



CUDLEY CORNER



Child Care Centre Ltd.



www.cudleycorner.com

Cudley Corner

Parent Handbook



CUDLEY CORNER

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800 Nipissing Road, Milton, Ontario L9T 4Z9
Tel: 905-693-4880 Fax: 905-693-4190

To provide a safe, nurturing and caring environment full of opportunity to allow the children to explore and live the four foundations of learning, Belonging, Engagement, Expression and Well Being.

Our Mission

Cudley Corner Child Care strives to provide a home away from home environment. We are committed to providing the highest quality of care and education possible for each and every child. At Cudley Corner, we follow the emergent curriculum philosophy; where we believe, children are competent, capable, curious and rich in potential. We encourage children to explore new ideas and develop unique creativity. We provide an environment that fosters curiosity, one that allows children to learn through play. Our goal is to ensure every child has a safe and caring environment.

“A Home Away from Home”

Program Statement

Cudley Corner fosters children’s social, emotional, physical, artistic, intellectual and spiritual needs together with their families. We believe children need to feel a sense of belonging. We strive to create a place for each child by acknowledging and valuing diversity.

Our goal is to create an educational environment with engaging, learning opportunities and events which develop trusting relationship with children and their families.

Cudley Corner Child Care Centre follows an emergent curriculum based on the following documents but not limited to: * How Does Learning Happen

- Think, Feel, Act
- ELECT

Our educators are continuously furthering their knowledge of child development around the four foundations (Belonging, Engagement, Expression and Well

Being) that are important for children to grow and flourish as set out in the document “How Does Learning Happen.”

“Every child deserves to have someone’s eyes light up when they enter the room”

Jean Clinton 2012

At Cudley Corner, we demonstrate this by welcoming children and their families each and every day.

We know through research that positive relationships are the key to brain development. At Cudley Corner we provide experiences of caring and responsive interactions between adults and children.

At Cudley Corner we promote the health, safety nutrition and wellbeing of the children by serving a hot lunch and two snacks according to the Canadian food guide. We also teach the children hygiene practices and self-health skills by ensuring all children wash their hands prior to all meal times. Our supervisor conducts a daily walk through ensuring the premises are safe, clean, and in compliance with our Health policies.

At Cudley Corner we support positive and responsive interactions among the children, parent’s, child care providers and staff, we do this by staff acknowledging the child and family by welcoming them in the program, families will be welcomed by staff saying “good morning, how was your night?” Staff at the end of the night will communicate with parents regarding the child’s day. Cudley Corner Child Care also hosts events throughout the year where parents are encouraged to participate and be a part of their child’s experiences. Cudley Corner Child Care has an open-door policy, parents are encouraged to communicate daily with staff regarding their child’s development. Our supervisor is always available on site to communicate with parents.

At Cudley Corner we encourage the children to interact and communicate in a positive way and support their ability to self-regulate. We do this by getting down to the child’s level, giving them an opportunity to communicate, asking the child questions and encourage self-regulation. We encourage children to speak with their peers when a problem arises with the support of their caregivers.

At Cudley Corner Child Care we foster the children’s exploration, play and inquiry by making observations of the children in play and program planning around the children’s interest. Providing opportunities for children to explore a variety of materials. Setting up the classroom environments for children to have positive play experiences. Children are able to explore and fully engage in their environment.

At Cudley Corner we provide child initiated and adult supported experiences by engaging with children as co-learners as they explore their environment. Our staff get down to the children's level, using a warm and positive approach, our staff are encouraged to ask open ended questions to enhance the children's experiences.

At Cudley Corner Child Care we plan for and create positive learning environments and experiences in which each child's learning and development will be supported. We do this by providing an environment and experiences for children to explore ideas, investigate their theory's and provoke curiosity which will enrich their explorations and interactions. At Cudley Corner the expectations for programming should align with the interests of children, our educators become researchers and co-learners with children, families and coworkers. Our goal is to learn with and from children. Staff will provide spaces that are welcoming where children can succeed in play.

At Cudley Corner Child Care we incorporate indoor and outdoor play. Appropriate activities will be available to ensure children receive their active play for the day. Cudley Corner Child Care has a set schedule for outdoor play which will include an hour of outdoor play in the AM and PM (weather permitted) Staff will ensure that an appropriate outdoor environment is stimulating for all the children.

Cudley Corner Child Care has a set schedule for rest and relaxation time which is generally a two-hour period. Children who do not sleep or rest within 10 mins will be able to engage in a quiet activity or book.

At Cudley Corner Child Care we foster the engagement of and ongoing communication with parents about the program and their children. We do this by sending out monthly newsletters, our staff communicate daily with families about their day and regarding their child's development. Cudley Corner hosts events where we encourage families to be a part of their child's experience in the programs we offer, by doing this we hope the parents will feel that they belong and are valuable contributors to their children's learning.

At Cudley Corner Child Care we work closely with community partners such as; Reach Out Centre for Kids, Erin Oak Kids, Community Living and Halton Region. These partners help us support the individual needs of the children their families and educators. We entrust that every child in our program will be successful in their development and will be fully included in all aspects of the program.

At Cudley Corner Child Care we support and encourage our staff to professional learning opportunities that enhance their knowledge and experience when engaging with children. All staff actively participate in Quality First, a third-party agency that guides and supports our educators to implement a stimulating and enriching program.

At Cudley Corner Child Care, all educators document and reflect on children's learning and experiences by taking pictures, observations and documentation allows families to visually see the learning taking place in their child's environment. Staff encourage and invite families into their child's classroom and see what their children are engaged in by seeing pictures, art work, and interactions with their peers and teachers.

The following are prohibited practices at Cudley Corner Child Care Centre no staff shall or allow any staff to.....

Prohibited Practices

- (a) Corporal punishment of a child
- (b) Physical restraint of the children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purpose described in the regulation (to prevent self-harm/injury is no longer imminent)
- (c) Locking the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency
- (d) Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their 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.

If any of the above practices are observed it will lead to immediate termination of your employment with Cudley Corner Child Care Centre Ltd.

Parent Involvement

At Cudley Corner Child Care Centre we focus on establishing relationships with our families.

We encourage families to be a part of their child's experience in the programs we offer as they should feel that they belong and are valuable contributors to their children's learning.

When we recognize and build on strengths of families and the love they have for their children, everyone benefits.

Cudley Corner Child Care is committed to working collaboratively with all our families as we work together on the mutual goal of providing the best possible child care service to families and children. At Cudley Corner we provide a wide variety of ways for families to interact with the program and for children and families to enjoy time together including special events such as summer BBQ's

Educators & Staff

At Cudley Corner our Early Childhood Educators Are Registered and in Good Standing with the College of Early Childhood Educators (CECE). All educators and staff have completed a vulnerable sector check, obtain a valid standard first aid including infant and child CPR and training in AED, along with immunization up to date and TB test.

“Every Educator should feel he or she belongs, is a valuable contributor and deserves the opportunity to engage in meaningful work.”

