



DOW'S LAKE DAYCARE PARENT HANDBOOK

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Dear parents,

Welcome to Dow's Lake Daycare! Everyone benefits from high quality, inclusive early learning and child care services.

Congratulations on choosing Dow's Lake Daycare, a place for children and families to learn, grow, explore and create. Our goal is to nurture each individual child in a safe, warm, caring and educationally focused environment. Your support, suggestions and ideas are valued and always welcome. We are delighted to work with you to give your child a fulfilling and enriching experience. This handbook showcases important information about our centre and our approach to child care.

If you have any questions or want to discuss your child's progress, we will be happy to meet with you.

Once again, welcome to Dow's Lake Daycare. We look forward to getting to know you and your child better.

Christine Morris
Director
Dow's Lake Daycare

About Us

Dow's Lake Daycare is a non-profit center incorporated in 1992 and licensed under the Ministry of Education Child Care Quality Assurance and Licensing Office, which undergoes an annual licensing review process. We are required to meet all regulations of the *Child Care and Early Act*, as well as *Health, Safety and Fire* regulations dictated by the Department of Public Health, the City of Ottawa, the Ontario Fire Marshall, and the Ottawa Fire Services. The Program Advisor (from the Ministry of Education) monitors standards for safety, staff training, program quality and compliance with the *Child Care and Early Act*. The License and Summary of License are posted in the Daycare for your information.

The Daycare operates in cooperation with Natural Resources Canada (NRCan) to the mutual benefit of employer and employees. In addition to providing services for these employees, the Daycare also serves the greater Ottawa community.

The Daycare offers a bilingual service for children between the ages of eighteen (18) months and five (5) years. Our services are divided into two programs: a toddler program (juniors) for children between the ages of 18 months and 2.5 years and a pre-school program (seniors) for children between the ages of 2.5 and 5 years.

Board of Directors

Dow's Lake Daycare is governed by a Board of Directors, members of which are elected by the voting members of the Corporation, primarily you, the parents. The Board's function is to set policies, maintain the Daycare's financial viability and ensure that the Daycare's goals and objectives are carried out. The Board usually meets once every six weeks and parents are welcome to attend the meetings as observers. The names of current board members, are posted on the bulletin board at the front entrance. The Board may establish committees from time-to-time to deal with specific or ongoing issues (e.g. playground safety, finance, and personnel). Parents are encouraged to get involved with these committees even if they are not Board members. Parents are also encouraged to participate in duties or tasks applicable to their skills and of benefit to the Daycare.

Calendar

The Daycare is open year round, Monday to Friday, from 7:15 a.m. to 5:30 p.m. The Daycare is closed on the following holidays, reflecting the federal public service holiday schedule:

New Years Day

Labour Day

Canada Day

Good Friday

Thanksgiving Day

Civic Holiday (August)

Easter Monday

Remembrance Day

Victoria Day

Christmas Day

The Daycare will close at 2 p.m. on the last working day before Christmas and New Year's.

Registration and Withdrawal

Dow's Lake Daycare follows the guidelines set out in our Waiting List Policy (Annex 2).

Once an offer of enrolment has been accepted and a start date determined, we will schedule a registration appointment. To this meeting, please bring the completed registration form (and a void cheque), along with your child's immunization record or a Statement of Conscience or Religious Belief Affidavit. If your child has anaphylaxis or any other serious allergy, please also bring the completed allergy information form.

If you wish to withdraw your child from the Daycare, please inform us as far in advance as possible. You must give a minimum of four (4) weeks' notice. If you fail to give adequate notice, you will be charged regular tuition for the full period of required notice, whether or not your child remains at the Daycare during that time.

Part-Time Spots

A limited number of spaces are set aside for families to share on a part-time basis. Our part-time spaces are either two or three days per week.

The following conditions apply to part-time spaces:

- Days of the week must be selected at the time of registration and must remain the same each week;
- Changes are allowed only through agreement between you and the Director and are subject to operational consideration;
- When your child moves from the junior room to the senior room, availability of pre-selected days may change due to operational considerations, and you could be asked to select other days; and
- Fees for part-time spaces are prorated based on full-time fees and include a premium to cover administration costs.

Emergencies and Contact Information

It is very important that the Daycare be able to contact you or a designated alternate at any time in case of an emergency. Please notify us immediately of any changes in your home or daytime address and phone numbers. We also ask that you identify a minimum of two (2) emergency contacts in case we are unable to reach you at home or at work. These emergency contacts should be within approximately one-hour drive of the Daycare as they may be required to pick up your child from the Daycare.

Fees

Fees are set by the Board of Directors. Fees are payable even if your child is absent from the Daycare (e.g. vacation, illness, etc.). The fees are subject to change at any time, upon provision of one (1) month written notice.

Payments must be made through an automatic bank withdrawal on the first business day of each month (Annex 3). You are responsible for any bank charges for insufficient funds, and, in

addition, you will be required to pay a fee of \$25.00 to help cover the Daycare's administration costs.

