



# **Anne Hathaway Day Care**

## **Parent Handbook**

Date Created: January 2024

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## **Our Mandate**

Anne Hathaway Day Care is a licensed full day childcare that falls under the jurisdiction of The Ministry of Education under The Child Care and Early Years Act, 2014. The mandate of Anne Hathaway Day Care Centre is to deliver quality childcare programs that are fully inclusive of all children and families and meet Ontario's Early Learning Framework's Six Principles and How Does Learning Happen, Ontario's Pedagogy for the Early Years as set out by the Ministry of Education

## **Our Philosophy**

The aim of Anne Hathaway Day Care is to provide a stimulating day care program that enables all children to develop emotionally, creatively, socially, physically and intellectually. Every child is entitled to opportunities to satisfy these needs and to develop these abilities in an environment that fosters co-operation and a sense of responsibility and order. The centre attempts to meet the unique needs of each child within the context of the whole group. Anne Hathaway Day Care is committed to providing a loving and learning environment.

## **Our Mission**

We believe that our Early Childhood Education Centre must provide for the development and well-being of each child entrusted to our care. We strive to have every child leave our care with a feeling of self-worth and accomplishment at the end of each day.

## **Licensing**

Anne Hathaway is issued an annual operational license by the Ministry of Education. You can find the license and the inspection findings located by the front entrance. To learn more about childcare in Ontario and to locate Childcare Inspection Findings you can visit the Ministry of Education website at:

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

# Program Information

## Program Statement

Welcome to Anne Hathaway Day Care Centre. Our program statement describes how our programs support and foster early learning. It will outline our view of the child, our philosophy as well as the goals and approaches used to ensure healthy child development. It will also outline how we evaluate our programs to maintain quality and how we support the professionals who work with the children. The AHDC Program Statement is reviewed annually to ensure it is aligned with the Ministry of Education's Policy Statement.

Anne Hathaway Day Care Centre recognizes that children are competent, capable, curious and rich in potential.



## Goals and Approaches

① **To promote the health, safety, nutrition and well-being of the children by incorporating indoor and outdoor play, as well as active play, rest and quiet time, into the day, and giving consideration to the individual needs of the children receiving care.**

- We will offer breakfast/morning snack, lunch and afternoon snack that follows Canada's food guide.
- Children will be encouraged to serve themselves (as appropriate) during meal times.
- Food will be offered in a positive encouraging atmosphere.
- Healthy eating and physical activities are embedded in the program.
- During Summer months children will be offered the opportunity to assist with planting, caring for and enjoying produce from our garden.
- Each classroom has a quiet area which the children will be able to use at any time throughout the day.
- Each child will have their own cubby to store their belongings.
- Each child will have their own cot to sleep on which is labelled with their name.
- Staff will perform health checks upon arrival to ensure that the children are well enough to participate.
- Educators are aware of their role and responsibilities to respond to every child at risk of abuse or neglect.
- Related activities will be planned and spontaneous throughout the day.
- Children will be actively supervised at all times.
- All staff working with children in our centre must be first aid/CPR trained.
- All staff working in our centre have a cleared criminal reference/vulnerable sector check.
- We will work closely with the Health Unit, Fire Department etc. to ensure the safety of all.
- Children will be encouraged to wash their hands before and after activities.

② **To support positive and responsive interactions among the children, parents, child care providers and staff by creating a warm inviting and inclusive environment for all.**

- Staff will display compassion through posture, voice tone and physical contact.
- Staff will be at child's level most of the day.
- The ideas of children, families and staff will be heard and validated.
- Staff will ask parents relevant questions upon drop off and pick up to gather information about the child's day.

3

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

- Staff will provide opportunities for children to creatively express themselves in a variety of ways.
- Staff will model positive communication, interactions and problem-solving strategies.
- Staff will help children through conflict using negotiating and problem-solving skills.
- Staff will engage with children one on one and as a group to demonstrate appropriate social interaction.
- The setup of the classroom will allow for small and large groups and individual activities.
- Routines are built into the schedule for the day to promote self-regulation.
- Staff members will respond quickly to children when upset to help validate and work through feelings.

