

A Child's Paradise Parent Handbook

Program Statement

A Child's Paradise is a family owned and operated business which was established in April of 1997. We are committed to providing quality care in a warm, safe and responsive environment. We strongly believe that your child's development in all areas depends on a team approach of staff, families, community and the child themselves. We strive to follow How Does Learning Happen, Ontario's Pedagogy for the Early Years. This document contains four foundations for learning: Belonging, Well Being, Engagement and Expression. Through play and inquiry the children in our programs are given the opportunity to practice ways of learning and interact with the world around them. Play helps children develop new competencies that lead to confidence and the resiliency that they will need to face future challenges. Children will be able to use these skills throughout their lives.

The Children

A Child's Paradise is dedicated to supporting children's learning, development, health and well-being through caring and responsive Early Childhood Educators who plan opportunities for the children to be active learners, to explore, play and be creative. We include the observed interests of children in our daily programming. Visible documentation provides opportunities for children and parents to see learning experiences that happen in our classrooms. Children are encouraged to communicate in a positive way with their peers and educators. They are encouraged to express their own feelings as well as empathize with the feelings of others. We promote self-help skills throughout the day and the ability for children, whenever possible, to make choices on their own and self-regulate. The children who attend our child care centre are active contributors to the learning which happens daily, and the environment. We recognize that each child is unique in his/her own way and we celebrate their accomplishments and encourage each child to feel a sense of pride within themselves.

The Educators

Our staff are experienced, nurturing and loving individuals who recognize the value of each child and their individuality. They are skilled observers and able to use their knowledge of child development as well as observed interests of the children to deliver quality programs. The staff is involved as a play partner with the children and builds positive relationships with them. This practice of being involved in play with the children challenges thinking and extends their learning.

Documentation allows the educator to reflect on “What they do and why they do it”. It also assists the educators in future program directions. Presently our staff are using photographs, reflections, and child directed creative projects to document the learning happening in their classrooms. We also value child and parent input to guide in curriculum planning.

Staff professional development is provided either on site or at various community locations. Our staff are encouraged to participate in continued professional learning, self-reflection, discussion and collaboration among other peers and educators to better themselves as an educator, as well as, to enhance our quality programs. Staff meetings are held to inform staff and also to provide opportunities for reflections and sharing ideas and information among co-workers and peers.

All staff are required to review the centre’s philosophy, program statement and policies annually. Upon review and discussion some policies may be revised.

The Environment

According to Ontario’s Pedagogy for the Early Years the environment is the “third teacher”. “The environment plays a key role in the quality of children’s exploration and play.” All staff will promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment. Peer interaction, role modeling, and self-regulation are visible at all snack and mealtimes. Children’s nutrition needs will be met with snacks and meals which are planned according to Canada’s Food Guide and drinking water is available at all times.

Learning opportunities are accessible in our indoor and outdoor environments. We allow children to follow their own interests and encourage them to make choices, when possible, throughout the day as they explore within these two environments. Our daily schedules promote learning as we offer free play indoors, outdoor play, routines, meal and snack times as well as rest time. The individual needs of the children in our care will be taken into consideration throughout the day.

The Families

A Child's Paradise encourages open communication with parents as they play a vital role in their child's development. We believe that parents should be actively involved in their child's education. Our educators engage with families and support each child within the context of his or her own family. We build rapport with the children's families through constant verbal interaction and sharing of pertinent information regarding their child. Our families feel a sense of belonging when they are included in our program. Parents are a wonderful resource which we use as often as possible to enhance our programs and learning. Parents are invited to be involved in our centre by opportunities such as our Winterfest Celebration, written monthly newsletters (available on our website also), picture CD sign outs, and a constant "open door" policy.

A survey is sent out annually which allows parents to provide feedback on our centre and the care their children receive. Information received back from these surveys is reviewed and used to make positive changes to the care and programs we offer.

The Community

Children who are given opportunities to engage with people, places, and the natural, local environment are able to learn, discover and build connections. Involving community partners in our programs fosters a sense of belonging to the community and the natural environment.

