



# Parent/Guardian Handbook

A Child's Paradise Too was opened in May 2002. We are a licensed childcare centre under the Ministry of Education and are governed by the Child Care and Early Years Act, 2014.

Please read our **Program Statement** which has been approved by the Ministry of Education which outlines our approach and implementation to learning during the early years.

The basis of our philosophy is simple; "All children are special within their own right and we as their caregivers must nurture and develop these little people to their maximum capacity". A true nurturing spirit and a loving sense of humour are the most important qualities our staff brings to the centre each day. We ensure that when a child is in our care, we strive to create an environment where a child feels like this is "their place" a place where they can feel safe, loved and cared for. We strongly believe a child's development depends on a team concept with the families in our centre, and we look forward to working with you to achieve this goal.

One of our cornerstones of providing care is *"As a staff we always have to remember how it feels to be human at an early age and continuously create a culture of confidence"*.

Children often have multiple needs that must be met at the same time. It is our goal to work with each individual child to identify and together with the parents/guardians develop many strategies for success. These strategies must also be fluid and flexible as a child grows and develops within our care.

## Parents & Programming:

To assist our parents in following along with our programming, A Child's Paradise Too has a program plan that is based on social, emotional (communication language and literacy) cognition and physical development. We have found that this method gives parents goals and outcomes as to what the children are experiencing and learning at our centre. It also provides parent with the knowledge that all areas of development are being met daily. These plans are posted outside each room and rotate on a biweekly basis.

Our Paradise Too staff embraces education in the early years as a team collaboration. Education methods, strategies and implementation are discussed at length and if we find we are not meeting our expectations we revise and implement new strategies for success. Our staff is continuously seeking new training opportunities available in order to stay current, expand teaching methods and further their education and knowledge.

The staff has completed the ELECT Training Program (Early Learning for Every Child Today), and this program has been adapted by the Ministry of Education as a frame work for early childhood settings. The Framework sets out six shared principles as a foundation for optimal learning. In addition, our teachers have completed "Triple P for the ECE". Our staff has also completed the "Care Project" as well as attending various workshops throughout the year provided by the Ontario Early Years Centre.

A Child's Paradise Too has 3 childcare spaces, a toddler room, junior room and a senior preschool room. In each of our three rooms our programming reflects and allows for growth specific to the age and development of that age group and each individual child.

The **Toddler Room** focuses on self-expression, sensory, developing expressive language, fine motor skills and physical exercise. The toddlers are beginning to move away from parallel play and explore working toward cooperative play with other children. Learning how to play together successfully is emphasized through various activities and RECE's are always on the floor with the children free flowing between toys, objects and sensory activities in the room. We have also implemented an early literacy and numeracy program which incorporates letter and number recognition into very simple daily activities. Toilet training is introduced in partnership with the parents. The toddlers also enjoy a daily circle which includes stories, music and dancing. Building trust and relationships and the concept that their Moms and Dads will pick them up at the end of the day. A communication book documents the child's day and helps to build a long-term relationship with the parents and makes them feel comfortable and worry free while they are at work. Once the child is comfortable then it allows themselves to explore and grow in their environment.

Our **Preschool Room** offers a free flow environment with a variety of centre's including a tabletop sensory centre, dramatic play area, a fine motor centre and a free flow creative table. Our teachers are constantly finding teaching "moments" that happen spontaneously throughout the day. While we start with one idea at the beginning of each day those idea's may change or become fluid based on how the day is progressing. We emphasize social development, turn taking and developing independence. The children enjoy playing with puppets, dressing up, and listening and dancing to a variety of music. In the spring we plant a vegetable and flower garden with the senior preschool room for everyone to enjoy. This provides the children with an opportunity to experience how food grows and actively participate in the process. The children watch the vegetables grow then pick and eat them for snacks and lunch. This provides the children with an opportunity to experience how food grows and actively participate in the process. The flowers are nurtured and watered then brought into the classroom for everyone to enjoy.