Nutrition

Cudley Corner Child Care Centre Ltd. provides a nutritional lunch catered by Food for Tots each day. All breakfast and snacks are prepared by a fully qualified, food handlers certified staff. All lunch meals meet the recommendations of the Canadian Food Guide as Food for Tots works alongside a Registered Dietitian of Ontario to select the meals. Food for Tots offers our center's 2 options for lunch. The center's choose their choices based on the children's favorite food.

We also work together with families to ensure the foods we select support a variety of foods with flavors and textures, carefully attending to the allergies of children while recognizing the diversity of the children and families in our care. Weekly menus are posted for the parent's review. The menu is based on a four-week rotation and changes seasonally, Fall/Winter and Spring/Summer.

Our lunch meals are kept hot in a warmer until the meal is ready to be served. Once the meal arrives, the kitchen staff checks the temperature upon arrival and again before being served to the children. The meals must be kept at 60 degrees Celsius or above. Our kitchen staff portions out the lunches to each classroom and the staff in the room serves the meals to the children. Breakfast and Snack are prepared by the kitchen staff.

Milk is always served with breakfast and lunch and fruit infused water is served with the 2nd snack, however water is available throughout the day in the children's personal sippy cups that parents provide. Sippy cups are sanitized daily in the morning by the opening staff.

Children who attend the before and after school program receive morning and afternoon snack. Lunch along with two snacks is provided on all school breaks and P.A.Days.

At Cudley Corner Child Care Centre, meals are served family style. Staff encourages a calm environment and an opportunity for social interactions between children as well as between children and staff. Staff are encouraged to sit at the table and eat with the children while modeling appropriate behaviour and using utensils. Assistance in feeding occurs when necessary. Children are encouraged to try new foods however if they choose not to, they are never forced to. Children are never force fed.

If children do not want to eat when its meal time, staff save their lunch, wrap it up and place it in the fridge, labeled with the child's name. When they are hungry or when they ask for it staff reheat the food and serve it to the child.

Staff use language that is familiar to children during meal times. Conversations can be around the food that they are being served to what interests the children have.

Please note that candy and non-nutritious foods are not permitted at the centre as they hold no nutritional value, however special arrangements can be made for birthdays and celebrations. Please be aware that Cudley Corner is a nut free facility. If you would like to bring in treats for birthdays or celebrations, please ensure these foods are not homemade as staff need to clearly see a peanut, nut free label on the packaging. If you are unsure, please speak with the staff.

Days and Hours of Operation

Cudley Corner Child Care Centre Ltd. The centre is open Monday to Friday from 7:00 a.m. to 6:00 p.m.

If you require care before 7:00 a.m., special arrangements can be made with the supervisor and/or Director of Operations.

The Centre is **Closed** on the following **Statutory Holidays**:

- **Labour Day**
- **Thanksgiving Day**
- **Christmas Day**
- **Boxing Day**
- **New Year's Day**
- **Family Day**
- **Good Friday**
- **Victoria Day**
- **Canada Day**

And Civic Holiday

Regular fees apply regardless of the above closure dates. Any additional days that the centre will be closed will be posted with sufficient notice to parents and regular fees apply.

Please note that the centres close early on Christmas Eve and New Year's Eve at 2:00pm

Cudley Corner Child Care Centre Facility Accommodations

Cudley Corner Child Care Centre Ltd. Has facilities to accommodate the following children:

6521 Derry Rd (Milton)

INFANT ROOM	10 infants	5 months to 18 months
TODDLER ROOM.....	15 toddlers	18 months to 30 months
PRESCHOOL ROOM 1.....	16 PS	2.5 years to 3.3 years
PRESCHOOL ROOM 2.....	24 PS	3.3 years to 4 years
KINDERGARTEN ROOM.....	23 KG	4 years to 6 years
SCHOOL AGE ROOM.....	15 SA	6 years to 12 years

800 Nipissing RD (Milton)

TODDLER ROOM	15 Toddlers	15 months to 30 months
PRESCHOOL 1 ROOM.....	24 PS	2.5 years to 3.8 years
PRESCHOOL 2 ROOM.....	24 PS	3.8 years to 5 years
KINDERGARTEN ROOM.....	24 KG	5 years to 6 years
SCHOOL AGE ROOM.....	15 SA	6 years to 12 years

1010 Kennedy Circle (Milton)

TODDLER ROOM.....	15 toddlers	15 months to 30 months
PRESCHOOL 1 ROOM.....	24 PS	2.5 years to 3.8 years
PRESCHOOL 2 ROOM.....	24 PS	3.8 years to 5 years
KINDERGARTEN ROOM.....	24 KG	5 years to 6 years
SCHOOL AGE ROOM.....	15 SA	6 years to 12 years

Programs available

Full-Time

- 5 days per week full day

Part-Time

- Anything less than 5 days' full day
- Minimum of 2 days a week
- Infants minimum 3 days per week

School-Age

- 5 days per week Before and/or after school
- Full time and part-time spaces
- Care available during most school holidays*, P.A. days*
- Transportation to and from provided if needed
- March Break* and Summer Camp Programs* available
- *= additional costs apply

March Break/Christmas Break/Summer Camp

- March Break/Christmas Break activities provided with additional costs

Summer camp July and August Calendars include activities/outings/visitors at additional costs

Child Registration

There is a one-time NON-REFUNDABLE registration fee of \$65.00 per family. Once the supervisor has confirmed a space for your child, a 2-week security deposit along with a void cheque for the first month's fees to be processed. Fees are calculated and invoiced prior to the auto withdraw dates, 1st and 15th of every month.

Should your child not start on the scheduled start date for any reason, your 2-week security deposit and your registration fee will NOT be refunded. If your scheduled start date is delayed/postponed charges will apply from the original start date to your new start date unless arrangements have been made with the supervisor.

Child Registration Package

Cudley Corner Child Care Centre Ltd. Requires your child's registration package to be completed in full in order to enroll your child. It is the parent's responsibility to ensure all information is updated on our files. All information is required for Ministry and emergency purposes. Any information gathered is protected by the PIPEDA policy, kept confidential and remain the property of Cudley Corner Child Care Centre Ltd.

Orientation

It is recommended that one to two weeks prior to your child's official start date, you set up an orientation visit day with the supervisor. The following is a recommended schedule for an orientation.

- 1 hour visit in the classroom with the company of a parent or legal guardian
- 2 hour visit without the parent or guardian in attendance

This will help and encourage your child with a smooth transition into the room and environment.

Immunization

Under the Child Care and Early Years Act any child that is enrolled in the centre who does not attend elementary school must provide an up to date immunization as recommended by the local medical officer of health. If a parent does not provide an immunization record for their child, due to any medical or religious reasons, a written, signed note from the child's physician must be given to the supervisor prior to the child commencing childcare.

Payments and Fees

The two weeks' security deposit amounts to two weeks of care. A four weeks' notice must be provided in writing to receive a refund of your security deposit. Should you not provide four weeks' notice the security deposit will not be refunded.