If a payment is not made after 30 days from the first of the month, you will be given a written notice that you have 15 days to make payment for the full amount owing or the childcare agreement will be terminated.

If you receive full or partial subsidies, you are responsible for ensuring that the Daycare is advised of all changes related to the subsidy arrangement. This includes changes to partial payment arrangements, review dates, termination of subsidy, etc..

Dow's Lake Daycare has the right to take legal action to recover any outstanding fees.

Arrivals

The entrance to the Daycare is located at 580 Booth Street on the left hand side of the lobby. For security reasons, the door is equipped with a numeric keypad lock. The code will be provided at registration time and will change periodically. If you have forgotten the entry code, you can ring the bell located at the right of the door and a staff member will open the door for you.

When you arrive in the morning, please help your child remove their outdoor clothes and boots and take him/her to their Educator. This is also a good opportunity to communicate with the Educator about your child.

The Daycare opens at 7:15 a.m. and does not accept arrivals before that time. Regular programming begins at 9:30 a.m. In order to avoid disrupting the flow of circle time, we would like all children to arrive before that time. Please notify the Daycare if your child is not going to attend that day or will be arriving late.

Departures

There is information posted outside each classroom that outlines the number of portions children ate during the day and how long they slept. Although pick-up time is very busy, if you have any questions, please ask us. If you need to pick up your child earlier or later than usual, if possible, advise a staff member in advance.

If you are unable to pick up your child, you should arrange for someone else to do so. The Daycare needs a note or a phone call from you describing who will be picking up your child, the name by which your child knows this person and at what time they will pick your child up. For your child's safety, we will not let them go with anyone who is not listed as an emergency contact, or without your verbal or written permission. If you give a verbal permission by telephone, we must feel confident we can positively identify you. We will also ask for identification before letting your child leave with the designated person. If an unauthorized person wants to pick up your child, they will be asked to wait until a parent or guardian can be reached by telephone.

Late Departure

Please refer to the late departure policy in Annex 4 for details on procedures and fees associated with a late departure or failure to collect a child.

Program Routines

We strive to provide an enriching environment for your children. To do this, a series of routines have been created to link the day. Routines help children feel secure and in control of their environment. To avoid conflicting or confusing messages to children, each routine is as consistent and concise as possible. Routines are cued by established signals in the form of songs, verbal cues or gestures. Whenever possible, the children are advised in advance of any changes to the routines to avoid undue stress or frustration on the child's part.

Our Educators plan and facilitate meaningful learning experiences based on sound knowledge of children's development and on daily observations of the child's interests, needs and abilities.

The daily routines instill a sense of security with enough flexibility to allow for individual preferences and independent choices. Each day will incorporate a balance of: (a) indoor and outdoor play, (b) quiet and active times, (c) large group, small group and individual activities, and (d) child initiated and adult initiated activities.

In accordance with the *Child Care and Early Years Act*, each child is provided with a minimum of one hour and a maximum of two hours rest/sleep. In the junior room, a two-hour rest period is provided. In the senior room, we provide a rest period of 90 minutes or you can choose to have your child woken up after one (1) hour of rest (early wake-up program).

At Dow's Lake Daycare, we have an open door policy, and you are welcome to visit during program hours. However, if your child becomes uncooperative after your visit, we might ask you to limit visits or watch from a distance until your child is able to adapt to seeing you and saying goodbye. You are welcome to join us for lunch once a month, although we require advance notice. If you visit during nap time, please respect our quiet time and try not to disrupt the children's sleep.

Birthdays are a time to celebrate! Our cook prepares a special birthday cookie for each child celebrating a birthday. If you wish to host a special event at the Daycare for your child's big day, please make arrangements with the Director and the Educators.

Integration

To help your child become comfortable in their new environment, a child's first three days at the Daycare are used to integrate the child into the program and allow the child and the staff to gradually get to know each other. We also suggest that you or someone the child knows and trusts be available on short notice during your child's first days at the Daycare. In both our programs, children get to experience one step of the routine at a time before experiencing the Daycare for a full day. The integration schedule is as follows:

Day 1 – 8:30 a.m. to 11:15 a.m. (11:30 a.m. for Seniors): pick-up before lunch;
Day 2 – 8:30 a.m. to 12:00 p.m. (12:30 p.m. for Seniors): pick-up after lunch but before nap;

Day 3 – 8:30 a.m. to 2:30 p.m.: pick-up after nap but before snack; and
Day 4 – Normal day.

Clothing and Personal Belongings

Every child has a box in the classroom as well as a cubby for their clothing. Please ensure your child's clothing is clearly labelled. Although all paints and markers used in the Daycare are washable, we suggest children wear comfortable, washable clothing you would not worry about being ruined. Clothing should have easy closures to encourage children to be independent. Footwear should have non-slip soles and be suitable for running and climbing. Sandals without heel straps are not permitted.

