

A Child's First Steps Child Care Center

Parent Handbook



"Tell me, and I'll forget.

Show me, and I might remember.

Involve me and I will learn!

Revised version January 3rd, 2023

PROGRAM STATEMENT

A Child's First Steps Child Care Center is committed to providing families with the highest standard of child inspired, professionally nurtured care and opportunities for learning. Our programming is developed around the importance of the four foundations of pedagogy (how learning happens); belonging, well-being, engagement and expression. A Child's First Steps Child Care Center provides a safe, nurturing and developmentally appropriate program which fosters active learning, support for the whole child, and a child centered environment. We view children as being competent, capable, curious and rich in potential. We foster innovation. We embrace team work. We strive for excellence. We respect and support families. We commit to service at all levels. We respect and appreciate diversity. We actively listen and seek to understand. We communicate openly and productively. We use resources creatively and responsibly!

Promote the health, safety, nutrition and well-being of the children:

At Child's First Steps Child Care Center we:

•Provide healthy and balanced meals, are aware of food restrictions and allergies and follow individual emergency plans, disinfect toys/surfaces, complete accident reports, follow proper hand washing techniques, steam clean carpets regularly, repair broken toys or furniture when needed, provide children with activities and materials that are age/developmentally appropriate, daily health checks, monitor children's health throughout the day, complete playground checks and follow playground policies, we have safe classroom layouts, follow proper ratios, properly supervise children while playing outdoors and have nurturing educators.

Support positive and responsive interactions among the children, parents, child care providers and staff:

At Child's First Steps Child Care Center we:

•Model appropriate language and behaviour, demonstrate open communication, have an open door policy where parents feel comfortable expressing questions or concerns, give feedback to staff, give children choices, redirect behaviours (no corporal punishment, physical restraint, confining of child, harsh degrading measures, deprivation of basic needs, inflict bodily harm), encourage positive expressive language, provide a safe and nurturing environment for all, spend one on one time with each child throughout the day, are open to ideas from other sources ex. Other Centres, workshops, parents etc., we listen to children and allow them to lead in their play, share concerns and ideas at staff meetings and talk about ways to improve and encourage staff bonding through communication and during staff social nights.

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

At Child's First Steps Child Care Center we:

•Create a loving and caring environment, model language, praise positive communication, have positive redirection, encourage children to express themselves and how they are feeling (and listen when they do so), provide children with choices, help children to develop their self-help skills, have teachers acting as role models for children, talk calmly to children, follow through with our expectations and guide children to make good choices.

Foster the children's exploration, play and inquiry:

At Child's First Steps Child Care Center we:

- *Continue with an activity if children are engaged, allow time for children to ask questions, observe children's interests and provide materials to explore their interest, play with the children, provide opportunities for exploring and questioning, have open ended materials, have child directed play, have creative play and ask open ended questions.*

Provide child-initiated and adult supported experiences:

At Child's First Steps Child Care Center we:

- *Allow the children to initiate games, stories, ideas and play along to support them, have free play, have open ended materials, do large and small group activities (math, circle, language, writing practice, sensory, etc.), allow them to take risks, have family style dining in Pre-JK and support children in their potty training progress.*

Plan and create positive learning environments and experiences in which each child's learning and development will be supported:

At Child's First Steps Child Care Center we:

- *Individualized one on ones based on their developmental level and interest, support them in their potty training progress, have sleep/rest time (allowing them to lay quietly with books if they're not tired), plan activities that are age appropriate, provide a safe environment for them to get messy, set up learning centres that support all areas of learning; math, science, language, music and movement, gross motor etc., have open ended materials and we adapt the activities to meet the child's needs.*

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:

At Child's First Steps Child Care Center we:

- *Follow a schedule while still being flexible, offer at least 2 hours of outdoor time (weather permitting), plan indoor gross motor activities when we can't get outside, have 2 hours of rest/sleep time and provide an area where children who do not sleep are able to go to take part in quiet activities.*

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

At Child's First Steps Child Care Center we:

- *Have daily conversations with parents, have pictures posted to Shutterfly weekly, accept toys and materials donated by families, have parent/teacher interviews, one on ones are recorded for parents to read, annual cook book, monthly report cards, daily verbal communication, building trusting relationships with open communication and respect and open door policy.*

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

At Child's First Steps Child Care Center we:

- *Have field trips, community helpers invited to Centre, story trunk days, involve our parents during field trips and special days to volunteer and have CLD staff at ACFS.*

Support staff, or others who interact with the children at a child care center in relation to continuous professional learning:

At Child's First Steps Child Care Center we:

• Offer professional development opportunities, the staff need 15 hours of professional development annually, engage conversations at staff meetings, support staff's ideas, go to workshops, have positive work environment where staff feel supported.

Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families:

At Child's First Steps Child Care Center we:

• Have reflective conversations with staff, brainstorm ideas/better strategies that could be used, make child observations, have parent surveys, have report cards, have cleaning checklists, communication books and staff meetings.

Our Program Statement is a living document and as such will reflect the needs of the children, families and Centre. We will continue the process of developing, refining, implementing, documenting and reviewing our Program Statement. To maintain accountability and authenticity the Program Statement will be monitored and reviewed as needed (or yearly) by the Office and staff.

A Child's First Steps Child Care Center

Policies and Procedures

The following is a list of some of the topics covered in this Handbook; should you have any questions please contact the Supervisor.

- Philosophy
- Staff / Classrooms
- Operating Policies
- Admission Policy
- Parent Issues and Concerns Policy
- Inclusion Policy
- Waitlist Policy
- Fee Policy
- Drop Off and Pick Up policy
- Program Development
- Parental Involvement
- Nutrition Policy
- Anaphylaxis Policy
- Pet Handling Policy
- Health Practices
- General Hygiene
- Personal Belongings
- Safety Issues
- Behaviour Management
- Emergency Management Policy
- Outdoor Play Period
- Toy Policy
- Nap Time Policy
- Fire Evacuation Procedure
- Serious Occurrence Policy
- Confidentiality of Information Collected
- Withdrawal Policy
- Parent Consent Forms

Please be aware that this Handbook is subjected to change without notice. Please check the website for the most recent copy of this Handbook. A notice will be posted at the Centre whenever we have made changes!

WELCOME!

Welcome to A Child's First Steps Child Care Center Child Care Center! You have chosen a Child Care Center that strongly believes that open communication between the staff and the parents is our top priority to meeting your child's needs. We believe that you, as a parent, are your child's first and most important teacher. We look forward to embarking on a partnership with you.

We are an academic Child Care Center that will help your child take their first steps in learning! Staff will provide you services that go above and beyond your expectations! We spend the days stimulating all the children physically, emotionally, and educationally. Each of our teachers brings with them an array of experience and skills.

We provide a safe, nurturing and intellectually stimulating environment to help your children grow into strong, smart and successful individuals!

PHILOSOPHY

At A Child's First Steps Child Care Center, we will provide the children with activities to stimulate creativity and intellectual growth, enhance fine and gross motor skills, enhance social and communication skills; physical, emotional and mental development will also progress naturally with the guidance of our Staff. We will also balance structured and independent choice activities, group and individual experiences.

A Child's mind is like a sponge! It is constantly absorbing information from the environment, therefore they need to be presented with the opportunities and information to learn! The younger years are important formative years where a child grasps and retains knowledge easily therefore we need to allow them to retain as much as they can so they can have the fundamentals that they need to achieve greatness in later life!"

We at A Child's First Steps Child Care Center believe that our Center's environment must be clean, safe and inviting and we work hard to ensure that you feel the same!

ADMINISTRATION

Licensing Requirements

We are a licensed Child Care Center. We are licensed to care for a maximum of 50 children per day. We are licensed by the Provincial Ministry of Education. A Child's First Steps Child Care Center complies with all appropriate licensing regulations and standards.

Hours of Operation/ Statutory Holidays/Closures

ACFS operates from 6:30 a.m. to 6:00 p.m. Monday - Friday and both Full and Part Time care is provided 52 weeks of the year.

Our Center will be closed on the following days:

September	Labour Day
October	Thanksgiving
December	Christmas Day, Boxing Day
January	New Year's Day
February	Family Day
March/April	Good Friday, Easter Monday
May	Victoria Day
July	Canada Day
August	Civic Holiday

Please note that the Center will close early on Christmas Eve and New Year's Eve. We are also closed the next following business day if a Statutory Holiday falls on the weekend. Full Fees apply for these days and all statutory and lieu days.

Admission and Registration Fee

A Child's First Steps Child Care Center is licensed to admit up to 50 children per day. We currently offer three regular programs: Toddler, Preschool, and Pre-JK. Enrollment is filled on a first-come first-served basis. Parents/guardians may place their children on the waiting list (if the program is currently full or if the child/children are not yet of age). If you pay a deposit to hold a spot this is non-refundable and non-transferrable. We only take deposits to hold a spot if a guaranteed spot is available. If you split a monthly fee into payments then a \$15 fee will be added to each cheque.

The following must be provided prior to any child's admission:

- A completed and signed Registration Package for each child to be enrolled
- Completion of all other forms in the Forms booklet provided by ACFS
- A copy of each child's health and immunization record
- All post-dated cheques for the year and a security deposit

Payment of a one-time \$100 non-refundable registration fee and a non-refundable and non-transferrable deposit of 1 months fee will hold your spot until your child's start date (1 months fee will go towards your final month at ACFS but no adjustment will be made as refunds and any extra days will be subjected to payment).

Children cannot be accepted without a current immunization record. All information on any allergies must be completed along with the current family doctor's name, phone number and address. All emergency contact numbers must be up-to date and on file. A child's current immunization record must be received by the Center prior to the first day in attendance.

Parents and guardians will be invited to visit the class their child or children will be in. It is recommended to all parents and guardians that they spend some time in their child's class with the child prior to the first day. This can be done by spending half days or could consist of a couple of hours for a couple of days. Arrangements need to be pre-arranged with the Center Supervisor. The Center Supervisor will recommend and come up with a plan along with the family in regards to what will be best for the child prior to his/her starting at the Center. Parent support in transitions is an essential factor of the child's adjustment. This will somewhat relieve any anxiety that may arise in the child and provide an opportunity for the child and parents to become familiar with the staff and the surroundings of ACFS. The purpose of the visit is to familiarize the child with the routine and the environment prior to starting the program.

During the registration process, a file will be set up for the child with all the necessary documents, such as immunization record, up to date registration form with current work/home addresses, phone numbers, emergency contacts, and physician's information.

Waitlist Policy

At A Child's First Steps Child Care Center, families are placed on our Waitlist when there is not a current spot for their child to be enrolled. We record the parent's name, phone number, child's name, date of birth, desired start date and days per week. There is no fee to be on our Waitlist. When a space becomes available, we select the family on the list that best fits the space that is available. There are a number of items that influence who is offered the spot;

- Siblings of children who are currently enrolled are always considered first.
- If a Full Time spot is available, it is offered to a family interested in Full Time rather than 2 or more Part Time spots equaling Full Time.
- If a family is flexible with which days their child attends then they may be offered a spot ahead of a family who requires particular days.

A parent can ask at any time where they are listed on our waitlist and office staff can verbally confirm this information or show them where they are on the Waitlist (while not revealing any information about other families; such as names and numbers). Once a spot is offered to a family, they are required to submit a non-refundable security deposit to hold their spot.

Snow Closure Policy

The Director of the Center will be the one that makes the decision to close the Center due to inclement weather. The decision will be based on the weather forecast and advisories.

If the Center is open and the weather throughout the day becomes inclement, we will notify all parents that the Center is closing. Parents will be asked to come pick up their child as soon as possible, and to give an estimated time of arrival. You will be given sufficient time to pick up your child and traveling time will also be in consideration.

Please note if the Center will not be open, we will notify the parents of the closure by phone and Facebook.

Fees are not returned for the time the Center is closed due to inclement weather. Your co-operation is expected and appreciated as these circumstances are beyond our control.

Inclusion Policy

At A Child's First Steps Child Care Center Child Care we firmly believe that all children have the right to quality childcare. We know that each family has differences in strengths and needs. Our goal at ACFS is provide opportunities for each parent, caregiver and child so they can participate and develop regardless of race, religion, culture, disability, class, gender, and abilities. Our approach aims to create an environment that accepts and respects diversity. Any perceived acts of discriminatory behaviour will be dealt with appropriately and promptly, and may include immediate dismissal from the daycare Center without notice. Our anti-discrimination policy exists under a 'zero tolerance' mandate and applies to children in our care, family members of the children, emergency contacts, and all staff members/service providers at our Center.

CONFIDENTIALITY

Center Level

It is A Child's First Steps Child Care Center policy that information about any child is confidential and should be imparted only to that child's parent(s) or to persons authorized by the parent(s). Registration and Confidential Information Forms, that are completed when a child enters ACFS, are kept on file in the Director's office. These files are considered to be privileged information and may be accessed only by the Director, Supervisor of the Center and the program staff.

Photographing Children

At the time of registration you were asked to sign a permission form for your child to be photographed. If you chose NOT to allow your child to be photographed for any reason, staff will ensure that your child is not in the camera's focus.

Guardianship and Custody Rights

Parents with custody rights must submit legal documentation to demonstrate their rights. A Child's First Steps Child Care Center must be promptly informed of any updated changes in the status of custody rights. We at A Child's First Steps Child Care Center will adhere to the instructions provided in such documentation.

Should an unauthorized person ask for access to a child at A Child's First Steps Child Care Center, the Director or Supervisor will refuse and then call the parent/guardian and/or the police if necessary. The child in question will immediately be removed to the Director's office and released only to the authorized parent.

It must be stressed that where there is a dispute as to custody rights, the physical and emotional security of the child in question is the only concern of A Child's First Steps Child Care Center. This policy will be enforced without prejudice.

