



Boys & Girls Clubs  
of Kawartha Lakes

# Child Care Centres – Parent Handbook



Operated by the Boys and Girls Clubs of Kawartha Lakes (705) 324-4493

*Revised 8 February 2018*

# TABLE OF CONTENTS

<b>Our Vision</b> .....	3
<b>Core Values</b> .....	3
<b>Our Philosophy</b> .....	4
<b>Wait List Policy</b> .....	5
<b>Enrolment and Service Terminations</b> .....	6
<b>Fees and Schedules</b> .....	9
<b>Emergency Procedures</b> .....	11
<b>Behavior Management Policy</b> .....	12
<b>Arrivals</b> .....	13
<b>Departures</b> .....	13
<b>Custody Agreements</b> .....	13
<b>Field Trips and Off-Site Activities</b> .....	14
<b>Outside Playtime</b> .....	14
<b>Rest Time</b> .....	14
<b>Playground Safety Policy</b> .....	14
<b>Closure Due to Weather/Bus Cancelations</b> .....	14
<b>Food and Snacks</b> .....	14
<b>Dr. George Hall Only</b> .....	15
<b>Children’s Belongings/Clothing</b> .....	15
<b>Toys from Home</b> .....	15
<b>Role of Parents in the Program</b> .....	15
<b>Parent Issues and Concerns</b> .....	15
<b>Concerns about the Suspected Abuse or Neglect of a child</b> .....	17
<b>Child Care Program Statement</b> .....	19
<b>PARENT AUTHORIZATION FORM</b> .....	24

# Mission Statement

To provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

# Our Vision

All children and youth discover and achieve their dreams and grow up to be healthy, successful and active participants in society.

# Core Values

## Belonging

We welcome everyone in a safe, accepting environment based on belonging and positive relationships.

## Respect

We ensure that everyone – children, youth, families, volunteers and staff – is heard, respected, valued and treated fairly.

## Encouragement & Support

We encourage and support every child and youth to play, learn and grow to achieve their dreams.

## Working Together

We work together with young people, families, volunteers, our communities and government.

## Speaking Out

We speak out with children, youth and families so that we can make our world better.

# Our Philosophy

The purpose of our Child Care Centres is to meet the needs of the families of our community by providing high quality child care in a healthy and positive learning environment.

## Our Goals:

### For the Child

- To provide appropriate play experiences that will contribute to the child's overall development.
- To provide the opportunity for meaningful play that is based on the children's needs, interests, and abilities that build important foundations for their future skills.
- To provide the opportunity for social interaction and development through play with other children.

### For the Parents

- To provide the opportunity to meet and work with other parents and early childhood educators who have, as their common concern, the interests and needs of the toddler child and preschool aged child.
- To provide quality care for the child while the parents work, attend school, or pursue other interests.

### For the Community

- To help meet the needs of the community by providing an early childhood education facility.
- To contribute to the growth and development of the future citizens of the community.

## A Play Directed Program

The children are being continuously challenged to learn through play. Within our program you will see:

- Games to play
- Materials with which to create
- Activities to explore, discover and enjoy
- Activities to touch, taste, feel, see, smell and hear

### To the Parents

We want you to know, to understand, and to discuss our goals with us.

We want you to look often into our busy, happy, and creative classroom and see your child engaged in play.

Parents and early childhood educators working together can help your child develop to their full potential.

## **Program Approach**

Our program is child directed and is planned and prepared using the current interests of the children. Weekly interests and activities may be extended or enhanced depending on the level of participation and current developmental needs of the children. The current weekly program plans are posted inside each classroom.

## **Hours and Days of Operation**

### **Kids in Motion Child Care Centre:**

Monday to Friday 6:30am to 6:00pm

January to December for children 18 months to 13 years of age

### **Dr. George Hall Child Care Centre:**

Monday to Friday 6:30am to 6:30pm

January to December for children 18 months to 12 years of age

### **Dunsford After School Licensed Program:**

Monday and Friday 3:25 pm to 6:00 pm

Tuesday, Wednesday and Thursday 5:15 pm to 6:00 pm

September to June for children 4 to 5 years of age

### **Mariposa After School Licensed Program:**

Monday to Friday 3:30 pm to 6:00pm

September to June for children 4 to 12 years of age

### **The centres will be closed for the following statutory holidays:**

New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day.