Every child needs to have two complete changes of seasonal clothing available at the Daycare. As well, please make sure that your child has appropriate outdoor clothing for the season (bathing suit, rain jackets, rain boots, winter coat, mittens, hats, etc.). Also keep in mind that your child will need extra clothing if they are toilet training. Please check with the Educators if you have any questions.

For nap time, children are welcome to bring a blanket and/or soft toy from home. All other toys should be left at home unless specifically requested for a special event. The Daycare is not responsible for missing or damaged items.

Children's Health and Safety

It is up to the Educators to determine if your child is able to fully participate in the program. If your child does not feel well and requires more care than the staff is able to reasonably provide (for example, needing to be constantly held, or lethargic, uncontrollable crying) or is unable to play outside, you will be asked to pick up your child from the Daycare.

Illness

Please keep your child at home if she/he has a high fever (i.e. 101°F/ 38°C), rash, diarrhea, or symptoms of a communicable disease. If your child becomes ill during the day, you will be contacted to come and pick him/her up. This is for the wellbeing of your child as well as the other children enrolled at the Daycare.

Any child who was absent from the Daycare due to illness must not be brought to the Daycare until all symptoms of severe cough, fever, diarrhea or vomiting have been absent for at least twenty-four (24) hours. Depending on the seriousness of the illness, the Director may require a medical certificate of health signed by a doctor before allowing your child to re-enter the Daycare.

A notice will be posted when a child with a communicable disease has been at the Daycare so that you may watch for signs of infection in your child. The Daycare complies with the reporting requirements of the City of Ottawa (Public Health) with respect to communicable diseases and outbreaks of illness at the Daycare.

Medication

If a child is placed on antibiotics to combat a communicable infection, the child must not be brought to the Daycare until he/she has been taking the medication for at least twenty-four (24) hours. We encourage you to schedule doses of medication for your child, so that you are able to administer them outside the hours of Daycare. However, if this is not possible, please note the following:

- Any prescription medication brought to the Daycare must be in the original container and clearly labelled with the child's name, the name of the drug, dosage, date of purchase, and instructions for storage and administration.
- A Daycare medication administration form and consent must be completed and signed by the parent for the Educators to administer the medication.
- Please tell us of any medication administered to your child before arriving at the Daycare.
- Prescription medications will be administered by one of your child's primary Educators.
- Special medications such as inhalers and epi-pens will be kept within easy access of Educators.

Educators will not administer any non-prescription medication to your child. If you wish to administer non-prescription medication to your child, you must make arrangements to come in and do so yourself.

Anaphylaxis

Anaphylaxis is a severe systemic allergic reaction. Dow's Lake Daycare has a specific Anaphylaxis Policy followed by all members of staff and volunteers, including supply staff, who are trained on its procedures at the start of their employment/volunteering and yearly thereafter. Please review Annex 6 for the complete policy.

Immunizations

As specified in the *Child Care and Early Years Act*, each child must have the required immunization for his/her age in order to be admitted to the Daycare and must continue to receive the specified inoculations at the appropriate age. Parents can get an exemption from this requirement based on medical, philosophical or religious beliefs by completing either a "Medical Exemption" form or a "Statement of Conscience or Religious Belief Affidavit" obtainable on-line from the Ministry of Health and Long-Term Care or from the City of Ottawa Health Department. Your child will not be admitted to the Daycare until proof of either the immunizations or an exemption is provided.

Sun Screen Application

You are asked to authorize the application of sun screen Ombrelle 30 (or more) that will be provided by the Daycare for your child, to help protect against sun exposure. In the event that the Daycare changes sun screen product, you will be given written notice. It should be noted that it is the parent's responsibility to apply sun screen in the morning as the Educators will only apply it in the afternoon or after water play in the case of summer programming.

Meals and Food

The Daycare has a cook on the premises. Morning and afternoon snacks and a full lunch are provided every day. Our four-week menu is based on Canada's Food Guide and provides a balanced diet that meets recommended nutritional requirements. Our menu is posted on the bulletin board at the main entrance. The menu is subject to modification on any given day, and we will post any changes.

We try to accommodate special dietary needs for children with non life-threatening sensitivities. However, if we cannot accommodate such needs, you will be asked to provide your child's food at your own expense.

Note that if your child has food allergies or sensitivities, we require a doctor's note outlining the exact food intolerance or allergies. In case of anaphylaxis, please make sure you understand and comply with our anaphylaxis policy included in Annex 6.

Dow's Lake Daycare strives to remain allergy-safe.

No outside food or drink is permitted within the Daycare.

Field Trips

Trips outside the building are an important part of the programming at the Daycare. They are designed to meet the children's developmental needs and to enhance the projects/activities, which the children enjoy in their daily program.

Special Needs

Dow's Lake Daycare is committed to inclusion of all children. Children's Integration Support Services is a bilingual service that provides support services to licensed nursery school, day care and home child care programs to integrate children with special needs. This service is provided through Andrew Fleck Childcare Services (www.afchildcare.on.ca/ciss.htm). Please speak with the Director for more information.