Late Pickup Fees

It is important that you or a designated person is at the Center BEFORE 6:00pm to pick up your child. Your child looks forward to seeing you and our staff members are anxious to spend time with their families as well. In the event that you or the designated person is not at the Center by 6:00 pm to pick up your child, a late fee of \$1.00 PER MINUTE, PER CHILD will be charged. Late fees must be paid within 30 days or your child will not be permitted into the program. A written reminder will follow within the first 10 days if the fee is not paid. Frequent lateness will result in child care services being denied and your child being withdrawn from the Center. Time is based on the Center clock only which is accurate! Parents will be asked to sign/acknowledge a form indicating date, time of arrival, fee owing to staff, and fee collection deadline. By 6:15 pm if Parents are not here and no contact has been made, teachers will try to contact parents and if no contact is made then the Emergency Contact will be called. By 7 pm if no contact with any parties has been made then Child Services will be contacted.

Please call the Center if you know that you are going to be late so that the staff can explain to your child what has happened and are aware of your late arrival.

Clothing

A Child's First Steps Child Care Center requires that all children bring two complete changes of clothes in case of accidents or spills, and everything should be clearly labeled. A pair of indoor shoes are also required to maintain clean classrooms. Children are not permitted to wear their outdoor shoes in the classroom. We are not responsible for any lost or damaged clothing or property of the child while attending ACFS. Parents, please remember to label everything that belongs to your child with permanent marker or other method of labelling. Clothing is to be placed in a zip-lock bag and/or a small backpack. Clothing worn at school should allow for comfort and durability, children get dirty playing and enjoying their day. If sandals are used, parents are to ensure that children have a secure strap around their heel. Clothing promoting aggressive behaviour is inappropriate attire for school wear and is not encouraged at ACFS. Parents/guardians are to regularly replace clothing as their child grows and weather changes. Coats must be without hanging strings as they pose a hanging threat and therefore will not be allowed in the play area. Parents should check with teachers at the end of the day to ensure dirty clothes are not left behind. It is the parent's responsibility to take home their children's clothing at the end of the day.

Lost and Found

If your child is missing any clothing, please inquire with their teachers as soon as possible. The Center has a lost and found box. Teachers are asked to put clothing that is not labeled with a child's name in that box.

Emergency Forms

Emergency Forms are kept on file in each of the children's classrooms and in the Director's office. The forms are used to advise you or your emergency contact that was designated by you of your child's status, in case of illness or injury. If the information should change at any time, please notify the office as soon as possible. It is important to keep all information up to date with current phone numbers, addresses and authorized persons in case of illness and injury and having your child picked up by that authorized person.

PRINCIPLE OF ETHICS

Child Care Teachers:

- promote the health and well-being of all children
- demonstrate caring for all children in all aspects
- work in partnership with parents, recognizing that parents have primary responsibility for the care of their children
- enable children to participate to their full potential and to facilitate the child's progress in the social, emotional, physical and cognitive areas of development
- work in partnership with co-workers and other service providers in the community to support the well-being of children and their families

STAFF

Director

The Director is responsible for the overall operation of the Center on a daily basis.

Supervisor

The Supervisor, in addition to being an E.C.E. (Early Childhood Educator) teacher for over 2 years, works hand in hand with the Director. The Supervisor also helps to make the Program Curriculum, monthly calendars and weekly plans.

E.C.E. (Early Childhood Education) Teachers

Staff that have their E.C.E. diploma and have had some experience working with children. The teacher works directly with the children, plans and implements the daily program, cares for the children and monitors their development throughout the day.

E.C.A. (Early Childhood Education Assistants)

Staff that are enrolled in E.C.E. training programs, or have equivalent child care experience to assist the E.C.E. with program implementation.

Cook

Someone who has been trained with the Food Protection and Handling Course (Public Health) and understands what will facilitate children receiving the best nutrition possible. By law, we must provide 2/3 of the child's daily nutritional requirements.

Students/ Volunteers

People who are here to gain experience or just wanting to have a positive influence in the life of children. They do not count in child/teacher ratios but do require a Vulnerable Sector Police Check (VSC) and First Aid and CPR training (Standard Level C). Students and Volunteers are never left alone with the children, they are supervised by an employee at all times.

ACFS is affiliated with various College ECE programs. The students of these institutions will volunteer as part of their training and will interact with the children on a regular basis under the guidance of the full-time trained staff. The volunteers enrich the program offered by ACFS.

Parents are also encouraged to volunteer at the Center.

All staff and volunteers are required to read the Parent Handbook and Employee Policy and Procedure Handbook. Prior to starting with ACFS the following must be received: up-to-date vulnerable criminal reference check, all required medical documents, current First Aid and CPR certificate, trained in Anaphylaxis and the use of an Epi-Pen Auto Injector. All staff and volunteers will read the policy and procedure handbook and sign off on required policies for example, Behaviour Management policy.

Criminal Reference Check (VSC)

All staff, students, and volunteers must have a vulnerable criminal reference check prior to starting at ACFS. The Vulnerable Sector Police Check must be provided to ACFS Supervisor and should be six months or less than start date. Vulnerable Sector Police Checks must be paid by staff, student and volunteer, and can be obtained at police station within their locale. All people's working with children should have a Vulnerable Sector Police Check. This is necessary to determine the suitability for the applicant's employment or volunteerism with children. (The information contained in the criminal reference record is held in the strictest form of privacy and confidentiality). Persons with any record and/or outstanding warrant of any kind but especially ones indicating that children could be at risk of physical or sexual harm from them will not be considered for employment or volunteerism at ACFS.

Our aim is that our staff will represent our belief in diversity. We will be sourcing the best teachers for our Center as we firmly believe that a committed team that shares common goals for children will be the corner stone of our success. We will strive to shadow the nurturing environment that individual parents provide for their children in their own home. Frequent staff meetings will be scheduled to ensure that this objective is achieved. We will be searching for warm, loving, caring, and nurturing teachers to bond with your child and offer them the best possible child care. In addition, all teachers maintain current First Aid and Infant/Toddler C.P.R. certificates. Our teachers are dedicated to furthering their professional development by participating in workshops and other classes in order to remain informed on current children's issues.

CENTER INFORMATION

Phoning the Center

When calling the Center please understand that sometimes we are unable to answer the phone immediately. Please leave us a message and we will return your call as soon as possible. If your child is not attending ACFS that day please call into the Center prior to 9 am to make the staff aware.

Fees

Child care fees are payable in advance for the first of each month. We require post-dated cheques from January 1st through to November 1st. Your last month is paid upfront at registration. If your child is registered within the year then only the post-dated checks from that month till November are required (December is paid upfront). Every December we will require you to bring in 12 post-dated cheques for the upcoming year. If you split a monthly fee into payments then a \$15 fee will be added to each cheque. Regular monthly fees apply regardless of closure dates or absence from the Center.

Once a spot for your child has been confirmed, we require a 1 month deposit. The deposit will be applied to your child's last month at the Center. We will require one-month written notice if you wish to withdraw your child from the Center; otherwise, your deposit will be forfeited.

If a cheque is returned from your financial institution, you will be charged an NSF fee of \$30.00 and immediate payment of cash for that month. If two (2) consecutive cheques are returned; a money order, certified cheque, or cash will be the only method of payment accepted.

Fees are reviewed annually by the Director of the Center. The Director will notify the parents at least one month in advance, in writing, of any fee adjustments. From time to time, some additional fees may be necessary to cover special events such as field trips.

A Child's First Steps Child Care Center has signed up for the CWELCC program. Please ask the Office for a copy of the updated fees.

Monthly Tax receipts will be given at the end of every year.

Please get your Fee Schedule from the Director or Supervisor

Late Payment Fee

Fees are due on the dates outlined on the Fee Schedule. ACFS has the post-dated checks with those dates on them so please ensure that the funds are available. Please note ACFS reserves the right to terminate services based on non-payments and outstanding fees. If for any reason you are unable to meet the monthly payment schedule please speak to the Center Supervisor.

If payment of fees is late, and no alternate arrangement is made with the Supervisor, a \$50.00 late fee will be applied to the past monthly fees.

A one-time forgiveness will be provided to each family after which the late payment fee will be charged as indicated above.

No Discount Fee

There are no discounts given on fees due to absences due to illnesses, family vacations, statutory holidays, early closures, and unforeseen circumstances e.g. inclement weather, etc.

Fee Changes

Fees are reviewed annually by the Director. If there are any changes in fees for the following year, parents will be informed in writing, in December.

Additional Cost

Throughout the year there may be additional cost regarding special trips or events that will be held for the children. Parents will be advised by the Supervisor in advance if there are any additional costs.

Off Site Attractions

ACFS strives to deliver a quality program to the children it serves. In order to enhance our curriculum the Center will visit local settings such as library, farm, fire station etc. The parent's will be notified well in advance and a parental permission form will be sent home. These excursions are planned according to the theme of the month and to increase the learning opportunities for the children. We welcome parent volunteers on our outings.

Pet Care/Handling Policy:

- Wash hands thoroughly (at least 15 seconds) using soap and water after handling the pet and its food, toys, bedding, or feces. Do not allow children to clean cages and bedding, come in contact with feces, or handle raw animal food or treats.
- Confine all pets in an appropriate manner. Keep them out of food preparation and serving areas.
- Hamsters, guinea pigs, degus, and fish are suitable pets.
- Ensure outdoor sand boxes are covered when not in use. Staff should also check sandboxes and outdoor play areas prior to use to ensure they don't contain animal droppings.
- Animal health documentation must be on-site for resident and/or visiting animals.

Child/Staff and Pet Interaction:

- Check to see if any children or staff has allergies, medical conditions or phobias.
- Supervise children when they're with the pet to ensure they're safe. If they handle the pet, make sure they wash their hands well using soap and water. Do not allow children to kiss the pets or hold them close to their face.
- Teach children to treat the animals nicely. Teach the children to not put their hands in their mouth or touch their face until they have washed their hands, and not to touch or feed wild animals.
- Animals will be separated from the children during meals, high energy play and sleep time.
- Resident and visiting animals should not be allowed to roam, fly free, or have contact with wild animals.
- Never disturb an animal that is eating or sleeping.
- Avoid touching animal food and feces.
- Hand hygiene must be performed after handling any animal food and/or treats.
- Bites and scratches inflicted by animals should be promptly washed.
- Bites from any mammals (regardless of species, health or vaccination status) to humans are immediately reportable to the local public health unit.
- Parents/guardians should be informed of any bites or scratches that have occurred.

Administrative Controls:

- Ensuring parent(s) or guardian(s) are consulted and provide written consent.
- Pet handling policy reviewed by Public Health.
- Provide education to staff and children on how to safely interact with pets and appropriate infection prevention and control measures.
- If applicable, ensure all pet vaccinations are kept up-to-date. Keep a copy of the vaccination record on file.
- Report all cat, dog, or ferret bites and/or scratches to Public Health.
- Do not allow ill, wild, or inappropriate animals into the facility.
- Animal food and treats may contain allergens (e.g. peanuts). ACFS will follow our anaphylactic policy and this includes a strategy to reduce the risk of exposure to anaphylaxis-causing agents potentially present in animal food and treats.

Environmental Controls:

- All reasonable efforts should be made to ensure that activities are within close proximity to a sink equipped with hand washing supplies.
- Animals will not be allowed into areas where food is being stored, prepared, served or consumed.
- Animal enclosures, as well as food and water bowls, will not be cleaned in food preparation, consumption or storage areas

Cleaning and Disinfection of Pet Enclosures:

- All environmental surfaces in areas where animals have been present will be cleaned first and then disinfected. Disinfectants only work on clean surfaces, rapidly killing or inactivating most infectious agents, and must not be used as general cleaning agents.

Steps to follow for cleaning and disinfecting:

- 1) Assemble all required cleaning and disinfecting supplies.
- 2) Put on gloves and protective outer garments (*i.e.* apron).
- 3) Remove animal to a temporary holding area.
- 4) Dispose of food, droppings, bedding material, *etc.* in a garbage bag.
- 5) Clean animal enclosures, food containers, toys, *etc.* with soap and water, using a scrub brush to remove dirt. Rinse thoroughly with fresh water. Sinks used for food preparation and sinks used by children should not be used for cleaning animal enclosures and related items.
- 6) Disinfect items with appropriate product, follow manufacturer's instructions.
- 7) Rinse items thoroughly, if needed to remove chemical residue, and dry.
- 8) Use fresh bedding material, food, water *etc.* when preparing the enclosure and before returning the animal to its enclosure.
- 9) Clean and disinfect area(s) surrounding the enclosure and the animal's temporary holding area.
- 10) Cleaning sinks must also be cleaned and disinfected after use.
- 11) Discard single-use gloves or clean and disinfect reusable rubber gloves.
- 12) Perform hand hygiene.

Vacation / Illness

Please notify the staff of your intention to take holidays and the dates that your child will be away.

Payment is required during holiday time to cover the costs of your child's space. There will be no credits for sick days. Fees are still due when your child is at home sick. Please understand that during Christmas break, March break, and the summer time, we cannot give your child's space to someone else, therefore you are still required to pay for it.

For families that only have their children enrolled with us part time, there are no "switching" days regardless of the reason. Please understand; you are sharing a full time spot with another family. If you want to come on their day, they do not have a spot. We will make every effort to accommodate extra days when needed. In the event that the Center is closed on a day your child is to attend due to it being a holiday, no credit is given and you are not able to switch the day to an alternate day. You are still required to pay for the day, even though the Center is closed. Please understand; we cannot have all the part time families switching days due to holiday closures as it is not possible for us to provide an alternate day for families that are with us on a full time five day a week basis.

Withdrawal

A Child's First Steps Child Care Center requires one month written notice of your intention to withdraw your child from the Center. If you withdraw your child without notice, you will be required to pay the month's worth of fees and any outstanding balance, in lieu of notice. **NO EXCEPTIONS!**

- 1) At least one month written notice is required from parents/caregivers who plan on withdrawing a child from the program.
- 2) It is recognized that ACFS may not meet the needs of all children. If an individual child's behaviour becomes detrimental to her/his childcare experience, or disruptive for that of the other children, the Director will take necessary actions, which may include termination of childcare services.
- 3) The Director reserves the right to immediately dismiss a family if there is a contravention of our policies by child/ren, parent(s)/guardian(s), emergency contacts; if any one or more policies/procedures are ignored or abused in any manner; or if payment of fees is consistently in arrears.