Payments will be made through auto withdrawal on the 1st and 15th of each month

All parents are required to provide a void cheque to Cudley Corner Child Care

If you choose not to do auto withdrawal the full payment is required to be paid by the 3rd of each month.

The monthly fees due are determined on the amount of days in the month and divided in $\frac{1}{2}$ for two equal withdrawals

An invoice will be emailed to you by the 1st of each month

Payments and fees received later than the 3rd of each month will be charged a late fee of \$25.00

Late charge of \$25.00 will apply to your account and be billed for the following month

NSF (Non-Sufficient funds) cheques will be treated as late payment and \$25.00 will be charged to your account along with a \$35.00 N.S.F fee a total charge of \$60.00.

All NSF payments must be made in Cash

Cash payments will be provided with a receipt upon payment

Tax receipts will be issued annually by Feb 28, only available through pick up

Lost misplaced or duplicate tax receipts will be charged \$25.00 to be Replaced

Should you require financial support, Cudley Corner Child Care is in partnership with the Region of Halton for child care subsidy, please contact the subsidy office for further information at 905-825-6000.

Late pick up fees

Late fees will be charged to all parents who fail to pick up their child by 6:00p.m.

\$2.00 for every minute past 6:00p.m. Monday-Thursday

\$5.00 for every minute past 6:00p.m. on Fridays

All late fees will be billed to your account and due within 15 days of late fees invoice. This fee applies to all children including subsidized children.

Vacation, absent and Sick day policy

If your child is on vacation, absent and sick from the daycare, full payment is still required. Should your child be away from the centre more than two weeks without notice, childcare fees and late fees still apply. Full fees apply for all statutory holidays including but not limited to civic holiday. Enough notice will be provided for any other closure dates.

Withdrawal Notification

Withdrawal notification must be given to the supervisor in writing one month (4 weeks) before the child's last day of care in order to receive your initial security refund back to you. If proper notice is not received your security deposit will not be refunded.

Health Policy

At the daycare, we have a scheduled routine that we follow. If your child is ill or not attending, please inform the Supervisor as soon as possible so our daily routines are not affected. If your child is not well enough to participate in our daily routines and activities, your child should not attend until they are well enough to do so

- **Medicine:**

A staff (RECE certified) can administer medicine that has been prescribed by a doctor, but not if unauthorized to do so by the child's parent. Parents will need to sign the medication form in the child's classroom with the time and dosage required. Medication must be in the original container with the prescription label bearing the child's name intact.

If there is conflict between the dosage amount on the prescription and the amount on the form filled out by the parent, the staff will administer the dosage amount that is instructed on the original container.

Staff will not administer any medicine that is expired.

Here is our communicable Diseases guideline for absence

If we see one or more symptoms from the list below of diseases, we will contact you and ask for you to pick up your child as soon as possible. Please note we will be contacting you based on visible symptoms. A doctor note must accompany after your child resumes attendances after any of the following:

Disease

Chicken Pox

Absence Guidelines

- until child is well enough to participate in all activities

Diarrhea

- until diarrhea stops

Impetigo

- until the antibiotic prescribed by a doctor has been taken for at least one full day

Measles (Rubella)

- for at least 4 days after the rash began

Mumps

- for at least 9 days after swollen glands appear

Pink-Eye (Conjunctivitis)

- Until the antibiotic prescribed by a doctor has been taken for at least 1 full day

Ringworm

- until treatment has been started and taken for 1 full day

Rubella (Ger. Measles)

- until at least 7 days after the rash first appears

Scabies

-until treatment has been given.

Scarlet Fever	- until antibiotic treatment has Been taken for 1 full day
Strep Throat	- until antibiotic treatment has been taken for 1 full day
Whooping Cough	-until antibiotic treatment has been taken for at least 5 days.
(Pertussis)	- 3 weeks from when the cough began.

Head lice (pediculosis)

*head lice are more of a nuisance than an illness it appears just about in every school and daycare. Head lice do not pose a health hazard. If you suspect your child has head lice, please call the daycare to inform us so we could check the heads of his/her classmates.

* Children are not allowed to return unless they have a note signed by a We-Care Health services practitioner (1-866-577-4499) that indicate they no longer have any live eggs or nits.

Fifth Disease

fifth disease is an infection of the respiratory system. It is caused by parvovirus B19. This virus spreads the same way a cold does:

*On the hands of someone who has had the infection

*on something that has been touched by someone who has the infection

*In the air after an infected person has breathed or sneezed

There is no vaccination to prevent the infection and no medication to treat it.

How does the infection start?

The infection starts as a very red rash on the cheeks, making the face look like it's been slapped. Between 1-4 days a red lace like rash appears, first on the arms and then on the rest of the body. The rash may last 1-3 weeks and may be accompanied by a fever.

The illness is often very mild, sometimes the child may not even feel sick. adults get more severe causes with fever and painful joints.

Can fifth disease be dangerous?

No, but there are certain people that do require more supervision.

*In children with sickle cell anemia or certain other chronic forms of anemia. fifth disease can make it more severe

*In pregnant women, because there is a very small risk (3%) that their unborn child may develop anemia before birth. Fifth disease has never been implicated in causing congenital malformations in newborns.

Smoke Free Policy

On May 31, 2006, the smoke free Ontario Act came into effect. Under The act, smoking is prohibited in all early years licensing properties and outside properties licensed child care facilities under the Ministry of Education. This means that all licensed child care facilities like our own, must be smoke free 24 hours a day, 7 days a week, whether or not children are present. This includes our parking lots and entire facility.

Sunscreen

Cudley Corner Child Care Centre Ltd. is committed to the health and wellbeing of your child/ren. To ensure your child is able to participate in all aspects of our outdoor program, we require them to wear sunscreen. It is recommended you apply sunscreen before your child/ren arrives to the daycare in the morning. We will re-apply for the afternoon outdoor time.

Transportation and School Transportation Consent Policy

Children will be transported to and from school in the Cudley Corner Child Care Ltd. Vans/buses, and in case of emergency in a registered Cudley Corner vehicle. Cudley Corner Child Care Centre Ltd. Will assure any Vans/Buses used are approved by the safety standards and all drivers will have appropriate and approved driving records. We require parents to inform us of a child's absence or if they have been picked up from school to ensure there are no delays in our bus service. Cudley Corner's bus policy is that we don't leave the school until we are aware of every Child. Our bus service runs on a very tight schedule and if your child has missed the Cudley Corner Bus the parent is required to drop off. Cudley Corner Child Care will pick up children on early dismissal days. Cudley Corner Child Care reserves the right to use our discretion during inclement weather to cancel bus service.

Transportation Behaviour Policy

The following are rules and guidelines that children must follow when transportation is provided

Children are to take their seat promptly and sit properly, facing forward at all times and are to remain seated at all times.