We have visitors from the community come to the daycare on various occasions during the year. Local firefighters, police officers and veterinarians come to speak and interact with the children annually. Our centre takes part in a local food drive for the food bank. Children and parents are also involved in a mitten, scarf and

hat collection for Brantford's Children's Aid Society. Our goal with these charitable donations is to give the children and their families a sense of community involvement and a good feeling by helping others.

The infants at our centre take many walks in the strollers in our daycare community. The older children are able to visit the local park and play in the sprinklers in the warmer months of the year. Our summer camp program exposes their children to many natural environments for learning and growth. Places such as Apps Mill, The Donkey Sanctuary, African Lion Safari, as well as many local businesses are visited by the group each summer.

We also include environmental awareness through our involvement in the Grand River Turtle Outreach Program. We foster turtle hatchlings that were laid in unsafe areas near the Grand River. The Half Day and School Age groups also are involved with Monarch Watch. Raising awareness of the depletion of Monarch butterflies in the community as well as planting milkweed and raising and releasing our own Monarch butterflies.

Our centre accepts and mentors many students from the local college and university who are studying children and Early Childhood Education. Students are asked to review the centre's philosophy, policies, goals, and learning approaches we incorporate into our programs to familiarize themselves with our centre.

Documentation

Our centre uses pedagogical documentation to make learning visible. This is done through capturing moments in active play to display how children think and learn. The educators use many different forms of documentation in the classroom that show the children's learning and development. The purpose of documentation is:

- A way to value the children's experiences and help them to reflect back on what they have learned.
- An opportunity to make children's learning visible to themselves, to other children, to the families and to the educators.
- A way to reflect on development growth that has occur over time.
- A self-reflection opportunity for the program staff
- Give families an opportunity to share their children's learning experiences with the educators

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Age Categories of Children

A Child's Paradise is licensed to accept children from ages 0-13 years old.

Children are currently accommodated in rooms as follows:

Infant 0-18 months

Toddler 18 months - 2 ½ years

Preschool 2 ½ years - 4 years

Half Day Program 2 ½ years – 5 years

JK/SK 4 years – 7 years

School Age 6 years – 13 years

Registration/Deposit

We encourage you to tour our centre prior to making your childcare decision. Once you have decided to enroll your child at our centre you will be given enrollment forms and asked to pay a \$100 non-refundable deposit. This guarantees a child care spot with a specific start date. The deposit will be applied to your first week of care. You will be guided through the enrollment forms by the supervisor and informed of the items that your child will need to start daycare.

Waitlist

We strive to accommodate all families interested in attending our centre, however there may be times when space is unavailable. Parents/Guardians are welcome to add their name to our waitlist by using the Brantford/Brant OneList. This is a free online service provided by the City of Brantford Child Care Services to assist families to find child care. Once a family has added their name to A Child's Paradise waitlist through OneList, they will be contacted via email or phone to arrange a time to tour our centre. When a space becomes available we

will contact the family with the proposed start date. Families are also welcome to follow up and inquire about their status on the waitlist.

Orientation Policy/Play Visits/ Room Changes

Once you have enrolled your child at A Child's Paradise, we encourage you to bring them in for play visits which will introduce and familiarize them to their new daily surroundings. The play visit entails approximately a ½ hour to an hour visit in which you and your child may visit the room together and become better acquainted with the room and the caregivers. We ask that you bring your enrollment form with you so a staff member can make sure that all pertinent information required has been included. The staff member will sign off on your child's file to verify that it has been reviewed and is complete.

A similar procedure will occur as your child moves up to a new room. We will see that they have play visits in their new room and information about your child will be shared with the new teachers. The staff will sign off on your enrollment form to verify that they have read it and are informed on all information regarding your child.

Child Care Fees

The current fees for child care at A Child's Paradise are as follows:

Infant - \$53.00 per day

Toddler - \$43.00 per day

Preschool - \$40.00 per day

Preschool Half Day - \$26.00 per day

Before AND After School - \$19.00 per day

Before OR After School only - \$12.00 per day

JK/SK – Full Day - \$38.00 per day

School Age (grade 1 and up) Full Day - \$36.00 per day

*Prices effective as of January 29, 2018

Fee Payment Policy Regarding Absences Due to Illness or Vacation

There is no refund for days missed by a child, including illness, statutory holidays, vacation, or in the event the school is closed for reasons beyond our control (long disruption of essential services, or bad weather). This policy also includes subsidized families.