Our **Senior Preschool Room** is a stimulating free flow program which prepares children for a seamless entry into the school system. In addition to having tons of fun, the senior room encourages independent self-help skills including; hanging up coats and back packs, changing shoes and boots, putting on and removing outside winter-gear, proper handwashing and toilette etiquette. Our teachers also incorporate letter and number recognition into the programming as well as early printing skills in a stress-free manner. Children are also encouraged to play in groups and problem solve with assistance to the best of their ability at this age. Throughout the year the children spend time on our lovely Grand River Trail System which is located outside our centre. The time spent outside provides the seniors with an opportunity to experience nature throughout the seasons. It is not unusual for the children to see deer, beavers swimming in the river, heron's flying and occasionally the children will see an eagle if they are lucky! All these experiences provide the teachers with incredible teaching moments that are transferred into our senior preschool room.

### **Registration Procedures and Orientation for Families:**

Welcome to A Child's Paradise Too!! We have made our registration process an easy one for you and your family with 3 steps!

1. Tour the facility and meet our staff with your family
2. If you decided A Child's Paradise is your home away from home, we have a registration package for you to fill out including an online registration for your child's immunizations with the Brant County Health Unit. If your child is not immunized, A Statement of Conscience or Religious Belief form must be notarized, or a medical exemption form must be signed by a Doctor or Nurse Practitioner as required by the Ministry of Education.

- Schedule a few visits before your child begins their first day.

### **Days and Hours of Operation:**

The centre is open Monday to Friday, from 7:30 a.m. to 5:30 p.m. A Child's Paradise Too does observe Statutory Holidays. Part time care (2-3 full days) is available on specific days with a set schedule. We have a **maximum 9 hour policy** for the children in our care. If you know that you will be over nine hours, please make arrangements to have your child picked up within the nine hours. Children will not be released to anyone not listed on the registration form unless a staff member is advised of the change. If the person coming to pick up your child is unknown to the child or us, proper identification will be requested.

### **Weekly Program Fees:**

Toddler Room	(16 months - 2 ½)	\$42.25 per day = \$211.25 per week
Jr Preschool Room	(2 ½ years - 3)	\$38.75 per day = \$193.75 per week
Sr Preschool Room	(3 - 4 years)	\$38.75 per day = \$193.75 per week

Half Day Program (2.5 - 4 years) \$22.00 with lunch - 8:00am - 12:00 noon. This option is not always available depending on enrollment.

**Waiting List:** All families are welcome to sign up for the One List which is a free service provided by the City of Brantford Child Care Services to assist families to find childcare in Brantford and Brant County. When a family signs up for A Child's Paradise Too through the One list, you will be contacted via email or phone by our staff and we will arrange a tour for your family. We will keep families informed on a regular basis where you are on the wait list according to enrolment numbers in the room and their birthdate which determines entrance. Families are welcome to call any time to inquire about their placement on the waitlist. As soon as a spot becomes available, we contact the family and offer the spot. If a family has found care, we contact the next family on the waitlist. We do not charge for a wait list.

**Deposit Policy:** When a family has toured A Child's Paradise Too and has decided to enroll their child/children, a spot will be secured with a nonrefundable deposit of 10 days (2 weeks) for the first month of care. The deposit will be applied against the first month of fees. If a family declines the spot after the deposit has been paid, the deposit remains non-refundable.

### **Payment Options:**

We offer 3 payment options; childcare fees are due at the beginning of each month.

1. Debit/ Visa/ MasterCard (automatic payment available on credit cards)
2. Cash paid on a pre-arranged date
3. e-transfer payments

We do not accept cheques.

Tax receipts are prepared for you to pick up in the office in February. We do not mail the receipts.

**Overdue Fees:** Please be advised that if your account is overdue by 30 days and a payment arrangement is not made your childcare space will be terminated.

**Late Pickup:** Please call the school if you are running late. We close at 5:30pm and A Child's Paradise Too has the right to terminate your childcare spot for consistently picking up your child after we are closed.

### **Fee Payment Policy Regarding Statutory holidays, Absences Due to Illness, Vacation or School Closure:**

There is no refund for days missed by a child, including those due to illness, statutory holidays, snow day, vacations, or in the event of the school being closed for reasons beyond our control. (disruption of essential services or bad weather.) Please see inclement weather policy for more information. A Child's Paradise Too closes at 12:00 noon on Christmas Eve. If Christmas Eve falls on a Monday, we are closed.