Children are encouraged to talk amongst themselves, this is a social part of their day but we strongly discourage LOUD voices, yelling, screaming and refusing to follow driver's instructions. Children can talk quietly as the bus driver must concentrate to drive the bus/van safely.

Children will be reminded while traveling on our bus/van, that No food or drinks are allowed. There are designated snack times at the centre and will be provided when they arrive at the daycare.

When children are sitting on the bus/van, they are asked to take the first available seat, there is not a specific seating plan unless otherwise arranged by management and/or the driver.

Children are to hold bags on their lap or place them under their seat.

All children are to keep their feet down (no putting feet on seats or on top of the seat ahead; no kicking seats) and hands to themselves in their lap.

Ensure the children feel more comfortable in warm weather. For safety reasons the windows will not be opened fully.

Children are not allowed to get out of their seats while the bus/van is in operation. In case of an emergency, they may comply with the driver's directions to do so.

If any inappropriate behaviors occur, the driver will pull over to remind children of behavior requirements. The driver will relay the information to the supervisor and/or director of Operations and then be relayed to the parent/guardian.

Always follow the bus driver's and management's instructions.

Cudley Corner Child Care Centre reserves the right to dismiss a child at any time to ensure the safety of all passengers.

Suspension/Termination Notice

Failure to follow any of the above rules and guidelines or failure to not follow any instructions the driver or management may give to any child who is on the bus/Van, centre will:

Give your child a warning slip for inappropriate behaviour. After receiving two warning slips your child will be dismissed from taking the bus for one full week. When the child returns from one-week suspension regarding their behaviour, should they not follow the rules and guidelines once again, the child will receive immediate termination from transportation from Cudley Corner Child Care Centre.

Program and child's development **Program Areas and Activities**

It is important to maintain an ongoing program plan to foster physical, social, intellectual, emotional, and creative independence, self-help skills and community awareness.

The daily areas, activities and routines include:

Table toys and Play areas:

- Develop fine motor skills, colour and shape concepts, mathematical concepts and problem solving capabilities
- Allows children to work independently and/or co-operatively
- Encourage children to take responsibility and satisfaction for achievements in play and tidy up independently

Large motor activities:

- Include daily indoor and outdoor activities
- Promote good health and development of growing young bodies
- Develop balance and co-ordination
- Promote social skills such as sharing, taking turns, and co-operating

Creative art activities:

- Encourage self-expression and creativity
- Develop basic manipulative skills as painting, pasting, cutting, using crayons and modeling
- Allow children to communicate their feelings towards themselves and their environment through their art
- Teach children to follow instructions and learn sequencing skills

Sensory/Sand and water play:

- Provide opportunities to explore, create, feel, and discover the properties of water, sand and other sensory materials
- Promote social contacts and sharing experience
- Develop an understanding of math and physical concepts related to size, shape, volume, floating and sinking, full and empty

Dramatic play:

- Include dress-up center, housekeeping area, and block play
- Provide opportunities to learn about his/her own feelings and to experiment with ways of expressing themselves
- Provide opportunities to experiment with social relations
- Develop language through self-expression and role-playing
- Increase language skills

Music and movement activities:

- Encourage self-expression, creativity and fun
- Develop an awareness of sounds, tones, and rhythm
- Encourage an awareness and confidence in their own inner rhythms

Reading area:

- Provide an area to relax (sit on soft cushions, beanbag chairs)
- Promote enjoyment and pleasure in stories and pictures
- Allow for growth and concentration
- Provide multi-cultural books, magazines

Science and nature center:

- Encourage child interest in the world and community around him/her
- Teach early math and science concepts (measuring, weighing, mixing)

Block play:

- Allow for manipulation of three-dimensional objects

- Provide an opportunity to work co-operatively and encourages sharing
- Allow for the development of eye hand co-ordination to connect blocks together

Fine motor /cognitive Activities:

- Allows children to work independently and/or
- co-operatively
- Develops colour and shape concepts
- Allow for the development of eye hand co-ordination and fine motor control (lacing beads, peg boards, writing, colouring)
- Enhance concentration and memory skills (memory, word building)

Washroom routine:

- Provide opportunity for independence (toileting, hand-washing)
- Learn hygiene

Snack and lunch routine:

- Provide children with a healthy menu
- Encourage children to taste the different foods
- Increase language skills (learn types of foods)
- Provide opportunity for table manners

Rest time:

- Provide a comfortable environment for children to rest their bodies (soft music, personal blankets and soft toy, rub backs if needed)
- If the child does not rest/nap, they will be given quiet activities at the table/bed to allow the rest of the class to nap

Fire drills Routine:

- Drills are held monthly at the supervisors and/or director of operations discretion
- All staff are required to participate and are expected to know their responsibilities in an emergency
- Children will be comforted and encouraged to remain calm
- Safety plans will be discussed to children ahead of time to allow the child to be prepared for drills

Planning

Staff plan activities based on the children's interest. Monthly calendars and newsletters are given to parents to know ahead of time for special events and trips. Calendars and programs are posted outside of each classroom for parents as well.

During the months, July and August, a summer camp program calendar is constructed. The Camp is optional and encouraged for your child at an additional cost.

Parents are informed as well with daily conversations. A daily conversation with your child's teacher is encouraged and welcomed.

Parent interviews can be requested to provide an opportunity for both parents and staff to view your child's progress. Interviews can be arranged according to the parent's schedule and your child's needs.

Volunteer and Supervision Policy

Cudley Corner Child care requires all staff, students, and parent volunteers to have a Criminal record check on file according to the Childcare and Early Years Act 2014. If parents would like to volunteer on field trip they are only able to do so if we have the criminal record check on file. Parent volunteer or students are not counted in our ratio at any time, and will not be left alone with the children. Cudley Corner Child Care is a family friendly environment and we do encourage parent involvement but we do require parents to have a criminal record check on file prior to volunteer work in or out of the centre.

Off Premises Activities

Cudley Corner child care does conduct off premises activities. Parents will be given a significant amount of notice and are required to fill out a permission form in order for children to participate in these special events. It is not mandatory that all children attend. Should you decide to keep your child behind, daycare will still be provided. Some of these excursions can include trips to the movie theatres, trip to the zoo, African lion safari. For the safety of all children Cudley Corner Child Care Centre reserves the right to refuse a child from attending outside excursions to ensure the safety of everyone. The children will be transported with either Cudley Corner buses or a rental bus.

Nutrition

Cudley Corner Child Care Centre Ltd. Provides a nutritional lunch catered by Food for Tots each day. All breakfast and snacks are prepared by a fully qualified, food handlers certified staff. All lunch meals meet the recommendations of the Canada's Food Guide as Food for Tots works alongside a Registered Dietitian of Ontario to select the meals. Food for Tots offers our center's 2 options for lunch. The center's choose their choices based on the children's favourite food.

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Children who attend the before and after school program will receive morning and afternoon snack. Lunch along with two snacks will be provided on all school breaks and P.A.Days.