4

**To foster children's exploration, play and enquiry.**

- Staff will provide learning environments and experiences to engage children in exploration and discovery.
- Staff will provide a vibrant play-based program for children which fosters individualism, creativity and socialization.
- Staff will promote a sense of curiosity and discovery in children.
- Materials, time and physical space will be organized to allow for discovery.

5

**To provide child-initiated and adult supported experiences while planning for and creating positive learning environments and experiences in which each child's learning and development will be supported.**

- Staff will engage children in active, creative and meaningful exploration and inquiry.
- Open-ended art activities with a variety of materials to encourage individualism and creativity will be provided.
- Staff will involve children in open-ended conversations through meaningful, thought-provoking dialogue to develop an understanding of the child's interests.

**6 To foster the engagement of, and ongoing communication with, parents about the program and their children.**

- Parents/guardians will be provided with regular communication in a variety of formats.
- Staff will provide opportunities for parents/guardians to engage in their child`s learning.
- Special events will be organized for families to encourage participation throughout the year; Christmas Social, Summer BBQ, Mother`s Day Tea.
- Parents will be invited to share their ideas, experiences, traditions, talents, favourite stories or special skills.
- Staff will respect and value parents as the primary experts in their child`s well-being and development.

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

- Connections with local organizations and community members will be established.
- Staff will involve children in supporting local community initiatives such as Christmas Hampers, Food Bank collections and Clothing Drives.

**8 To support continuous professional learning we will encourage our staff to engage in workshops and other means of professional development.**

- Staff will be encouraged to stay current in their practice by attending workshops, seminars, webinars and networking with peers.
- In house professional development and information sharing during monthly staff meetings will support staff in their individual growth and learning.
- AHDC will create and support a culture of learning within the program.
- Once a year the staff and management will document and evaluate our strategies set out in our program to ensure it reflects our vision for the organization. If deemed necessary, a plan will be put into place to better meet these strategies.



## Child Care Spaces

Anne Hathaway Day Care accommodates the following children:

1. 10 Toddlers – 18 months to 2 1/2 years
2. 60 Preschoolers – 2 1/2 years to 5 years
3. 26 Kindergarten children; before and after school care (44 months – 7 years)
4. 30 Primary/junior school age children; before and after care (68 months – 13 years)

**The Before and After School Program** for children at Anne Hathaway School is run and staffed by Anne Hathaway Day Care Centre. The Before School Program runs from 7:00 am – 8:35 am and the After School Program from 2:55 pm – 5:30 pm. The School Age program accommodates children from JK – Grade 6. A morning and afternoon snack will be provided for all children attending. Snack accommodations will be made for children with allergies and intolerances. To keep all children in our program safe, there will be no outside food and drink allowed in program.



On non-instructional days, (PA Days) parents will be required to provide their child with a healthy, nutritious bag lunch and water bottle that are labelled with the child's name. **All bag lunches must be Peanut Free.**

## The Setting

It is our belief that an environment for children should be "child-size" therefore you will find furnishings and equipment that are small enough to allow the children to be independent in their daily activities and routines.

Our programs are designed to provide activities to stimulate all areas of the child's development. Your child will discover:



**Social Opportunities** for making friends and learning to co-operate as part of a group;



**Language Experiences** for self-expression and learning to listen to others;



**Art and Sensory Activities** to foster creativity and small muscle co-ordination;



**Learning Activities** to experience thinking and problem-solving;



**Physical Opportunities** that develop gross-motor skills.



## **The Curriculum**

It is our belief that children learn by doing through actions, relationships, inquires, opportunities and repetition. The program engages in an emergent curriculum philosophy. Teachers observe the children's interests, document what they observe and then plan individual and group experiences based on the children's expressed interests and that are developmentally appropriate. Teachers then document the children's experiences through photo stories which you will find in your child's classroom.