### **Admission & Discharge Policy**

Our registration process involves an initial tour of our centre followed by filling out a registration package and providing us with a copy of your child's immunization records for the Brant County Health Unit. The Supervisor or administration staff will review the registration forms with parents/guardians and answer any questions you may have. We will also schedule play visits prior to your starting date for your child to feel comfortable in their new surroundings. This gradual introduction will make the big first day a little easier.

If you wish to withdrawal your child from our centre we require a **minimum 30 days** written notice. Your account must be paid in full on the day notice is given. Outstanding accounts, including the fee charged for no notice of withdrawal, will be referred to a legal service for collection.

### **Arrival, Departure/Release of Children from the Program:**

When you bring your child to school, please hang up their belongings at their locker and take them to their classroom. Dropping off your child may be difficult for both you and your child. Our staff will be more than happy to assist you in this process. Please assure your child that you love them and will pick them up after work. This routine will make for an easier transition for both you and your child.

### **Children's Belongings/ What to bring to childcare:**

Feel free to allow your child to bring in a special toy and/or blanket to make rest time more comfortable. Please let your child's teacher know if it can stay at school or if it needs to go home each night. We ask that all belongings be clearly labeled with your child's name and/or initials. At all times please have an extra set of clothing (or more if toilet training) and appropriate attire for outdoor play; Your child will need;

- Water bottle that stays at school
- Sunscreen that is labelled
- Spring/Fall- rubber boots and splash pants
- Summer - hat and sunscreen (NO FLIP FLOPS) please
- Winter - mittens, hat, coat, snow pants and boots

## See Saw App:

Parents will be given a form inviting them to join the see saw app for their specific classroom. This is a very effective tool for the staff and the parents to communicate with each other.

## Nutrition/Special Diet Forms

During the day your child will receive a morning snack, a hot lunch and a nutritious afternoon snack. Our wonderful food is prepared by Alice's Restaurant and Catering. Alice and her team provide our centre with nutritious homemade whole food with a large variety. Alice will cater to your child's specific dietary needs including dairy free, vegetarian and no pork diets. For your convenience, the monthly menu is posted on the wall outside your child's room. The menu changes every month as Alice and her team are fabulous at adding variety and new dishes for the children to try. Please note that we always have food available for your child at any time during the day. Each room has a fruit bowl and snacks are always on hand if your child is hungry. Upon registration, you will be asked to inform us of any food allergies, sensitivities or food restrictions, and required to fill out a special diet form for restrictions and we work with the families to ensure your child will not be exposed to allergens. If your child is anaphylactic, we have a specific **Anaphylactic Policy** and forms to be completed. We also review specific training for the use of an epi pen for each child with a life-threatening allergy.

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. 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 labelled peanut free/nut free products at a grocery store.

## When your child is ill:

You will be asked to remove your child as soon as possible from the school if he or she exhibits any of the following symptoms; **fever (102 degrees), vomiting, or diarrhea**. Your child may return when they have been **symptom free for a period of 24 hours**. Please ensure that if your child has been given an **antibiotic you allow the child to have taken the medication for 24 hours** prior to returning to the school. If your child has been given an **anesthetic, please allow 24 hours before returning to school**.

Head lice: when head lice are discovered your child will be sent home and may return when they are nit free.

## Sleep Supervision Policy

### *Sleep Policies & Procedures*

ACPTOO makes every effort to ensure that sleep time is an easy stress-free experience for both the child and the parents. Upon registration parents are asked to provide information on their child's sleeping habits in order to make rest time a natural part of the day. Parents will be asked to provide a blanket and are welcome to send a sleep toy for their child. The blanket and the sleep toy will be stored on the child's cot or will be sent home at the end of everyday as instructed by the parent.