At Cudley Corner Child Care Centre Ltd, meals are served family style. Staff encourages a calming environment and an opportunity for social interactions between children as well as between children and staff. Staff are encouraged to sit at the table and eat with the children while modeling appropriate behaviour and using utensils. Assistance in feeding occurs when necessary. Children are encouraged to try new foods however if they choose not to, they are never forced to. Children are never force fed.

If children do not want to eat when its meal time, staff will save their lunch, wrap it up and place it in the fridge. When they are hungry or when they ask for it staff will reheat the food and serve it to the child.

Staff will use language that is familiar to children during meal times. Conversations can be around the food that they are being served to what interests the children have.

Please note that candy and non-nutritious foods are not permitted at the centre as they hold no nutritional value, however special arrangements can be made for birthdays and celebrations. Please be aware that Cudley Corner Child Care Centre Ltd is a nut free facility. If you would like to bring in treats for birthdays or celebrations, please ensure these foods are not homemade as staff need to clearly see a peanut, nut free label on the packaging. If you are unsure, please speak with the staff.

Anaphylaxis policy

Cudley Corner Child Care strives to meet the individual needs of every child. Should your child have an anaphylactic allergy please report to the office prior to registering your child as you will be provided with the anaphylaxis forms and additional pictures of your child will be required. A valid Epi-pen will be mandatory on premise while child is in attendance.

Safe Sleep and Rest Time Policy

Sudden Infant Death Syndrome (SIDS) is defined as the unexpected death of an infant less than 1 year of age for whom no cause of death can be determined even after a thorough investigation, autopsy and an examination of the death scene.

We at Cudley Corner Child Care Centre believe that a safe sleeping environment will help reduce the changes of an infant dying from SIDS.

Effective August 29th, 2016, according to the Ontario Regulation 137/15 Child Care and Early Years Act 2014 (CCEYA), and the Ministry of Education, all staff must ensure that all children are given the opportunity to sleep, rest their bodies and relax in a safe and well supervised environment.

All infants will be placed in a crib for sleep that will be assigned to them upon enrollment. Children aged 18 months to 5 years will be placed on a cot assigned to them during rest. All infants who are less than 12 months of age will be placed on their **backs to sleep**, unless the child's physician recommends otherwise in writing. The signed doctor's document will be placed in the child's file.

According to the Joint Statement on Safe Sleep, "Once infants are able to roll from their backs to their stomachs or sides, it is not necessary to reposition them onto their backs."

Infants' heads nor their cribs will be covered with blankets or bedding. Parents are recommended to use sleep sacks instead of blankets. No loose bedding or pillows will be permitted in the cribs. Toys and stuffed animals will be removed from the crib once the infant has fallen asleep. Pacifiers are permitted in the crib however it is preferred they are not attached to a pacifier holder. If the pacifier falls out of the infants' mouth during sleep, staff will **NOT** reinsert it.

Children who sleep on cots, staff will ensure all bedding and linen are in clean and good repair. Bed linen is for use by an individual child and will be washed before use by another child.

Staff will ensure there are enough cribs and cots for all children. Areas for sleep will be well ventilated and have natural lighting. Staff will create a relaxing atmosphere for resting children by playing soft music, turning off lights, reading stories and ensuring children are comfortably clothed. The environment should be calming for both educators and children. Staff will sit near children and comfort them by encouraging them to relax and listen to music.

There will be adequate supervision during rest time. Educators will conduct direct visual checks on all children every 20 minutes and document the time and who performed the checks. During the direct visual checks, staff are looking for significant changes in a child's sleep pattern or odd behaviours during sleep.

Should there be any findings of children's sleep pattern, staff will document this in their class communication log as well as verbally inform the parents. Should there be a change in the child's sleeping patterns at home, parents will inform staff and staff will ensure to monitor or make the necessary changes to accommodate the child during sleep.

Upon enrollment, the parents will receive a copy of the parent handbook which will include this new sleep policy. Parents are instructed to read through the parent handbook and sign off on all policies. The centre supervisor will ensure the parents are aware of the section in their registration package regarding their child's sleep habits are filled out accordingly. Should there be any updates or changes, the parents are instructed to inform the centre supervisor or their child's teacher immediately and those changes will be updated in the child's file. The Licensee/Supervisor will ensure that this policy is maintained and implemented at all times. This policy will be reviewed annual by all educators and management.

Health Inspections

Please be advised that the Health Department will come to the center to perform a semiannual inspection! Cudley Corner Child Care educators take every precaution to ensure all compliances are met during and after all inspections. Parents can support staff in maintaining a high standard in our health inspections by labeling all children's belongings, including sippy cups, sunscreen, hats, mitts, and clothing.

First Aid policy and procedures **Accidents and/or injuries**

Any accidents and/or injuries are reported to the supervisor and/or director of operations as soon as possible. Injuries reported are provided in a written format on an accident report form. Once filled out, teacher who witnessed the accident will sign and will give it to the supervisor to review and sign. When parent arrives to pick up their child/ren they are asked to read the report and sign to ensure that they were told of the accident/injury. A copy of the accident report will be given to the parent.

Any Incidents involving a child will also be documented in an incident form, parents are required to sign the form and a copy will be provided.

A FIRST-AID kit is located in each room and is to be carried at all times (outdoor time, outing away from daycare, walks)

Teachers are responsible to fill out an accident report for all injuries, (ie. band-aids, scrapes, cuts, bumps, any use of cold compressions,)

Once form has been signed by teacher it must be signed by the supervisor and must be signed by parent before child's pick up. A copy will be given to the parent.

Fire Procedure

In the event of an emergency, such as a fire, the following steps should be taken:
Person discovering fire or other emergency:

1. Advise all persons in the immediate area of the emergency to evacuate the area, assisting ones in immediate danger.
2. close door to isolate fire, if possible
3. Activate the fire alarm and telephone the fire department for assistance.
4. in the event of a fire, if all staff and children are outside, and if it is safe for you to do so without exposing yourself to undo risk, use the fire extinguisher to put out the fire.

Should you hear the fire alarm:

1. children are calmly informed to stop all activity and line up by the emergency exit
2. teacher(s) check washrooms to ensure no one is left on toilets or in stalls.
3. Room staff will ensure all children are accounted for by immediately counting them
4. First staff will lead children to the designated location
5. second staff checks to ensure doors are closed and lights are turned off, then retrieves attendance, medication and emergency files, and ultimately take children out of the appropriate fire exit.
6. supervisor checks daycare, taking keys, emergency information, turning off lights and closing doors.
7. when outside and away form danger, the teachers check their attendance to ensure all children have vacated the building. If parents arrive to remove their children, they must wait with their child until a full attendance has been taken and the supervisor or designate has been informed of their departure.
8. in case of evacuation, children are taken to their evacuation site:

Emergency Evacuation

In the event of an emergency or any other situation that requires evacuation of the center, each location has its own evacuation site, which are posted on our emergency evacuation plan by each exit door, the sites for each location are listed below.