Fee Payment/Payment Options

All child care fees are due Monday of each week. You have several payment options; we accept cheques, debit, credit, or cash. There is a \$25 fee for NSF cheques. If your account is in arrears by 30 days you will be asked to update the balance or your child may not be permitted to return to A Child's Paradise.

In February of each year you will receive a yearend tax receipt. It will be given to you at the school by your child's teacher. If your child is no longer attending daycare then your tax receipt will be held in the office for pick up. They will not be mailed.

Days and Hours of Operation

A Child's Paradise is open Monday to Friday from 6:30 am to 6:00 pm. We have a **Maximum 9 hour policy** for the children in our full day care. If you know that you will be over nine hours please make arrangements to have your child picked up within the nine hours. The nine-hour maximum is enforced to ensure child/teacher ratios are always met. If extended time requirements are needed, please speak with the supervisor.

Half Day programs are offered for preschool aged children (2 ½ to 5) from 9:00AM to 1:00PM from September to June.

Holiday Closures

A Child's Paradise will be closed for business on all statutory holidays which include the following:

New Year's Day

Family Day

Good Friday

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving

Christmas Day

Boxing Day

On occasion Christmas, Boxing Day and New Years Day may fall on a weekend. It is up to the discretion of the Owners of the Centre what days will be given to staff in lieu of these days.

Weather Policy

Our inclement weather policy is at the discretion of the Owner of A Child's Paradise. By 6:00 am, Jewel 92 (Brantford radio station) will be notified if our school will be closed. They in turn will announce the daycare closure along with any other closure notices that they receive over the radio. Please do not assume that if the school buses are cancelled that we are closed. You may also call the daycare or view our website (Dalkeith location) to check on any closure information.

Termination of Service

A Child's Paradise requires parents to provide 2 weeks written notice if you wish to withdraw your child from care. In lieu of notice the regular weekly fee will be charged for that time period. All outstanding accounts, including the fee charged for no notice of withdrawal will be referred to a collection agency if left unpaid.

Client Information Consent Form

Protecting the privacy of your personal information is an important part of our centre's commitment to quality childcare. We have all staff, students and volunteers sign confidentiality forms once they begin their employment or student placement with us. We store your personal enrollment information in a locked office with access given to your child's teachers and the supervisor only.

If Children Are Not Immunized

If parents choose not to vaccinate their child(ren), written documentation of a religious, conscientious or medical exemption must be provided. If an outbreak of a vaccine-preventable disease occurs, children who are not immunized may be excluded from attending A Child's Paradise to reduce their risk of getting the disease.

Arrival, Departure and Release of Children from the Program

When you arrive with your child at Paradise, please accompany them to their room and hang up their coat and backpack at their locker. Dropping off your child may be a hard transition for you and your child; however our staff is more than happy to assist you in this process. Please assure your child that you love them and will pick them up later that day. This daily routine will make an easier transition.

Children will not be released to anyone not listed on the registration form unless a staff member is advised of the change. All authorized people on the pick up list will be asked to show picture identification to a staff member.

Nutrition

We strive to plan healthy and nutritious snacks and home cooked meals. Children are offered a morning snack, a home cooked hot lunch, and an afternoon snack each day. The daily menu is posted on the wall just outside the kitchen; as well a meal schedule is posted in each classroom. You may also refer to our website for a complete monthly menu.

Upon registration you will be asked to inform us of any food allergies, sensitivities or food restrictions. You will be asked to fill out a special diet form that includes all food restrictions and special diet requests. All allergies and restrictions are posted in the kitchen, dining rooms as well as all classrooms. If your child requires an Anaphylaxis emergency plan we have a specific form that you and the child's physician will need to complete before they can start daycare.

Parents/guardians of infants younger than 12 months will be required to complete an infant feeding schedule form which will be included in your registration package. This will be posted in the infant room and should be updated when there are any changes to your child's schedule.

