

# SEAFORTH CO-OPERATIVE CHILDREN'S CENTRE INC.



Seaforth Co-operative Children's Centre Inc. welcomes your family

We hope your child's time with us will be positive and rewarding

**Revised October 2021**

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## Program Statement

**At Seaforth Co-operative Children's Centre, our goal is to provide a program that embraces our knowledge that children are competent, capable, and curious learners, who are rich in potential.**

We offer a program that is consistent with Ministry of Education's policies and pedagogy. We refer to the *How Does Learning Happen? Pedagogy*, the *Ontario Early Learning Framework – Early Learning for Every Child Today* (ELECT) document and the *Think, Feel, Act* articles and videos. We also follow the Ministry licensing regulations as set out in the *Child Care and Early Years Act, 2014* to support our programs. We strive to provide quality childcare for children from birth to 12 years of age. Our centre is governed by a volunteer Board of Directors who are also parent members. We are an Incorporated Non-profit, Co-operative organization. We value active parent participation in all aspects of our centre. Our core values are **Play, Programming, Professionalism and Partnership**. We believe in the four foundations of the *How Does Learning Happen? Pedagogy: Belonging, Well-being, Engagement and Expression*. Our program statement will reflect how we will embrace the four foundations for learning as well as our core values to support children and families in our childcare and outreach programs.

**At Seaforth Co-operative Children's Centre, we will promote the health, safety, nutrition, and well-being of the children in our centre.**

For the children in our care, their overall **well-being** is our priority. We will provide materials and equipment that are in good repair. Our Joint Health and Safety committee will meet regularly to discuss action items and the members will support staff in maintaining a safe environment for all children and employees. We will provide homemade, nutritious meals and snacks that have been planned in accordance with the Canada's Food Guide requirements. Our cook will network with other cooks from surrounding childcare centres along with a dietitian from Huron Perth Public Health at an annual meeting. The cooks will review menus, recipes, and nutrition with suggestions from the meeting. A list of allergies, restrictions, dietary or medical needs of the children in our care is posted in every classroom and kitchen so all staff members are aware of the children's needs. Children who have allergies or conditions that may require an emergency action plan have a posted plan that have been reviewed and signed by all staff, students, and volunteers as well as the child's parents. There is a daily communication with parents and daily written communication between staff in a written logbook. Fire drills are completed monthly. The Director also conducts tornado drills and intruder drills. We have health inspections conducted by a Huron Perth Public Health Inspector and playground inspections by a certified playground inspector. Our staff members check the playground on a daily and monthly basis. Members of our Joint Health and Safety committee conduct monthly indoor inspections of the entire centre. Employees and all individuals working with the children in our care must have a vulnerable sector check done every five years and sign a yearly offence declaration.

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

We encourage communication and active listening with our children, parents, and educators. We engage families and staff in conversations about their interests in an effort to further understand cultural diversity and create inclusive environments. We are sensitive to families' needs and we value all members of a child's family. We welcome family members to visit the program at any time. As a staff, we meet monthly through team meetings and staff meetings to discuss the program and children in our care. Classroom educators continually observe children to support their interests, and to document and provide materials to further encourage their exploration. We strive to give all families and children in our care a warm sense of **belonging**. Every child deserves to have someone's eyes light up when they walk into the room.

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

We do this by helping the children to recognize and label their feelings and by role-modeling appropriate ways to handle our emotions. We understand that children use various means of **expression**. We promote problem-solving skills by encouraging positive interactions amongst peers and caregivers. We use consistent routines to support self-regulation by helping very young children predict what to expect. The growth of self-regulation is a cornerstone of all early childhood development and is visible in all areas of behaviour. Our staff, students and volunteers understand and sign off on our behaviour policies and are aware of all the prohibited practices including:

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

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

One of the four core values of Seaforth Co-operative Children's Centre is **play**. We value play in children, and we know that children *learn through play*. It is imperative that our educators play alongside the children and provide opportunities for play based interests of the children. **Engagement** is the key for quality play experiences. Learning happens when children and educators are truly engaged in the play experience. Our educators will provide a variety of materials and supplies to enhance their learning and support their current interests. Keen observations of children from staff members will enable them to document and determine their interests and development. Materials including loose parts, natural materials, and open-ended materials will be provided in the programs. Staff will use their observations and documentations to create purposeful programming that is developmentally appropriate and supportive. As an inclusive centre, our educators will ensure we are creating environments that are accessible to all children's unique abilities and needs.

**Seaforth Co-operative Children's Centre provides child-initiated and adult-support experiences on an on-going basis.**

One of our core values is **programming**. We have adopted the *play-based* (emergent) approach which values the child's interests and sees the child as competent and capable learner who is rich in potential. We take great care to know each child on an individual basis. Educators are facilitators to children's play which allows them to provide opportunity with a variety of materials to promote their discovery. We plan an environment and routines for exploration with minimal interruption.

**The educators plan and create a positive learning environment and experiences that cultivate and support the child's learning and development.**

SCCC educators are knowledgeable in child development and use that knowledge when implementing planned and spontaneous activities to further support the children's interests. We strive to meet the individual needs of each child, adapting as necessary our programs and environment to be inclusive of all children's needs.