Jolly Phonics is a weekly part of the curriculum for the Monkey Room. The aim of Jolly Phonics is to introduce children to letter sounds, letter recognition and letter formations.

Second Step is part of our daily curriculum for the Monkey Room. Second Step helps teach the children to understand their emotions and feelings, encourages problem-solving and managing anger. A letter informing parents of the units will be sent home to keep you updated.

## **Who will care for your Children?**

In the day care you will find qualified staff, trained specifically in the area of preschool education and child development (ECE diplomas that require two years at a community college). The teachers are trained to deal with any difficulty that may develop during the day. They will help your child explore the world around through play, art activities, music, etc. They will also help your child learn socially acceptable behavior in an atmosphere of warmth and caring. You will also find the Manager who ensures the smooth running of the daily programs at the day care. She is there to help and advise the staff as well as helping parents with any questions or concerns they might have.

## **Prohibited Practices**

Any practice based on a negative control technique is not part of the Anne Hathaway Day Care Centre Behaviour Management Policy

The following is a list of prohibited practices for Anne Hathaway Day Care Centre:

- 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 or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
- 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 any bodily harm on children including making children eat or drink against their will

# **Policies and Procedures**

## **Registration**

Before your child starts attending the day care program, there are forms that must be completed by you. These forms contain information that is important for your child's safety and that will provide us with information about your child's personality, habits and needs.

We must also have a record of immunization. In order to maintain accurate records, we ask that you notify us of any changes in this information (new address, phone number, emergency contact numbers, immunization boosters, etc.).

## **Orientation Visits**

Once your child is registered and forms completed you will be asked to bring your child to the day care for a visit. This will acquaint you and your child with the program and the staff members. It is difficult for a child to be left in a new environment with unfamiliar faces, so this visit is very important to help all. It is hard to leave Mom or Dad so when the first day of childcare comes expect some tears. This will pass as your child becomes comfortable in the setting and learns to trust the new adults around them.

## **Hours**

The day care is open from 7:00 AM to 5:30 PM, Monday to Friday. The day care is closed for the following Statutory holidays; New Year's Day (January), Family Day (February), Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day Boxing Day.

The centre will be closed for one full day professional development day in the Spring and one full day professional development day in the fall.

A daily schedule will be determined for your child at the time of registration. Parents are asked to limit their child's daily attendance to 9 hours. We ask that you pick up your child by 5:30 PM sharp as our staff members have families and personal responsibilities. If you cannot be at the day care in time to collect your child by 5:30 PM please arrange to have someone pick up your child. Late collection of a child may result in the withdrawal of childcare services.

## **Behaviour Management**

It is our belief that children often act out in a negative way because they have no other knowledge of how to react or handle their emotions. Children must be taught that

angry or frustrating feelings are OK and how to deal with these feelings in a positive socially acceptable way. We accomplish this by teaching the children to identify their emotions, to understand them, to empathize with others and to problem solve difficult situations. The children are treated with respect and understanding in all situations.

## **Personal Health and Nutrition**

Part of the daily schedule includes routines to promote good health, personal care and good nutrition. These routines include morning and afternoon snacks, a nutritious hot meal at lunch hour, rest time, and toileting throughout the day. Children are encouraged to develop their own "self-help" skills in these areas. Menus are planned in accordance with Canada's Food Guide and are reviewed by the Perth District Health Unit. Children are encouraged to try new foods; however each child's unique palate is respected.

To keep all the children in our program safe, **there is no outside food and drink allowed in program.** Accommodations will be made on site for children with allergies or intolerances.

In the case of a severe allergy (and only in extreme cases) parents may be asked to supply food for their child. In this case food will be clearly labelled with the child's name and date and stored in a designated area in the kitchen. The plan will be posted with a picture in the staff room, and the child's playroom.

Each child is required to participate in an early afternoon rest period. A quiet relaxing environment is created for the children as they rest or sleep depending on their individual needs. Children are encouraged to bring a snuggly toy and/or blanket to help them settle at rest time.