IMPORTANT NOTE: We reserve the right to terminate our childcare services without any notice in any situation/circumstance determined by the Supervisor to be dangerous, offensive, or otherwise inappropriate.

Termination of Services

Should ACFS feel the child and/or family does not fit in with A Child`s First Steps Child Care Center philosophy's and mission statement, ACFS reserves the right to terminate service for the child and family.

ACFS may also terminate services based on delinquent fees. Fees must be paid on time. Where circumstances arise where payment will be made late, parents are required to discuss with Supervisor immediately so that alternate arrangements may be agreed upon. Termination of service may occur if a parent is not able to abide by ACFS policy and procedure and information stated in the Parent Handbook. This policy recognizes that ACFS is not always appropriate for all children. This termination policy is meant to protect the child, staff of ACFS and other children from physical and or mental stress brought on by the social and behavioural difficulties experienced by a child. A decision to terminate a child's space will be made in consultation with parents and a decision will be made on a case-by-case basis. We reserve the right to implement a 3 strike policy but anything deemed serious will be of immediate termination. ACFS has the right where necessary to terminate a family if we feel the family is not willing to co-operate with the policies and procedures set out in the parent handbook. You will receive a completed Termination Form from the Center Supervisor. Any sort of abuse (verbal, physical, emotional etc.) from any parent may also result to termination. You will be provided with Termination papers. The 1 month security deposit will be applied to your child's last month at ACFS or return if ACFS is unable to have the child at the Center for any longer.

PROGRAM

Full-Time Enrollments

A Child is considered Full-Time, when they attend ACFS 5 days of the week. If a child misses a day, parents are still required to pay for the day missed.

Part-Time Enrollments

Part-Time Enrollment is attendance at ACFS 4 days or less. If parents or guardians are already enrolled in ACFS and would like to change their status of Enrollment from Full-Time to Part-Time or Part-Time-to Full-Time due to changes in work, school or other life changes it is the parent's responsibility to advise the Supervisor and discuss this immediately. Part-Time days will be provided as per parent request, but child-staff ratio will be priority and take precedent over any parent request for specific days. In the case where days need to be switched, parents are instructed to speak directly with the Supervisor two weeks in advance and the switch will be changed permanently going forward (if available). There is no weekly switching allowed. If you need an extra day then you will be charge for that day if is available. Changes will be provided based on consideration of staff child ratio. If a child misses a day, parents are still required to pay for that day.

Transitioning

The Supervisor of the Center controls the transitioning of the children from one age group to the next. We follow the general guidelines for each group, and consult with both the staff and parents concerning the readiness of the child. (Please understand that sometimes the transition of a child to a new age group may be delayed for a short period of time due to space availability in the new group.) Children must move once they have passed the age stated for each room. ACFS will do it best to continue to accommodate the child- however if space is unavailable in the room needed then the child may be withdrawn from ACFS due to lack of availability. This is a rare circumstance, as every child grows and transitions-however, it is possible. Parents would be given 1 month's notice to be able to make alternate child care arrangements.

We introduce the child slowly to the new age group by having him/her visit several times before going to the new group on a permanent basis. Visits start out for an hour or two twice a week then progress to half days two to three times a week. If all is going well they try a full day in the new environment for a few days a week. If all is going well, and the child is adjusting to the environment and is participating the full transition to the new age group is completed.

Program Philosophy

We believe that our Center is responsible for providing a stimulating environment that will invite children's interest, stimulate creativity, satisfy the desire to explore and discover the world around them, and also to help children develop at their individual stage and pace.

Each child is an individual. They are all developmentally unique, and engage in learning experiences that happen at individually optimum times. We will challenge and support each child's unique patterns of interests, talents and abilities. A Child's First Steps Child Care Center staff will provide an environment that facilitates each child's self-esteem, independence and self-discipline. We encourage them to make mistakes, as that is just another opportunity to problem solve.

Children develop best in a social setting, but are treated as individuals. Children will be encouraged to demonstrate their feelings and needs through interaction and co-operation not only with teachers, but with peers.

We aim to teach them to realize that their actions have consequences. We also teach them skills that will help them to solve interpersonal conflicts with minimal adult supervision. We encourage children to understand and have respect for themselves, for others and the environment.

Our program will be constantly re-evaluated through frequent staff meetings to ensure that the needs of each child are being met. Supervisor and teacher meeting will be held every few weeks and individual parent-teacher meeting will be held every few months to ensure our common objectives are being met.

The families will benefit from having their child in a facility where they will be nurtured and supported in such a way that promotes positive self-esteem and provides the opportunity for optimal growth in all areas of development. All our classes are academic based!

Reports will be sent home for each group so parents can see how their child is progressing.

We are a theme based Center and believe that children learn best through play. We place an emphasis on individual and small group learning experiences. The following is a list of why we believe a play environment is beneficial:

- *is a vehicle for learning
- *provides an imaginary world a child can control
- *provides opportunities for mastery of the physical self
- *is a voluntary activity that offers freedom of action
- *has the power to build interpersonal relations
- *allows for decisions and choices and refines a child's judgment
- *has an element of adventure and furthers interest and concentration
- *allows for investigation of the material world
- *is a way of learning roles
- *is vitalizing and a dynamic way of learning

Teacher to Child Ratios

Please be advised that ratios are set by the Ministry.

<u>During Program Time: 8:00am -5:00pm:</u>	
18-30 months	1 teacher to 5 children
2.5-6 years	1 teacher to 8 children

***Note: Ratios are different during Arrival, Departure and Sleep/Rest Time:
6:30am-8:00am, 1:00pm-3:00pm and 5:00pm-6:00pm**

<u>Reduced Ratios at Arrival, Departure and Rest</u>		
<i>Age of Children in Group</i>	<i># of Children in Room</i>	<i># of Staff Required</i>
18-30 months	1 to 8	1
	9 to 15	2
30 months-6 years	1 to 12	1
	13 to 24	2

Progress Reports

All parents or guardians of enrolled children receive a daily report, which includes information on feedings, bathroom routines, sleep times, and any other significant occurrences for the day. In addition, all parents/guardians of all enrolled children receive a detailed progress report every month, showing the child's development in socio-emotional, cognitive, language, physical, and creative areas.

The report includes a checklist of age-appropriate milestones for the child's program, as well as commentary by the teacher about notable areas of strength and possible areas for further attention, including a future action plan. The progress report has been designed (and regularly updated) in collaboration with the director and supervisor.

Parents need to be informed of how their child is progressing. Every month all in class completed work and a formal report card is sent home to the parents.

Daily Reports

The Daily Report sent home every day with each child will describe:

- What they did on their 1 on 1 time with their Teacher and who taught them
- Toileting details
- Food eaten for the day
- Comments from the Teacher
- Sleep Time
- Child's Mood
- What they did throughout the day

Throughout the year:

- During the year, we will be providing the children with new and exciting experiences like incubating chick eggs, butterfly cocoons, spinning sheep's wool, examining plants, classroom pets, etc. We will be teaching about science, nature and the environment. We will be helping children come up with ways to protect, respect and have compassion for our earth and animals.
- We encourage the children to take an active role in preserving the environment with our recycling and composting programs, animal feedings, and gardens of: vegetable, fruits, and flowers.
- We will study what other children in other countries look like and how they live. We will study toys, dolls, musical instruments, clothes and artifacts from around the world. We will also eat for lunch/snacks their native foods.
- We celebrate our and other countries Holidays! We will get the children dressed in traditional clothes, learn about the culture, languages, try their Holiday food/treats, decorate the Center, etc.
- We will take trips: to pick fruits/veggies, visit the farm and animals, etc.
- We will have different visitors to the Center who will: bring exotic animals, show us about different nationalities, cooking classes, singing, art, dance classes, digging for "dinosaur" bones, Magicians, various characters, Clowns, etc
- Annual family gatherings
- Spring and winter concerts
- Graduation ceremonies
- Monthly fun days i.e. crazy hair day, pajama day, colour days, etc.

Please get your copy of your programs Monthly Calendar, Weekly and Daily Plan and Sample Daily Report as well as an outline of your child's program specifics.

Toy Policy

Parents are asked to not allow your child to bring toys from home to ACFS, unless it is for show and tell. Toys brought in for show and tell should not be of a violent nature. The Center will not be held responsible for any lost or broken articles brought from home.

Parent and Staff Communication

At A Child's First Steps Child Care Center we feel that it is very important that communication between parents and staff takes place on an on-going daily basis. We recommend that this occurs in person and at regular intervals. Please take into consideration the busyness of the room and the staff at the moment you wish to chat, understand that it just might not be possible for the staff to give you their full attention. We suggest you find an activity for your child so that parts of your conversation are not overheard.

If there is an issue that concerns you, it is imperative that you address your concerns in a timely fashion with the staff involved. This will ensure that the matter in question is promptly dealt with. If you speak to the staff member and feel that the issue is not resolved, please come to the office and speak to the Director or Supervisor.

If it is necessary to involve the Director or Supervisor, they will speak to all parties involved. After that you will be contacted and the results discussed with you, or a meeting between yourself and persons involved will be scheduled. The Supervisor will facilitate the meeting, document all agreed upon measures, or actions, and follow up with individuals, or set up further meetings, if deemed necessary.

Each child's development is monitored on a daily basis, both formally and informally. If we feel that it is necessary to ask for outside help for a developmental or behavioural query we expect the full co-operation of the parents of the child. There are many resources in the community that can give staff the added support and assistance required to ensure optimum care and development for the children.

We offer a wide variety of excursions for the children and we would love for you to enjoy them with your child. If you are ever available to join us on an excursion, please communicate this to your teacher and Center Director/Supervisor. It's a great time to spend together and we always appreciate the help!

There are a variety of ways that we ensure proper communication with families:

- Classroom white boards that contain newsworthy information
- Your child's daily sign in/out form and Daily Report
- Weekly program plans are posted in each classroom
- Monthly classroom specific calendars of events are given and posted in each classroom and our website
- On our website: www.childsfirststeps.com
- Daily verbal communication
- Facebook posts/reminders.
- Please be aware of all communication efforts in order to be well informed of Center happenings and special days in your child's class that he/she may want to participate in.

Parental Involvement

1. We at ACFS will encourage parental involvement with our special events, class parties, teaching visitors, and with field trips. This enables parents to be involved in our care process while still allowing their child the independence of having an individual and unique relationship with their teachers and peers.
2. Daily communication with the parents of enrolled children is vital to providing you information as to how your child's day went. Your teacher will provide you with a Daily Report of your child's activities including information about eating, sleeping, and activity level.
3. A Progress Reports outlining your child's progress will be sent home every month. At any time, parents are encouraged to meet with the teachers and/or supervisor if there are any questions or concerns that need to be addressed.
4. We have a Parent Board in the hallway, which will display all our special events, family events and field trips throughout the year.

Additional ways in which you can become involved with the Center as well as your child's experience with us:

- For continuity in the home, engage the child in positive activities/behaviours learned at the Center
- Share an activity with cultural relevance to your family/background--like a story, song, dance, or cultural food--with your child's class (*Please contact director, obtain consent, and then make necessary prior arrangements with staff)
- Participate in the planning of our special events like your child's birthday celebration, or our annual Halloween, Valentine's Day, Winter Holidays or other holiday celebrations
- Contact our staff at any time to raise concerns and/or offer suggestions or ideas
- VOLUNTEER to accompany staff and children on our planned field trips/community outings

Arrival and Departure

Arrival

Parents are encouraged to arrive prior to 9 a.m. to ensure children can get the best out of the program. Upon arrival, the teacher will mark the child in as present, in the attendance record, indicating that the child is in the classroom. The Supervisor will confirm that each child is signed in by staff upon arrival. The teacher will also give a child a glance over to make sure the child is well and able to participate in the program. If the teacher feels that child is not able to participate in activities for reasons of illness or other, the teacher may not accept the child for the day. Parents are encouraged to communicate any changes in child's eating, sleeping or behaviour patterns.

A Health Check will be done for every child. Teachers will ask/note any scratches, bruises, etc. on each child and will ask the Parent for explanation as required by the Ministry. This is to ensure open communication between Staff and Parents and to avoid any confusion about where/when the incident occurred. Teachers will log all information into the classroom communication books.

The Centers hours of operation are from 6:30 A.M. to 6:00 P.M. Monday to Friday. Attendance is usually low when the Center first opens in the morning and the children are all gathered in one room, before they all move to their individual rooms. This allows all children of different ages to interact with each other. We adhere to the ratios set out by the Ministry. Also, at the end of the day, when children are being picked up by their parents, the few remaining children will be combined in one room.

Sign in and out

Parent(s)/guardian(s) must ensure their child is signed out daily.

For a child's protection, we ask that parents(s)/guardian(s) accompany their child to their class, ensure their child is signed in, and leave their child only after the teacher has accepted the child.

There may be occasions when parent(s)/guardians(s) or their designees are required to present valid identification. No one will be permitted to take a child off the premises without written consent from the parent and a valid piece of photo identification.

Departure

The Center closes daily at 6 p.m. Please be sure to contact the Center if you will be late arriving to pick up your child.

A \$1.00 per minute late charge is payable directly to staff on duty when you arrive to pick up your child.

Children are to be picked from his or her classroom. Parents and teachers should communicate at the end of the each day in order to be aware of how the child's day went.

Children will only be released to their parents or any other authorized individuals. Should a parent wish for any additional person to pick up the child, it is the parent's responsibility to inform the Center. The person will need to show a valid photo I.D when picking up the child. When in doubt it is our policy **NOT TO RELEASE THE CHILD.**

Parents must always inform staff if pick-up arrangements have changed. Please ensure person picking up is 16 years of age or older and always has proper identification.

Parents are required to escort their children into his/her classroom. This also allows the parents to exchange words with the teacher about their child and help settle their child into the classroom.