**Seaforth Co-operative Children's Centre offers at least two hours a day of outdoor time and provides rest times based on the ages and needs of the children.**

The outdoor playground is seen as another classroom with opportunities for play in all areas of development. There are a variety of activities to foster active physical play both inside and outside. Outside a variety of open-ended activities are offered such as bikes, climber, sandbox, and sensory with loose parts and natural materials, which enable children to build upon their curiosity and imagination. To balance these rich and active play opportunities, the children in our care will be provided time to rest. The infants will rest according to their own individual sleep schedules, patterns, and needs. The toddler and preschool programs will provide a rest time/quiet time after lunch. If staffing allows, older preschool children are able to go to the awake room after an hour of rest to engage in sensory or tabletop play experiences.

Consideration is given to children based on their age and individual needs. Please see the SCCC Sleep policy for further details on rest time procedures.

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

Staff will greet each child and family as they enter the centre and have a conversation about the child's evening and morning; noting whether anything significant has happened that may affect the child's day. At the end of the day at pick-up time, staff shall communicate with families about the events of the child's day and how the child rested, ate, and engaged in play. Each child has a portfolio of documentation accessible to the parents on a daily basis. Parents are encouraged to participate in all aspects of our co-operative centre. There is a monthly parent newsletter, weekly emails, updates on social media, annual parent survey, and face to face communication. There are opportunities for families to communicate with other members and educators at open houses, the AGM and family fun night.

**At Seaforth Co-operative Children's Centre, we strive to incorporate a strong sense of community.**

This statement incorporates another one of our core values: **partnerships**. We value relationships and build upon our partnerships with each other and our community. We believe in the importance of building relationships between children, families, staff, our Board of Directors, professional colleagues, and community members. We have a strong partnership with both schools in town as our school age childcare programs are provided in the school setting. We work closely with professionals such as our Resource Consultant, The County of Huron, Huron Perth Public Health, Thames Valley and Small Talk. We have a strong online presence through our social media platforms. We participate in community events such as the Christmas parade and Souper Saturday. We are a part of the Kid's First Network.

**Our Registered Early Childhood Educators are current members within the College of Early Childhood Educators and participate in mandatory Continuous Professional Learning as required by the College to maintain membership in good standing.**

Seaforth Co-operative Children's Centre values **professionalism** for its educators. We encourage all staff to participate in any professional development that pertains to their work with children. S.C.C.C. offers paid incentives for staff to attend workshops or for training to become an ECE. We pay for half of the annual membership fee for our registered ECEs. We provide in-house training at our monthly staff meetings. We welcome high school students, college placement students, and apprentices within our center and support our core staff by providing the opportunity to become mentors and role models to staff who are gaining practicum experience. All staff are trained in Standard First Aid and CPR level C as well as WHMIS and AODA.

**At Seaforth Co-operative Children's Centre, our educators will provide documentation as visual evidence of the children's learning.**

Each child in our program will be provided with a portfolio that the educators will fill with documentation. Documentation is an important part of the Emergent Curriculum. It is a collection of learning that takes place daily. Documentation includes: daily observations of the children, photographs, educator's notes, learning stories, audio or video recordings, children's artwork, parent display boards and portfolios.

Documentation should be placed in every child's portfolio. An example of a documentation of a child's learning should include a title, the child's name, the date, a photo, or any supporting documents, if possible, a description of the learning occurring, and the skills demonstrated as described in the *Ontario Early Learning Framework – Early Learning for Every Child Today (ELECT)*.

At Seaforth Co-operative Children's Centre, we make every effort to ensure we create the most favourable atmosphere for children and their families. We believe in strong community partnerships, a safe and welcoming atmosphere, and above all that each child has the opportunity to play in a centre who views them as a competent, capable, and curious learner.

The **mission** of Seaforth Co-operative Children's Centre is to serve parents through quality childcare in the belief that a good start in the formative years of childhood provides children with a lasting foundation for success throughout their lives.

Our **mandate** is to use the standards set by the Ministry of Education, the Child Care and Early Years Act, 2014, and Huron Perth Public Health for providing optimal childcare for the families of our community.

**The mission of the Board of Directors:** As the governing body, our purpose is to ensure financial viability of the organization while securing the highest quality professional childcare for the children in our community.

### **Program Statement Implementation Policy**

All individuals involved in caring for the children at Seaforth Co-operative Children's Centre (SCCC) are made aware of the expectations set out by SCCC, by reading and signing off on the centre's policies and procedures including the program statement and its implementation. The director will ensure all staff/students/volunteers have reviewed, signed, and understand the program statement and policy binder and gain verbal confirmation from individuals as well as written acknowledgement. The policy binder which includes all pertinent SCCC and Ministry specific policies, including the program statement, will be reviewed with staff/volunteers/students commencing work.

The program statement and all policies for SCCC will be reviewed annually or as outlined in our Monitoring Compliance and Contraventions Policy. Staff, students, and volunteers are expected to implement the approaches in the program statement and follow procedures according to this statement. The Program

Statement will be discussed at team or staff meetings at least annually. The Program Statement will also be discussed at the time of employee performance appraisals and staff members are encouraged to reflect upon their performance based on their implementation of the program statement. Those who do not follow the program statement will be subject to disciplinary action which will include a verbal warning, written warning, suspension, or dismissal for continued performance concerns/misconduct. Staff, students, and volunteers are aware of the *prohibited practices* in which no staff/student/volunteer at any time will not engage in any of the following *prohibited practices*:

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

The program statement for Seaforth Co-operative Children's Centre is a living document that may change throughout time to reflect new policies and procedures, or whenever there is a need for modification.

### **HOURS OF OPERATION**

We are open from 7:00 am to 5:30 pm Monday to Friday, year-round. We close over the Christmas holidays and statutory holidays.