1. Each child is given a cot and it is labeled.

2. If a child is registered part time and sharing a cot with another child, each child is given their own bedding. The bedding will be stripped at the end of rest time and the bedding will be placed in a labeled bag for the next time the child is scheduled to attend childcare. The bed will be cleaned and made for the other child who sharing the cot. The names of both children are labeled on the cot.
3. *Sleep Supervision:*  
Staff is required to monitor the children during sleep time by performing both a visual check and a walk around check every 30 minutes. A sleep chart is in each room and the staff is required to document the time of the visual and walk around check in addition to a signature. The sleep chart is in the daily logbook in each room.
4. *Change in sleeping habits:*  
If there are changes in a child's sleeping habits, the parents are to be notified and notes made in the daily log. Every effort will be made to adjust to the changes the child is experiencing. If a child is not sleeping, quiet activities will be offered during the designated rest time. Additional notes will be made in the notes section of the sleep chart as well as the daily health chart if a child is sick and requires their bed to be elevated or is experiencing increased coughing or a mild fever.

## **Administration of Medication/ Anaphylaxis Emergency Plan/Special Medical Plan**

If your child is on prescribed medication, we can administer this for you, provided you have filled out a school permission slip that includes dosage, time, storage instructions and side effects to look for. Medication must be in the original container with your child's name and dosage clearly marked from a pharmacy. Our staff cannot give out expired medication or medication prescribed to someone other than the child. We will also not administer over the counter medication.

If your child has allergies and requires an epi pen on site, parents are required to fill out an **Anaphylaxis Emergency Plan**. All plans are posted in the classrooms and each staff is trained in the administration of an epi pen. All plans and training are reviewed on a yearly basis. If your child has special medical needs, you will be asked to fill out a detailed **Special Medical Plan**. This medical plan will be read and reviewed by all staff and staff will sign off on the plan.

## **Home Injury Acknowledgement Form**

If your child has obtained an injury at home, (i.e.) cuts, bruising, broken/fracture/sprained limb you will be asked to fill out a form and sign. If a child has broken a limb, we will not be able to provide care until the injury is able to bare weight.

## **Accident Reports**

Parents are required to sign accident reports from A Child's Paradise Too which list the details of the accident, a witness, first aid that is applied and signed by the Supervisor. Parents will be given a copy of the report and a copy is also placed in the child's file.

## **Toilet Training:**

Our staff works closely with parents when it is time to toilet train. Starting in the Toddler Room we begin by getting the children comfortable with sitting on the toilet. We ask that you pack several pairs

of underwear and change of clothes during this time.

### **Serious Occurrence:**

As required by the Ministry of Education, A Child's Paradise Too will post a notification of a Serious Occurrence. Parents will be able to read a report posted in the front hall for 10 days after the occurrence.

### **Monitoring and Compliance Practices:**

Our goal is to have children feel safe and loved in their environment therefore redirection, praise and positive reinforcement is the foundation of our behaviour management policy. At all stages and ages in our childcare centre redirection is used to handle potential stressful situations. At the toddler stage children are beginning to explore their space and environment around them and often do not realize the need to be gentle with their friends. Being gentle and kind is taught by the RECE's to begin to develop empathy. In our experience, there is usually a reason for a change in behaviour and it is our job to determine why. Our staff review a check list of the following; is the child hungry, bored, tired, getting sick, changes at home etc.. This helps to determine a possible cause, so the staff is better equipped to meet the child's needs.

Placement students in our centre are formally monitored during their placement but also monitored daily with their assigned mentor in the classroom. This monitoring is completed by the Supervisor or Assistant Supervisor. Our staff at A Child's Paradise Too create a warm, positive and caring environment for the children in our care. Children respond wonderfully to positive modelling and positive verbal feedback. Redirection and positive modelling are used to address any potential escalating behaviours. Children are always guided in a positive, caring manner that is appropriate to their age and developmental level.