Cudley Corner Child Care

Evacuation Sites

Location 1

Cudley Corner

800 Nipissing Rd

Heritage Saftey

(7:00am – 4:00pm)

680 Nipissing Rd

Oxford Learning Centre

(4:00 – 6:00pm)

917 Nipissing Rd

Location 2

1010 Kennedy Circle

Shoppers Drug Mart

1010 Kennedy Circle

Location 3

6521 Derry Rd

Rexall

6541 Derry Rd

In the event of an evacuation parents will be contacted and asked to pick up their child at the above listed sites for each location. Children will remain supervised the entire time until a parent or guardian can get to the evacuation site.

Emergency Procedures

In case of an emergency...

- Staff member stays with child
- Supervisor calls 911
- In the event that the supervisor is away from the child care center, the designate will be in chain of command
- Let 911 dispatcher know the emergency

Emergency/Evacuation checklist & Procedures

Checklist for emergency evacuation:

- **All children are accounted for**
- **Attendance binder**
- **Puffers and epi-pens**

All staff, supply staff, student teachers and volunteers should be aware of all designated emergency exits.

UNDER NO CIRCUMSTANCE SHOULD ANYONE RE-ENTER THE BUILDING UNLESS OTHERWISE INSTRUCTED TO DO SO BY THE SUPERVISOR OR THE FIRE CHIEF IN COMMAND.

Serious Occurrence Policy

The Safety and well-being of our children in licensed child care programs is the highest priority. Operators of licensed child care centres and private-home day care agencies work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

The Ontario government has introduced a new policy that requires licensed child care centres to post information about serious occurrences that happen at a centre effective November 2011. To support increased transparency and access to information, a “**Serious Occurrence Notification Form**” must be posted at the centre in a visible area for 10 days.

Licensed child care centres are required to report serious occurrences to their program advisors through the Child Care Licensing System (CCLS) and continue to notify the program advisor via telephone or email within 24 hours of the incident occurring. This new policy requires child care operators to post information in their facilities so that parents also have access to it.

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a Serious Occurrence report. A Serious Occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

This new policy supports the government’s efforts to increase access to information about licensed child care programs in Ontario. This includes the recent launch of child care licensing inspection findings on the Licensed Child Care Website which is available at:

<http://www.ontario.ca/ONT/portal61/licensedchildcare>.

A serious occurrence is an event which takes place which involves either a child in our care **OR** a staff member on duty and a third party, other than direct families or other staff.

The Serious Occurrence categories available on CCLS are:

1. Death of a child
2. Allegation of Abuse and/or Neglect
3. Life-threatening Injury or illness
 - a. Injury
 - b. Illness
4. Missing or Unsupervised Child (ren)
 - a. Child was found
 - b. Child is still missing
5. Unplanned Disruption of Normal Operations
 - a. Fire
 - b. Flood
 - c. Gas Leak
 - d. Detection of Carbon Monoxide
 - e. Outbreak
 - f. Lockdown
 - g. Other Emergency Relocation or Temporary Closure

Should an outside party/or third party be called upon, they may include:
Police, Children's Aid Society, Fire Department, Ambulance, Doctor

In the event of a serious occurrence, Cudley Corner Child Care Centre will take the following steps:

- The staff should report the occurrence to the Supervisor or the person in charge immediately.
- The Supervisor, or the person in charge, is responsible for conducting a Serious Occurrence Initial Notification Report
- Contact the parents involved
- Ensure all persons having knowledge of the occurrence remain at the site until excused
- Contact the Owner or Operator of Daycare
- Contact the Program Advisor through CCLS. If the Supervisor/Owner cannot access the CCLS, they must still notify their program advisor via telephone or email within 24 hours of the incident.
- The Supervisor then writes and signs the Serious Occurrence Notification Form report sending a copy to the Program Advisor and posting a copy in a conspicuous place in the centre (near the license and Licensing Summary chart)

- The Serious Occurrence Notification Form is updated as the supervisor takes additional actions or investigations are completed
- The Serious Occurrence Notification Form is 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 remains posted for 10 days from the date of the update.
- Cudley Corner Child Care Centre Ltd. Will retain the Serious Occurrence Notification Form for at least three 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 (consistent with current requirements for the availability of licensing documentation)

Criminal Reference Check Employee/student/volunteer Information

Criminal Reference Policy

Criminal Reference Check & Vulnerable Sector Check Employee/student/volunteer Information

1. Criminal Reference Checks including a Vulnerable sector check must be conducted by a police force and the original document MUST be given to the Supervisor/Director of Operations. The criminal reference check and vulnerable sector check must be conducted no earlier than six (6) months before the day it is given to the Supervisor /Director of Operations.

Offence Declaration Policy

Each individual having direct contact with children shall sign an offence declaration form within 15 days of the anniversary date of the previous offence declaration or vulnerable sector check and shall address the period since the most recent offence declaration or vulnerable sector check.

A new vulnerable sector check is needed on or before every fifth anniversary date of the most recent vulnerable sector check.

Criminal Reference Check & Vulnerable Sector Check Policy

Effective September 30th, 2015, the Government of Ontario, and **as required by the Child Care & Early Years Act**, requires all childcare organizations to a complete police criminal reference check and a vulnerable sector check on anyone in direct contact with children including students and volunteers.

Criminal reference checks and vulnerable sector checks must be complete for all successful candidates for either full or part-time positions who have direct contact with children.

Cudley Corner Child Care Centre Ltd. Inc employees will be responsible for payment of the “Police Criminal Check and vulnerable sector checks”.

Procedure:

- After completion of a preliminary employment interview, a candidate will need to obtain a criminal reference check and a vulnerable sector check by a police force.
- Candidates will be hired on the condition that the police check will be satisfactory
- A candidate may commence employment prior to a criminal reference check and vulnerable sector check being obtained however will not be left alone with the children until the documents have been reviewed and these documents state the individual is fit and suitable to work with children.
- Upon receipt of the Criminal Reference Check and the vulnerable sector check, the employee must submit it to the Supervisor and/or Director of Operations, who will view the results and place the original document in their file.
- All information seen and recorded will be confidential and kept in a secured area
- Cudley Corner Child Care Centre Ltd. Inc has the right to request any further information in regular to any incident requiring further clarification
- The employee may be required to get a police report to further describe an incident report on the Criminal Reference Check

No individual shall be working **AND** be in direct contact with children **AND** be on child care centre premises if they have been convicted of any of the following offences:

1. An offence under the Child Care & Early Years Act 2014
2. An offence under any of the following sections of the Criminal Code (Canada)
 - a. Section 151 (Sexual interference)
 - b. Section 163.1 (child pornography)

- c. Section 215 (duty of persons to provide necessities)
- d. Section 229 (murder)
- e. Section 223 (infanticide)
- f. Any other federal or provincial offence prescribed by the regulations.