It is now the Brant County Health Unit's policy to only allow food into the centre that has been prepared in a commercial kitchen. Therefore, homemade baked goods are not permitted in the school for consumption. If you would like to bring treats for a birthday or a special occasion please purchase them at a grocery store and ensure they are labelled peanut free.

Illness of Children

In order to comply with the Brant County Health Unit, The Child Care Early Years Act and the Ministry of Education, you will be asked to pick up your child as soon as possible from the school if your child is experiencing:

* fever of 102 F or higher. Parents will be notified if the child has a low grade fever. The child is asked to be picked up and taken home once the fever reaches 102 F. The child is required to be at home until the fever subsides and will not be permitted back to the child care centre until the child remains fever free for a minimum of 24 hours without the use of fever or pain medication.

* vomiting - Your child may return when they are symptom free for a period of 24 hours.

*two consecutive occurrences of diarrhea. Your child may return when they are symptom free for a period of 24 hours.

*unexplained rashes – a doctor must determine that the rash is not-contagious before the child can return to the Centre. A child cannot return if sores are open, runny or have not healed.

*yellow discharge from the eyes, crustiness around the eyes, puffy or red eyes could mean pink eye (conjunctivitis) – the child must be on the prescription for **24 hours** and completely clear of discharge from the eyes before returning to the Centre.

Head Lice

Even though lice are not considered a health hazard we ask that children who have head lice do not return to school until they are nit free. If a child returns to our centre with nits, parents will be called to pick up their child. Please see the information we have in our front lobby on the treatment of head lice. Please note that the teachers in the centre conduct frequent head checks.

Administration of Medication

If your child is on a prescribed medication, we can administer the medicine provided you have filled out a school medication form. The medication must be in the original container with your child's name and dosage clearly marked from a

pharmacy. We cannot give expired medication or medication prescribed to someone other than the child. It is a policy of A Child's Paradise that we will not administer any over the counter medication unless prescribed by a physician. If your child has been diagnosed with an anaphylactic allergy you will be required to fill out a detailed emergency plan as well as a medication form. It is the responsibility of the parent/guardian to provide training to the staff on their child's emergency plan prior to the child's first day of care. A copy of your child's ANAPHYLAXIS EMERGENCY PLAN will be posted in all playrooms, dining rooms as well as the kitchen. All plans are review by staff annually.

Serious Occurrences

Licensed child care programs are required to report serious occurrences to the Ministry of Education. Occurrences will be posted for 10 business days for parents and potential clients to see. Posting of the Serious Occurrence will be placed on the wall just outside of the front office. No identifying information will be included on the Serious Occurrence Notification form. A copy of the Serious Occurrence Notification form is also sent to Brantford Child Care Services.

Fire Drills and Inspections

Fire drills will take place once a month. They will be recorded immediately following the drill. Fire extinguishers, lights, bells and exits are all checked after the drill. Fire routes are clearly marked throughout the Centre. Fire procedures are posted in each room of the daycare. Regular annual fire inspections are required for the licensing of our centre and are carried out by the Brantford Fire Department.

Emergency Management and Evacuations

A Child's Paradise Inc. has emergency policies and procedures that guide our actions in case of an emergency. In the event of a fire, gas leak, flood, water/power shortage, or any other emergency where evacuation is required, the children from A Child's Paradise will be taken to the Brantford Fitness Centre, at 34 Dalkeith Drive, which is located in the same parking lot as A Child's Paradise. Parents will be notified by phone as soon as possible and may be required to pick up their child if resolving the issue is going to take some time.

Guiding Behaviour

Our goal is to have children feel safe and valued in their environment, where quality care and respect for the individual needs of the children are of primary importance. Therefore, our behavior management policy is centered on the importance of respect and dignity for the child, acknowledging and accepting the children's feelings and encouraging these feelings to be expressed. We use many behavior guidance strategies which are positive and help children learn to resolve problems, self-regulate, take responsibility for their actions and to be respectful of others and their environment.