Duty to Report

From time to time we are faced with some very difficult situations at the Daycare. We may see a mark on a child in an unusual place, witness an abusive situation or observe a type of behaviour or play that is not consistent with a child's normal range of experience. In these circumstances, we are legally bound to report these situations to the Children's Aid Society (CAS). We cannot judge or decide what child abuse is, we must leave that to a CAS worker. We are not allowed to contact parents first. We must emphasize that in our experience at Dow's Lake Daycare, we have rarely had reasons to call CAS. When we have, the worker has always been a warm, caring person able to deal with the child at his/her own level. They are very willing to spend time, give explanations and to reassure the child, parents and Educators. A paramount objective of Ontario's Child and Family Services Act "is to promote the best interest, protection and well-being of children."

In the unlikely event a CAS worker calls you, we can assure you that utmost confidentiality would be maintained by staff. Only those persons directly involved would know of the call and once CAS had investigated and closed the case, the matter would be ended as far as we are concerned. We would not refer to it again, and we hope it would make no difference in the close, supportive relationship we have with all our parents.

Serious Occurrences

On November 1, 2011, the Ontario government introduced a new policy that requires licensed child care centres and private-home day care agencies to post information about serious occurrences that happen at a centre or a home location. To support increased transparency and access to information, when a serious occurrence happens, a “Serious Occurrence Notification Form” must be posted at the centre or home location in a visible area for ten days.

Under the Child Care and Early Years Act, 2014, serious occurrences are defined as:

- The death of a child who received child care at a child care center;
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care center;
- A life-threatening injury to or a life-threatening illness of a child who receives child care at a child care center:
- An incident where a child who is receiving child care at a child care center goes missing or is temporarily unsupervised, or
- An unplanned disruption of the normal operations of a child care center that poses a risk to the health, safety or well-being of children receiving child care at the child care center.

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.

Child care licensing inspection findings may be accessed through the Licensed Child Care Website available at www.ontario.ca/ONT/portal61/licensedchildcare.

Court Orders

If a court order is in effect which restricts access to your child, a copy of the order must be on file at the Daycare. Without a copy of this order, the Daycare cannot prevent any parent from visiting the Daycare. Visitation rights of a parent must be exercised away from the Daycare’s premises. Daycare staff will remain neutral and objective and will focus on the child and transmit any relevant information about the child’s day, but will not be involved in any other court-related issue.

Students and Volunteers

In cooperation with high schools, community colleges and universities in the area, the Daycare is frequently used as a source of practical experience for students and volunteers. These students or volunteers enhance the staffing and permit individualized care and special activities, which might otherwise not be possible. These students/volunteers work under the direct supervision of the staff at all times and are not permitted to be left alone with any child or counted in the ratios.

Picture Release

You are asked to grant permission for your child (ren) to be photographed or videotaped, while involved in activities connected with the Daycare program at the DOW'S LAKE DAYCARE INC. No commercial use will be made of these photographs without further consent.

Confidentiality

All information collected in your child's file is for the use of the teaching staff only. Information is kept in strict confidentiality and can only be released with the consent of the parent

Emergency Management Policy

Dow's Lake Daycare has an emergency management policies and procedures. The policy is to provide clear direction for staff and licensees to follow to deal with an emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. In the event of an emergency, parents will be notified either by email or by a phone call.

Conclusion

The employees of Dow's Lake Daycare are committed to providing both a support service that meets your needs and daytime care of the highest quality for your child. Learning to socialize with friends, to share with others and to be independent are all important parts of being in group care. It is also the Daycare's goal to respect your child as an individual with unique needs.

Program Statement

Dow's Lake Daycare is dedicated to supporting children's learning, development, health and well-being through caring and responsive Early Childhood Educators, who focus on active learning, exploration, play and inquiry, and who see children and their families as competent and able, and as active participants in all aspects of the program.

A key feature of the Child Care and Early Years Act, 2014, is the focus on strengthening child care programs and ensuring high quality experiences for children. The CCEYA authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year's programs. *How does learning happen?* Ontario's pedagogy for the Early Years (2014) is the document used by Dow's Lake Daycare. The document has a strong pedagogical focus, indicating that the pedagogy is not a prescriptive formula that lays out a specific curriculum or activities but instead challenges the status quo and explores how learning happens for children. *How Does Learning Happen? Is* organized around four foundational conditions that are considered essential to optimal learning and healthy development for children:



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



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



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



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

Our Goals:

The four foundations apply regardless of the child's age, ability, culture, language, geography, or setting. Unlike a structured curriculum, the conditions are high states of being that children naturally seek for themselves and should not be viewed as separate elements.

A) All staff will promote the **health, safety, nutrition and well-being** of each child by providing a clean and safe environment, nutrition based on the Canada's Food Guide, access to drinking water throughout the day, limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury. Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise and rest time.

B) All staff will **support positive and responsive interactions** among the children, parents, and child care providers. The Director and Board of Directors will support this through the hiring of qualified, responsive, and well trained Early Childhood Educators who support families in their role as primary caregivers, and understand the needs of each child as an individual.