Opening the centre between Christmas Day and New Year's Day will depend on the number of families requiring care. This also applies to Easter Monday.

## **Wait List Policy**

It is the policy of all licensed child care programs within the Boys and Girls Clubs of Kawartha Lakes to have a wait list policy and procedure in place. Every staff shall be made aware of the policy and procedure prior to commencement of employment

### **PURPOSE**

To comply with the Licensed CCEYA requirements

## **PROCEDURE**

1. There is no charge or fee for placement on the wait list.
2. When a space becomes available:
  - The space will be offered to the first child on the list that fits the following criteria
    - Staffing
    - Ratios
    - Age of child
    - Days available
    - Continual spot
    - Exceptions may be made for children with siblings within the center
  - Parents have three (3) business days, from the date of offer, to decide if they would like to accept the space/spot offered.
  - If parents pass on the spot it will be offered, in order, to the next family on the wait list.
  - If a family passes on a spot they can remain on the list, if they choose, and wait to be offered a space at a more ideal time for them.
3. Full time takes priority over part time spaces on the waiting list.
4. The wait list will be kept in a secure location. Information on the wait list is available to staff and the family of that child only.
5. Our wait list policy is available in our parent handbook, on our website and available by request.
6. Our wait list policy and procedure will be reviewed before staff, volunteers or students commence employment, annually and when changes or updates are made.
7. This policy is to be monitored for compliance and contraventions on a bi-annual basis.

## **Enrolment and Service Terminations**

### **Admission Policy**

A monthly calendar that is filled in with dates and times care is required must be submitted to the program staff before the child/children can participate in the program.

### **Vacation Days**

When submitting a monthly calendar, please indicate what days your child(ren) will be away on vacation. Vacation time must be arranged with the Supervisor prior to your child being away. Two vacation weeks a year will be allotted without being charged for care.

### **Discharge Policy**

Two weeks written notice is required to be given if you plan on withdrawing your child from care. If two weeks' notice is not received you will still be required to pay for the care that had been scheduled.

### **Registration**

For the safety of your child, we must be aware of all pertinent information relating to your child. Before your child may begin care, the following information must be supplied to the child care centre office:

- A complete registration package.
- A copy of your child's up to date immunization card. We are required to provide a copy to our local Health Unit.
- A copy of any documents relating to the custody of your child.

## Orientation

We welcome you and your child to come in for a tour of the centre before starting. Please contact the centre to arrange an appointment.

### Illness

A parent will be immediately contacted to pick up their child if symptoms of ill health, infection or infestation appear. This may include a fever, persistent coughing, excessive runny nose, vomiting, diarrhea, pink eye or head lice. You will be asked to come immediately to pick up your child for the protection of the other children and staff. Any child with vomiting, diarrhea or fever, will not be permitted back into the centre for 24 hours from the last occurrence.

If your child is not well enough to participate in the entire program, please make alternate arrangements. Similarly, if your child is too ill to attend elementary school, they are too ill to attend the centre.

### Accidental Injury

For minor injuries staff will fill out an accident report form for you to sign. If required, appropriate first aid will be given and you will be informed when you pick up your child.

In case of a more serious injury, we will make an attempt to contact a parent. If we cannot reach a parent, we will contact the emergency contact person you have noted on your application form.

If we determine that the child needs immediate medical care, transportation by an ambulance will be arranged. You will be notified to meet your child at the hospital.

### Administration of Medications

- It is required by the Child Care and Early Years Act that we do not administer any medication unless:
- The prescription medication is in the original container.
- All labels are intact and easy to read.
- Prescription medication is labelled with the correct child's name, medication name, dosage, time(s), length of time to administer and expiry date.
- If the medication is to be administered on an as needed basis the parent must state on the Child Care Centre's medication form, the types of symptoms or reactions to be observed when the medication is necessary.
- Parents MUST complete the medication consent form BEFORE any medication will be administered. For the safety of all the children we will store all medication in a locked container.

Parents **MUST** hand-deliver all medication to the staff to be stored appropriately. Please do not leave medication in your child's bag or cubby.



## Fees and Schedules

Parents must submit a calendar stating the days in which care is required for the preceding month. Calendars will be provided and they will be marked with a due date. Parents will be invoiced on the 1st and 15th of every month from the financial department at The City of Kawartha Lakes Boys and Girls Club. Fees are due upon receiving the invoice. If payment is not received, your child care may be suspended until the payment has been received.

