volunteers, student teachers or owners. Any parent making any ill comments towards a teacher will be expelled from the program immediately.

Nutrition

We are a **Peanut and Nut free environment.**

All foods and snacks are provided

We ask that your child bring a unbreakable water bottle for water during the day

Our menu is prepared by our in-house chef. These meals are in accordance with the Canada Food Guide. If for some reason, your child cannot eat certain foods, please discuss this with the Director. If your child is required to eat certain foods for medical reasons, the centre will require that parents supply these foods and complete/sign the consent form in the event of an emergency (Replacement from home to Stella and Tots Child Care Inc.). If your child's food is not available for consumption, we will contact you to provide verbal authorization to offer your child alternative food items as listed from the consent form.

Parents that supply food for their child must label food container with child's name, and a detailed description must be provided as to proper heating and storing. The food will be kept in the kitchen to be served when the time comes.

We also ask that your child doesn't bring any food into our centre when being dropped off as we might have children with life threatening allergies.

Clothing

Your child should be dressed in appropriate clothing for playroom and outdoor play. The clothes should also be free of complicated fastening for washroom routines. Children are welcome to wear treaded non-marking, shoes (no laces) that remain at the centre.

Please provide 2 spare full change of clothing for children onsite in their cubbies.

ALL ITEMS MUST BE LABELLED

Stella and Tots Child Care inc. cannot be held responsible for lost or misplaced items

Sheets and Blankets

Parents are asked to provide a comfortable blanket for their child during naptime. The centre will provide the sheets for the cots. On Friday we ask you to take home the blanket and wash and bring back on Monday.

Arrival Times

Children do well with consistency and benefit greatly from attending the full scope of the daycare day. Of course, we understand that sometimes you are running behind or have an appointment and will need to bring a little later than usual. Please inform the centre by phone call or email if you are going to drop off later than 9:30 am.

All children must be accounted for daily, please indicate to the centre no later than 9 am if they are going to be absent.

Fire Drills

We conduct “fire drills” once a month. This procedure does not involve the fire department alarm system. It is simply a drill in which we practice exiting outside. We let parents know this just in case your child talks about the fire drill.

Toys From Home

We ask that children **do not bring toys from home** to Stella and Tots Child Care Inc as they can be broken or misplaced. It is not our responsibility for lost or stolen items.

Outdoor Play

All children will play outside for a minimum of 2 hours daily, (weather permitting) in accordance to the rules set forth by the CCEYA. We will not go outside if the weather is -20 with the wind chill in the winter months and +30 including the humidex in the summer months. All children will participate in outdoor play time. Please dress your child appropriately. Ratios will also be maintained the same as inside.

Activities off premises

We spend most of our time on Stella and Tots Child Care Inc. If we were to take the child on a field trip, you will be notified of the trip in advance, and you will be asked to sign a form giving permission to attend. You are also welcome to join us for the fun!

POLICIES AND PROCEDURES

Prohibited Practices:

- 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

Dealing with Contraventions of Policies and Procedures

All reports involving breach of the above prohibited practices are taken seriously and will be dealt with by the supervisor/owner. Individuals who violate the prohibited practices and this procedure are subject to disciplinary or corrective action up to and including termination of employment, volunteer or student assignment.

Stella and Tots Child Care Inc. understands and complies with all established guidelines for reporting to the Ministry of Education, municipal children's services, child protection agencies and professional colleges.

BEHAVIOUR GUIDANCE

The staff at Stella and Tots Child Care Inc. strives for a positive approach towards children at all times. The nurturing of each child's self esteem is a key part of the Centre's philosophy of care.

No one entering this Centre will be permitted to treat a child in such a way that the child's dignity or sense of self-worth is undermined.

In accordance with the guidelines set out in the CCEYA at no time will a staff member take action that would degrade or humiliate a child, or otherwise undermine a child's self respect.

Procedures

Disciplining

- ☐ Act with confidence and sympathetic firmness in disciplining.
- ☐ Good timing of action is essential to effective disciplining.
- ☐ Follow through with consistent discipline
- ☐ Use simple, clear statements about what is acceptable behaviour. Give choices, when possible, adding a statement about what is not acceptable, as this will clarify the situation.
- ☐ The consequences for misbehavior should be immediate and without humiliation for the child. They should bear some relation to the act, if possible, and should be consistently applied and maintained.
- ☐ Effective consequences are logical consequences.
- ☐ Respect the child's feelings of guilt, but do not try to add to it. Accept any restitution's she/he may wish to make and leave the incident behind.
- ☐ Child's anger: Identify and redirect to an appropriate area.