### **LATE FEE**

A late fee of \$10.00 per child per 15 minutes will be charged to you if your child(ren) is not picked up by 5:30 pm. The minimum late fee charge is \$10 per child, payable directly to the staff member waiting with your child. You will receive one warning. Abuse of our hours of operation may result in termination of childcare.

## **PUBLIC HOLIDAYS**

Seaforth Co-operative Children's Centre recognized the following public holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day

We also close during the Christmas holidays so our staff and families may enjoy some time together.

## **CLOSURES**

Early closures and additional holidays may be established at the discretion of the Director and/or the Parent Board of Directors.

Closures due to storms will be at the discretion of the Director. Please listen to the local radio stations or check our Facebook page for updates. Our policy states that the centre will be closed if HWY 8 is closed.

Parents will not be charged if we are open but the road on their direct route to the children's centre is closed. If families choose not to travel to the centre but the roads are open, you will be charged for the day.

The centre may also be closed if adequate staffing cannot be secured by 6:30 am. This may be due to inclement weather or absence due to illness causing a shortage of staff. Rather than closing the center, a later room start may be enforced if staffing can be facilitated by 8:30 am.

## **OUR LICENSED PROGRAMS**

- Infant Program: 0-18 months
- Toddler Program: 19-30 months
- Preschool Program: 2.5 – 5 years
- JR School Age Program: JK/SK
- SR School Age Program: 6-12 years

The school age programs are located in classrooms at Seaforth Public School and St. James Catholic School.

All our programs follow an emergent curriculum. We provide documentation of the children's experiences and development portfolios for each child.

## **ROOM TRANSITIONING**

Parents will be notified by a staff member when your child is ready to transition to the next age group. Age of your child and available space in the next program will be determining factors.

## **WAIT LIST POLICY**

If the Seaforth Cooperative Children Centre cannot accept anymore children due to licensing capacity, staffing limitations, or reserved spaces for registered families and staff; then children can be placed on the waiting list.

Placement of new children may be influenced by a number of factors such as;

- The number of children currently enrolled
- Children graduating to the next age group,
- Siblings of children currently enrolled
- Reserved space for children of SCCC employees
- New families requesting full time care
- New families requesting part time care (scheduled two- or three-day week, paired with another part time schedule i.e., Mon/Wed/Friday paired with Tues/Thurs)

There is an **external** wait list that all parents including internal parents are required to register on. The website is <http://onehsn.com/Huron>

The external list is organized using the following information:

1. Name of the child
2. Name of the parent
3. Birthdate of child
4. Group requested
5. Registration date
6. Days required
7. Phone number

A separate **internal** wait list will include the same information but will be reserved for families that are already enrolled within the Seaforth Cooperative Children's Centre (siblings) and children of staff working within the childcare. Children will be called from the internal wait list ahead of those placed on the external wait list.

The Director reserves the right to manage the waitlists in the best interest of all Seaforth Cooperative Children Centre programs.

There is no fee to place an application on either wait list. All applicants are required to notify SCCC if any changes are to be made to the status of an application or if they no longer require care.

It is impossible to predict how quickly our wait list will progress; therefore, SCCC cannot provide an approximate entry date to any applicant.

Typical wait times range from 18 months to two years but can vary. Many people submit their wait list applications when they are pregnant, while others submit after the birth of their child. SCCC does not accept applications prior to becoming pregnant. Applicants are asked to please ensure all their information provided is current, so we are able to contact them when space does become available.

When a space is available, we will notify applicants through the contact details provided at the time of application.

Applicants must respond by either phone or email, confirming acceptance of the space within 48 hours of first contact.

If no further contact is made, SCCC will document on the waitlist application and change the status to no longer requiring care.

The applicants that do not respond within the allotted timeframe will need to reapply on the external waitlist.

If a family is offered a space earlier than their requested start date or it does not meet their criteria and they decline, the family will maintain their spot on the wait list and will be offered a space in the childcare when another opening is available.

Once an applicant has been offered a space on or after their requested start month and they decline, they will lose their place on the wait list, and they will need to reapply.

## **REGISTRATION**

When it is determined that a space is available for your child, a registration process will be completed prior to enrolment. During registration you will:

- Meet with the Director
- Receive a parent manual and registration package
- Discuss fees, payments, policies, subsidies (if applicable)
- Provide post-dated cheques, registration fees
- Tour the program/centre
- Have a chance to ask questions
- Arrange a visit for your child

## **ENROLMENT**

### ***Infant to Preschool***

- Full Time – 5 days per week (priority placement)
- Part Time #1 - 3 consistent days per week (shared with PT#2)
- Part Time #2 – 2 consistent days per week (shared with PT#1)
- Daily Rate (Available only when Full and Part time spaces have been exhausted, care is not guaranteed)

### ***School Age Care***

- Full Time – Before and After School care, 5 days per week.
- Part Time AM – Before School Care 5 days per week. (Shared with an AM Family)
- Part Time PM – After School Care 5 days per week. (Shared with a PM Family)
- Daily AM or PM (Available only when Full and Part time spaces have been exhausted, care is not guaranteed)

### ***School Age Break and Summer Program***

PA Days and Summer Program are separate from our Before and After Care and require additional enrolment. PA days and Summer Program will be billed separately in the month of use from our Before and After School Program. Summer School Age Program is enrolled weekly, to be confirmed no later than June 1<sup>st</sup>.