Full time child care spaces will be given top priority. If a family chooses to switch to part time care after full time enrollment has been arranged, space may not be guaranteed. We will try to accommodate part time spaces, however part time space could be denied at any time if a full time space is needed. If a family switches to part time care, 2 weeks written notice must be given to the Supervisor and must be approved prior to a change in enrollment. If your calendar is handed in on time and invoice is paid we will give a minimum of 1 week notice if care is denied due to space or availability. A yearly membership fee of \$30.00 will be applied to your March invoice.

### Fees

Fees as of January 2018	Half Day Max 6 Hours	Full Day Max 9.5 Hours	Extended Day Max 12 Hours	Nursery School 2.5 Hours	Before School	After School
Toddler (18 to 30 months)	\$37.00 \$44.40*	\$41.00 \$49.20*	\$44.00 \$52.80*			
Pre-School (2.5 to 5 years)	\$34.00 \$40.80*	\$36.00 \$43.20*	\$39.00 \$46.80*	\$22.00 \$26.40*		
Kindergarten (JK / SK) Lindsay Site	\$34.00 \$40.80*		\$37.00 \$44.80*		\$12.00 \$14.40*	\$12.00 \$14.40*
School Age (6 to 12 years) Lindsay Site		\$31.00 \$37.20*	\$33.00 \$39.60*		\$12.00 \$14.40*	\$12.00 \$14.40*
<b>Dr. George Hall</b> School Age (6 to 12 years)		\$26.00 \$31.20*	\$27.00 \$34.80*		\$12.00 \$14.40*	\$12.00 \$14.40*
<b>Dunsford After School Licensed Program</b> (4 to 5 years)						\$12.00 \$14.40*
<b>Mariposa After School Licensed Program</b> (4 to 12 years)					\$12.00 \$14.40*	\$12.00 \$14.40*

\* Non-Member Fees

- Cash, Cheque, Interac, Visa and MasterCard are accepted for:

**Kids in Motion:** Register at the Main Office of the Boys and Girls Club

**Dr. George Hall Child Care Centre:** Supervisors Office located just outside Toddler room

- Parents who do not require care for July and August will be required to re-register their child in September. Spaces are not guaranteed over the summer.
- Before School Program at the Lindsay site will still be able to register the day before until noon as long as spaces are still available. All other programs will remain the same.
- Lindsay Before School: \$12.00 for members \$14.40 for non-members

**Dunsford After School Programs:** Register at main Office (Lindsay site) or during program hours at the after school site location with the Supervisors.

**Mariposa After School Programs:** Register at main Office (Lindsay site) or during program hours at the after school site location with the Supervisors.

## Absence

- You are responsible for full payment of the schedule you submit and any extra days you may require.
- To avoid being billed for absent days please provide the centre with 2 weeks' notice, as there will be no refunds without the required notice.
- Strict staff to child ratios dictate that pre-booking is mandatory. If you require an extra day of care please call ahead and check for space availability

## Discounts and Financial Assistance

We offer a 25% discount to parents with three or more children enrolled in the centre. The discount will be taken from the child with the lowest amount in fees accumulated.

If you feel you may require financial assistance to pay your child care costs, please contact The City of Kawartha Lakes/ Halliburton Social Services building: 322 Kent Street West, Lindsay / (705) 324-9870 Ext: 3251

A needs assessment will be conducted to determine your eligibility for obtaining assistance. A list of required financial information needed is available at the centre.

## Dishonoured Cheque Fees

A \$15.00 service charge is applied to all dishonoured cheques returned by the bank. Should this occur on more than one occasion, we may insist on cash payments.

## After Hours Late Fees

There will be a late fee charged for children picked up after 6:00 pm closing at Kids in Motion and 6:30pm at Dr. George Hall. The charge is \$5.00 per 15 minutes for above scheduled hours. This fee will be added to your family account and will be subject to all policies regarding account balances.

## Receipts

Child care fees are income tax deductible. Parents can go online to print out a yearly tax receipt or view account details by going on [www.bgckl.com/register](http://www.bgckl.com/register). Parents may request to have a tax receipt prepared by the Boys & Girls Clubs of Kawartha Lakes by calling 705-324-4493 ext 200.

# Emergency Procedures

## Emergency Management

The Boys and Girls Clubs of Kawartha Lakes has an emergency management policy and procedure available to parents/guardians upon request. Parents will be notified if an emergency occurs by the appropriate supervisor.