In conjunction with the policies set out in the *Child Care and Early Years Act 2014*, A Child's Paradise Too Monitoring & Compliance Management Policy and Practices are listed below;

1. Staff are required to use a soft, positive tone of voice with all children in the centre.
2. Staff interaction with the children in the form of hugging, verbal praise and encouraging comments is required.
3. Children have a daily rest time. Any child unable to rest is provided with a variety of quiet activities and is supervised by staff.
4. Redirection and positive modelling is used to address any potential negative behaviour.
5. Children are encouraged to serve and feed themselves. Force feeding or withholding food from a child is never acceptable and will result in immediate termination.
6. If a staff feels that they need help with a child or a situation, it is important that they ask another staff member or supervisor for immediate assistance. This is viewed as an act of professionalism and strength.
7. Corporal punishment by a staff member is never acceptable and will result in immediate termination.
8. Confining of a child to one area of the centre will be not accepted and will result in immediate termination.
10. No deliberate, harsh or degrading measures are to be used that may in any way humiliate or undermine a child's self-esteem.

**Prohibited Practices: ACPTOO must abide by Section 137/15 of the Child Care and Early Learning Act to ensure the following prohibited practices do not occur.**

**Ontario Regulation 137/15**

48 No licensee shall permit, with respect to a child receiving childcare at a child care centre it operates or at a premises where it oversees the provision of child care,

- (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 purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the 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;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

**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.

**Policy**

We strongly believe in a team approach and working with the parents/guardians is the best way to ensure your child flourishes at our centre. Parents/guardians are encouraged to take an active role in our childcare centre and to discuss all concerns/issues with their child's classroom teacher(s) and/or the centre supervisor or administrator. If a concern regarding a teacher arises and the parent/guardian is not comfortable discussing it with the teacher directly please bring the issue to the centre's Supervisor or Administrator. We will meet and discuss the issues and make every effort to solve the issues, so all parties are comfortable with the resolution. It is also very helpful to the staff if parents advise the teachers of any changes at home or in their routine (I.e. lack of sleep, moving, ect.,) that may cause a change in their behaviour.

All issues and concerns raised by parents/guardians are taken seriously by the Supervisor/Administrator and staff and will be addressed immediately. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties.

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.

Parents/Guardians or children in our care who exhibit extreme violent or harassing behaviour towards staff or other children in our centre will be asked to leave A Child's Paradise Too.

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact Brant Family Services (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*.

## 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><b>Program Room-Related</b></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"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or administrator.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 1-3 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or administrator</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor or administrator.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 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><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the supervisor and/or administrator.</li> </ul> <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 the owner of A Child's Paradise Too.

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

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

**Contacts:**

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

Brant Family Services – 519 753-8681, College of Early Childhood Educators - (416) 961-8558

Brant County Health Unit – (519) 753-4973

**Regulatory Requirements: Ontario Regulation 137/15**

**Parent issues and concerns**

**45.1** Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

**Parent handbook**

**45.** (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

## **Placement Students:**

At different times during the year we host students completing their placement programs from Wilfrid Laurier University, Conestoga College, Mohawk College and Fanshawe College. These students have strict guidelines they are required to follow and are never left unattended with a child. The students are also not considered in our child/teacher ratio. We do not accept volunteers working within our centre.

## **Field Trips and Off-Site Activities:**

Throughout the school year, a few excursions may be planned for the children as enrichment to our programs. You will be asked to sign a consent form that will include information regarding date, mode of transit and arrival and departure times. You will also be asked to sign a permission form for walks on the Grand River Trails located across from our centre.

## **Inclement Weather Policy**

A Child's Paradise Too will close for inclement weather when the school boards have announced a closure. Parents will be notified of a closure through a message left on the ACPTOO phone, a notification on the see saw app. and updated on the ACPTOO website. There will be no refunds given for inclement weather closings.

## **No Smoking Policy:**

To comply with the "Smoke Free Ontario Act", A Child's Paradise Too is a smoke free zone. Smoking tobacco/cannabis or vaping is restricted to the sidewalk on Grand River Ave.

## **Community Liasons:**

Our centre works in conjunction with many community services to meet the needs of all our families. Lansdowne Children's Centre, Ontario On Centre, Brant Family & Children's Services (CAS) and Woodview Children's Centre  
We have a variety of brochures and information packages available to you regarding different services. If you need assistance, please do not hesitate to ask.