Prior authorization must be given, in writing, when a child will be picked up by someone other than the child's legal parents or guardian. Only a parent or guardian can authorize ACFS to release the child to another person. In case of an emergency, the parent or guardian must provide at least two names that will have permission to pick up the child. A Child's First Steps Child Care Center will ask for proper identification, such as a drivers license with a photo, before that child will be released from the Center to someone other than the legal parent or guardian. No child will be released from the Center unsupervised to another location, to take a bus or to walk home. In the parking lot please make sure and hold your child's hand. Please don't leave your car running while dropping or picking up your child.

Denied release of child or children

In cases where staff feels that a parent, or other authorized person, is intoxicated or under the influence of drugs, children will not be released to such persons. Staff will contact another person on the contact list to come and pick up the child or children. Where the parent or authorized person insists on taking the child and they are intoxicated or under the influence of drugs, staff has the right to contact children services and the police in order to protect the safety of the child or children.

Nutrition

Good nutrition is essential for healthy growth and child development and this is why it is an important and intrinsic part of our program. You can feel confident that your child will get the nutrition necessary for healthy growth.

Here at A Child's First Steps Child Care Center we provide a hot lunch and 2 snacks daily (am and pm). All food is prepared fresh daily on site by a full time cook who prepares wholesome and nutritious meals in our kitchen. The menu is different every week and is posted in the hallway and website. We follow the Canada Food Guide when making our menu plans. We use high quality, fresh ingredients. All baked goods contain no chemicals or preservatives. All drinking water and the water used for cooking are filtered and our drinking water is tested every two weeks by an accredited lab, from a drilled well, and UV treated.

Allergies and any dietary restrictions (note this does not mean dislikes) will be accommodated and posted in all classrooms and the kitchen. We make every effort to provide children with food that is nutritious, but also a pleasure to see, smell, touch and taste.

A medical note stating all food allergies must be on file for your child. Children's allergies or food restriction will be accommodated and posted in each room and in the kitchen. Parents must notify staff of any and all changes.

**Please note we are a nut-free facility and No outside food may be brought in unless previously arranged (must be from a licensed kitchen- no homemade items) with the Supervisor or Director.
NO EXCEPTIONS!!!**

Birthdays

We ask parents to speak with our staff if you would like to bring in treats for birthdays and other celebrations, please ensure products do not contain nuts. Birthdays are very special for young children. We celebrate each child's birthday with a crown, cake and singing. If you wish to provide additional celebrations for your child such as a pizza party, birthday cake, cupcakes, or loot bags, please inform your child's teacher in advance of any plans, and make sure to inform staff of any products that may contain nuts or nut products. Birthday celebrations take place during afternoon snack time (around 3:00 p.m.). You are welcome to come join us on your child's birthday for the celebration! Please note that latex balloons are a known choking hazard for young children and are prohibited in the Center.

Absences/Illness and Contagious Diseases

Please notify the Center by 9:00am, if your child is going to be absent or late. Also, please inform the staff if your child is ill and as to the nature of the illness, above all, if it is contagious. This also helps us to plan meals, activities, outings, etc.

If your child is too ill to participate in the program, then he/she is too ill to be at ACFS. We do not keep children that are sick, or have a communicable disease. Your child will not be accepted at the ACFS if he/she has a fever, or any sign of illness.

We have the right to refuse admittance, or to request a medical certificate if the child has any of the following symptoms:

- *unusual skin disorder, rash or infection
- *heavy mucous and/or asthma symptoms (without medication)
- *fever (temperature greater than 38.5 degrees Celsius or 101 degrees Fahrenheit)
- *diarrhea x2 bouts

If your child becomes ill while in our care, you will be contacted immediately. Your child has to be free of the illness for 24hrs prior to be able to come back to ACFS. If we are unable to reach you, we will call the emergency numbers provided in your child's file. Yourself or your emergency contact person must come and pick up your child immediately.

Please contact the Center IMMEDIATELY if your child has a communicable disease.

Please see the attached list of common illnesses and Contagious Diseases.

Transportation

Throughout the year there will be various times when transportation of your child will be necessary. The form of transportation may vary from Public Transit to Chartered School Busses. The safety of the children is something that is taken very seriously at A Child's First Steps Child Care Center; the following is a more detailed outline of our safety plan for field trips and daily transportation to and from school.

Field Trips:

There will be a letter and permission slip sent home with each child, informing you of the destination, time, date, method of transportation and cost, as well as any other relevant details. This form **MUST** be signed and returned before the date indicated on the permission form, or your child will remain at the Center, where alternate activities will be provided.

Attendance records, emergency forms, first aid kit, and a cell phone are taken on all trips. Attendance is taken before leaving the Center, at each destination and upon arrival back at the Center. No child is left unattended for any reason at any time. They are always in the care of an A Child's First Steps Child Care Center staff or a parent volunteer. All children will wear a seatbelt if available.

An important part of the ACFS curriculum to exposing children to the many varied experiences available within our diverse community. For this reason, a number of special field trips are scheduled throughout the year. A notice will be posted well in advance of the trip,

Special Needs

The Teachers and Supervisors at ACFS are well trained in the field of Early Childhood Education. The teachers make every effort to provide an inclusive environment that tries to accommodate all children, including those with unique needs. It is crucial that parents inform staff of any special needs (whether physical, developmental, language-related, etc.) children may have, in order for us to properly prepare and assess in each situation. In some exceptional cases however, we may not be able to meet the special needs of all children. In such instances, our Center will act as fairly as possible and assist with arranging outside agency care for the child.

At ACFS we believe in an inclusive learning environment. All important information pertaining to the child's needs must be shared with ACFS. This includes children with special or diverse needs.

At ACFS we will try to ensure the following:

- All families have the opportunity to gain adequate information to make an informed decision regarding placement of their child.
- Equal consideration of the needs and priorities of all families" involved in the childcare
- Ample opportunity for preparation for the child, their family and ACFS.

The Supervisor will set with parents to discuss the following:

- What are the parent's expectations?
- Childcare expectations (both parties need the opportunity to discuss and explore their expectations). For example, service co-ordination meeting may need to be set up with the staff that will be working with child or children, Supervisor, and parents and possible other professionals.
- Parents and other professionals should share what the needs of the child are? Intensity and type of service required.

Parents are encouraged to:

- Visit the Center and observe daily routines and curriculum.
- Make suggestion/recommendations of how to assist child with special needs. This is an opportunity for parents and staff to ask questions of each other. During this time staff will be prepared to answer questions and provide information regarding the philosophy, and service delivery. If questions can't be answered by staff, staff will try and get information to provide to parents at a later time.

At ACFS we understand the importance of inclusion. To ensure success within ACFS our programs meet the needs of each child and the group as a whole. We adapt our programs to meet the needs of the child. The child does not have to adapt to meet the requirements of the environment.

Parent Issues and Concerns Policy

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care 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 child care centre it operates (i.e. the operator).

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

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are 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 Rachele and/or Designate 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 and 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/childrenciaid/reportingabuse/index.aspx>

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:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 1-2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <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; - 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>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"> - the supervisor or licensee. 	<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>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <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 a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>-</p> <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 or concern verbally or in writing to Rachelle and/or Designate.

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

Evacuation Plan & Fire Drills

All children in the Center will be evacuated from the premises when required. Children will be guided by staff to exit through designated emergency exit doors and meet at a predetermined area. Clear instructions for emergency evacuation as well as the address of the emergency shelter are posted by the fire exit door in each room. In the event that the children cannot return to the Center, they will be accommodated in the prearranged emergency shelter. Parents will be promptly notified, and necessary arrangements will be coordinated for the pick-up of the children. The Center conducts a fire drill and lock down training each month to familiarize the children and staff with the proper emergency evacuation procedures. Each staff member is instructed of his or her responsibilities in the event of an Emergency Evacuation Site before commencing employment with ACFS. All children and staff members are expected to take fire drills seriously and follow the appropriate procedure in an orderly manner. The written procedure approved by the local fire chief is posted in conspicuous place in each room. Written records of all Fire Drills conducted are kept.

In case of fire or environmental emergencies, children will be removed from 633329 Highway 10 and taken to Orangeville Baptist Church (246289 Hockley Road Orangeville, ON L9W 2Z5) for safety and security.

Parents/Guardians will be notified and asked to pick-up their child(ren) at the Emergency Evacuation Site.

ACFS will take the following steps:

1. Follow the Emergency procedures/responsibilities as per the approved fire safety plan.
2. The Supervisor will take the lead during Emergencies.
3. The Supervisor, assisted by the teachers, will direct children to exit the building via the Emergency exit.
4. Children will then be transported to the Emergency Evacuation Site.
5. The Supervisor or Director will remain at the Emergency Evacuation Site until all children are picked up by their parents or guardians.
6. The Supervisor will document and report all incidents.

The main contacts at the Emergency Evacuation Site are:

Sarah Dynes/Janice deBoer
Administrative Coordinator
519-941-4790
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Lock Down

In the case where there will be a lock down due to incidents happening in the area, children will remain in their classes and no one will be able to enter or leave ACFS until further notice from authorities. Upon pick-up parents, will be informed of the situation and a letter will be sent home regarding any lock downs that the Center may encounter. All teachers are trained and are aware of lock down procedures.

Clothing & Weather Safety

Please dress your child in clothing appropriate for the weather, season, and planned activities for the day. If weather conditions are suitable, children generally play outdoors for an average of two hours per day. All strings or cords must be removed from your child's clothing. ACFS reserves the right to remove or cut off strings/cords before allowing your child on the play structures or any of the outdoor equipment. We highly recommend neck warmers in lieu of scarves. In warmer weather, running shoes with non-slip soles must be worn. Sandals and "dress" shoes may have very slippery soles, which may be dangerous as children play.

Please provide your children with a complete extra change of clothing, including socks and underwear. These items may be stored in your child's individual cubby. Please label all articles of clothing. We reserve the right to label or discard any unlabelled articles. Please take all soiled clothing home at the end of the day to be washed. We strongly advise that you do NOT send your child to our daycare wearing any jewellery or with their toys from home. These valuable items may be lost and are often very difficult to find once missing. Our childcare facility and our staff are NOT responsible for any lost personal items.

When dressing children please keep in mind that they actively participate in creative and sensory activities daily and their clothing may get dirty. In order for your child to participate fully in the day's activities it is important that their clothing be comfortable and appropriate for the weather. Please put your child's name on all of their clothing. When appropriate, staff encourages children to dress themselves. Therefore, it is helpful when your child has clothing that is age appropriate. Please ensure that your child has an extra change of clothing at the Center daily.

The CCEYA requires that all children must be playing outside for a minimum two hours per day, weather permitting. We don't go outside when it is hotter than 30 degrees, colder than -15 degrees, raining or in severe weather. Weather permitting; the children will be outside for approx. 1 hour in the morning and 1 hour in the afternoon.

Please make sure that your child has all the appropriate clothing for outdoor times. We suggest you always come prepared for the coldest weather. We suggest layering clothing in the spring and fall. Any summer shoes must have a strap on the back (no flip flops), and we prefer if the toe is enclosed.

Please bring the following:

SUMMER: Hat, Sunscreen, swimsuit and towel (when requested)

WINTER: Hat, mittens snowsuit and boots

FALL/SPRING: Splash pants, boots, mittens

Always bring extra clothing in case of accidents.

What to bring on your child's first day:

- Diapers, wipes, cream, etc. if applicable.
- Please provide at least 2 changes of clothing (socks, underwear, pants, shirt, sweater, etc.)
- Blanket for sleep/rest time.
- Outdoor clothing based on the weather:
 - Summer:** bathing suit, sun screen, sun hat
 - Winter:** snowsuit, 2 pairs of mittens, warm hat, boots, sweater (please use a neck warmer in lieu of a scarf for safety)
 - Spring/Fall:** rubber boots, mud suit, light hat, jacket
- Indoor shoes with rubber soles for the classroom
- Please label all personal belongings!!

Diapering and Toilet Training

Diapering of toddlers will be performed as needed on easily sanitized changing tables. Please bring a supply of disposable diapers and wipes, which are clearly marked with your child's name. Soiled diapers are placed in a closed garbage can in the classroom bathroom. Receptacles are sanitized daily. Soiled laundry and linens are placed in plastic bags and laundered daily. Soiled clothing is placed in plastic bags and sent home daily.

We will be happy to participate in your program to toilet train your child, so please let us know the details. We ask that you inform the staff of your child's toilet habits and the likelihood of accidents. Even during toilet training please provide us with disposable diapers as we reserve the right to diaper young children after 2 accidents in one day. Multiple changes of clothing are also required. The children's toilets are cleaned and sanitized with disinfectant after each use.

We provide toilet training when children show 3 signs of readiness:

- 1) The child has a dry diaper several times during the day and naptime
- 2) The child is aware when he/she has had a bowel movement or urinated.
- 3) The child can verbalize that he/she has a messy diaper.

HEALTH AND SAFETY

Medical Requirements

The local Health Department has regulations regarding immunization, we adhere to these requirements. Up to date immunization records must be provided when you enroll your child. Please make sure that as your child grows, you provide the Center with a copy of any new immunizations or booster shots.

All staff will be trained in Standard Child CPR and First Aid (Level C). If a child needs immediate medical attention, we will contact 911. The child will be accompanied by a staff member and will remain at the hospital until a parent or guardian arrives. Parents will be notified at the same time.

Rest Time

Any child under the age of four, that is with us for a whole day is required to rest. Depending on the age of the child, they are expected to rest quietly or engage in quiet activities. Rest time is no longer than 2 hours per day; all children under the age of 4 are required by the Ministry to rest on their bed for one hour per day.

Children in all programs are given the opportunity to have a daily rest time after lunch. Furniture is rearranged; blinds are closed; and soft music is played as teachers assist children to fall asleep or rest on assigned cots in their classroom. Children are not forced to sleep; they are, however required to rest quietly on their cots or engage in a "quiet activity" such as puzzles, reading, etc. during their designated quiet rest period. The Center provides clean sheets, which are washed at the end of every week. Please provide a blanket for your children's comfort. Your child's blanket will be folded and left in his/her cubby at the end of each week to be washed at home and returned at the beginning of the following week.