## Fire Drills

Monthly fire drills are conducted in partnership with the Boys and Girls Club.

## Evacuation

In the event of a full evacuation from the child care centre, please keep the following information in mind: Parents will be contacted from the emergency shelter and informed of the situation and where they can pick up their child.

### **The Emergency Shelter: Kids in Motion Child Care Centre**

The Bethel Evangelical Missionary Church at 170 William St. S.

### **The Emergency Shelter: Dr. George Hall Child Care Centre**

Little Britain Community Centre at 9 Arena Rd., Little Britain

### **The Emergency Shelter: Dunsford After School Program**

Dunsford Community Centre, 26 Community Centre Road, Dunsford

### **The Emergency Shelter: Mariposa After School Program**

## Can We Reach You?

Due to unforeseen circumstances we may need to contact you while your child is in our care. If there is a day you will not be available at the regular contact numbers provided on your registration package please inform the staff when you drop off your child and confirm an alternate contact number.

## First Aid and C.P.R.

All staff employed with Kids in Motion Child Care Centre and Dr. George Hall Child Care Centre are required to have First Aid and C.P.R. training.

## Supervision of Volunteers in the Childcare

Volunteer and placement students may not be counted in the staff ratio. Direct unsupervised access is not permitted for persons who are not employees of child care centres. No child is supervised by a person less than 18 years of age.

## Serious Occurrence Notification Policy

The Ontario government has introduced a new policy that requires licensed child care centres to post information about serious occurrences that happen at the centre. To support increased transparency and access to information, a 'Serious Occurrence Notification Form' will be posted under our license for 10 days.

A Serious Occurrence could include:

- Serious injury to a child
- Fire or other disaster on site
- Complaint about service standard

This posting will give parents information about the incident and outline follow up actions taken by us, while respecting the privacy of the individuals involved.

## **Behavior Management Policy**

(Part of Program Statement - Page 19)

The Early Childhood Educators role in behaviour management is to maintain a positive environment while modelling appropriate behaviours and explaining reasons for rules and boundaries. By doing this we hope to promote and encourage positive behaviours and assist in achieving a sense of self-discipline while fostering self-esteem.

The Ministry of Education provides strict guidelines to discipline.

**If the child care staff must implement behaviour management strategies the follow guidelines will be followed.**

### **Step #1**

In a calm, clear and firm voice inform the child that what they are doing is not acceptable and direct them to stop. Offer alternatives to the behaviour. Ensure all staff are consistent in enforcing the discipline procedure.

### **Step #2**

**Volunteers** are not expected to take on a major role in disciplining participants. If youth (s) do not respond to your low-key message then consult the program staff who will deal with the matter according to procedure

### **Step #3**

If the behaviour continues, then the child should be informed again that the behaviour is not acceptable and redirect the child to another positive alternate activity. Inform the child that if the behaviours do not stop, he/she will be removed from the activity for a “Time away” period. This should be stated clearly, so that the child understands exactly what will happen if he/she does not comply. Explain what a time away is; the child may not know what you mean by TIMEOUT.

Don't fall into the “attention seeking game”. A friendly and caring relationship with staff helps the child feel valued and secure, and the child doesn't have to work so hard at making their feelings known.

### **Step #4**

“Time away” procedures should be implemented in such a way that they are not embarrassing to the child, and the time frame should be only as long as it takes for the child to return to the activity and interact within the rules.

### **Step #5**

In the case where the child returns to the activity but continues to misbehave, consult with your supervisor

### **Step #6**

The Supervisor may decide to speak with the child and/or remove him/her from the activity. Removal must be performed in a safe and secure manner for all involved individuals. The Supervisor or designate should also consult with the child and/or the parents/legal guardians, as to why he/she is misbehaving, i.e. the child may just be very excited about the activity and

then gets into trouble and may need to be calmed down. Some other reasons that may cause a child to act out are frustration, too many challenges, too many demands, too little space, and not understanding the instructions, and fatigue.

Remember to have staff use “positive reinforcement” when the child does the activity properly. Every child is unique and may respond differently to direction. Redirection should be implemented so that the child’s dignity and self-worth is enhanced not hurt. Remember that new children will need a sensitive and flexible settling-in period. This starts with the relationship you build with the child and the child’s family in recognizing that children cope with change and new experiences differently. When you see a child acting out, he/she may not feel comfortable in the group or know the rules.