Philosophy of Behaviour Guidance, policies and procedures
Suggested Prevention Techniques
Contravention and Prohibited Practice

Policy

All staff, volunteers or students of Cudley Corner Child Care Centre Ltd. Are to follow the child guidance policy and utilize the document “How Does Learning Happen”, which was developed by the Ministry of education.

At Cudley Corner we value the rights of children and understand that each child is unique and culturally diverse and our goal is to create a learning environment where each child has the opportunity to feel connected within their surroundings.

Cudley Corner Child Care Centre Ltd. maintains a philosophy of guidance and discipline, which aims to ensure the physical safety, emotional security and opportunities for personal growth of each child. The goal of this approach is to provide an environment that:

- Fosters children’s social, emotional, physical, artistic, intellectual and spiritual needs.
- Promotes interpersonal skills of co-operation, negotiation and decision making
- Supports children in expressing their feelings while helping them to be sensitive to the needs and feelings of others
- Encourages children to self-regulate, promotes feelings of self-worth and acceptance and fosters self-reliance
- Enables children to practice making choices within defined limits and to learn to accept that these are boundaries

Educators will support the children using ideas taken from the document “How Does Learning Happen? Ontario’s Pedagogy for the Early Years” by:

- Using a warm, responsive, positive approach
- Providing a positive, enriching learning environment by engaging children and being involved in their learning and interests
- Opportunities which allow children to develop a sense of belonging within their environment

Suggested Child Guidance Strategies

- Setting clear expectations and directions that are developmentally appropriate allow children to become more successful.
- Provide children with positive reinforcement when child follows through with direction
- Getting down to the child's level and making eye contact will ensure the child understands the expectation given
- Use a soft, firm, calming voice when addressing the children
- Be flexible in shifting arrangements in order to help a shy or hesitant child adapt to a new situation (i.e. allow a child to sit next to a friend at lunch or walk with friends known to him/her).
- Be specific on what you would like the child to do, i.e. "feet on the floor".
- Acknowledges and labels children's feelings and help children to communicate their feelings
- Calmly explain the reason for rules and ensure they are consistent to the expectations within the environment
- Follow children's interests and help facilitate new experiences

At Cudley Corner Child Care Centre, our Educators will encourage appropriate behaviour by using the following techniques but not limited to:

- Allow the child to make their own choices, giving them an option between 1 or 2 appropriate activities (given the age of the child), this allows the child to feel as though they are in control
- Give ample time for the children to process any information that is given by the educator, waiting up to 30 seconds before repeating the instruction
- Educators plan and develop a play to learn environment that provides opportunities to learn, explore and experiment, allowing the children to ask questions and become curious
- Observe and document children's interactions between their peers and intervene when necessary allowing the opportunity for children to problem solve and become logical thinkers
- Educators actively engage, communicate and participate in activities and model appropriate interactions between children and peers

Contravention and Prohibited Practice

No staff, volunteer, or student shall use:

Corporal punishment nor shall it be permitted by another child, group of children
Deliberate harsh or degrading measure that would humiliate a child or undermine a child's self-respect

Deprivation of a child's basic need including food, shelter, clothing or bedding

No one shall lock or permit locking of a room or cupboard to confine a child

No child shall be force fed at any given time. Should the child not want to eat at meal time, meals will be stored appropriately and offered throughout the day. If the child does not eat the meal by the end of day, it will be disposed of.

Use of any prohibited practices may be reported to the Supervisor, Director, College of ECE, or Children's Aid Society.

All Cudley Corner staff, volunteers and students are required to comply with the Behaviour guidance Policy. Failure to comply with the policy may result in further professional training, a verbal or written warning, or termination and a complaint filed with the college of ECE if required.

The seriousness of the incident will be considered when detaining which disciplinary action will be followed.

Failure to comply with above stated practice/policy with respect to Behaviour Guidance will result in immediate dismissal.

Collection of Personal Information

Cudley Corner Child Care wants to assure all parents that the information provided to the centre remains confidential. We will only collect information required to provide for your child and for auto withdrawal purposes. Once your child leaves the centre, your file will be kept in archives and destroyed after three years. Please note it is the responsibility of the parent to update any information including immunization.

Quality First

Quality First is an initiative offered to all licensed centres to achieve a higher standard than the license requirements.

Cudley Corner Child Care centre participates in the Quality First Initiative.

Cudley corner Strives for a standard of excellence.

Inclusion Policy

Cudley Corner Child Care believes that all children should have a sense of belonging regardless of the child's level of development. When registering your child please notify the centre supervisor of any additional supports your child may need in order to benefit fully in our program. We have many networks available to us. Cudley Corner has had a long-standing relationship with Community Living, Halton Region and the Reach out Centre for Kids (ROCK). Cudley Corner Child Care will work closely with the appropriate agencies and families to ensure that their child's needs are being met. We entrust that every child in our program will be successful in their development and will be fully included in all aspects of the program.

Outdoor Play for Before & After School Program Policy

Cudley Corner Child Care Centre operates a before and after school program for children aged 4 years – 12 years of age.

During regular school days, children receive breakfast upon arrival and a snack when they return. During the duration of the afternoon, usually between 3:00pm when children arrive from school until 6:00pm when the centre closes, there are opportunities for quiet time, homework time, free play and outdoor exploration (weather permitting). Children are outdoors from 4:00 – 5:00pm with a minimum of 30 minutes each day. Cudley Corner Child Care offers a free Martial Arts Program to our before and after school children. Martial Arts is optional and not every child needs to participate. The programs run once or twice a week. During Martial Art days, the children that participate stay indoors for the program and children who do not participate, go outdoors. Martial Arts runs for 1 hour.

During school breaks, (Christmas Break, March Break, P.A. Days, Summer Break), children receive breakfast, lunch and afternoon snack. Children are typically outdoors 1 hour in the am and 1 hour in the pm (weather permitting) with a minimum of 30 minutes each day. A full day program is implemented. There are opportunities for special visitors, field trips (this may include nature walks), special event days, engage in quiet activities, creative expression and sensory exploration.

In the event that a parent has requested their child not participate in outdoor play, written instructions must accommodate that child either by a parent or their physician and the signed document will be placed in the child's file.

Providing opportunities for outdoor play is essential in children's learning. It allows opportunities for physical movement, gross motor skills, and learning about their environment.

“Opportunities to experience nature enhance children’s sense of wonder and joy in the world around them, whether programs are located in large urban centres with small patches of green space, gardens, and trees or in vast fields and forests.”

How Does Learning Happen?

Ontario’s Pedagogy for

the Early Years 2014

Wait list Policy

Cudley Corner Child Care Centre has a waitlist for parents that do not wish to start their care immediately or if spaces may not be available at the time.

Cudley Corner Child Care keeps a waitlist for every month and it is a first come first serve bases. There is no fee required to be placed on the waitlist. We do recommend that you call monthly to ensure your name is still on the list and if you are wishing to change the month of your start date.