## **Evacuation Plan/ Emergency Measures**

In the case of an emergency in the building and we are required to evacuate, parents/guardians will be called directly, and children will be picked up at Brant United Way on 125 Morrell Street. **Our Emergency Management Policy & Procedures** are posted on our Health & Safety board, available in our Policies & Procedure book for you

to read or we would be happy to email our families a copy or provide a hard copy upon request.

### **Program Statement:**

We at ACPTOO are going to ensure that our program views children as competent, capable, curious and rich in potential. We support our view through following approaches:

*We promote the health, safety, nutrition and wellbeing of the children.*

*We support positive and responsive interactions among the children, parents, childcare providers and staff.*

*We encourage the children to interact and communicate in a positive way and support their ability to self-regulate.*

*We foster the children's exploration, play and inquiry.*

*We provide child-initiated and adult-supported experiences.*

*We plan for and create positive learning environments and experiences in which each child's learning and development will be supported.*

*We incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and consider the individual needs of the children receiving care.*

*We foster the engagement of and ongoing communication with parents about the program and their children.*

*We involve local community partners and allow those partners to support the children, their families and staff.*

*We support staff, home childcare providers or others who interact with the children at a childcare center or home child care premises in relation to continuous professional learning.*

*We document and review the impact of the strategies set out promoting the wellbeing of children and their families.*

## Telling our Story – A Child’s Paradise Too Program Statement

*A Childs Paradise Too offers a program that ensures children are viewed as being competent, capable, curious and rich in potential.*

(a) Promote the **health, safety, nutrition and well-being** of the children;

A Child’s Paradise Too ensures that the children in our care are thriving in a healthy and safe environment. Below is a list of how we **approach and implement** the above goal.

**HEALTH & SAFETY:** Sanitary Practices – ACPTOO has a sanitary policy listed in our Policies & Procedures which includes; disinfecting surfaces daily, sanitizing toys, washing the floors and cleaning the bathrooms daily. The beds and sheets are washed on weekly basis. Teachers also fill out a daily health report on the physical wellness of each child.

We ensure the children’s safety outside by performing daily, monthly, seasonal and annual play-ground inspections which result in assessments and an action plan to implement and make changes that are needed. Toys are also inspected daily and replaced if needed. Monthly fire drills are also part of our safety plan including a monthly fire safety check throughout the community centre.

### **NUTRITION:**

During the course of the day your child will receive a morning snack, a hot lunch and a nutritious afternoon snack. Our wonderful food is prepared by Alice’s Restaurant and Catering. Alice and her team provide our centre with nutritious homemade whole food with a large variety. Alice will cater to your child’s specific dietary needs including dairy free, vegan, vegetarian and no pork diets. For your convenience, the monthly menu is posted on the wall outside your child’s room. The menu changes every month as Alice and her team are fabulous at adding variety and new dishes for the children to try. Please note that we always have food available for your child at any time during the day. Each room has a fruit bowl and snacks are always on hand if your child is hungry. Upon registration, you will be asked to inform us of any food allergies, sensitivities or food restrictions, and required to fill out a special diet form for restrictions and we work with the families to ensure your child will not be exposed to allergens. If your child is anaphylactic we have a specific **Anaphylactic Policy** and forms to be completed. We also review specific training for the use of an epi pen for each child with a life-threatening allergy.

(b) Support **positive** and **responsive** interactions among the children, parents, child care providers and staff;

### ***Approaches & implementation***

### **Child:**

One of our cornerstones of providing care is ***“As a staff we always have to remember how it feels to be human at an early age and continuously create a culture of confidence”***.

Children often have multiple needs that must be met at the same time. It is our goal to work with each individual child to identify needs and together with the parents/guardians develop many strategies for success. These strategies must also be fluid and flexible as a child grows and develops within our care.

### **Families**

Establishing a long term positive rapport with our parents and families is key in ensuring children flourish in our care. Through developing a mutual support system between our RECE's, the supervisor and office administration, parents/guardians are able to feel comfortable and confident in our centre. Our parents/guardians are encouraged to call anytime during the day to check on their child and the office door is always open for support. Outside resources and materials are also available to support our families. We have introduced the See Saw App which allows direct communication between educators and families. Programming documentation, monthly calendars and the menu are posted outside the classrooms. Parents are asked to fill out a parent survey on a yearly basis as feedback and suggestions are highly valuable. We host parent appreciation days with coffee/tea and homemade treats during the year as well as an annual Christmas open house in the community centre.