Parents/legal guardians should always be informed. When there is a feeling of mutual respect and interest in assisting with improving the child’s behaviour, parents then feel supported.

### **Step #7**

In cases where the misbehaviour endangers the client, others or the physical/emotional environment of the club the leader should firmly limit the behaviour to ensure safety is maintained.

## **“ZERO” TOLERANCE POLICY REGARDING EXTREME BEHAVIOUR**

The following steps will be taken should any child display any type of extreme aggression, which we feel could cause injury to another child, adult or to himself/herself:

- The child will be immediately removed from the group.
- The parent will be contacted to pick up the child. If the parent cannot be reached the emergency contact person noted on the child’s registration form will be contacted to pick up the child.

The wellbeing and safety of the children and staff are a priority to us and we will not place anyone in jeopardy

### **Arrivals**

Please bring your child into the building and please make sure a staff member is aware of your child’s arrival so responsibility for the child is transferred for insurance purposes.

### **Departures**

Children will only be released to a person authorized by the parents on their enrolment package. Photo identification will be required before the child is released.

Each child participating in a full day at the centre will have a communication folder in their cubby. In it you will find a brief summary of your child’s day. Also you may find book order forms, crafts and receipts in this folder. Please leave this folder in your child’s cubby at all times and only take its contents with you.

### **Custody Agreements**

Please be advised, in situations where custodial concerns are occurring, the centre may not refuse the release of a child to a parent at the request of the other parent. We must have an

up to date legal document on premise and follow the specifically outlined custodial arrangements.

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

Occasionally the centre may plan an outing for the children. A letter and permission form will go home in advance. Unfortunately there will not be care provided at the centre on the day of a field trip for any children not participating.

## **Outside Playtime**

The Child Care and Early Years Act stipulates that ALL children participate in outdoor activities for a minimum of two hours/day for full day programs and 1/2 hour/day for A/S programs weather permitting. For the safety of the children, in extreme weather conditions, such as very cold or very hot, the time awaydoors will be reduced or omitted at the discretion of the Supervisor.

## **Rest Time**

There is a 2 hour rest period scheduled in our daily routine as set out but The Ministry of Education. The children who are awake after the first hour of rest time will be provided with quiet activities.

## **Playground Safety Policy**

The Administration, in accordance with the guidelines of the Ministry of Education, has instituted a policy with regard to playground safety. Routine maintenance and inspections, conducted daily, monthly and annually, will assist with ensuring that any defects or emerging problems are identified and addressed.

Each morning a staff person is responsible for thoroughly investigating our playground area to ensure that no remnants of harmful substances or vandalism are present. At this time all playground equipment is checked to insure that everything is in safe working condition.

## **Closure Due to Weather/Bus Cancelations**

On days when the buses are cancelled the club vans will be cancelled as well. If your child requires before or afterschool care on these days you will be required to make alternate arrangements. This information will be available on 91.9 BOB FM at 6:30 am. Due to circumstances regarding safety for all, staffing, weather, and spaces available we may or may not be able to take your child on a first come, first serve basis. In the case of extreme weather the centre may have to close. If a closure is necessary the information will be available on and 91.9 BOB FM

## **Food and Snacks**

Our menu rotates on a four week basis to allow for a variety of different snacks and meals to be served. Our menu is planned as outlined by the Canada Food Guide. If your child has any allergies or food restrictions please note them on your child's registration package.

Parents will be asked to supply food for a child who has a nutritional requirement that can't be provided by the child care centre.

Due to allergies nuts and foods containing nuts including all food labelled 'may contain nuts' are not permitted or served within the centre.

## Dr. George Hall Only

All children enrolled in the School Age program must supply their own lunch on PA Days, Summer vacation, March Break and Christmas Holidays. We ask that all hot and cold foods be packed by a thermos or freezer pack as no refrigeration or microwaves are available. We ask that all lunches provide healthy and nutritious options based on Canada's Food Guide. All lunches must be peanut/nut/wow butter free. The day care will supply AM snack and PM snack along with water and milk throughout lunch.

## Children's Belongings/Clothing

Provide simple play clothing that is free of complicated fasteners. Shoes without laces are appreciated and much safer for the children.

Playtime can be a messy time, please provide clothing that is washable.