## **SCHOOL AGE ANNUAL REGISTRATION**

For currently enrolled School Age families, a deposit of ½ September's fees based on enrollment in June will be required to hold their September space. Any changes to September enrollment must be made prior to July 31<sup>st</sup>.

## **VACATION**

Each Family enrolled in full or part time care is granted 10 days of vacation annually. Vacation scheduling requires 2 weeks notice.

## **PARENTAL & MATERNITY LEAVE**

We have an internal waitlist for parents that already have children that attend SCCC. We call parents from this list before the external list. We do require that everyone registers on the external list also. In order to secure a spot on the internal waitlist for your infant, your child(ren) that are currently enrolled must continue to attend or fees are to be paid for their current enrolment to maintain your space during parental leave.

This ensures that your child(ren) that are already enrolled will maintain their space after you return to work. Dropping enrolment to a Part Time or Daily rate does not guarantee a full-time position after Parental Leave is complete.

## **ORIENTATION**

We encourage you and your child to visit the program prior to his/her first day. This time provides an opportunity for you and your child to participate together and feel more comfortable with the surroundings and staff. This visit helps to familiarize your child with his/her classmate, routines and favourite activities and gives you a chance to ask the teachers any questions you might have. This visit will help ensure that your child's first day is as smooth as possible.

## **PARENT PARTICIPATION**

As a member of our co-op, parent participation is encouraged and can be achieved in the following ways:

- Participating on the Board of Directors
- Making donations
- Helping with errands around the centre or in the community
- Participating with fundraising
- Attending an Annual General Meeting
- Participating in program or special events

## **FEE & PAYMENT POLICY**

Seaforth Co-operative Children's Centre is a non-profit co-operative. An annual membership fee of \$120.00 per family per year applies to all families using our service. This fee is due monthly at a cost of \$10.00 per month. Please note this fee is non-refundable. We do not presently charge fees when the centre is closed due to public holidays or emergency closure in inclement weather. Our fees are established by the Board of Directors. Subsidy is available through the Corporation of the County of Huron Children's Services. For more information, call Catherine at 519-482-8505 x 208.

Since we are a non-profit co-operative, it is extremely important that all families keep their accounts in good standing. Our centre reserves the right to withdraw your child(ren) if fees are outstanding for more than two weeks. Childcare fees are due monthly on the first day of the month.

Fees are due for all scheduled days regardless of attendance. Notice must be given two weeks in advance if your child(ren) will not be attending a scheduled day or full fees will be charged.

Written notice of withdrawal from the centre must be given one calendar month in advance or you will be responsible for paying full fees during that period.

A finance charge of 2% will be charged on all overdue accounts. A fee of \$35.00 will be charged on all NSF cheques.

Parents will receive a statement outlining fees incurred according to your child(ren) scheduled days for the month. It is expected that the account balance shown on the statement will be zero balance at the end of each month since all payments are required in advance of care. A negative balance indicates a credit on the account.

Subsidized parents are responsible for paying any costs not covered by subsidy. If you are receiving subsidies, it is your responsibility to report any of the following changes:

- Salary increases/decreases
- Stop working, collecting unemployment insurance
- Separation or divorce
- Income for boarders/renters
- Sell your home or property
- Child leaves the program
- Return to school

Failure to report any changes could affect your eligibility as of the date the changes actually occurred. Upon the date of expiry or non-renewal of subsidy, regular fees will apply.

### **OUTLINE OF FEES**

Our Main Centre fees are a fixed pro-rated amount calculated yearly with statutory holidays and Christmas site closure **removed**, paid monthly:

Infant Full Time Monthly	\$937.75
Infant Part Time 3 days per week monthly	\$581.00
Infant Part Time 2 days per week monthly	\$387.50
Infant Daily Rate	\$46.50

Toddler Full Time Monthly	\$746.16
Toddler Part Time 3 days per week monthly	\$462.50
Toddler Part Time 2 days per week monthly	\$308.33
Toddler Daily Rate	\$37.00

Preschool Full Time Monthly	\$705
Preschool Part Time 3 days per week monthly	\$437.50
Preschool Part Time 2 days per week monthly	\$291.66
Preschool Daily Rate	\$35

School Age Fees are a fixed prorated amount calculated 5 days per week from September to June with PA Days, March Break and Site Closures **removed**, paid monthly:

Full Time Before and After School	\$329.40 Monthly
Part Time AM (Before School only)	\$183.00 Monthly
Part Time PM (After School only)	\$183.00 Monthly
AM Daily Rate	\$10 Daily
PM Daily Rate	\$10 Daily

School Age Summer Program is enrolled weekly. There is no daily rate available.

School Age PA Day Care	\$30 Daily
Summer School Age Program Weekly (5 days)	\$150 Weekly
Summer School Age Program Stat Week (4 days)	\$120 (Weekly)

### **ARRIVAL AND DEPARTURE**

The centre assumes responsibility for your child once the child is released to a teacher's care. The reverse applies when your child is released to a parent upon dismissal. Parents must ensure verbal communication to a staff member of your child's arrival and departure. Upon arrival and departure, allow enough time to undress/dress your child and attend to their needs.

Please let the centre know by 10:00 am if your child is going to be absent. This helps with planning lunches, room schedules, etc. In school-based centres you will be required to inform both the school and the centre.

Your child will not be released to anyone other than the parents or those authorized by the parents. It is the parent's responsibility to notify the centre in advance of any special arrangements for release. We reserve the right to verify the information. If there is an emergency that prevents you from picking up your child on time, please let us know.