Inappropriate Language

- ☐ Ignore the swearing at first and if the child continually swears then let the child know that we do not use those words here. If the child continues to swear, redirect him/her to another area. Advise the parent.

Dealing with a Child Who Bites

- ☐ Teacher who witnesses the incident will go to the biter and at eye level
She/he will say "Biting hurts, there is no biting allowed at Stella and Tots Child Care Inc."

That child will be asked to sit quietly for a few minutes.

- ☐ The teacher then immediately withdraws from the child who did the biting and tends to the child who is in distress from being bit.
- ☐ The teacher will stay and comfort the child who has been bit

SEPARATION ANXIETY

The Centre supports both the child and the parents as they work through their feelings of anxiety over separation. Members of the staff are to be sensitive to the emotions and anxiety when a child starts in a new program; they are available to help make this new situation manageable for both the parent and your child. A joint effort on the part of both parents and staff should promote a relatively smooth adjustment period.

The way the parent feels about the child going to Stella and Tots Child Care Inc. for the first time has a significant effect on the way the child will adjust. Share the following with the parents:

- ☐ Think and speak positively to your child about beginning day care since your feelings will affect how your child adjusts to the separation
- ☐ Help your child deal with his/her feelings
- ☐ Assure your child that you will return
- ☐ Make sure you inform your child of your arrival and departures.

Health and Well Being

ILLNESS

If a child shows any of the following symptoms, he or she cannot attend the Centre until they **are symptom free without the aid of over the counter medication for 24 hours. We will make NO exceptions as it affects the health of all the children and teachers in the centre.**

Symptoms of a contagious illness but are not limited to

- ❖ ear ache
- ❖ discharge from eyes or ears
- ❖ fever (temperature which is or has been above 38 degrees Celsius)
- ❖ diarrhea or vomiting
- ❖ unexplained rash
- ❖ swollen neck glands
- ❖ head lice and nits
- ❖ scabies
- ❖ extreme cough
- ❖ fifth disease
- ❖ hand foot and mouth

Head Lice, Nits and Scabies

- ❖ Should we find nits, lice or scabies on your child, he/she will be removed from class and will need to be picked up immediately
- ❖ Treatment must be administered prior to your child returning to daycare
- ❖ If head lice is found 10 days after the initial outbreak, child must have a professional service take out the lice. Child is not permitted back in the program until we receive confirmation of service rendered.

The individual who brings in the child is responsible for the child if that child is not admissible to the Centre. The parent or guardian of a child who becomes ill during Centre hours will be contacted immediately to pick up the ill child, who will be isolated from the group until the parent or guardian arrives.

In the event of a child contracting a communicable disease or being in contact with a communicable disease, the staff and Centre should be notified immediately. Parents will be required to present a doctor's certificate of health for a child who has been absent from the Centre due to a communicable disease before that child is re-admitted.

If parents do not comply with advice to keep an ill child at home, or the event of an outbreak, the child can be excluded by order of the Medical Officer of Health. Once excluded, the child can return to the Centre only when cleared by the Medical Officer of Health.

Fevers

Children with a fever are not permitted to remain at the centre. Staff will use the following guidelines to determine fevers. If a child presents a fever while at the centre the parent/guardian will be called to pick up their child. In the event we can not reach the parents, the emergency contacts will be called. All children presenting fevers will be required to stay home for 24 hours fever free before without the use of over the counter fever reducing medication before returning to the centre.

Source Fever

Ear: 38.1 C or 99.6 F

Armpit: 37.2 C or 99.0 F

Forehead: 38.1 or 99.6F

Allergies

If a child has an allergy or a food restriction this should be clearly documented in your registration package. All food allergies will be dealt with appropriately.