Our playground is very muddy and wet in the early spring and fall. Please send splash pants, and rubber boots when necessary. Please provide an extra set of clothing for your child. Feel free to leave the spare set in your child's cubby. Please remember to label your child's name on all their clothing.

## Toys from Home

Children are encouraged to bring a stuffed animal or an item that may comfort them in their new environment. Blankets from home for rest time are also welcomed. Please label all of your child's belongings. Please avoid sending toys of an aggressive nature. Also note that the daycare cannot be held responsible for lost or broken toys.

## Role of Parents in the Program

We welcome the involvement of parents in the program. There is a variety of ways you can participate. These can include volunteering on field trips, helping with the Fair parade, sending in items for show and tell and craft donations. We always welcome your feedback and we strive to improve where we can. There may be times throughout the year that we may ask for your feedback or suggestions and a parent survey box will be available to place anonymous written surveys in.

## Parent Issues and Concerns

### Purpose

The purpose of this policy is to provide a transparent process when individuals bring forward for issues and concerns related to Club and Foundations services/ programs. This also includes the licensed child care programs - Dr. George Hall, Kids in Motion, Dunsford After School Licensed Program and Mariposa After School Program. The Club is committed to providing excellent service and to:

- address complaints in a timely, fair, respectful and accountable manner;
- provide an opportunity to explain the problem, prompt action and ongoing follow up until the issue is resolved;
- ensure the process is accessible and open.

Issues and concerns regarding Boys and Girls Clubs of Canada (BGCC) or other Boys and Girls Clubs or other Club Foundations are to be directed to the Club itself. Each Boys and Girls Club or Club Foundation is independent and autonomous, overseen by its own board of directors. If there is a concern or complaint about a different Club/Foundation, individuals are

asked to contact the specific Club/Foundation's Executive Director or Board Chair. If it is not addressed individuals may contact BGCC Vice President of Member Services.

## **Definitions**

**Licensee:** The individual or agency licensed by the Ministry of Education responsible for the operation and management of each licensed child care centre it operates (i.e. the operator). Boys and Girls Clubs of Kawartha Lakes licensee include Dr. George Hall and Kids in Motion child care centres.

**Staff:** Any individual employed by the Club and licensed programs (e.g. program room staff).

## **Policy**

We encourage regular discussions with staff to build positive relationships, discuss participant's experiences and continuously improve strategies. Our core values and licensed program statement support positive and responsive interactions among the individuals we serve including program participants, parents/guardians, staff, volunteers, and donors. We foster ongoing engagement of and personal communication about programs and services, and participants. Our staff are available to engage in conversations and support a positive experience during every interaction.

All issues and concerns raised are taken seriously 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 will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided within 7 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

## **Process for issues or concerns**

1. Individuals with an issue/concern are encouraged to talk with the staff who is most connected to the concern/situation. Concerns or complaints will be directed to the appropriate person.
2. This relevant staff will document the concern, including name and contact information, date, a description of the complaint, process for resolution and the final resolution or decision. Through this transparent process the goal is to have issues or complaints addressed to the individual's satisfaction. The individual with the issue will be kept informed if there are more steps required.
3. If the issue or concern is not resolved or if the individual is uncomfortable discussing the issue with the relevant staff, the supervisor of the staff can be informed.
4. If the staff is not able to resolve the complaint to the satisfaction of all parties, concerns will be referred to the senior staff of the program. The individual with the issue will be kept informed at each step.
5. The senior program lead may choose to bring the complaint forward to the manager or managing director or designate for review and advice.
6. If required the Executive Director will be informed and determine appropriate action or recommendations and an appropriate process to inform the individual with the issue will be determined. It is the responsibility of Club/Foundation staff to implement the recommendations.

## **Guidelines for implementation of issues or concerns**



1. The initial response to an issue or concern should occur as soon as possible and not longer than 7 days from receiving the complaint. Every effort will be made to review and respond to a complaint within 30 days.
2. Documentation about the issue or concern will be kept in in a lockable cabinet in a file separate from any other file related to the stakeholder.
3. It is the responsibility of all employees to have a working knowledge of the complaint resolution process and to cooperate with the processing of complaints.
4. Senior management will track trends identified through the issues or concerns resolution process and annually review the number, type and disposition of issues or concerns received.

## **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect privacy, 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). There will be no repercussions to someone bringing forward issues or concerns in good faith.