Prescription Medication

We understand that from time to time, it will be necessary for us to administer prescribed medication to your child. First and foremost is the safety of the child. You will be asked to complete and sign a medication form that will be placed on file and in the child`s classroom. The medication must be in its original container, with a label attached bearing the child's name, current date, time and dose to be administered, number of days to be administered, and the pharmacy information. The full name of the medication will be printed on the form. Times are to be specific so, for example, "once every four hours." Forms will be filed once the child no longer requires the medication. The medication will be kept in a locked box that is inaccessible to the children. All medications will be administered by the Head E.C.E. in the classroom, or the Supervisor, it will also be witnessed by another staff member and recorded on the medication form. No medication that has expired will be administered; we will refrigerate any medication that requires it. The empty bottles will not be disregarded by ACFS staff, they will be returned to parents for parents to disregard. Staff are all trained to administer Epi-Pens in the event a child suffers from a life-threatening allergy. Proper records of drugs/medication will be kept on file.

ALL MEDICATION IS TO BE GIVEN TO THE OFFICE SO IT MAY BE STORED APPROPRIATELY!

Please note A Child's First Steps Child Care Center will only administer prescription medications as directed by a licensed physician or dentist

ACFS staff must adhere to the 'Five Rights' that must be followed when administering drugs/medication:

- 1) Right Patient
- 2) Right Route (e.g. Mouth, Inhaling etc.)
- 3) Right Dose
- 4) Right Time
- 5) Right Medication (must be sure the medication is for the child).

In order for ACFS staff to administer medication the following must be present:

- 1) Medication must be prescribed by the doctor
- 2) Medication must have child's name on it
- 3) Medication must be in the original container or packaging
- 4) Expiration date must be valid
- 5) Medication form must be signed by a parent/guardian

Should any of these items be absent ACFS staff will not be able to administer the medication to the child. Parents are required to fill in a medical form with all pertinent information included. Parents are required to sign the form. The form will be posted in the room the child is in. Staff will sign and date each time the medication is given to a child as indicated by the parent.

Over the Counter Medication

A Child's First Steps Child Care Center will administer over the counter medications (such as Tylenol) ONLY with the written permission of the parent and the physician. Written instructions from the dentist or physician must be given to us. The medication must be in its original packaging, and have a label with the child's name, date, time and dose to be given, number of days to be administered, as well as the dentist or physicians information.

Over the Counter Medication will be given on individual circumstances and discussed prior with the parent. The date and original label must be present on any medication.

You may come to the Center to administer any non-prescription medication, or provide written consent for your emergency contact on the enrollment forms to administer over the counter medications. We require any person administering the medication sign a medication form indicating, name of medicine, dose, date, time, and who administered the medicine. This will ensure that we have written documentation of any medications given while the child is in our care.

A Child's First Steps Child Care Center staff will apply any diaper rash ointment, petroleum jelly, and/or sun tan lotion with written consent from the parent. We will follow all directions on the manufacturer's label. All bottles should be clearly labeled with the child's name.

****Please note that if your child requires a medicated ointment for a rash a medication form will need to be completed, and all rules as stated above will be enforced (i.e. prescription label with the child's name etc.)****

Medication for Allergies, Allergic Reactions or Chronic Illness

Any medication that your child requires for a life threatening condition, such as a nut allergy or bee sting etcetera, we will keep the medication at the Center as long as the child is enrolled in our care. Written authorization is required by the parent and physician, and will need to be renewed every 6 months. All expired or unused medication will be returned to the parent for disposal.

It is the parent's responsibility to share information about allergies/special medical conditions with the childcare Center. Please complete the information, no matter how mild the allergic reaction or medical condition, on the application form when applying at the Center. Please inform the Center of any changes to this information.

If your child uses an Epi-Pen, or any other injector please leave one at the Center. This medication must be available for the child at all times. A listing of Allergies and Special Medical Conditions is posted in each classroom, the kitchen, and eating areas.

Teachers are trained yearly on Sabrina's Law and usage of Epi-Pen.

INDIVIDUAL PLAN FOR A CHILD WITH MEDICAL NEEDS

If your child has medical needs, parents are required to partner with staff and develop an individual plan with the Center Owner, Supervisor and RECE in your child's room. Input is also recommended from your Physician. The plan will include a photograph, a description of the child's medical need, prevention and supports, symptoms and emergency procedure and contact information. The individual plan for your child with medical needs and the emergency procedures will be reviewed and signed by all employees, volunteers and students prior to them beginning their employment at ACFS and at least annually afterwards. Parents will be provided with an Individual Plan Form in which they are required to review and sign off on. The form will be posted in the classrooms, Staff Room, Office and Kitchen. Please advise the Office if your child has outgrown their medical needs.

Allergy and Anaphylactic Policy

This Anaphylactic Policy is intended to help support the needs of a child with a severe allergy and provide information on Anaphylactic and awareness to parents, staff, students and visitors at A Child's First Steps Child Care Center.

This Anaphylactic Policy is designed to ensure that children at risk are identified; strategies are in place to minimize the potential for accidental exposure, a communication plan has been developed to share information regarding life threatening allergies and staff, students and volunteers are trained to respond in an emergency situation.

Anaphylactic is a serious allergic reaction. It can be life threatening. ACFS is Peanut and Tree Nut free. Please do not bring any foods into ACFS containing Peanut and Tree Nuts. This can be life threatening to someone with an Anaphylactic reaction. Food is the most common cause of Anaphylactic, but insect stings, medicine, latex, or exercise can also cause a reaction. The commonest food allergens are peanuts, tree nuts, and seafood, egg and milk products.

The Priority Allergen List consists of ten foods and their derivatives. These are considered by the medical community to cause 90-95% of serious allergic reactions to food, although over 100 different foods have been recognized to cause Anaphylactic. Health Canada and the CFIA (Canadian Food Inspection Agency) have recommended that these items be included on all product labels when they have been used as an ingredient or component of an ingredient.

Priority Allergen List

- Peanuts
- Tree nuts
- Shellfish
- Milk
- Eggs
- Fish
- Soy
- Sesame Seeds
- Wheat

Anaphylactic is most often diagnosed in childhood, but can also develop later in life. Living with Anaphylactic can be a challenge. People with this condition must learn how to avoid the allergen that causes their reaction. They must be prepared to manage an unexpected reaction.

When enrolling your child or if your child becomes diagnosed with allergies, parents must inform the office in writing, of names of allergen(s), specific systems, steps to prevent exposure to the allergens, what actions the teachers should take when a child has symptoms, what medication the physician has prescribed and any possible side effects.

You will be required to provide medication and fill out a Medication Form and an ANAPHYLACTIC INDIVIDUAL EMERGENCY PLAN. This will enable the staff to administer the medication in the event of a severe allergic reaction and know the steps to take in case of a reaction. This form must be renewed every six months.

To ensure your child's safety, we require that the prescribed medication be given to the child by their parent for the first 24 hours. This allows you to determine if your child has any side effects or allergic symptoms to that medication. After that period staff may administer at the Center.

If your child has an allergy, please ensure to document this on the registration form and also inform teachers. If there is a safety plan that has been put in place by you and your doctors this information must be shared with ACFS staff and Supervisor. Please ensure your child has had the medication(s) prescribed by your physician, the medication should always be where the child is. Therefore, when your child is attending ACFS the medication(s) should always be left at ACFS.

Each child who has an Anaphylactic allergy will require an ANAPHYLACTIC INDIVIDUAL EMERGENCY PLAN. The development of the plan will be put together by parent or guardian, staff, Owner and Supervisor at ACFS and input from the child's physician, which will include emergency procedures in respect to each child.

If your child has asthma, an inhaler and aero-chamber must be provided for the appropriate administration of the medication to prevent severe asthmatic attacks. If any symptoms persist AFTER the medication has been administered, we will contact the child's parents. All episodes will be documented in the child's file and on a Special Medical Treatment form.

If your child is Anaphylactic you are required to provide an Epi-Pen in the event of Anaphylactic shock. Every Epi-Pen must be individually labeled with his/her name and expiry date. The Epi-Pen will be kept with/near the child at all times. After the administration of an Epi-Pen, an ambulance will be called, the parents will also be contacted and the allergic reaction will be documented in the child's file.

It is recommended that a child with an Anaphylactic allergy wear medical identification (e.g. Medic Alert bracelet). The identification could alert others to the child's allergies and indicate that the child carries or has an epinephrine auto-injector. Information accessed through a special number on the identification jewellery can also assist first responders, such as paramedics, to access important information quickly.

There are a variety of food allergies. To prevent any food allergic reactions a list of children and their allergies is posted in the kitchen and in all classrooms. If you are bringing treats from home for the classroom, they must have a nut free label on it. Please no home baked items.

At A Child's First Steps Child Care Center we make every effort to provide a substitute food that is similar to what the other children are having. This helps to normalize eating experiences for children that do have allergies.

When a child is diagnosed with a life-threatening allergy, the following steps must be taken:

1. His/her picture and ANAPHYLACTIC INDIVIDUAL EMERGENCY PLAN will be posted in their classroom with information that might be needed to help that child with their allergy
2. The process for administering the Epi-pen is as follows:
 - a. Uncap it
 - b. Insert into outside, top of, thigh - even over clothes
 - c. Call 911 - send/take child to emergency immediately
 - d. Call parents and let them know what happened and where their child is
 - e. Return the Epi-pen to the parents and have it replaced immediately
3. Any child with a prescribed Epi-pen will have it around them at all times.
4. All staff, at the onset of a child carrying an Epi-pen,, will be trained on how to use the Epi-pen, by the Supervisor. The Supervisor will have been trained by the Parent.
5. All staff will be trained on this procedure annually. Signatures will be documented on an annual basis.
6. Parents will sign an ANAPHYLACTIC INDIVIDUAL EMERGENCY PLAN and Medication Form indicating:
 - how and when to apply the Epi-pen
 - that they have trained the staff
 - that the staff have their permission to administer the Epi-pen, and carry the Epi-pen around their waist when the child is not in the classroom but still in our care. The Epi-Pen is readily available on the classroom cupboard door when inside.
7. When the child no longer needs the Epi-pen, a written letter from parent must be on file.

NOTE: Training from a physician or a parent on procedures to be followed in the event of a child having an Anaphylactic reaction.

ANAPHYLACTIC INDIVIDUAL EMERGENCY PLAN

If your child has an Anaphylactic allergy, parents are required to partner with staff and develop an individual plan with the Center Owner, Supervisor and RECE in your child's room. Input is also recommended from your Physician. The plan will include a photograph, a description of the child's allergy, emergency procedure and steps to follow, contact information, and consent to administer medication. The individual plan for your child with Anaphylactic and the emergency procedures will be reviewed and signed by all employees, volunteers and students prior to them beginning their employment at ACFS and at least annually afterwards. Parents will be provided with an Anaphylactic Individual Plan Form in which they are required to review and sign off on. The form will be posted in the classrooms, Staff Room, Office and Kitchen. Please advise the Office if your child has outgrown an allergy or no longer requires an epinephrine auto-injector. (A note from the child's physician is required).

Strategies to reduce exposure to Anaphylactic causative agents (allergen)

A Child's First Steps Child Care Center is a peanut/nut free environment. To ensure the safety for children with this allergy, we take all possible precautions to prevent exposure to all allergens, through communication, awareness and careful food purchasing, preparation, handling and serving. We do not allow any peanut/nut products on the premises. This includes items that read "MAY CONTAIN PEANUTS/NUTS" on their label. Please do not send any treats to the Center that has this warning on its packaging. Please make sure you read all ingredient labels, and do not send anything with peanuts/nuts. Should we become aware of additional Anaphylactic allergies of children enrolled in our Centre, all parents will be notified of additional restricted items (i.e.: latex, medications etc.). Your co-operation and understanding in this matter is appreciated, as it is a very serious condition.

WE ASK THAT ALL CHILDREN WHO HAVE COMSUMED PEANUT OR NUT PRODUCTS WASH HANDS AND MOUTH PRIOR TO COMING TO THE CENTRE.

Avoidance of an allergenic substance is the only way to prevent an allergic reaction. While it is difficult to completely eliminate all allergenic ingredients due to hidden or accidentally introduced sources, it is possible and extremely important to reduce the risk of exposure to them.

The following strategies have been implemented to reduce the risk of exposure to Anaphylactic allergens:

- Precautions are taken to minimize the risk of cross-contamination in food preparation.
- Food labels are read prior to purchasing or bringing food into the Centre
- Kitchen staff is trained in safe food handling offered by the local Public Health.
- Children are not permitted to share food, food utensils or food containers.
- Tables are cleaned before and after meals or snack routines.
- All meals and snack routines are supervised by an adult.
- Foods used in class activities will be restricted depending on allergies.
- Parents, children and staff are not permitted to bring in any food containing nut or nut products.
- Office staff check snacks and lunch and then sign off prior to the food going into the classrooms.

Communication Plan

Education and awareness are critical in the reduction of risk of exposure to Anaphylactic allergens. Posters which describe signs and symptoms of Anaphylactic specific to each child and posters demonstrating how to give an epinephrine auto-injector will be placed in relevant areas, including; each classroom, staff room and the kitchen.

- All staff are required to review and receive training on each child's individual Anaphylactic Emergency Plan. Staff, students and volunteers will review the Anaphylactic policy and procedures and individual Anaphylactic emergency plans prior to employment and annually thereafter.
- A summary of the Centre's Anaphylactic policy and procedures are included in the Parent Handbook.
- Signage of the Centre's "nut free" policy is posted in conspicuous places where parents and visitors can readily see them.
- Reminders of the Centre's "nut free" environment will be placed in each newsletter.

Availability and Location of Epinephrine Auto-injectors ("auto-injectors")

Auto-injectors are kept in a location readily accessible to staff but not accessible to children. Staff will carry the auto-injector for children in their group around their waist in a fanny pack when the child is in our care but outside of the classroom.