Medical Administration

Stella and Tots Child Care Inc. will not administer medication unless prescribed by a doctor. Our staff will administer epi-pens, inhalers and medication only under the following conditions:

- We have written instructions from the DOCTOR
- We have parent's written consent. (consent form is in registration package)
- Epi-pens and inhalers should be in a press-seal bag, properly labeled with child's full name, dosage, and doctor's/pharmacist's instructions for administration.
- Emergency medication will be stored as outlined in your child's individual support plan.
- Prescription creams (ie. diaper creams, hydrocortisone, etc...), can only be administered if they are clearly labeled with the prescription label and the parent has completed the medication administration form.
- If your child's prescription changes, it MUST be accompanied by a note from the doctor.
- It is your responsibility to ensure that your child's epi-pen is up to date and valid.
- It is strongly suggested that when obtaining any medication from the pharmacy, you obtain two containers so that one can remain at the centre and you have one for home. Please ensure proper pharmacy label is on the medication.
- Director/supervisor/assigned designate will review prescription label and the medication authorization form to confirm the information is consistent prior to medication being administered

Posting of Illness

Stella and Tots Child Care Inc. will if 1 person at the centre is infected with Fifth's disease, Measles, or Chicken Pox at this is potentially harmful to certain people. This will be posted on the Parent info board.

Any other illnesses such as pink eye, lice etc. we will post according to the guidelines set forth by the local Public Health Dept.

Child Abuse:

It is Stella and Tots Child Care Inc.'s responsibility to report a child in need of protection. If a staff member has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information upon which it is based to a children's aid society.

Safe Sleeping Policy

This policy is in place to ensure the safety of children while they are sleeping at our Childcare Centre.

Parents will be consulted/notified respecting a child's sleeping arrangements at the time of enrollment, at any time upon the parent's request and when changes to sleep patterns/behaviours occur. As a result to changes, adjustments will be made to the manner in which the child is supervised during sleep.

Electronic monitoring devices are not to be used as a replacement for the direct visual checks made by teachers. Stella and Tots Child Care Inc. does not use electronic monitoring devices.

Sufficient lighting must be in the nap/classroom to conduct visual checks

This policy is in place to ensure the safety of infants and children while they are sleeping at our Childcare Centre.

Toddler and Preschoolers

Teachers will visibly check on the children every 30 minutes physically being beside them checking for unusual behaviour and distress.

Staff will also check the body temperature of each child to ensure it is of proper comfort by touching the child's forehead.

Every child will have an individual chart where the teacher's log how often the child was checked with a time and initial to indicate each physical check was complete. This chart will be completed every 30 minutes for each child in the class.

Each child will have their own cot that is labeled with their name.

Support for Child and Staff

Should an emergency situation occur at our Centre and support staff and children are required, the Director/Supervisor will arrange local resources to come in and host sessions and offer support.

Support for dealing with distress from the emergency situation will be announced by email, posted in the Centre, and on Story Park.

Resuming Service

Once an “All-Clear” from an authority (e.g. emergency services personnel, the licensee, law enforcement, fire departments, emergency medical services, rescue services), that a threat and /or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations the Centre Director/Supervisor will send a notice out to all staff and parents indicating the date the Centre will reopen. This notice will be sent by email, posted on Story Park.

Alternate Pickup

Children will not be released to anyone except their parents or guardian, or other persons specifically authorized by their parent or guardian. Identification will be required of those authorized to pick up children who are unfamiliar to staff. If you wish to have another adult pick up your child, then you must provide written permission in advance, or a phone call, to verify the arrangement. Otherwise, the child will not be permitted to leave. Please advise them of the pickup and drop off procedures.

3rd Hand Smoke

Smoking and Vaping are prohibited within 9 metres of the childcare centre. All persons entering the centre must be aware of bringing 3rd hand smoke in the centre, as this is harmful to the children and staff. This will also apply to our staff as well. Please remove outer wear before entering the centre, when smoking or vaping beforehand.

CONFIDENTIALITY

All information regarding a child and/or his family is confidential and must not be released to or discussed with anyone or agency unless a consent for release is signed by the parent or guardian of the child.

PAYMENTS

Payments are made by emt or cash. If you need an other arrangement please talk with the Director.

The parent handbook must be made available free of charge to a parent of every child who receives child care at a child care centre at the time the child starts receiving child care and at any time when the parent handbook is modified.

We hope you enjoy your stay at Stella and Tots Child Care Inc.!!

Parent Handbook

I _____

(the parent/legal guardian) of

(name of child)

Have read and understood all contents of the parental handbook.

I understand that by signing this form, I acknowledge and will abide by all rules and regulations written.

This form must be returned to the centre prior to first day of admission.

Signature of Parent/Legal Guardian

Date