## **Off Premises Activities/Excursions**

On occasion your child may leave the premises of Anne Hathaway Day Care Centre on an excursion to a place of interest. These excursions are arranged by the staff of the day care and children are fully supervised to ensure a safe and enjoyable experience.

## **Access to Children**

Only those persons designated by the parents upon registration or as updated will be allowed to pick up the child. In case of separation or divorce there is a separate policy for access. If you require access protection for your child, please contact the Manager.

## **Illness**

If your child is not well enough to participate in the program both indoors and outdoors, please keep your child home. If your child becomes ill at the day care you will be

contacted and required to make arrangements to have the child picked up and cared for elsewhere. Children suffering from infectious or communicable diseases are prohibited from attending the day care by Public Health Regulations.

## **Medications**

The staff will administer medication under the written advice of the child's physician and the signing of the parental consent form. Under no circumstances will the staff administer the initial dose of medicine. If the medication renders a child unable to partake in activities the Manager (at her discretion) shall arrange for the child to be sent home.

## **Accidents**

Accidents and young children seem to go together. Children often fall and always seem to have bumps and scrapes. If your child gets hurt at the day care you will be notified by one of the staff members and will receive a written accident report. If there is a serious accident that results in the need for medical attention, the day care will contact you and arrangements will be made for you to pick up your child or meet the Manager at the emergency facility. If you cannot be reached, we will call the emergency contact number on your child's emergency card. Please be sure they are always up-to-date. All incidents of a serious nature are reported to the Ministry of Education and a notice to parents is posted by the front entrance.

## **Clothing**

Please dress your children in clothing that is appropriate for physical activity, the weather and the season. Children play outdoors for two hours per day, (one hour in the morning and one hour in the afternoon) weather permitting. A second set of indoor clothing items should be left at the centre in case of spills or toileting accidents.

**Consider:** Sun hats, rain boots, winter snowsuits, hats, mitts, boots etc. Labeled so all clothing can be readily identified. Rubber soled shoes are preferable to slippers or flip flops from a safety standpoint.

## **Snowstorms**

Should a severe snowstorm affect the safe operation of the day care, the following procedure will be followed:

1. If the day care is closed every attempt will be made to contact parents by phone. Closure will be broadcast over the local radio station and posted on the City of Stratford Website.

2. If the day care is open and there is a snowstorm warning in effect you will be asked to provide the name, address and phone number of a person who would be able to collect your child from the day care on that day should closure be necessary.
3. All parents of children with medical needs shall have to file pertinent medical information. Permission to give medication, as well as an overnight supply of medication for use should the child need to stay at the day care longer than usual or overnight due to a snowstorm.

Please use your judgment about bringing your child to the day care in severe weather.

### **Emergency Management**

Anne Hathaway Day Care adheres to its emergency management policy for all emergency situations. In the event of an emergency and or evacuation of premises parents will be contacted by the AHDC manager or staff via emergency contact numbers provided by parents/guardians.

### **Discharge Procedures**

Written notice of permanent withdrawal must be given **two weeks** in advance. If notice is not received, full program fees will be charged.

### **Smoking**

Anne Hathaway Day Care is a smoke free centre. No person is allowed to smoke or hold tobacco in the daycare or playground areas whether or not children are present.

### **Parental Involvement**

Parents are welcome into the day care at any time. We recognize that parents are working or studying and may have limited time to be involved in the day to day program of the day care. We welcome parents to join their child for lunch, to give program suggestions or provide a hands-on activity for the children. Each year an evening family BBQ and Christmas Party will be held in order to provide a social time for parents and children at the day care.

# Contact Information

If you have any questions about the program, policies, procedures, or your child's progress please do not hesitate to ask. We are here to assist you as well as to provide quality care and education for your child. We hope you and your child enjoy your stay.

## **Anne Hathaway Day Care**

103 Bruce Street

Stratford, Ontario N5A 4A2

(519) 273-1803

**Email:** [cgunn@stratford.ca](mailto:cgunn@stratford.ca)





# Glossary

**Individual authorized to pick-up/authorized individual:** a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

**Licensee:** The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

**Parent/guardian:** 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.

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

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises, or

(ii) a child is not picked up as expected from the centre or home child care premises.