Prohibited Practices

We prohibited the use of physical punishment and any other harmful disciplinary practices to protect the physical and emotional well-being of the children. These practices are never permitted in our centre:

- a) Corporal punishment of the child
- b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purpose of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself/herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) Locking the exits of the child care centre for the purpose of confining a 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 supervisor's emergency policies and procedures;
- d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;

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

Child Care Supervision /Students and Volunteers

Every child who is in attendance at A Child's Paradise is supervised by an adult at all times. All staff has Standard First Aid and Level C CPR training which is renewed yearly. We follow strict ratio guidelines set out by the Ministry of Education in the Child Care Early Years Act. Volunteers and students are not be counted in the staffing ratios. No child is supervised by a person less than 18 years of age. All volunteers and students must provide a current police check and proof of up to date immunization prior to starting their time with the children and staff of A Child's Paradise.

Community Liaisons

A Child's Paradise works in conjunction with many community services to meet the needs of all our families. A few of the organizations our centre works with are:

Lansdowne Children's Centre

Ontario Early Years Centre

Brant Family & Children's Services (CAS)

City of Brantford Child Care Services

Woodview Children's Centre

The Gregory School

We have a variety of brochures and information available to you regarding the services in our area. If you need assistance, please do not hesitate to ask one of our staff.

Sleep Policy

A child's Paradise has a scheduled 2 hour rest period for toddler and preschool children. The infant room has a separate sleeping area which allows the infants to sleep as needed throughout the day. Each child will be assigned to an individual cot/crib that will be labeled with their name. The centre will provide sheets for the cots/cribs and parents will be asked to bring in a labelled blanket for their child. Bedding and cots/cribs will be wash on a weekly basis.

Staff members are required to perform direct visual checks of the children during rest periods. Infants younger than 12 months must be placed on their backs to sleep, as recommended in the "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada" document. Staff will consult with parents of a child's sleep arrangements at the time of enrollment and also when the child moves to a new room. It will be communicated with parents if there is a significant change in their child's sleep patterns and if required, adjustments will be made to the manner in which the child is supervised during sleep.

Children's Belongings

We ask that all belongings are clearly labeled with your child's name or initials. Please make sure your child always has an extra set of clothing and appropriate seasonal outdoor wear. Please do not send your child to school in flip flops.

Spring – splash pants, rubber boots

Summer – Hat, sunscreen

Winter – Snow Pants, hat, mittens, and winter boots

Please note that each child only has a small locker area, so we ask that you take home anything that your child will not need for that particular day. Please try to remember to take home your child's creative work each day.

Toilet Training

A Child's Paradise works closely with parents when it is time to toilet train children. Starting in the Toddler Room we begin by getting the children used to sitting on the toilet, becoming comfortable and trying. We ask that you pack several pairs of underwear and changes of clothes during this time.

JK/SK PD Days March Break

In order for you to secure a spot for PA Days, March/Christmas Break and Summer Camp we require all families to sign up on a first come first served basis. A sign-up sheet will be available in the room 3 weeks prior to the date. Summer camp fees are based only the weeks you register your child on your enrollment form.

Field Trips and Off Site Activities

Throughout the school year occasionally some trips are planned for the children as enrichment to our programs. All of the trips are extremely well organized, age appropriate and supervised by our staff. For all of our trips you will be asked to sign a consent form that will include date, time and mode of transportation as well as departure and arrival times. Children's parents who do not sign the trip consent form may be asked to find alternate care for their child for the duration of the trip.

On occasion, parents may consider accompanying their child on a field trip. They will therefore require a **current police check** (dated within 6 months of the current date and includes a vulnerable sector check). The classroom teachers will inform the accompanying parent of any classroom exceptionalities before departure of the trip.

Parent Issues and Concerns Policy and Procedures

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).

Policy

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 staff and the supervisor 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 1-3 business days. 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/childrensaidd/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/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 1-3 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/licensee. 	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</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/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>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1-3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<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/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>	

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

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:

Jessica Lowry, Centre Supervisor: 519-756-9880

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

Brant Family Services: 519-753-8681

College of Early Childhood Educators: 416-961-8558

Brant County Health Unit: 519-753-4973