Seaforth Co-operative Children's Centre believes in ensuring the safety of all children released from our care. Our Program Advisor from the Ministry of Education has been consulted on this issue and believes the best practice is for children to be picked up by an adult. If no adult can pick up the child, then we will allow the babysitters or siblings to pick up a child if they are at least 16 years of age and show identification upon arrival. The parents must give written permission prior to pick-up.

Children leaving our centre in a vehicle must be placed in car seats. This is the law until children reach the age of 8 years old. If you have any questions about car seat safety, please ask us for contact information for Huron Perth Public Health.

Please inform the centre in writing if there are any changes or additions to your pick-up list.

## **ILLNESS POLICY**

The Child Care and Early Years Act, 2014 (CCEYA) outlines mandatory daily outdoor play for all children.

**Prevention** is an integral part of this policy.

A child that is too ill to fully participate in daily activities at Seaforth Co-operative Children's Centre is required to remain at home until he/she recovers. If a child becomes ill during the day, the staff will notify the Director and parents will be contacted immediately.

Parents are to arrange pick up of their child up immediately. If the Parent can not be contacted, the child's emergency contact will be contacted. The child will be separated from the other children, and the child's symptoms will be monitored and communicated to parents/guardians. Symptoms will also be recorded on an illness report and placed in the child's file.

If your child is showing signs of illness, please phone the centre and inform the opening staff as soon as possible in the morning. A description of your child's illness would be helpful.

Parents are expected to notify the centre, if your child contracts a communicable disease, so that other parents and the Health Unit may be notified. Re-admittance will be in accordance with health guidelines.

### ***Obvious symptoms that indicate a child is ill and should not attend care:***

- A fever over 37.8C°.
- Cold with fever, runny nose, and eyes, coughing and sore throat.
- Red or discharging eyes or ears
- Undiagnosed skin rashes or infections
- Stomach-ache
- 2 cases of diarrhea or 1 episode of vomiting.
- Severe, itchy body or scalp.
- Known, or suspected, contagious illness, e.g., chicken pox, mumps, and measles.

Parents/guardians ***must keep ill children at home to prevent the spread of illness*** at the Centre. Parents are to ensure they have emergency back-up plans to accommodate for children should these symptoms arise.

There are other times when a child is not showing signs of a definite illness, but yet not able to cope with the day. In these instances, it will be the decision of the Director as to whether the child should be sent home.

The same principle applies to staff who are feeling ill.

### ***Diarrhea / Vomiting & Fever Procedures***

- Parents will be asked to pick up their child if he/she develops a temperature of 37.8 °C.
- Parents will also be asked to pick up their child if he/she has more than two diarrhea / 1 vomiting episode in one day.
- Children must be symptom free without the use of medication for 24 hours before returning to the Centre, or 48 hours during a declared outbreak.
- In some cases, a doctor's note may be requested upon a child's return to the Centre.

### **ADMINISTRATION OF MEDICATIONS**

Only medications with a current date, prescribed by a doctor, and in the original bottle will be administered. Parents must give written authorization and consent. A medication form must be filled out by the parents, signed and dated and submitted to staff. The Director may administer the medication, or the classroom designate. Each classroom has a designate that can administer medication. All medication will be stored in a secure lockbox, either in the fridge or cupboard. Tylenol, Advil or any pain relief medication will not be administered by SCCC staff unless the child is prone to febrile seizures and is accompanied by a doctor's note. The doctor's note must include specific instructions for time to administer (what temperature of fever), exact dosage guidelines, and must be reviewed annually by the doctor, parent and Director. Parents are welcome to administer medication to their children at the centre at any time. Medication that is not administered by SCCC employee CANNOT be stored on site or in the child's backpack. Parents will be called to pick up children who are exhibiting a fever and signs of illness or are unable to participate in our programs. Staff administering medication will complete the Administration of Oral Medication Form. If a child requires an ongoing medical consent due to allergy or medical condition, and an Emergency Plan will be written with specific instructions. Copies of the Emergency Plan will be posted in the appropriate program area as well as the medication log kept in the kitchen. All staff must review these emergency plans and sign off annually or if any changes are made to the plan. To ensure prompt administration of medication such as an Epi-Pen or inhaler staff will permit the child to carry medication on their person. Staff will use non-prescription cream for diaper rash with written consent from a parent. However, if the rash persists a doctor must diagnose it. Staff will use sunscreen with written permission by the parent. Written instruction and parent's signature are required before prescribed medication can be administered on a short/long term basis.

Staff members are not allowed to transport children in need of emergency care to the hospital, In the case of a medical emergency, 911 will be called. Staff members at SCCC hold current Standard First Aid and CPR Level C Certification.

### **FAMILY STATUS**

In order for our staff to be more responsive to your child's needs, they would like to be made aware of any changes in family status (separation, divorce, death, change in household resident, serious illness, etc.). If you have any legal documents regarding custody, guardianship, etc., we would require a copy of these papers for our files to implement authorized pickup to custodial parents. This is for your protection and the

protection of your child. If the centre is not aware of the situation existing in your home, we are bound legally to let your child go with either parent as both have equal rights. **NOTE \*\*** It is our policy not to become involved in custody disputes.

### **CHILDREN WITH SPECIAL NEEDS**

Seaforth Co-operative Children's Centre believes in an inclusive environment in which all children belong. Weekly services are provided by a Resource Consultant employed by the County of Huron. Our staff members may refer you to our Resource Consultant if we have concerns about your child's development.