C) All staff will encourage children to interact and **communicate in a positive way**, and support their ability to **self-regulate**; acknowledging that each child is competent, curious and rich in potential. Staff will support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention) Self-regulation in early development is influenced by a child's relationship with the important adults in that child's life, including the ECEs in the program. All staff will provide the experiences, support and encouragement that help young children learn to self-regulate, which is a crucial component of quality care.

D) All staff will foster the children's **exploration, play and inquiry** by providing a variety of activities, and an environment rich in content, that encourages choices, and active play, supported by qualified, attentive and interactive Early Childhood Educators

E) All Staff will provide **child-initiated and adult supported** experiences. The Early Childhood Educators will observe the children and use that information to plan and create a positive learning

environment that is based on the interests of the child, and supported by all the adults in the child care environment. Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.

F All Early Childhood Educators need to be reflective practitioners who learn about children through listening, observation, documentation, and discussion with others, families in particular, to understand children as unique individuals. They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children on a daily basis.

G) Each child will experience **indoor, and two hours of outdoor play** (weather permitting) daily, as well as a time to rest and sleep if needed, quiet and active times, always being mindful of each child's needs and parental direction.

H) Regular and **ongoing communication with parents** is an important component of the day. Communication may be in person, by phone, e-mail or through written and posted communication tools. Communication needs to come from all members of the organization, the Board of Directors, the Executive Director and all staff.

I) Parents will be directed to resources outside of the centre if necessary, and **community partners** such as early year's services, speech therapists, support services, occupational therapists, counsellors, etc., this will be an important part of the centres support to all children and their families.

J) The organization will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support **continuous professional learning**. All staff will build a climate of trust, honesty and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offering support and mentorship.

K) All staff will document and review the **impact of the strategies** set out in clauses (a) to (j) on the children and their families.

How will we meet our Goals?

All staff, students and volunteers will read the Program Statement and sign off in the Policy and Procedures Sign Off binder prior to employment or prior to interacting with children, and when the statement has been modified, and on an annual basis.

The Director will review all sign offs by staff, students and volunteers and sign the review sheet to indicate that the process has been completed. The Director must be confident that the staff, volunteer or student is fully aware, and understands the Program statement and its implementation.

Each classroom will maintain a binder containing observations, plans and documentation to support their understanding of the program statement. Copies of the documentation, relevant to their child, will be shared with all parents or guardians of the children in the program.

The Director will meet on a regular basis with each team to establish a clear understanding of the program statement, to support staff in their delivery of the Program Statement and to aid the staff in self-reflection, to be recorded, and added to the binder on a regular basis. The Director will view each staff as competent and able, and give them time to be heard and respected, and to reflect on their own performance and their contributions to the environment and the development of each child in their care. The Director will use all observations, interactions and conversations to monitor all staff.

Staff will reflect on How Does Learning Happen?, by working through the reflection exercises in the document, by reviewing their observations and engaging children in meaningful activities, by maintaining communication with parents and building trusting relationships with the families, by working with their co-workers to create a safe and healthy environment and by taking the time to engage in self-reflection in a regular basis.

Prohibited practices

We want to ensure that your children have a safe and positive experience that promotes their growth as a learner. To this end, the Director or designate will observe staff interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions. The following practices are not supported by our facility:

- Corporal punishment of the child;
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- Locking the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision;
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Inflicting any bodily harm on children including making children eat or drink against their will.

In the event that the Director or designate observes or is made aware of any practice that is not supported, they will address the issue with the staff member according to the strategies outlined in the Disciplinary Policy that is outlined in the Personnel Policy Manual.

Additionally, all Early Childhood Educators have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of practice. All Early Childhood Educators hold themselves accountable, and will use the Code of Ethics, the Standards of practice and the CCEYA to guide their decisions and practice.

Annex 1. Privacy Policy

Dow's Lake Daycare is committed to offering quality services to its service recipients and to the community in general. We have developed a privacy policy that aims to protect personal information. The policy is founded on the ten principles outlined in Canada's *Personal Information Protection and Electronic Documents Act*.

In the context of the Dow's Lake Daycare Privacy Policy, the following definitions are used:

Personal information: Includes any information used to identify an individual. Personal information does not include the name, title or business address or telephone number of an employee of an organization.

Client: Parents, children, staff, volunteers, trainees.

Consent: Voluntary agreement with what is being done or proposed; can be express or implied. Express consent is given explicitly, either orally or in writing; is unequivocal and does not require any inference on the part of the organization seeking consent. Implied consent arises where consent may reasonably be inferred from the action or inaction of the individual.

1. DOW'S LAKE DAYCARE'S ACCOUNTABILITY

Dow's Lake Daycare is responsible for the protection of the personal information in its possession, including information of a personal nature relating to its Board of Directors and its other committees.

Dow's Lake Daycare is responsible for the implementation of the Privacy Policy and the respect of the principles therein.