**Disclaimer:** This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the Child Care and Early Years Act, 2014 (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

# Appendices

## Appendix A: 2023 Fees

52.75% reduction in previous rates based on AHDC's Enrollment in the Canada Wide Early Learning and Child Care Program (CWELCC).

### 2023 Rates

<b>Group</b>	<b>Base Fees</b>	<b>Monthly Rate for 2023</b>
Toddler – 18 months to 2.5 Years	\$1042.60	\$521.30
Preschool – 2.5 years to 4 years	\$908.20	\$454.10
Daily	\$50.35	\$25.20
Nursery School – 9:30am to 1:30pm	\$315.50	\$157.75
Before & After School – Kindergarten	\$14.50	\$7.25 am or pm for less than 6 years; \$14.50 am or pm
Before & After School – Grade 1 to 6	N/A	\$13.25 am or pm

## **Appendix B: Parent Issues and Concerns Policy and Procedures**

**Policy Number:** AHDC – 21

**Date Approved:** September 1, 2017

**Date Effective:**

**Date Amended:** September 1, 2017

**Procedure Number:**

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### **Background**

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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 or concerns.

### **Policy**

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#### **General:**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) is 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 is 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 all staff 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 two business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

#### **Confidentiality:**

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

**Conduct:**

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

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

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

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

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

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

For more information, visit:

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

**Procedure**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>
<p><b>Program Room-Related</b> E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the Manager or Designate Supervisor</li> </ul>

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern:</b>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• the Manager or Designate Supervisor</li> </ul>
<p><b>Staff-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the Manager or Designate Supervisor</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the Manager or Designate Supervisor</li> </ul> <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>

**Steps for staff and/or Licensee in responding to issue/concern:**

- address the issue/concern at the time it is raised or;
- arrange for a meeting with the parent/guardian within 5 business days

Document the issues/concerns in detail. Documentation should include:

- the date and time the issue/concern was received;
- the name of the person who received the issue/concern;
- the name of the person reporting the issue/concern;
- the details of the issue/concern; and
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

Ensure the investigation of the issue/concern is initiated by the appropriate party as soon as reasonably possible thereafter. Document reasons for delays in writing.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

## **Definitions**

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**Licensee:** The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

**Staff:** Individual employed by the licensee (i.e. program room staff).

## **Legislative Authority or Other Relevant Policies**

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**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 Director of Social Services.

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

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

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

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

Parent issues and concerns

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

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

### **Parent handbook**

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

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

### **Intent**

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee



## **Appendix C: Waiting List Policy**

**Policy Number:** AHDC - 41

**Date Approved:**

**Date Effective:** March 1, 2009

**Date Amended:** October 14, 2016

**Procedure Number:**

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### **Background**

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Anne Hathaway Day Care Centre provides full and part-time day care for up to 70 children. The selection of children for admission to Anne Hathaway Day Care Centre is administered in accordance with Anne Hathaway's Waiting List Policy. The purpose of the waiting list policy is to ensure a fair process is followed and to maximize the allocation for fee subsidy funding.

### **Policy**

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Anne Hathaway Day Care Centre will maintain a wait list for care that is fair and equitable while maximizing the allocation for fee subsidy funding for 50% of licensed spaces.

### **Procedure**

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1. When Anne Hathaway receives an application for admission and there is no available space, pertinent information will be collected and the family will be placed on a wait list for service. This can be done over the phone, by email or in person.
2. The following information will be collected at time of intake:
  - a) Name, address, phone number and email address of parents;
  - b) Name and DOB of the child(ren) to be placed on the list;
3. Spaces will be assigned based on the following priorities:
  - a) Children who require full time care (5 full days each week);
  - b) Children who require care based on therapeutic referral;
  - c) Children who require PT care;
  - d) Date of initial contact and the type of care required (toddler, preschool or nursery school);
  - e) Priority spots are given to AHDC staff first and then siblings of current AHDC families. Sibling spots are maintained according to date of initial contact and the type of care required.