### **Specialized Services:**

ACPTOO welcomes all children into our childcare centre including children with special needs. We work directly with the parents/guardians to identify the support that is needed for each child.

If the parents/guardians provide consent, we will facilitate a meeting with a resource teacher and a childcare enhancement worker from Lansdowne Children Services in order to develop an IPP plan (Individual program plan) for each child.

### **Staff:**

ACPTOO staff embraces education in the early years as a team collaboration.

Educations methods, strategies and implementation are discussed at length and if we find we are not meeting our expectations or the needs of a particular child we revise and implement new strategies for success. Our staff is continuously seeking new training opportunities available in order to stay current, expand teaching methods and further their education and knowledge.

As a centre we are committed to working as a team and supporting our staff in their everyday needs and long term goals as Registered Early Childhood Educators. Training is offered on a continuous basis with no financial cost to the staff. Staff are welcome to sign up for courses throughout the year at the Ontario Early Years Centre as a group or on an individual basis.

(c) Encourage the children to interact and **communicate in a positive way** and support their ability to **self-regulate**.

### ***Approaches & Implementation***

*Observe, Watch and Learn (OWL)* is a wonderful tool we continue to use in our centre. Often as early years educators we jump in too fast in order to prevent an incident rather than letting a child work out an issue. Allowing a child to be involved in their own *problem solving* empowers a child to feel capable. With positive, kind, guided assistance children are able to self-regulate.

Policing and directing continuously in a child care setting is not creating an environment where children feel they are engaged and encouraged to thrive.

It is also our job as teachers *to accommodate children with sleep and eating*. If a child is hungry, thirsty or tired their ability to problem solve may be hindered.

If a child is hungry food is always available anytime throughout the day. If a child is tired and wants to rest they are accommodated and have the option to rest on their bed.

As a staff we are continuously monitoring ourselves and each other to ensure we are engaging and not directing and remembering children are competent and capable.

(d) Foster the children's **exploration, play and enquiry**;

#### ***Approaches & Implementation***

One of the challenges in early learning is getting to know each individual child and discovering what engages each child. The staff is always encouraged to reflect with their teaching partners, supervisors and share ideas. Monthly staffing meetings is also an opportunity to discuss ideas, options and strategies.

Staff is also encouraged to seek professional development opportunities in order to stay current refreshed and inspired in their environment.

Children in our early integration program are accommodated with a variety of resources and accommodations including PECS (pic symbols), tablet, ect.

(e) Provide **child initiated** and **adult supported** experiences;

#### ***Approaches & Implementation***

ACPTOO has always used a variety of learning theories in our program planning. The ***"How Does Learning Happen"*** model sanctioned by the Ministry of Education, has allowed our teachers flexibility in creating programming and encouraging a free flow environment which allows a variety of teaching moments and meaningful engagement thought out the day.

Our daily schedule is used for lunch and rest time; however, the morning and afternoons are left to the teachers to plan. If it is a beautiful day, we will spend most of the day outside or the senior preschool room will spend time on the nature trails across from our school.

Recently we reexamined how we were presenting the calendar time to the children and revamped it so it was child based as opposed to directing.

Our traditional circle has become a gathering time where children have the choice to join in using a chair, the floor, blankets and their sleep toys.



Children who struggle with sleep time are accommodated during rest time with books and quiet activities.

(f) Plan for and **create positive learning environments and experiences**

***Approaches & Implementation***

ACPTOO strives to ensure that when a child is in our care we create an environment where a child feels like this is “their place” a place where they can feel safe, loved and cared for. We strongly believe a child’s development depends on a team concept with the families in our centre.