Each staff member, member of the Dow's Lake Daycare Board of Directors and committees has the obligation to be aware of the present Privacy Policy, and to sign a Confidentiality Agreement and respect its clauses.

2. IDENTIFYING PURPOSES FOR GATHERING PERSONAL INFORMATION

Dow's Lake Daycare gathers personal information for the purposes listed below. Clients will be informed of the purposes for information gathering in a way that is clear, concise and understandable.

Personal information on clients:

- to meet requirements imposed by certain laws, such as the *Child Care and Early Years Act*;
- to guarantee client safety and security;
- to evaluate client service needs;
- to collect statistics in order to establish internal and records (required by certain lenders);
- to allow the evaluation of services rendered; and
- to allow the development of new services.

Personal information on staff members and contract employees:

- to meet requirements imposed by certain laws;
- to ensure client safety as well as bodily and moral security;
- to ensure the quality and consistency of the services offered to clients (staffing, training, etc.); and
- to allow the management of internal administrative processes aimed at employees (pay, records of employment, holiday databank management, etc.).

3. CLIENT CONSENT

Dow's Lake Daycare ensures that all clients clearly understand the reasons behind the gathering of personal information and the use of this information. Dow's Lake Daycare promises to obtain the consent of affected clients to collect or disclose this information.

Clients can withdraw their consent at any time. In the case of an employee, withdrawal of consent may end employment procedures by Dow's Lake Daycare.

Dow's Lake Daycare cannot disclose personal information without the knowledge of the client, with the exception of the following situations:

- for an emergency that threatens an individual's life, health or security;
- to comply with a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction (for example, The Children's Aid Society); and
- the information and collection is required to investigate a breach of an agreement or contravention of a federal or provincial law (e.g. income tax).

4. LIMITING GATHERING OF PERSONAL INFORMATION

Dow's Lake Daycare will not gather any personal information that is not reasonably necessary for the identified legitimate purposes and for which consent has not been obtained.

5. LIMITING USE, DISCLOSURE, AND RETENTION

Dow's Lake Daycare will use or disclose personal information only for the specified legitimate purposes to the affected person and for which consent was obtained. Personal information will be retained according to the following retention period calendar:

- staff member and contract employee files: two years after having left the organization;
- Dow's Lake Daycare children files: two (2) years;
- personal information concerning organization members: two (2) years;
- information of a financial nature: seven (7) years (including staff and contractual employee salaries, as well as payments by parents); and
- information regarding job applications, service requests by parents, and calls to tender: one (1) year.

Personal information that was used to make a decision regarding an individual will be retained for a sufficient amount of time to allow the affected person to access it after the decision has been made. When the personal information is no longer necessary to fulfill the identified purposes, it will be destroyed or rendered anonymous.

6. ACCURACY OF PERSONAL INFORMATION

Dow's Lake Daycare keeps personal information as accurate, complete, up to date and pertinent as necessary for the maintenance of its clients' personal files and the reasons for their use.

7. SAFEGUARDS

It is the responsibility of Dow's Lake Daycare to protect personal information against loss or theft, as well as against unauthorized access, copying, use or modification.

In order to comply with this requirement, Dow's Lake Daycare has put into place the following measures:

- the filing cabinets containing the personal information must be locked;
- the offices and storage spaces in which are located the archives containing the personal information must be locked when not in use by staff;
- the information systems (computers) or files containing information that authorize the user to access and modify information must be password protected;
- electronic correspondence (email) containing personal information must be sent by way of secure sites; and
- staff members who have access to personal information must be clearly identified.

8. OPENNESS

It is the responsibility of Dow's Lake Daycare to inform clients of the policies and practices in effect regarding the protection of personal information. As such, clients will be informed by means of an explanatory letter outlining the organization's Privacy Policy, including the ten basic principles outlined in Canada's *Personal Information Protection and Electronic Documents Act*.

9. INDIVIDUAL ACCESS TO PERSONAL INFORMATION

Upon request by the client, Dow's Lake Daycare will inform the client, within a reasonable time, of the existence, use, and disclosure of his or her personal information. The client will have access to his or her file on site or be given a photocopy. Under no circumstances can the file be removed from the organization's premises.

The management will not be able to provide access to personal information in the following circumstances:

- the information contains references to other individuals and said information cannot be removed from the file;
- the information is subject to solicitor-client or litigation privilege; and
- the information is exclusive or confidential and pertains to an employee's activities or information that cannot be divulged for legal reasons.

In the case where Dow's Lake Daycare personnel refuses to provide access to personal information it holds about a client, the reasons for denial will be provided, unless forbidden by law; the client can then address a challenge concerning the decision to the designated individual accountable for managing complaints for the organization.

10. COMPLAINT RESOLUTION

If a client feels their rights have been infringed upon in regards to the protection of personal information by Dow's Lake Daycare, the client may file a complaint with the organization's general management. An investigation will be carried out for each complaint received. The client will be informed of the outcome of the investigation. If an internal or external complaint is made, the organization will take the appropriate measures, including the modification of its policies if necessary.