4. When a space becomes available the manager contacts the first family on the waiting list who meet the priority. The family will be given five business days to reply. If the family turns down the spot, they will be advised that their child's name will be placed at the bottom of the list. If a family turns down a spot a second time, they will be informed that the child's name will be removed from the list.
5. If a family accepts the placement an application form will be sent out and an orientation visit arranged. If applicable, in order to determine final eligibility for fee subsidy the family will complete a subsidy application with the Child Care Division, City of Stratford

**Waiting Times:**

It is impossible to predict how quickly the wait list will progress. Therefore, there will not be an entry date at the time of intake. Typical wait times are six months to one year. There are exceptions and the waiting time is affected by the number of spaces available and the time of the year. Intake applications will not be accepted prior to the birth of a child.

## **Appendix D: Volunteer & Student Policy**

**Policy Number:** AHDC – 40

**Date Approved:**

**Date Effective:** September 6, 2011

**Date Amended:** December 2016

**Procedure Number:**

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### **Background**

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Volunteers and students can be an asset to the child care program and can aid in the link between the community and the child care program. It is also recognized that staff have valuable experience and insight to share with ECE students and those who may be considering ECE in the future. However, given the nature of the profound attachments children form with those around them, careful consideration will be given to the nature of the volunteer/student assignment and the length of time the person would be involved in the program.

### **Policy**

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Before a student or volunteer is introduced to the Anne Hathaway Day Care program, the Manager will conduct a brief interview to determine the goals and planned outcomes of the volunteer assignment. If the placement is deemed appropriate the manager will move forward with the following procedures. In the case of students, initial conversation may take place with educational faculty.

### **Procedure**

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#### **Scope of supervision:**

Direct unsupervised access is not permitted for any person who is not an employee of Anne Hathaway Day Care Centre.

Volunteers and students will be supervised by an employee at all times and are not permitted to be left alone with any child at any point in time.

Placement volunteers/students are not counted in the staffing ratios in the Child Care Centre/program.

Every child who is in attendance is in constant supervision of an adult at all times and the person must be an employee of Anne Hathaway Day Care Centre. No child is supervised by a person under 18 years of age.

#### **Orientation:**

Full orientation to the facility and program including Policy/Procedure review will be delivered to all volunteers and students by the manager or a designated staff member. A copy of this policy along with a copy of the parent handbook will be given to all volunteers/students.

### **Requirements for Volunteers/Students:**

High school co-operative placements – endorsement of education faculty, resume, immunization and WSIB forms to be kept on file.

College students – endorsement of education faculty, resume, immunization, copy of CRC, WSIB forms to be kept on file.

Adult Volunteers - resume, immunizations, CRC to be kept on file.

### **Policy and Procedure Review**

Volunteers and students will:

- Have a full orientation, including staff introductions, site tour and question/answer session prior to commencing placement or volunteer hours.
- All policies including Behaviour Management and Anaphylaxis emergency procedures are reviewed with volunteers/students who will be providing care or guidance in the program before they begin their volunteer assignment. In the case of long-term students/volunteers the review will be conducted on a yearly basis.
- All policy review will be followed by written sign off of understanding by each volunteer/student.
- Criminal reference checks are required for all volunteers having direct contact with children in licensed child care programs.
- The ministry criminal reference check policy does not apply to students placed in the child care program by an educational institution; however criminal reference checks are routinely required by community colleges and universities prior to students beginning a placement in child care and verification of that will be sought.