### **STUDENTS**

Seaforth Co-operative Children's Centre frequently has students attending from various educational facilities obtaining practical work experience. These students plan and implement activities with the children. They are supervised at all times by our staff.

### **SUPERVISION OF STUDENTS AND VOLUNTEERS**

Seaforth Co-operative Children's Centre welcomes both placement students and volunteers into the various programs offered in our childcare program. We believe it is a valuable part in gaining experience in a childcare environment. Volunteers and students also play an important role in supporting staff in the daily operation of childcare programs.

Students and volunteers will not be counted in staff to child ratios at any time.

### **CHILD ABUSE AND NEGLECT/ DUTY TO REPORT**

If the staff of Seaforth Co-operative Children's Centre has any reason to believe a child is being abused or neglected, we will contact Children's Aid Society. If the staff members have any reasonable grounds for believing that a parent of anyone authorized to pick up a child who is under the influence of alcohol or drugs to the point of impairment, the child will not be released into their custody. The emergency contact person will be notified.

### **CONFIDENTIALITY POLICY**

Confidentiality of families is to be respected at all times. No information regarding a child or his/her family shall be released, either orally or in writing, to anyone other than the legal guardian of the child or who is otherwise authorized at law to receive it. In case of an emergency or injury to a child, information may be released to the police authorities, medical staff attending the child, insurance company, or in the case of abuse, the appropriate child welfare authorities.

## **CHILDREN'S BELONGINGS**

Please send your child in appropriate clothing, suitable for the season and outdoor play to ensure comfort while engaging in outdoor play during all weather conditions.

Please include;

- A complete change of clothing should be provided for your child
- All clothing should be labelled. The centre is not responsible for lost articles.
- For infants and toddlers please provide; labelled wipes, diapering cream, soothers and diapers.

**Sunscreen:** written permission must be given if you wish the staff to apply sunscreen to your child. Children must wear a brimmed hat at all times when playing outside.

## **SLEEP POLICY**

**INFANT ROOM:** Children in the infant room will be placed in cribs for sleep time. Children under twelve months old must be placed on their backs for sleep as recommended by Joint Statement of Safe Sleep unless the child's physician recommends otherwise in writing. Children will not be put to bed with a bottle.

Infant staff will provide visual checks on all sleeping children by entering the sleep room and watching the infant for physical indicators of breathing or distress or any unusual behaviours. If the sleep room is too dark to perform visual checks, the staff member should open the blinds to ensure there is sufficient lightening to perform the check. Visual checks on sleeping children will be performed every 15 minutes and recorded on the sleep check form directly outside the sleep room on the wall. Any observance of significant changes in a child's sleep pattern will be communicated to the child's parents and to the Director by the infant staff.

Children will be assigned to individual cribs with a labelled map displayed outside the sleep room door. Crib sheets will be laundered after use. Staff will ensure sleep room music is not too loud and that children can be heard on the monitor at all times. No children will be put to sleep with blankets covering their faces. Their faces must be exposed to ensure ability to breathe properly.

**TODDLER AND PRESCHOOL ROOMS:** Children in the toddler or preschool programs will be assigned to cots on the floor for afternoon sleep/rest time. Soft music will play in the background and the staff may rub the children's back to help them fall asleep. Every child in care for six hours or more will be given a rest time not exceeding two hours in length. The children will be permitted to sleep, rest or engage in quiet activities (awake room) based on the child's needs and age. Staff in toddler and preschool rooms will conduct visual checks on the children every half hour during sleep time and maintain the monthly checklist of sleep checks and submit to the Director at the end of each month. Sufficient lighting must be maintained at all times in order to conduct proper visual checks. Cot sheets will be laundered each week and cots will be sprayed with disinfectant.

## **GUIDING CHILDREN'S BEHAVIOUR**

We believe guidance of behaviour should be handled without causing humiliation to a child. Seaforth Co-operative Children's does not condone:

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

Positive reinforcement (verbal praise and encouragement) is emphasized and the staff will consistently use positive language and stress desirable behaviour ("I like it when you ..."). Staff members will be good role models, establish well defined limits for the children, and use logical and natural consequences. Children are encouraged to discuss their anger and frustrations with staff and children involved. No time-outs will be given.

## **ANAPHYLAXIS**

Seaforth Cooperative Children's Centre acknowledges that anaphylaxis is a serious allergic reaction that can be life-threatening within minutes. 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 Seaforth Cooperative Children's Centre.

This policy is intended to fulfill the obligations set out under *Ontario Regulation 137/15* for an anaphylactic policy for childcare centres. The requirements set out in this policy align with **Sabrina's Law, 2005** (*S.O. 2005, Chapter 7*)

**Anaphylaxis:** a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock.

Symptoms can vary for different people, and can be different from one reaction to the next, including:

**Skin:** hives, swelling, itching, warmth, redness, rash

**Breathing** (respiratory): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing

**Stomach** (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea

**Heart** (cardiovascular): pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock

**Other:** anxiety, feeling of "impending doom", headache, uterine cramps, metallic taste in mouth

(Source:  
<http://foodallergycanada.ca/about-allergies/anaphylaxis/>)

## Individualized Plans (IAP) and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

- Before attending the childcare 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 childcare 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 (see Appendix A).