The auto-injector will be stored in an appropriate location not exposed to direct sunlight or extreme temperatures. Auto-injectors must be carried by staff at all times, including outdoor playtime and field trips. While off the premises of the Centre, staff will carry a cell phone and know the location of the closest medical facility.

Emergency Protocol

An Individual Anaphylactic Emergency Plan must be signed by the child's parent and/or physician. A copy of the Plan will be placed in designated areas such as the Classroom, Kitchen, Office and Staff Room.

Staff, students and volunteers must listen to the concerns of the child at risk, who usually knows when a reaction is occurring even before signs appear. It cannot be assumed that children will be able to properly self-administer their auto-injector. (In some cases, children may be fearful of getting a needle or may be in denial that they are having a reaction.)

To respond effectively during an emergency, a routine has been established and practiced, similar to a Fire Drill. During an emergency:

1. One person stays with the child at all times.
2. One person goes for help, calls for 911 and the child's parents.
3. Administer epinephrine auto-injector at the first sign of reaction. The use of epinephrine for a potentially life-threatening allergic reaction will not harm a normally healthy child, if epinephrine was not required. Note time of administration.
4. Have the child transported by ambulance to an emergency room even if symptoms have subsided. Symptoms may reoccur hours after exposure to an allergen.
5. One calm and familiar person should accompany the child to the hospital and remain until a parent or guardian arrives. The child's back up epinephrine auto-injector (if available) should be taken.

Training

Staff will be trained, by the Supervisor, on an annual basis in the use of epinephrine (auto-injector) as well as an overview of Anaphylactic signs and symptoms. Staff will have an opportunity to practice using an auto-injector trainer (device used for training purposes) and are encouraged to practice with the auto-injector trainer throughout the year, especially if they have a child at risk in their group.

Supply staff, students and volunteers are required to review the Anaphylactic Policy and receive training on the Individual Anaphylactic Emergency Plan for children in their class. The Supervisor will train staff, students and volunteers about the procedure for responding to emergency situations. A record of review and training for each staff, student and volunteer, prior to employment and annually thereafter will be maintained.

Emergency Procedures

The Center has written policies and procedures for all emergencies. Fire drills are held on a monthly basis and all staff are expected to know and practice their escape routines. Fire drills are documented on a monthly basis. Evacuation plans are posted in each of the classrooms. Parents are encouraged to discuss these drills with the older children.

Children / Accidents

If a child is injured while in our care at A Child's First Steps Child Care Center, the staff member(s) on duty will administer first aid immediately. If the child requires further medical treatment, we will contact you at the number(s) provided on your emergency card. In the case of an emergency, A Child's First Steps Child Care Center staff will make sure that your child receives any necessary treatment until you are reached and notified of the situation. The authorization for emergency treatment must be signed at the time of enrollment.

All staff members in each classroom are trained in CPR and first aid. In the event of an emergency, we will follow instructions from the poison control Center or physician when providing first aid procedures, and/or administering emergency medications. Please note if any child is injured at the Center, an accident report will be completed by the staff most closely involved. You will be required to read and sign the report. You will receive a copy of the accident report that is signed by the Supervisor/Office staff. Documentation will be reviewed and filed by the Director and Supervisor.

Safety and Security

At A Child's First Steps Child Care Center we make every effort to ensure that the children are playing in a safe environment. No child will be left without adequate supervision at any time, for any reason. In the playground, staff will ensure that all children are visible by at least one staff member. Any equipment being used that possesses a higher level of risk to the children will have a staff positioned at that point to minimize any possible hazards.

Sun Protection

During the spring and summer months when the warmer weather is here, each child is required to bring and wear a sun hat, and sunscreen (spf. 15 is the minimum requirement; spf. 25 or greater is recommended). Please apply the sunscreen to all exposed areas during your morning routine, and we will reapply it before the children go outdoors in the afternoon.

We encourage Sun Safety behaviours, not only do we believe that Sun Safety is important but the teachers also practice Sun Safety through modeling. Staff will practice Sun Safety by limiting the time spent outside between the hours of 11 a.m. to 4 p.m. All teachers and volunteers are required to read and sign the Sun Safety Policy prior to volunteering and working in ACFS. It is very important that staff, volunteers and parents of ACFS work partner together to ensure the protection of the children that attend ACFS. Studies have shown that children are at greater risk of sun exposure therefore protecting children from excessive exposure of sun UV is essential. It is the supervisor's responsibility to monitor that all staff are following the guidelines of the Sun Safety Policy. The supervisor will ensure that all forms applicable to Sun Safety are signed by parents or guardians and returned to ACFS. Signed applications will be placed in each child's file.

To ensure proper Sun Safety the following will be procedures will be practiced at ACFS:

All parents must sign a consent form "Application of Sunscreen".

In the case where a child is allergic to sunscreen, parents must provide a written letter detailing the name of the sunscreen the child is allergic to, the allergic reaction, whether or not parents are using a medicated sunscreen (name etc.). All staff will be informed, the letter will be placed in the child(ren) file.

Parents can provide sunscreen for their children with a minimum SPF of 15. It is recommended that a minimum SPF of 30 be used where children will be outside for two hours or more, CDA recommended sunscreen is also acceptable. The sunscreen must be in its original bottle and kept at the Center.

Parents must apply the sunscreen if it is being used for the first time to ensure the child has no allergic reactions.

It is the parent's responsibility to always ensure they are providing proper outdoor clothing for all weather conditions. Children can be properly protected from the sun wearing comfortable loose fitting long-sleeves shirts and pants, knee length shorts, hats (brimmed or ball cap with possibly a back flap), sunglasses (100% UVA/UVB protection).

Parents are encouraged to apply Sunscreen at home prior to children arriving at ACFS. If parents do not apply sunscreen at home, they should ensure to communicate with staff during drop off time.

Sunscreen will be applied twice daily prior to outdoor play. This will be done once in the morning by parent/guardian or ACFS staff and second in the afternoon by ACFS staff.

Prior to going outdoors daily, teachers must check the temperature, this can be done through internet by accessing sites such as the Weather Network, Health Canada, listening to radio or checking online for the UV Index in the area and use of other electronic devices that will provide information pertaining to outdoor temperature.

Sunscreen should be applied on the areas of the body that are exposed to the sun, including nose, ears and around eyes.

Teachers should try and schedule outdoor play times prior 11am or after 4pm. In the case where children will go outside, teachers are to ensure to plan activities that are not directly in the sun. It is recommended that activities be done in shaded areas, where possible.

All children are required to wear hats for outdoor play (please see above regarding requirement of hats)

Parents are encouraged to speak with staff and supervisor regarding any questions, issues or concerns regarding Sun Safety.

Smog Alerts:

It is the Supervisors responsibility to observe the weather bulletins, check UV ratings, smog alerts, and other important weather information. The Supervisor is to ensure all staff have been informed of pertinent information regarding the weather and document any changes in the communication log as well any changes to the children's activities should be documented on the program plan as per CCEYA. For example, where the children were scheduled to go outside and outside play was not possible due to weather conditions, the change should be documented on each classroom program plan by staff or Supervisor. The Supervisor is responsible to ensure she or he has up-to-date weather information. This information is to be shared with staff and posted for parents.

How can parents help staff at ACFS:

It is the parent's responsibility to advise ACFS staff or Supervisor if their child(ren) are allergic to sunscreen. In the case where staff are notified, onus is on the staff to ensure the Supervisor and other staff will be informed. The information will be passed to the Supervisor and parent will be required to present a written letter regarding the allergy. All staff will be informed and the letter will be placed in the child's file.

Open communication is essential. Please ensure to inform staff on whether or not sunscreen has been applied to your children prior to coming into ACFS each morning.

Building a partnership with parents is very important to ACFS. Parents are encouraged to also discuss the importance of Sun Safety with their children. Where resources are needed based on Sun Safety, ACFS Supervisor and staff will try to provide information upon request.

Facts regarding Sun Safety

Health Canada recommends that when your shadow is shorter than you, you should find shade. When the UV index is 3 or more wear protective clothing, sunscreen and sunglasses. Apply sunscreen 20 minutes prior to going out in the sun. The sun rays are strongest between 11 am to 4 pm. The UV index is a 0 - 11+ scale. The stronger the sun's rays, the greater the need to take sun safety precautions. Children of all skin colours are at risk of sun damage, children with fair skin are at greater risk. It is essential that children wear sunscreen.

Winter Protection

To avoid any possible choking hazards, we require that scarves and strings from children's winter clothing be eliminated. Neck tubes are a safer substitute. It is the parent's responsibility to ensure proper clothing is brought for their children to protect them from outdoor weather conditions. During the Winter season, this includes: jackets, hats without strings attached, mittens or gloves, warm clothing and proper outdoor boots. Environment Canada states that mittens are warmer than gloves and keeps the body heat inside.

Cold Weather Policy

Educators and the Supervisor will ensure the weather forecast is checked prior to going outside. The weather forecast will be checked by accessing the weather channel, radio, internet or other electronically devices that provide information pertaining to the weather. In the case where Environment Canada, Public Health or other sources issue a cold weather alert where the weather may affect human health. Staff will keep the children inside, document the program plan pertaining to the change of outside time. Children will participate in indoor activity and play. The children will not participate in any outdoor activities or play during cold weather alerts. During winter months where the temperature is below (-) minus 15C with no wind chill, staff will use their discretion of how long children will play outside, outdoor time will be shortened but children will be required to go outside during these times.

Please note: According to the Child Care Early Years Act (CCEYA) that governs all Child Care Centers, children must go outside every day, twice daily except in severe weather conditions. It is important that you ensure your child comes with appropriate outdoor clothing.

Entering the Center

Please ensure when entering or departing from the Center or the playground, that the door is securely closed behind you, and that the gate to our playground is firmly closed and latched. Your car must be turned off when dropping off or picking up; to ensure that if there are children in the playground they are not breathing harmful fumes.

Child Abuse

At A Child's First Steps Child Care Center, all staff are well educated on child abuse regulations that forbid corporal punishment, deliberate harsh or degrading measures used to humiliate a child or undermine his/her self-respect, deprivation of a child's basic needs, and the use of a locked room to confine a child.

As teachers, we are required by law to report ANY occurrences that would constitute child abuse. Staff review this policy annually and sign that they have read and agree to abide by this policy.

Communicable Diseases

DISEASE	SYMPTOMS	WHEN CHILD CAN RETURN
Fever	Temperature greater than 101° F., or 38.5° C.	24 hours free of fever
Diarrhea	2 consecutive loose stools Outbreak declared: 1 loose stool	After having a solid bowel movement Outbreak declared: 48 hours
Whooping cough (Pertussis)	Cold with runny nose and cough. Cough spasms become progressively worse. Fever uncommon. Cough may last 1-2 months after treatment	5 days after the start of antibiotics or 3 weeks if no treatment
Streptococcal sore throat Scarlet fever	Sudden high fever, severe sore throat. Rough sunburn-like rash. Starts below ears and on chest then spreads to rest of body.	24 hours after treatment with antibiotics has begun
Giardiasis	Most children have no symptoms. May have loose stools, cramps, gas, vomiting.	After having a solid bowel movement
Rotavirus	Fever and vomiting precede diarrhea.	After 24 hours diarrhea free
Salmonellas	Diarrhea, fever, occasionally blood in stool	After 24 hours symptom (vomiting, diarrhea) free
Hand, foot and mouth disease	May have fever, headache, sore throat, and rash. Red spots often with small blisters on top may appear especially on hands, feet and inside mouth.	When rash is clear
Rosella infantum	Sudden high fever swollen glands lasting 3-5 days. At end of fever a light red rash appears on the body and face lasting hours to days	24 hours
Chickenpox	Fever. Raised red itchy spot-like rash that turns into blisters than scabs. Mainly on face and body.	When all scabs are dry
Herpes simplex	Clear lesions, usually on face or lips, crust and heal within days.	When there are no active lesions while the child does not have control of oral secretions
Impetigo	Thick yellow crusted lesions or blisters usually around face and nose but may occur elsewhere; worse at night.	After antibiotic treatment for 24 hours
Ringworm	Ring shaped rash with raised edge on skin or scalp. Often itchy and flaky. May cause bald areas on scalp.	After treatment has been started
Fifth disease	Low grade fever, flu-like symptoms 7-10 days after onset a distinct "slapped cheek" facial rash appears spreads to trunk and develops into a lacy pattern on arms and legs	One week after onset of symptoms
Bacterial Conjunctivitis (Pink eye)	Redness, itching, pain, discharge from the eye, sealing of the eyelid.	When there is no discharge or antibiotic has been taken for 24 hours
Pediculosis (Head Lice)	Itchy scalp. Small silvery eggs (nits) attached to base of hairs near the root, especially at nape of neck and behind ears.	After special shampoo and comb treatment and child is nit free

Sanitation Practices

Reducing the spread of common infectious disease or, conditions among children and childcare providers is achieved by cleaning, sanitizing and disinfecting objects and any surfaces a child comes in contact with. These surfaces include floors, door handles, toys, and toilet seats that could be contaminated and cause the spread of disease to children and staff. ****Please see classroom ACFS Public Health Manual located in all Classrooms for more in depth information!**

Procedures and Practices

The classrooms, rest areas, playgrounds, bathrooms and lunch areas will be maintained to the highest degree of cleanliness and will be inspected on a regular basis with results of inspections being recorded by the Supervisor.

Routine Cleaning

Using soap and water to remove visible dirt then rinse with clean water.

Sanitizing/Disinfecting

A sanitizer or germicide will be used according to the manufacturer's directions. Products are environmentally friendly and non-toxic to children and adults. (Manufacturer's directions on proper product use will be attached) Bleach solution will be used to clean tables and classroom furniture. Solution will be used in the concentration on the sanitizing and disinfecting guide sheet.