If the client is still unhappy with the way the general management responded to his or her complaint, the client can submit a written complaint to:

The Office of the Privacy Commissioner of Canada
112 Kent Street
Place de Ville, Tower B, 3rd Floor
Ottawa, Ontario K1A 1H3

Annex 2. Waiting List Policy

Application

Registration must be made through the City of Ottawa Child Care Registry and Wait list, which can be accessed via internet at www.ottawa.ca/daycare or by calling 311.

Waiting List

The Registry and Wait list is maintained by the City of Ottawa. As the list is usually long, it is important to apply as early as possible, even before a child is born. The average wait time for enrolment varies depending on priority status classification (NRCan employee, siblings in the Daycare, child that was away while parent was on parental leave and age of child).

In exchange for rental subsidy and other support from NRCan and Public Services and Procurement Canada, the Daycare gives priority to children of NRCan and other employees of the federal government over all others on the waiting list. A parent must be an NRCan or federal employee at the time the space becomes available in order to be eligible for the employee priority.

Parents who remove their child from the Daycare while on parental leave from work can choose to be put on the priority list for re-enrolment for one (1) year from the date that the child leaves. A date constraint for return to the program may apply due to operational considerations.

When we have a vacancy, the Director will generate a list of all the children that meet the age requirement. As long as the ratio of children of federal or NRCan employees stated by the rental agreement is maintained, priority will be assigned in this order:

- Children who have been withdrawn from the Daycare due to a parent's maternity or parental leave (up to one year);
- Siblings of children attending the Daycare;
- Children of employees of the Daycare;
- Children of employees of NRCan who are on the Board of Directors;
- Children of employees of the Federal Public Service who are on the Board of Directors;
- Children of employees of NRCan;
- Children of employees of the Federal Public Service;
- Children of members of the Board of Directors who are not Federal Public Service employees; and
- Children of individuals from the greater Ottawa community.

Note that the date of application (registration on the centralized list) determines priority within each group.

Beginning at the top of the list, parents are notified that a space is available for their child. Parents are given **three (3) business days** to notify us of their decision to either accept or decline enrolment. If parents fail to contact us within **three (3) business days**,

Annex 3. Fee Schedule

Effective July 1, 2018 – June 30, 2019:

Junior room:

Full-time:	\$1 217.00
3 days / week:	\$828.00
2 days / week:	\$562.00

Senior room:

Full-time:	\$1 007.00
3 days / week:	\$690.00
2 days / week:	\$468.00

Annex 4. Late Departure Policy

The Daycare closes at 5:30 p.m., and all children are required to be out of the Daycare by that hour. Note that late departure is based on the time of departure from the Daycare and not on the time of arrival of the parent to collect their child.

Should a parent be aware that they are going to be late, arrangement for alternate pick up should be made by the parent and the Daycare must be informed. The closing staff cell phone will be used to determine the time of departure. In the event of a late departure, the official time of departure will be recorded on a late-departure form signed by both the Educator and the parent.

If a parent is repeatedly late in picking up his or her child the child care agreement between the Daycare and the family may be terminated.

Late Departure Fees

Beginning at 5:30 p.m. clients will be charged a penalty of \$20 per 10 minutes or part thereof that their child remains at the Daycare to a maximum of \$180 for any one day (see *Failure to Collect Child* below). Late Fees are charged per child.

Time of Departure	Late Departure Fees
5:31 p.m. to 5:40 p.m.	\$20
5:41 p.m. to 5:50 p.m.	\$40
5:51 p.m. to 6:00 p.m.	\$60
6:01 p.m. to 6:10 p.m.	\$80
6:11 p.m. to 6:20 p.m.	\$100
6:21 p.m. to 6:30 p.m.	\$120
6:31 p.m. to 6:40 p.m.	\$140
6:41 p.m. to 6:50 p.m.	\$160
6:51 p.m. to 7:00 p.m.	\$180
7:01 p.m. and beyond	\$180 and Children's Aid Society contacted

Payment of Late Departure Fees

Payment for late fees is to be made to the Daycare through the Director as soon as possible. If payment for a late departure has not been received within two weeks of notification of the amount owing, the fees will be added to the child's regular tuition for the next month.

If the amount remains owing after payment of that following month's tuition, the charges will be considered outstanding and may result in the suspension of childcare services to the client. Ultimately, the Daycare may take legal action to recover the charges.

Failure to Collect a Child

At 7:00 p.m., if the Daycare personnel and volunteers have been unable to contact the child's parents or other emergency contacts, the Children's Aid Society will be contacted to take responsibility for the child.

Annex 5.

Anaphylactic Policy and Procedures

(Subsection 4.10 of the CCEYA)

Purpose

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with [Sabrina's Law, 2005](#).