### An IAP Includes:

- A description of the child's allergy
  - Monitoring and avoidance strategies
  - Signs and symptoms of an anaphylactic reaction
  - Action to be taken by the childcare center staff in the event the child has an anaphylactic reaction
  - Parent/guardian consent that allows the staff to administer the allergy emergency medication in the event their child has an anaphylactic reaction
  - Emergency contact information (parent/alternate emergency contact/emergency services)
- 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 always made readily accessible to all staff, students and volunteers at the childcare centre and will be kept posted in the child's classroom, the kitchen, the administration office and original copies kept in the policy manual with employee signoff sheets.
  - All individualized plans and emergency procedures will be reviewed with a parent of the child annually or any time a revision is needed 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

#### **Causative Agent**

*(allergen/trigger): a substance that causes an allergic reaction. Common allergens include, but are not limited to:*

*eggs,*

*milk*

*mustard,*

*peanuts*

*seafood including fish, shellfish, and crustaceans*

*sesame*

*soy*

*sulphites which are food additives*

*tree nuts*

*wheat*

*latex*

*insect stings*

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 Seaforth Cooperative Children's 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 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 childcare centre cannot meet the child's needs, ask the child's parent to provide their own food from home under the approval of the center supervisor. All food must be properly labeled with child's name, temperature it must be stored at, received date and 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 childcare 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 childcare 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 childcare centre.

### Communication Plan

The following is Seaforth Cooperative Children's Centre's plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

- Outside food is not permitted into the main childcare centre, our cook will make every possible attempt to provide alternate meals for children with dietary allergies;  
Exceptions:

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

**Licensee:** The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the childcare centre.

**Parent:** A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians but will be referred to as "parent" in the policy).

- Food provision for a dietary allergy or restriction that we are unable to accommodate for.
  - Infant formula, breast milk, or food provided for infants who have not been exposed to solids.
  - School Age full day programs in offsite locations providing bagged lunch.
- Parents and families will be informed about anaphylactic allergies and all known allergens at the childcare centre through email communication & front door signage.
  - 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 allergy 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 childcare.
  - The cook and individuals who collect groceries on behalf of the Seaforth Cooperative Children's Centre and/or other food handling staff, where applicable, will be informed of all the allergies at the childcare centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the cook as soon as new allergies are identified. The supervisor or designate will communicate with the cook about which foods are not to be used in food prepared for the childcare centre and will work together on food substitutions to be provided.
  - The childcare 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 childcare 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 designated staff supervising children or carried by the child with parental authorization so that they can be administered quickly when needed.

**Epinephrine:** A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g., EpiPen or Allerject).

### Training

- Seaforth Cooperative Children's Centre 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 childcare 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. See Appendix B.

### **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).

### **Rules Regarding Outside Food Supplementation**

#### ***Infants;***

- All bottles premade from home are to be labelled with the name of the child and date of entry to the childcare.
- All store-bought pre-packaged foods & formula are to be kept in the original container and labelled with the child's name.
- 

#### ***Dietary Restriction/Allergy***

- All food entering the childcare must be labelled with the child's name, parent's name, content ingredients, temperature it must be stored at, received date, open date, expiry date and staff and supervisor signature. We do not store uneaten portions of food.

#### ***School Age Lunch***

- The kindergarten and school age programs operate before and after school, and full day programs on non instructional days. We provide nutritious snacks twice daily to children attending before and after, as well as our full day programs. We are a peanut and tree nut free environment. All of the snacks and lunches prepared within our center are peanut and tree nut free. The children attending a full day school age program are required to bring a lunch.
- Packed lunch box and containers must be labelled with your children's name. Original packaging is to be used whenever possible to identify ingredients.
- Food containing peanut or tree nuts are not allowed at any time. Sandwiches made with Wow-Butter must be labelled.
- Packed lunches require a cold source (frozen gel pack, frozen juice box, frozen bottle of water). The cold source is to be placed beside or on top of the food items to keep them cold. A fridge is on site for children to refrigerate their lunches.
- Leftover food will not be stored at the program at any time.
- School age meals that do not meet the anaphylaxis policy rule requirements, will be confiscated, and safely disposed of by staff, and a hot lunch will be provided to the child from the Child Care Centre. Parents will be issued a reminder of allergens within the centre.

## **HEALTHY SNACKS AND LUNCH POLICY**

Seaforth Co-operative Children's Centre provides children at our childcare centre with a nutritious morning and afternoon snack, and lunch each day. Snacks will be served at times that do not interfere with the children's appetite for the main meal and will offer nutritious foods. Lunch will be served at a regular meal time and provide children with appropriate nutrition. All meals, snacks and beverages meet the recommendations set out in Canada's Food Guide. At Seaforth Co-operative Children's Centre we create positive eating environments with foods and portion sizes that are responsive to the children's cues of hunger and fullness.

We are a peanut-free environment. This means all the snacks and lunches prepared are served at SCCC are peanut and nut free. There are children in our program with known and unknown allergies as well as peanut and tree nut allergies. An allergy list is posted in each room to provide allergy awareness for all staff. Parents who wish to supply their child's snacks and lunches may do so for religious observance and for children with severe allergies or intolerances. Parents who identify special dietary and/or feeding arrangements for their children must provide these special arrangements in writing to the Director.

A menu is posted on the bulletin board beside the kitchen that outlines the snacks and lunches being served. Menus follow a 16 day rotation and may change from summer to winter season. Menu changes are posted next to the menu. All menu changes are recorded on this form.

Seaforth Co-operative Children's Centre complies with the Health Unit's guidelines and regulations for operating a food premises. This includes recommendations for safe food storage, preparation and service procedures.