Application

1. **Tables** used for eating and food preparation will be cleaned with soap and water, rinsed, and then sanitized with cleaning solution before and after each meal or snack.
2. **Kitchen** will be cleaned daily and more often if necessary. Sinks, counters, and floors will be cleaned and sanitized at least daily. Refrigerator will be cleaned and sanitized bi-monthly or more often as needed.
3. **Chairs** will be washed, rinsed, and sanitized before and after each use.
4. **Toys** will be washed, rinsed, sanitized, and air-dried at least weekly or earlier if needed. Toys that are dishwasher safe will be run through a full wash and dry cycle bi-weekly.
5. **Cloth** toys and dress up toys will be laundered weekly or more often, as needed.
6. **Furniture**, rugs, and carpeting in all areas will be vacuumed daily. This includes carpeting that may be on walls or other surfaces other than the floor. Carpets will be shampooed as needed.
7. **Hard floors** will be swept and mopped with cleaning detergent and sanitized daily.

8. **Utility mops** will be washed rinsed and sanitized then air dried in an area with ventilation to the outside and inaccessible to children.
9. **Bathroom(s)** will be cleaned daily or more often if necessary. Sinks, counters, toilets, and floors will be cleaned and disinfected at least daily.
10. **Toilet seats** will be cleaned and sanitized as needed and at least daily.
11. **Cubbies** will be washed, rinsed and sanitized weekly.
12. **Cots** will be washed, rinsed, and sanitized weekly, before use by a different child, after a child has been ill and as needed.
13. **Cot Sheets and Blanket** will be washed weekly, or more frequently as needed, at a temperature if at least 165 degrees F, or with disinfectant in the rinse cycle. Blankets will be sent home for families to wash on a weekly basis or more frequently if needed.
14. **Water tables** will be emptied and sanitized after each use or more often as needed. Children will wash hands before and after each play and be closely supervised
15. **General cleaning** of the entire Center will be done as needed. Wastebaskets (with disposable liners) will be available to children and staff and will be emptied daily. Step-cans will be used to prevent recontamination of hands when disposing of used towels, etc. There should be no strong odours of cleaning products. Room deodorizers will not be used due to the risk of allergic reaction. Door handles and faucets will be cleaned at least daily and more often when children/ staff are ill. Diaper and food waste containers will have a tight fitting lid.
16. **Vacuuming**, mopping and professional carpet shampooing in the Center will not occur while children are present (carpet sweepers and brooms are ok to use). This is to reduce the exposure of chemicals and dust to children and staff. Every effort is made to only use items that can be cleaned and sanitized in the setting. Cracked or broken items will not be able to be cleaned or sanitized properly. These items shall be removed until they are repaired, cleaned and sanitized. In the case where the items cannot be repaired they are to be thrown out. Carpet is not used in toilet areas; diaper changing areas or food preparation/storage areas.
17. **Regular cleaning** and sanitation will increase if there is an outbreak of contagious infection or disease in the Center.

Behaviour Management Policy

Our philosophy stresses the importance of teaching children self-discipline and responsibility. We feel that discipline is a learning experience, not a form of punishment. The goal at A Child's First Steps Child Care Center is to help the children in our care to remain individuals and have freedom while still encouraging them to allow others around them the same right, through empathy and respect.

We never discourage a child from expressing his/her feelings. Our goal is to teach them to express them in a constructive manner. We want to help the children understand and accept their own feelings, so that they are able to understand the feelings of others.

We provide a learning environment that helps the children to learn honesty and respect for individual differences. They learn to be honest with themselves, to accept failure and its consequences are taught to be learning experiences, most importantly to take responsibility for their actions.

We feel it is best for the teachers at A Child's First Steps Child Care Center to give attention for appropriate behaviour, while de-emphasizing the negative behaviour.

We strive to set up an inviting playroom that will encourage creative expression and co-operative play. We pay attention to children's cues of likes and dislikes, wants and needs, and provide them with what they want or wish for whenever possible. Classrooms are re-arranged when it becomes necessary to provide a different stimulation. The teachers minimize waiting whenever possible, if there is a situation where it is necessary, the teachers provide alternate activities (i.e. singing, books). All classrooms will be tidy, organized and attractive.

Throughout the day it is necessary for the teachers to provide directions to the children, whether it is to or away from an activity, or to be reminded of a certain routine. We follow the following when giving directions:

- *make sure you have the child's attention
- *give a choice of two options whenever possible
- *give POSITIVE unambiguous directions
- *warn ahead of time before changing activities
- *never plead, threaten or strike a child
- *invite participation, never force it
- *direct a child to a new activity when the current activity is completed
- *use a quiet voice as much as possible; speak at the child's eye level
- *encourage a quiet submissive child to express his/her feelings verbally
- *give suggestions for words a child may use to describe how they are feeling
- *explain any rules in a clear, concise and respectful manner
- *reinforce in a positive, impersonal manner
- *be consistent, firm and fair at all times

We believe that it is best to set limits to help the children learn self-discipline. Setting limits gives the children the security of knowing that their emotions will not lead them to do things they will regret. Knowing an adult will take responsibility for stopping unacceptable behaviour until they can do it themselves.

We teach them about safety, care of property, good health habits, and encourage them to be considerate, empathetic and to have respect for others. We allow children to make as many decisions as possible within necessary limits. We explain rules to them in a manner that they can understand and accept. We try to avoid repetition; we say what we have to say once, after being sure that the children are paying attention. We always try to remain consistent, firm and fair. All rules are enforced in a positive manner. Teachers will always try to understand the reason for a child behaving in a disruptive manner, whether it is from boredom, fear, fatigue, anger, curiosity, insecurity, hunger, jealousy, confusion, sleepiness, shyness, illness, loneliness, hyperactivity, need for toileting, over stimulation, or embarrassment. Negative behaviour may be evident because they feel the need to try and fight control, this is normal at certain stages of development. Teachers will always consider the situation from the child's point of view, reassess if the limits are necessary, if they are working, or are they usable? The teacher will respect the child's wishes if he/she feels the need to be alone with his/her thoughts. The child will be spoken to briefly by the staff to reassure them that they are available, when the child is ready to talk to them.

It is a fact that children can be aggressive at times. At A Child's First Steps Child Care Center we encourage the children to verbalize their aggression, rather than resort to physical action. However, it is inevitable that some children will resort to physical aggression/violence. If this situation occurs, the child is spoken to about his/her actions, to help them gain an understanding of the problem. If it involves more than one child, all children are taken aside and spoken to, and encouraged to discuss their feelings and the problem. If a child is too upset over the situation and cannot talk, the teacher will respect their right to be alone in a safe place to calm down. When that child is ready the discussion will take place.

No child is ever allowed to hit a staff member. If a child makes an attempt to hit a teacher, he/she will be restrained gently and will be told in a firm voice one of the following:

- "I do not like to be hit"
- "That hurts me"
- "I will not let you hit me"
- "We do not hit when we are angry"

The staff member will remain calm when dealing with any situation, and if necessary enlist the help of another staff member if they are becoming upset or are having difficulty remaining objective to the situation.

Here at A Child's First Steps Child Care Center we do not give the children "Time Outs". We feel that it teaches negative not positive behaviour. The child feels that they have no power or control over the situation.

It cannot be cognitively understood, can damage self-esteem by punishing, humiliating and embarrassing them. Time out may increase a child's anxiety, may require force to have the child sit, and gives a child negative attention. We feel the following are a better alternative to "time out":

- *redirection-send an uncooperative child to a different activity
- *request assistance from another staff
- *help other children/staff understand the actions of the child
- *reinforce positive behaviour; try to ignore the negative behaviour
- *sit with the child and explain any consequences
- *try to identify any feelings and reflect them back to the child
- *encourage the child to talk about their feelings regarding the situation
- *give choices and control to the child whenever possible
- *find an alternate way to release the extra energy

The following are a list of PROHIBITED disciplinary measures:

- 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;
- inflicting any bodily harm on children including making children eat or drink against their will.

Any person that witnesses mistreatment of any child must contact the Supervisor of the Center Immediately. This is a legal responsibility.

Any person working with the children will be monitored on a weekly basis for Behaviour Guidance techniques, all documentation will be kept for a period of two years. Any non-compliance with the above policy will be brought to the staff's attention immediately.

A review of Staff Behaviour Management practices and this policy will be conducted annually. Staff will sign that they have read and understood the Behaviour Management Policy and agree to abide by it. Records are kept for 2 years.

At A Child's First Steps Child Care Center Child Care Center we stress the importance of teaching the children self-discipline and responsibility. The goal is to help children retain their individuality and freedom while encouraging them to allow others the same freedom through empathy and respect.

Our policy governs how children are treated (and not treated). It gives in more detail the expected behaviour of the staff, how to deal with aggression, how to set limits, how to achieve co-operation, how to give directions, prohibit disciplinary measures. Staff is monitored on a daily basis.

We want to create a learning environment where the children learn honesty and respect for individual differences, learn to be honest with themselves, to accept failure as a learning experience, and most of all to take responsibility for their actions.

Please note that we reserve the right to ask for a child to be withdrawn immediately if his/her behaviour creates a significant risk of harm to the health and safety of the other children or staff.

In accordance with the Child Care Early Years Act (CCEYA), no child shall be disciplined by physical means. The role of the Early Childhood Educator is to censor and discourage negative and aggressive behaviour, while recognizing the children's rights to express themselves in positive ways. Disruptive or negative behaviour is redirected, as children are encouraged and assisted in expressing his/her feelings in a socially acceptable manner.

- Ridicule, sarcasm, and threats are not acceptable methods of discipline
- All children's feelings are respected and can be expressed verbally with proper encouragement
- When disciplining a child, emphasis is placed on the behaviour itself and is not a reflection of the individual
- Redirection is attempted in a positive manner whenever possible
- Discipline is age-appropriate; occurs as soon as possible after an unacceptable behaviour occurs; is consistent; and relates to the behaviour
- The staff's expectations of the children and the consequences of not following the agreed upon rules must be made clear to the children
- All reasonable requests for children to follow rules and behave in an acceptable manner are expected to be reinforced by the parents/guardians

In serious situations where all attempted behaviour management is ineffective and children continue to display inappropriate behaviour, parents/guardians will be requested to attend a private meeting with the teacher and supervisor to discuss appropriate action, which may include dismissal from the daycare and termination of our services.

While it is never easy to discipline children, we believe that positive discipline such as reasonable rules, boundary setting, and teaching of mutual respect are necessary and healthy for all children. It is a challenging yet worthy task for our daycare staff and all other caregivers to work together to influence and guide our children in the best way possible.

The Behaviour Management Policy needs to be reviewed by each staff yearly on the anniversary date that they signed previously.

Child Abuse Policy

Throughout the day teachers become aware of any unusual symptoms such as:

- *bruises
- *cuts
- *drastic changes in behaviour and activities during the day

Teachers take notice of information received from the children during fantasy/dramatic play, art activities etc. Teachers have the right to make informal inquiries, using discretion, to the parents about any behaviours/symptoms they observe.

If a teacher finds reasonable grounds to suspect that a child in their care is in need of protection, that staff must promptly report the suspicion and any information upon which it is based to the Children's Aid Society.

If the C.A.S. becomes involved we follow up with a written report containing the following information:

- *name and address of the child
- *name and address of the suspected offender
- *the nature of the suspected abuse
- *name, address, phone number and profession of the person making the claim
- *date, time and title of person who will receive the report

A copy of this report will remain in the child's file.

After the claim is placed in the hands of the C.A.S., we follow all their direction in informing connected parties. To ensure confidentiality, we make every effort to keep the incident contained to the group/classroom involved. We insist with the C.A.S., that the child is protected at all costs, and that all decisions made must be in the best interest of the child. Every effort will be made to keep an open and trusting relationship with the family, to protect the child and to maintain the child's safety.

If a parent suspects a staff member of abuse or neglect, that parent must notify the CAS. The Supervisor will also contact the C.A.S. if she feels the situation is serious, and will follow their directions. The Behaviour Management Policy is reviewed annually and signed by the staff; it does contain preventative strategies for child abuse in a Child Care Center. If there are reasonable grounds to suspect a staff member, the party will be suspended pending further investigation. Reporting any form of abuse is a serious occurrence, and that policy must be followed.

Please understand that it is a criminal offense not to report any incidence of child abuse.

Playground Safety Policy

A Child's First Steps Child Care Center Child Care Center will provide a safe outdoor play environment, that promotes creative and constructive play for our children at all times. Any equipment or renovations will meet all Ministry standards. Our playground equipment is CSA approved and fenced.

We have developed a Playground Safety Log and it contains the following information:

- *daily, monthly, seasonal, and annual inspection reports
- *playground accident reports
- *any action plans related to any of these reports

The Supervisor is responsible for inspecting and filing all of the monthly, seasonal and annual reports. The first staff in the playground in the morning is responsible for inspecting and recording the daily information. The Supervisor will monitor these reports and file them accordingly.

Preamble:

- The safety and well-being of our children is of the utmost importance.
- Common sense and sensitivity to the needs of all children, individually and the group, must prevail at all times
- Children must be outside a minimum of 2 hours per day. If not, it is noted on Playground Daily Report and in the Daily Log Book.
- Environment Canada will warn about Smog Advisories and Wind Chill Factors.

Objectives:

- to assist staff to prevent unsafe occurrences
- to effectively manage emergency situations
- to provide an enjoyable outdoor play environment
- to promote safe, creative and constructive play for our children

Playground Supervision

- Attendance sheets must be kept up-to-date and accompany the group. Staff are expected to know the exact number of children at all times.
- Staff will do a head count of children before leaving for the playground. When possible, one staff will take the first children ready and let other staff know how many are still in the room (while still maintaining ratio).
- When exiting together, one staff is in front and one in the rear.
- Before staff and children enter the playground, attendance will be checked with each individual child.
- The same procedure is followed when returning inside.
- Staff will constantly scan and move about the playground; supervising areas that demand extra attention (i.e., climbers); each large play structure will be supervised at all times.
- Staff will interact with the children to maximize fun and participation.
- Any person or event causing questions or concerns will be reported immediately to the Director Supervisor.
- Child/staff ratios (Ministry regulated) must be met at all times.
- At least one ECE or equivalent must be on the playground.
- All children going to the washroom must be accompanied by an adult.
- Accident reports are to be completed for all accidents.