### **Roles and Responsibilities:**

Operator

- Conduct the initial interview
- Provide a complete orientation of the program
- Review and sign off on policies and procedures with the volunteer/student before placement begins and annually thereafter
- Review confidentiality guidelines

- Compile volunteer/student information to meet corporate and ministry requirements
- Provide an assignment to align with both the goals, educational requirements and expectations of the volunteer/student and Anne Hathaway and the best interest of the children, families and staff
- Assign the supervising staff and key staff contact to the volunteer/student. This person will be a full-time permanent staff of Anne Hathaway Day Care Centre
- The manager will monitor the behavior management practices of the volunteer/student in accordance with Anne Hathaway Behaviour Management Policy and Procedures.

#### Supervising Staff

- Review the goals and/or educational requirements with the volunteer/student
- Ensure the volunteer/student is aware of individual classroom routines/needs of the children as appropriate.
- Provide guidance and mentor the volunteer/student while allowing them to grow as a volunteer and/or future ECE professional.
- Participate in assessment and evaluation of students
- Liaison with the manager and forward any observations, concerns or recommendations. These may become part of the behavior management practices records.

#### Volunteers/Students

- To be actively involved in interactions with the children and staff
- To respect the role of the program staff with children and parents and to understand specific communication with parents is the responsibility of the classroom teachers.
- To review classroom routines and any educational expectations with supervising ECE
- As a student to review educational expectations and to work with supervising staff to find an appropriate time for assessment and evaluation
- To have appropriate indoor/outdoor attire
- To inform the program of any absences
- To keep all information regarding children, parents and staff confidential
- Share any concerns with the placement with the supervising ECE or program manager

It is the responsibility of the manager or designate(s) to implement and monitor this policy and to review with all staff, volunteers and students on an annual basis.

## **Appendix E: Safe Arrival & Dismissal Policy**

**Policy Number:** AHDC - 44

**Date Approved:** December 21, 2023

**Date Effective:** December 21, 2023

**Date Amended:** December 28, 2023

**Procedure Number:**

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### **Background**

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This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

### **Policy**

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#### **General**

- Anne Hathaway Day Care Centre will ensure that any child receiving childcare at the childcare centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Anne Hathaway Day Care Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## Procedure

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### Accepting a Child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - If the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's emergency card or where the individual is not listed on the emergency card, ask the parent/guardian to provide written authorization for pick-up (e.g., note or email).
  - document the change in pick-up procedure in the daily written record.
  - sign the child in on the classroom attendance record.

### Where a Child has not arrived in care as expected

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, sent an email or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the Day Care Manager or Designate Supervisor and they must commence contacting the child's parent/guardian no later than 11:30 am on the child's second consecutive absent day. Manager/designate supervisor shall email the parent/guardian to inquire about absence.
  - Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### Releasing a Child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

### **Where a Child has not been picked up before centre closes**

1. Where a child is to be picked up from care and the child has not been picked up by 5:30 pm the program staff shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must contact the emergency contact listed on child's emergency card. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall continue to call emergency contact, authorized pick up, parents/guardians until they reach someone.

### **Where a Child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian].
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the emergency contact on Child's Emergency card.
4. Where the staff is unable to reach the parent/guardian, or any other authorized individual listed on the child's file and the emergency contacts by 7:30 pm the staff shall proceed with contacting the local Children's Aid Society (CAS) 519-271-5290. Staff shall follow the CAS's direction with respect to next steps.

### **Dismissing a Child from care without Supervision procedures**

Staff will only release children from care to the parent/guardian or other authorized adult. **Under no circumstances will children be released from care to walk home alone.**



## Definitions

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**Individual authorized to pick-up/authorized individual:** a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

**Licensee:** The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

**Parent/guardian:** 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.

## Legislative Authority or Other Relevant Policies

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### Regulatory Requirements: Ontario Regulation 137/15

#### Safe arrival and dismissal policy

**50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,**

**(a) provides that a child may only be released from the child care centre or home child care premises,**

**(i) to individuals indicated by a child's parent, or**

**(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and**

**(b) sets out the steps that must be taken if,**

**(i) a child does not arrive as expected at the centre or home child care premises, or**

**(ii) a child is not picked up as expected from the centre or home child care premises.**

**Disclaimer:** This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the Child Care and

Early Years Act, 2014 (CCEYA) and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.