## **EMERGENCY MANAGEMENT POLICY (FIRE DRILLS/EVACUATION)**

Staff members are trained in emergency management procedures and carry out monthly fire drills with the children. Tornado drills are done twice a year. Intruder drills are also completed at least twice a year. In the case of an evacuation, children from the centre will be relocated to the Seaforth Community Centre and parents will be notified by phone.

## **PARKING LOT ETIQUETTE**

We ask that parents park in the lot directly out front of the centre. There are spaces reserved especially for parents who are making drop offs and pickups. There is one spot out front of the centre reserved for wheelchair accessible parking.

## **ACTIVITIES OFF PREMISES**

Staff members at Seaforth Co-operative Children's Centre will sometimes take the children off premises for activities.

- Walks around town
- Walks to Munn's Grove
- Seaforth Lion's Pool
- Seaforth Arena and Fairgrounds
- Seaforth Library

## **CRIMINAL REFERENCE CHECK AND VULNERABLE SECTOR CHECKS**

Seaforth Co-operative Children's Centre requires all successful external candidates for paid staff positions and volunteer positions to provide a current vulnerable sector check (VSC) if they are over the age of 18. The Director must be provided with an original VSC or see the original and then copy and sign that it is a true copy of the original. The VSC must be provided before commencing employment or volunteer position with SCCC. Exception: employee or volunteer may start if proof of VSC is in process (receipt from O.P.P.) and Director ensures measures are in place to protect the children until the VSC is obtained. Employees or volunteers will not be placed alone with the children until the VSC is obtained. Checks are not required for employees making a move within the agency.

The VSC will consist solely of a check through the Canadian Police Information Computer system to ensure information regarding outstanding Criminal Code convictions for which pardon has not been granted. Seaforth Co-operative Children's Centre does not pay for VSC; potential job candidates are responsible for the cost of securing the criminal record check. VSC for volunteers are free.

Vulnerable Sector Checks must be renewed every five years and offense declaration must be signed annually with 15 days of the original VSC date. The Director will be responsible for maintaining a spreadsheet of all current staff and VSC dates. The Director will ensure the annual declarations and five year renewals are being met with the required time.

Applicants will be advised that they will need to provide a criminal record as part of the hiring process. An offer of employment will not be made until the candidate has provided a criminal record check. In the event of a positive criminal reference check, the individual will be provided with the police response and asked for written particulars surrounding the charges/convictions listed. The individual will be given an opportunity to meet with the Director to discuss the results of the check. The Director will review the offense(s) taking into consideration: the nature of the offense(s), sentencing received, the length of the time since the offense(s) were committed, the candidate's employment record, qualifications and references, the specific duties and responsibilities associated with the position applied for, the relevance of the particular conviction to the position and risk posed to the program and children as result of employing the candidate in the position. A decision will be based on the Director's assessment of whether the candidate could be considered a high-risk person to have in contact with children. The Director will document the reason for their decision. The individual will be advised in writing of the Director's decision.

All information obtained through a criminal record check is strictly confidential. The result of the criminal record check will be kept in the individual's file, in a locked cabinet in the office. If a candidate is not

suitable for employment, all information regarding the criminal record check will be returned to the individual. Should an employee be charged with a criminal offense under the Criminal Code of Canada while employed by our agency, they are obligated to inform the Director. Failure to do so will result in disciplinary action.

### **SERIOUS OCCURRENCE**

If a serious occurrence should happen at Seaforth Co-operative Children's Centre Inc. the staff must take action and report it to the Director immediately. Any child who is injured will be provided with immediate medical attention. Staff will refer to a child's emergency safety plan if applicable and call 911. Any applicable parties will be notified as appropriate (CAS, fire/police, Coroner, etc.).

The Director will determine if the incident is a serious occurrence to be reported to the Ministry within 24 hours of becoming aware of the serious occurrence. The Director will use the Child Care Online Licensing System to report all serious occurrences. The Director will generate a Serious Occurrence Notification Form in the CCLS and post a Serious Occurrence Notification Form in a conspicuous place near the license or front door for ten business days after a serious occurrence has taken place. The form will be updated and re-posted for an additional ten days if additional information or actions take place.

All forms will be retained for two years and available upon request. No personal information will be stated in the form to protect privacy. No child or staff names, initials, age or birth date of child or age group identifiers (preschool, toddler) will be used. If the serious occurrence is a complaint or an allegation of abuse or mistreatment, the Serious Occurrence Notification Form is not posted until either:

1. C.A.S. has completed an investigation (verified or unverified)
2. C.A.S. determines that an investigation will not be conducted and
3. The Ministry has investigated any associated licensing non-compliances

If a serious occurrence involves a RECE alleged abuse or mistreatment of a child, C.A.S. will be called and the College of ECE will be notified as well.

The Director will also inform the President of the Board. In the event the Director is away, the site designate will report to the Ministry.

### **PARENT ISSUES AND CONCERNS**

Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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 the Director 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 one business day. 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***

Seaforth Co-operative Childcare 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/childrensaidthereportingabuse/index.aspx>

### ***Escalation of Issues or Concerns***

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Seaforth Co-operative Children's Centre Board.

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:**

Seaforth Co-operative Children's Centre	(519) 527-0682
Ministry of Education: Licensed Child Care Help Desk	(877) 510-5333 <a href="mailto:childcare_ontario@ontario.ca">childcare_ontario@ontario.ca</a>
County of Huron Children's Services: Diane Millian	(519) 482-8505 ext. 4201
College of Early Childhood Educators	(888) 961-8558 <a href="mailto:discipline@college-ece.ca">discipline@college-ece.ca</a>