Our programming is based on social, emotional (communication, language and literacy) cognition and physical development. We have found that this method gives parents goals and outcomes as to what the children are experiencing and learning at our centre. It also provides parents with the knowledge that all areas of development are being met. These plans are posted outside each room and rotate on a biweekly/monthly basis including pictures and stories recounting the children’s experiences. You will also see white boards throughout the centre reflecting teaching moments experienced by the children. Often our educators will send pictures throughout the day to families capturing a moment of discovery or a snapshot of your child’s day.

We encourage the staff to continuously OBSERVE, LISTEN & REFLECT on a daily basis and incorporate positive changes.

(g) 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 child care;

***Approaches & Implementation***

ACPTOO is part of a community centre and located next to the Grand River Trail System. As a centre we have incorporated the trails into our outdoor programming with nature walks. We have brought the outdoors into the classroom by collecting items on the trails, photographing nature and discussing what we have seen on the trails into our gathering time and our science centres. The children were fortunate enough to see a bald eagle, therefore the next few days were spent discussing and learning about the bald eagle.

As a centre we plant a garden and the children watch our vegetables grow throughout the season. In August the children are able to pick cherry tomatoes, cucumbers and peppers to eat as a snack in the afternoons or add them to our salads.

(h) Foster the **engagement of** and **ongoing communication with parents** about the program and their children.

***Approaches and Implementation***

Our goal is to have our parents feel completely comfortable, relaxed and safe when the children are in our care. There are several practices we implement to achieve this goal listed below. In addition, outside resources and materials are also available to support our families. Parents are also asked to fill out a parent survey on a yearly basis as feedback and suggestions are highly valuable and become part of a follow up meeting when the surveys are completed and returned.

1. We want our parents to feel a sense of belonging as well as their children.
2. Parents are welcome to drop by the office or set up a meeting at any time.
3. Encourage our teachers to develop a strong bond with our parents.
4. The toddler room teachers record a daily journal for parents.
5. Verbal communication is encouraged in the junior and senior rooms to develop a positive supportive rapport with parents.
6. Ask parents their preferred form of communication, email, phone, text, ect.
7. Host parent appreciations days with coffee and treats.
8. Develop on going strategies with parents when they are struggling.
9. Open to all suggestions to improve communication.
10. Parents are encouraged to read our Monitoring and Compliance Policies and Procedures and ask any questions.
11. Parents are encouraged to be aware and read the Prohibited Practices as outlined in Section 137/15 of the Child Care & Early Learning Act, by the Ministry of Education. The Prohibited Practices are listed in the Program Statement Implementation Policy, Monitoring and Compliance Practices and the Parent Handbook.

(j) Support staff, home child care providers or others who interact with the children at a child care centre or home child care premise in relation to **continuous professional learning**.

### ***Approaches & Implementation***

ACPTOO recognizes that all our staff learn differently therefore we encourage each staff member to pursue individual training as well as group staff training.

Our staff is continuously seeking new training opportunities available in order to stay current, expand teaching methods and further their education and knowledge.

The staff has completed the ELECT Training Program (Early Learning for Every Child Today), and this program has been adapted by the Ministry of Education as a framework for early childhood settings. The Framework sets out six shared principles as a foundation for optimal learning. In addition, our teachers have also completed an excellent training program called the "Triple P for the ECE". The program discusses positive parenting solutions and the information is posted outside each classroom. We have also completed the "Care Project" as well as attending various workshops throughout the year provided by the Ontario Early Years Centre.

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

### ***Approaches and Implementation***

1. ACPTOO is continuously reviewing and developing ongoing strategies to communicate successfully with families. We strive to communicate successfully on an individual and daily basis with parents.
2. Planning and creating environments and experiences with the children.
3. Reviewing and assessing impact strategies.
4. Monitoring and supporting staff.
5. Documentation and explanations are posted outside the rooms to demonstrate “How Does Learning Happen” for the benefit of the parents. (Social, emotional, Communication language & literacy, cognitive and physical)
6. Creating art not cut outs.
7. Documenting what is happening when a child painted or built something or discovered an item outside. Allowing these discoveries to become teaching moments that may continue for more than one day.
8. Collecting learning stories for the parents to view so families are engaged in and able to share in the learning process.