Other Guidelines for Safe Use of Equipment

- children slide down the slide on their bottoms, feet first
- walking up the slide is not permitted
- base of slide must be clear before the next child proceeds
- toys stay on the ground
- sand stays in the sandbox

Outdoor Programming

- program plans must always be posted inside the back door and be up-to-date
- staff will provide games, activities, large motor play as well as activities brought from inside.
- Water play must be very closely supervised and changed every hour
- water to drink and to play with, will be available when needed, to avoid dehydration

Special Activities

- Activities such as sprinkler play, mud play, water slides etc. require special planning and strict safety guidelines for the children.
- Outdoor activities are to be ready before the children arrive on the playground.
- Epi-pens, accurate attendance forms and a first aid kit must be available on the playground at all times.

Playground and Equipment Maintenance

According to the Ministry we need four Inspection Reports annually. Please see attached Daily Checklist for a thorough inspection guide

Inspection	Inspected by:	When done:
Daily	Opening in the AM in Toddler and Preschool /Pre-JK areas	Before shift begins in AM and 3 PM in P.M
Monthly	Director	On the 1 st of each Month
Seasonal	Director	Beginning of each Season
Annual	Certified Playground Safety Inspector - Pegasus Playground Inspections	Sometime in the Summer - Report and Action Plan to be sent to the Ministry

Director will be responsible to ensure that all repairs are carried out in a timely fashion and noted in the appropriate Checklist.

New equipment, renovations, repairs or replacements will be installed to meet CSA Standards and will be verified in writing by a Certified Playground Safety Inspector before children are allowed to play on or around them.

Monthly Checklists

ACFS will conduct monthly checklists for the playground. The monthly checklists for the playground will be completed by the Supervisor or a designated person by the Supervisor. The monthly checklists will be initialled by the Supervisor.

Seasonal Checklist

ACFS will conduct four seasonal inspections per year. The fall inspection will be conducted in the month of October or November the winter inspection will be conducted in the month of February or March, the spring inspection will be conducted in the month of May and the summer inspection will be conducted in the month of August. The seasonal inspections will be conducted by the Supervisor or a designated person by the Supervisor. Supervisor will initial each inspection to monitor the implementation

First Aid on the Playground

- there must always be an up-to-date, complete First Aid box in the backpack.
- all blood accidents need to be cleaned in the washroom with soap and water.
- If children stick a wet tongue on a metal fence, blow hot breath or pour warm water in the area. If bleeding occurs, apply direct pressure with folded gauze. Write up an Accident Report.

Each classroom will plan for outdoor activities/games that will enhance gross motor play, and creative stimulation. An outdoor program plan will be completed, a minimum of one week in advance by each classroom, and posted with the daily program in that room.

All staff will review this policy annually and sign an understanding and compliance agreement form.

Children will be supervised at all times, never left unattended for any reason, and all staff to child ratios will be maintained at all times.

The following is a list of our playground safety procedures:

- staff will move around the play area frequently, and position themselves to maximize their view of the entire play area.
- all outdoor equipment will be inspected for any safety hazards daily, and the Director/Supervisor will be notified of any problems
- all broken or damaged equipment, built up snow or ice, damaged/broken gates, locks and/or fences, glass or foreign objects on the ground (i.e. cigarette butts, any string or rope) must be removed on a daily basis.
- all equipment will be locked in the shed by the last group using the equipment
- riding toys need to be encouraged to stay on flat surfaces

We believe that by adhering to the above guidelines, we can ensure that our playground is not only a fun place to be, but a safe place as well!

SERIOUS OCCURRENCES POLICY

What is a Serious Occurrence?

A Serious Occurrence is defined under the CCEYA as:

- a) the death of a child who receives child care at a licensed home premises or child care centre;
- b) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home 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 premises or child care centre;
- d) an incident where a child who is receiving child care at a home premise 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 care at a home child care premises or child care centre.

ACFS is licensed by the Ministry. We are responsible for delivering and promoting the health, safety and welfare of the children in our care. This responsibility in turn requires the staff to be accountable to the Ministry specific to demonstrating that their service delivery is consistent with relevant legislation, regulations, and/or Ministry policy.

Parents will benefit from information about incidents that occur at licensed child care programs and the immediate action taken to responding to the incidents and any longer term actions that the operator has taken to minimize the recurrence of the incident.

The Serious Occurrence Initial Notification Report will be submitted to the Ministry within 24 hours of becoming aware of an occurrence or when the Operator deems the occurrence to be serious. Any Serious Occurrence Notification Forms will be posted at the front entrance vestibule of our Center with our license. The Serious Occurrence Notification Form will be updated as the Operator takes additional actions or as investigations are completed. The Serious Occurrence Notification Form will be posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by the Operator, the form will remain posted for 10 days from the date of the update. ACFS will retain the Serious Occurrence Notification Form for at least 3 years from the date of the occurrence and make the forms available for current and prospective parents, licensing and municipal children's services staff upon request. The information on the Serious Occurrence Notification Form will protect personal information and privacy. No child's name or staff names, initials, age, birth date of child are to be used on the Serious Occurrence Notification Form. As well no age group identifiers will be used e.g. Toddler room, Preschool room, etc.

Emergency Management Policy and Procedures

Name of Child Care Centre: A Child's First Steps Child Care Center

Date Policy and Procedures Established: August 21st, 2017

Date Policy and Procedures Updated: n/a

Purpose

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority 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.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

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

Meeting Place: the designated safe place near the child care centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the child care centre if evacuation is not necessary.

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

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the child care premises.

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

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

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: Compass Church (246289 Hockley Rd, Mono, ON L9W 6K4)

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: Compass Church (246289 Hockley Rd, Mono, ON L9W 6K4)

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, Emergency staff, Rachelle or designate will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by Rachelle or Designate in the daily written record.

Additional Policy Statements

- Emergency bag is located near Playground exit.
- Preparation drills will be done during each staff meeting.

Procedures

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
<p>Lockdown When a threat is on, very near, or inside the child care centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<ol style="list-style-type: none">1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible.2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location.3) Staff inside the child care centre must:<ul style="list-style-type: none">• remain calm;• gather all children and move them away from doors and windows;• take children's attendance to confirm all children are accounted for;• take shelter in closets and/or under furniture with the children, if appropriate;• keep children calm;• ensure children remain in the sheltered space;• turn off/mute all cellular phones; and• wait for further instructions.4) If possible, staff inside the program room(s) should also:<ul style="list-style-type: none">• close all window coverings and doors;• barricade the room door;• gather emergency medication; and• join the rest of the group for shelter.5) Rachelle or Designate will immediately:<ul style="list-style-type: none">• close and lock all child care centre entrance/exit doors, if possible; and• take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</p>

<p>Hold & Secure When a threat is in the general vicinity of the child care centre, but not on or inside the child care premises. E.g. a shooting at a nearby building.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • take children's attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. 4) Rachelle or Designate must immediately: <ul style="list-style-type: none"> • close and lock all entrances/exits of the child care centre; • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the child care centre. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>
<p>Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat must tell the Office and Rachelle or Designate must: <ul style="list-style-type: none"> • remain calm; • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children's attendance to confirm all children are accounted for. A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel. B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.

<p>Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre's fire evacuation procedures. If the disaster is power failure, the children's parents are to be called to pick up from the Centre asap.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none">• remain calm;• gather all children, the attendance record, children's emergency contact information any emergency medication;• exit the building with the children using the nearest safe exit, bringing children's outdoor clothing (if possible) according to weather conditions (n/a for power failure- wait for all children to be picked up);• escort children to the meeting place (if applicable); and• take children's attendance to confirm all children are accounted for;• keep children calm; and• wait for further instructions. <p>3) If possible, staff should also:</p> <ul style="list-style-type: none">• take a first aid kit; and• gather all non-emergency medications. <p>4) Designated staff will (if applicable):</p> <ul style="list-style-type: none">• help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and• in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation.• If individuals cannot be safely assisted to exit the building, the designated staff will assist them to Office and ensure their required medication is accessible, if applicable; and• wait for further instructions. <p>5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>
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<p>Disaster - External Environmental Threat An incident outside of the building that may have adverse effects on persons in the child care centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children's attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. <p>3) Rachelle or Designate must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the child care centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the child care centre to evacuate, follow the procedures outlined in the "Disaster Requiring Evacuation" section of this policy.</p>
<p>Natural Disaster: Tornado / Tornado Warning</p>	<p>1) <i>The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</i></p> <p>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>3) <i>Staff must immediately:</i></p> <ul style="list-style-type: none"> • remain calm; • <i>gather all children;</i> • <i>go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways;</i> • take children's attendance to confirm all children are accounted for; • <i>remain and keep children away from windows, doors and exterior walls;</i> • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions.

<p>Natural Disaster: Major Earthquake</p>	<ol style="list-style-type: none"> 1) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • instruct children to find shelter under a sturdy desk or table and away from unstable structures; • ensure that everyone is away from windows and outer walls; • help children who require assistance to find shelter; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • find safe shelter for themselves; • visually assess the safety of all children.; and • wait for the shaking to stop. 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: <ul style="list-style-type: none"> • gather the children, their emergency cards and emergency medication; and • exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building. 4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them to Office and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The site designate must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
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Additional Procedures for Immediate Emergency Response

- Help in any room that needs assistance.

Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, Rachelle or Designate must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons:

Local Police Department: 519-941-2522 or 519-925-3838

Ambulance: 519-941-2410

Local Fire Services: 519-941-3083

Site Supervisor: Kaitlyn Peters: 519-217-5283

Licensee Contact(s): Rachelle Burt: 647-981-1311

Child Care Centre Site Designate: Mary Velanovski: 289-971-4542

- 4) Where any staff, students and/or volunteers are not on site, Rachelle or Designate must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the child care centre.
- 5) Rachelle or Designate must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.

- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When "All-Clear" Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the 'all-clear' from an authority must inform all staff that the 'all-clear' has been given and that it is safe to return to the child care centre. 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre. 3) Staff must: <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. 4) Rachelle or Designate will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) As soon as possible, Rachelle or Designate must notify parents/guardians of the emergency situation and that the all-clear has been given. 2) Where disasters have occurred that did not require evacuation of the child care centre, Rachelle or Designate must provide a notice of the incident to parents/guardians by the end of that day. 3) If normal operations do not resume the same day that an emergency situation has taken place, Rachelle or Designate must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

8b) Procedures to Follow When "Unsafe to Return" Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the 'unsafe to return' notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) Rachelle or Designate will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, Rachelle or Designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, Rachelle or Designate will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

Additional Procedures for Next Steps During an Emergency

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| <ul style="list-style-type: none"> • Documenting children's accidents/injuries. • Providing water and/or snacks. |
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Phase 3: Recovery (After an Emergency Situation has Ended)

Procedures for Resuming Normal Operations	Where applicable, reopening the child care centre, contacting the Ministry of Education Program Advisor, responding to media and community inquiries, contacting the insurance company, informing the caterer, temporarily relocating, etc.
Procedures for Providing Support to Children and Staff who Experience Distress	Getting in professional help to assist.
Procedures for Debriefing Staff, Children and Parents/ Guardians	<p>Rachelle or Designate must debrief staff, children and parents/guardians after the emergency.</p> <p>Emergency staff meeting at the Centre or Compass Church where information will be relayed.</p>

Parent Agreement

I have read, understood and agree to abide by the policies written by A Child`s First Steps Child Care Center and understand that it is subject to change and that an updated version is always available to view on the A Child`s First Steps Child Care Center's website. I have read and understood the Parent Handbook information/policies that is online at www.childsfirststeps.com.

Child's name: _____

Parent/Guardian: _____ Date: _____

Parent/Guardian: _____ Date: _____

Once you have signed and returned this form, if you have any questions please see the Director or Supervisor.

Photography/Video for Special Occasions and Daily Center Consent Form

I hereby give my child _____ permission to be photographed.

OR

I hereby DO NOT give my child _____ permission to be photographed.

I hereby give my child _____ permission to be videotaped.

OR

I hereby DO NOT give my child _____ permission to be videotaped.

Parents Signature: _____ Date: _____

Parents Signature: _____ Date: _____

Late Fee Policy

This will confirm that I have read and understood the late fee policy. I understand that I am responsible for paying the late fee if I or my designated person is late. I understand that child care services may be revoked if frequent lateness persists or late fees are not paid. The late fee is \$1/per minute.

Parents Signature: _____ Date: _____

Parents Signature: _____ Date: _____

Name of Child: _____

SUNSCREEN CONSENT FORM

By signing below I give permission for A Child's First Steps Child Care Center Child Care to apply sunscreen that I have provided to my child _____.

Parents Signature: _____ Date: _____

Parents Signature: _____ Date: _____

PERMISSION FOR FIELD TRIPS

I hereby give consent for my child _____ to participate in excursions under the guidance of the staff and volunteers of A Child's First Steps Child Care Center Child Care Center. Permission forms will be sent home for each field trip planned.

Parents Signature: _____ Date: _____

Parents Signature: _____ Date: _____



CWELCC Base Fees for 2023

Toddler: 15 months to 18 months

Full Time Weekly Rate: \$153.55 (\$30.71/day)

Part Time Rate: \$33.08 Full Day (Min of 2 days required)

Toddler: 18 months to 2.5 years

Full Time Weekly Rate: \$141.75 (\$28.35/day)

Part Time Rate: \$30.71 Full Day (Min of 2 days required)

Preschool/Pre-JK

Full Time Weekly Rate: \$129.95 (\$25.99/day)

Part Time Rate: \$28.35 Full Day (Min of 2 days required)

Before and After School

Full Weekly Rate for Before and After: \$61.43 (\$12.29/day)

Just Before:	\$8.03/day
Just After:	\$10.40/day

Non-Based Fees:

- \$1/hr late fee for picking up after 5:30pm
- \$30 NSF for cheques that have not cleared/bounced