As spaces become available the families on the top of the list will be contacted first and continue to move down the list. To be added to the waitlist, the following information is required: child's name, date of birth, name of parents and phone number. The waitlist is kept in the office and is only accessible to Cudley Corner Child Care Staff. Please contact the location office that interest you by phone or email if you have any further questions or concerns or you would like to determine your position on the waitlist.

Staff Signature

Supervisor Signature

Date

Conflict Resolution Policy

We at Cudley Corner Child Care Centre foster an open-door policy and positive open communication with all our parents /guardians, staff and colleagues. We encourage communication to help build positive relationship.

There are times when a disagreement will arise, when someone would like to express their concern regarding a situation. Cudley Corner Child Care Centre will address any concerns in a timely matter with respect. Working together with all parties involved, educator, and or Supervisor/Owner will strategize and come up with a plan of action to move forward positively.

For Parents/Guardians we suggest and support them in:

- Speaking directly to their child's educator
 - Speaking with the centre Supervisor if they do not get resolution from the educator
 - Making a phone call to the educator/Supervisor/Owner
 - Sending an email to the educator/supervisor/Owner
- or**
- Request a meeting with the educator/supervisor or Owner
 - Meeting with the Directors of the Corporation when no other resolution can be found

For Educators, we suggest and support them in:

- Speaking directly to the child's parent/Guardian
- Speaking with the centre Supervisor if they do not get resolution with the parent/guardian
- Making a phone call to the Parent/Guardian
- Sending an email to the parent guardian with the prior agreement from the supervisor

or

- Request a meeting with the parent/guardian and Supervisor/Owner depending on the situation
- Meeting with the Directors of the Corporation when no other resolution can be found

For the Supervisor, we suggest and support them in:

- Speaking directly to the child's parent/guardian and/or the educator
 - Speaking with the centre Owner if they do not get resolution with the parent/guardian/educator
 - Making a phone call to the parent/guardian if appropriate
-
- Sending an email to the parent/guardian with the prior agreement from the owner if appropriate

or

- Request a meeting with the parent/guardian/educator and Owner depending on the situation
- Meeting with the Directors of the Corporation when no other resolution can be found

In the case of an in-person meeting, shortly thereafter, the meeting will be set up with all parties involved and an open, positive communication will take place. An agreement will be reached where all parties agree and will be able to move forward positively. In the case where an agreement cannot be reached the parties can escalate the issue to the next level, including the Ownership of the program. Parties can appeal the decision; however, the Owner has the final say.

Cudley Corner Child Care Centre is a positive learning Environment and in the case where we are unable to come to an agreement with a parent/guardian then Cudley Corner Child Care Centre reserves the right to give two weeks' notice to parent/guardian to find a new program as we don't want our customers to be paying into a service where they are unsatisfied. If Cudley Corner Child Care Centre Ltd. Feels that a parent/guardian is a threat or is disruptive and unprofessional on premises then immediate termination will be given, Police called if necessary. In the case of not being able to come to an agreement with an employee the Employment Standards Act and Labour Board laws must be followed.

We at Cudley Corner Child Care Centre believe that the foundation for all good relationship is frequent and open, communication. All parties involved share the responsibility for creating such a foundation and creating an environment that is respectful, positive and enriching.

Emergency Management Policy and Procedures

Name of Child Care Centre: Cudley Corner Child Care Centre Ltd.

Date Policy and Procedures Established: May 15, 2017

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: The evacuation site for the location listed below
800 Nipissing Rd evacuation is Heritage safety 680 Nipissing road Milton
6521 Derry Rd Evacuation is Rexall 6541 Derry Road Milton
1010 Kennedy Circle Evacuation is Shoppers Drug Mart is 1010 Kennedy Circle Milton

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:
800 Nipissing Rd evacuation is Heritage safety 680 Nipissing road Milton
6521 Derry Rd Evacuation is Rexall 6541 Derry Road Milton
1010 Kennedy Circle Evacuation is Shoppers Drug Mart is 1010 Kennedy Circle Milton

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, supervisor, licensee or emergency personal 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 the centre supervisor in the daily written record.

Additional Policy Statements

Cudley Corner Child Care Centre preforms monthly fire drill were children are a part of the evacuation training.

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) Supervisor or acting Supervisor 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) Supervisor 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. • Call the local police department to get an update on the situation and any instructions. <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 or supervisor 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.

Disaster Requiring Evacuation

A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.

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.

2) Staff must immediately:

- 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;
- escort children to the meeting place; and
- take children's attendance to confirm all children are accounted for;
- keep children calm; and
- wait for further instructions.

3) If possible, staff should also:

- take a first aid kit; and
- gather all non-emergency medications.

4) Designated staff will:

- 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 [Click here to enter text.](#) and ensure their required medication is accessible, if applicable; and
- wait for further instructions.

5) If possible, the supervisor or acting supervisor 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>Disaster – External Environmental Threat</p> <p>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) Supervisor or licensee 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 Click here to enter text. and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The supervisor or acting supervisor must conduct a walkthrough of the child care centre to ensure all individuals have evacuated, where possible.
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Additional Procedures for Next Steps During an Emergency

All children and staff will be taken to a safe environment with the emergency binders were parents will be contacted via cell phones for pick up of their children as soon as they can. Parents that may not be able to immediately come for pick up, the remainder of the children will be transported to a nearby Cudley Corner Child Care Location until the closing of business. When deemed safe to resume regular operation the ministry of education will be notified and all parents will be contacted via telephone and or email. A staff meeting will take place prior to resuming business and the supervisor and or the licensee will be available on site to answer any questions or concerns.

Phase 3: Recovery (After an Emergency Situation has Ended)

<p>Procedures for Resuming Normal Operations</p> <p>E.g. 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.</p>	<p>Licensee along with supervisor will contact program advisor, catering company, insurance and any outside parties that are required prior to reopening the centre. Supervisor and licensee will be available on site to respond to any inquires that parents, community, and the media may have.</p>
<p>Procedures for Providing Support to Children and Staff who Experience Distress</p>	<p>Licensee along with Supervisor will conduct an emergency meeting prior to opening the premises to address any question, concerns or inquiries. If staff or children require additional support the appropriate third party agency will be contacted, such as physiologist, Rock, behavior consultants.</p>
<p>Procedures for Debriefing Staff, Children and Parents/ Guardians</p> <p>Include, where, applicable, details about when and how the debrief(s) will take place, etc.</p>	<p>An Emergency meeting will be held at the location prior to resuming the business. All staff including the supervisor and licensee will be present during the meeting to discuss next steps and supports needed to reopen. The meeting will be held at a convenient location for all attendees.</p>

Regulatory Requirements: Ontario Regulation 137/15

Emergency management

68.1 (1) In this section,

“emergency” at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. O. Reg. 126/16, s. 42.

(2) Subject to subsection (3), every licensee shall ensure that each child care centre it operates has written policies and procedures regarding the management of emergencies that,

- (a) set out the roles and responsibilities of staff in case of an emergency;
- (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
- (d) set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision

Staff Name

Staff Signature

Reviewed By

Date