Policy

Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending the child care centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.
- Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation (the form in Appendix A may be used for this purpose).
- All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the child care centre and will be kept in the emergency bag and posted at the main entrance, kitchen and in each classroom
- **All** individualized plans and emergency procedures will be reviewed with a parent of the child when changing programs or yearly to ensure the information is current and up to date.
- Every child's epinephrine auto-injector must be carried everywhere the child goes.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the caterer or cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.

- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Ensure that parents label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and that parents advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)
- Do not use craft/sensory materials and toys that have known allergens on the labels.
- Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.
- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

Communication Plan

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.
- Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through notification on the parent bulletin board.
- A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.
- The caterer, cook, individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.

- The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.
- This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.

Drug and Medication Requirements

- Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.
- Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

-

Training

- During our CPR and First Aid training we will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.
- Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.
- Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.
- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training. The form in Appendix B may be used for this purpose.

Confidentiality

- Information about a child's allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Procedures to be followed in the circumstances described below:

Circumstance	Roles and Responsibilities
<p>A) A child exhibits an anaphylactic reaction to an allergen</p>	<ol style="list-style-type: none"> 1. The person who becomes aware of the child's anaphylactic reaction must immediately: <ol style="list-style-type: none"> i. implement the child's individualized plan and emergency procedures; ii. contact emergency services and a parent/guardian of the child, or have another person do so where possible; and iii. ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy). 2. Once the child's condition has stabilized or the child has been taken to hospital, staff must: <ol style="list-style-type: none"> i. follow the child care centre's serious occurrence policies and procedures; ii. document the incident in the daily written record; and iii. document the child's symptoms of ill health in the child's records.
<p>B) A child is authorized to carry his/her own emergency allergy medication.</p>	<ol style="list-style-type: none"> 1. Staff must: <ol style="list-style-type: none"> i. ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication; ii. ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child's cubby or backpack); iii. ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication; and iv. Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the centre supervisor/designate and the child's parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.

Annex 6.

Harassment and Abuse Policy

Every person who works for Dow's Lake Daycare will be treated fairly in the workplace and will be provided an environment that is free of harassment, abuse, or offensive behaviour. Any behaviour that is found to constitute harassment or abuse is unacceptable and will not be tolerated. Such conduct will be dealt with in a manner consistent with the severity of the infraction, including disciplinary action up to and including termination of employment.

This policy applies to all persons who work for Dow's Lake Daycare as well as the volunteers, clients, contractors, service providers and representatives of various partners in their interactions with the Daycare and its representatives. It extends to situations of harassment or abuse, which occur at or away from the workplace, during or outside working hours, provided that such situations have a negative effect on the working relationships, client relationships, work effectiveness or job security of a Dow's Lake Daycare employee.

Harassment or abuse is any improper conduct by an individual, that is directed at and offensive to another person or persons in the workplace (including clients), and which the individual knew or ought reasonably to have known would cause offence or harm. It includes all forms of abuse, whether physical, emotional, verbal or sexual. It comprises any objectionable act, comment or display that demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat. It includes harassment with the meaning of the *Canadian Human Rights Act*, and based on the grounds set out in that Act, namely race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and pardoned conviction.

This policy also applies to any other ground of harassment prohibited by applicable law.

Any person who feels that he/she has been subjected to harassment should, where possible, immediately make his/her disapproval clearly known to the individual(s) concerned and ask that the behaviour stop. The employee or client should also make note of both the incident and the discussion. These notes should be specific, and include the dates, times, locations, and names of any other people or witnesses involved. If the employee is uncomfortable to approach the individual(s) concerned alone, he/she should seek the assistance of the Director, a colleague, a board member, or someone else he/she believes might help. The person is informed of the offensive behaviour and the disapproval of the complainant. Ideally, the situation is resolved at this point.

If the early problem resolution fails and the offensive behaviour continues, a written complaint should be sent to the President of the Board of Directors or his/her designate, within six months of the alleged harassment. This letter should include the nature of the allegations, the name of the respondent, the working relationship of the respondent to the complainant, the date and description of the incident(s), and names of any witnesses. The Board of Directors will review the complaint, initiate an investigation, and take appropriate action based on the severity of the allegation(s).

Annex 7.

Parent Issues and Concerns

(Subsection 6.2 of the CCEYA)

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

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by *Dow's Lake Daycare* and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within three (3) business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to:</p> <ol style="list-style-type: none"> 1. the classroom staff; 2. the director; 3. Board of Directors 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within three (3) business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre- or Operations-Related</p> <p>E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to:</p> <ol style="list-style-type: none"> 1. the director; 2. Board of Directors 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to:</p> <ol style="list-style-type: none"> 1. the individual directly; 2. the director; 3. Board of Directors <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within five (5) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to:</p> <ol style="list-style-type: none"> 1. the staff responsible for supervising the volunteer or student 2. the director. <p>-</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to a member of the Board of Directors. *(Names of your current Board is posted at the entrance of the Daycare).*

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:

Dow's Lake Daycare Director: 613-567-9854 or by email admin@dld-gld.com

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