## **Conduct**

We maintain high standards for positive interaction, communication and role modeling for participants. Harassment and discrimination will therefore not be tolerated from any party. If at any point anyone (including but not limited to parents/guardians, and staff) feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the program supervisor.

## **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*.

## **Escalation of Issues or Concerns**

Where individuals are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing directly to the Clubs Executive Director.

Issues/concerns related to compliance with licensed 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. Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca).

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.

## **Procedures:**

Nature of Issue/Concern	Steps for Parent/Guardian to Report Issue/Concern	Steps for Staff and/or Licensee in responding to Issue/Concern
<p>Program Room Related i.e. schedule, toilet training, Indoor / outdoor activities, feeding, etc.</p> <p>General, Centre/Operation Related i.e. child care fees, hours of Operation, staffing, waitlists, etc.</p> <p>Staff, Supervisor, Student, Volunteer and/or Licensee Related i.e. conduct of a staff that puts a child's health or safety at risk</p>	<p>Raise the issue/concern to</p> <ul style="list-style-type: none"> <li>• the classroom staff</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• the supervisor/licensee</li> </ul> <p>Raise the issue/concern to</p> <ul style="list-style-type: none"> <li>• the supervisor/licensee</li> </ul> <p>Raise the issue/concern to</p> <ul style="list-style-type: none"> <li>• the supervisor/licensee</li> </ul>	<ul style="list-style-type: none"> <li>• Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• Arrange for a meeting with the parent/guardian within 7 business day</li> </ul> <p>Document the issues/concerns in detail</p> <p>Documentation should include:</p> <ul style="list-style-type: none"> <li>• The date and time the issue/concern was received</li> <li>• The name of the person reporting the issue/concern</li> <li>• 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.</li> </ul> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated within 7 business day or as soon as reasonably possible.</p> <p>Provide a resolution or outcome to the parent/guardian who raised the issue/concern.</p>

## Process for Expressing Concerns

Please feel free to come to the Supervisor any time you have a question or concern about the centre. If you feel that you would like further assistance please contact Chris Borrowman, Manager of Child and Youth Services at The Boys and Girls Clubs of Kawartha Lakes at (705) 324- 4493 ext 218. Concerns regarding invoicing contact Laurie Bastin, Office Coordinator Boys and Girls Clubs of Kawartha Lakes at 705-324-4493 ext 236.

# Child Care Program Statement

Boys and Girls Clubs of Kawartha Lakes (BGCKL) licensed child care centers work alongside the document “How Does Learning Happen” and encompasses all four Foundations of Learning, Belonging, Well-Being, Engagement, and Expression. These four foundations align with the BGCKL core values the standard by which all BGCKL services are measured. We follow the guidelines outlined in the Ontario Child Care and Early Years Act.

**Our Child Care Centers** promote the health, safety, nutrition and well-being of the children in its care by:

- Serving children healthy nutritious meals and snacks that follow the Canadian Food Guide, encouraging self-serve skills with meals and giving children variety of healthy options.
- Ensuring all staff have current certification in Infant and Child First Aid and CPR.
- Following and adhering to daily, monthly and yearly indoor and outdoor safety checklists.
- Encouraging parents/ guardians to visit the rooms with their child before they begin the program not only for their child to get to know the staff and environment but also for parents/ guardians to get to know the staff team.
- Strive to ensure there is a seamless transition for the child and parent to and from care.

The childcare care team supports positive and responsive interactions among the children, parents, child care providers and staff by:

- Adopting the best learning approach for each child and appreciating that each child is unique and learns in many different ways.
- Providing an optimal environment where staff get down to the children’s level to communicate and play.
- Building strong relationships between staff, children and families.
- Encouraging parents to be a part of our program and involved in their children’s learning.
- Encouraging families to network with one another.

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

- Modeling appropriate language and social skills.
- Fostering cooperation and communication skills among children.
- Giving the children the “alone time” or the opportunity move away from a situation.

We foster the children’s exploration, play and inquiry by:

- Providing open-ended experiences
- A variety of different play and sensory materials
- Time awaydoors
- Extended periods of uninterrupted free time to play

We provide child initiated and adult-supported experiences by:

- Implementing positive experiential learning and programming based on the children’s interests and needs.
- Supportive self-directed play where staff takes the children’s lead in where the learning goes.

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

- Providing positive reinforcement.
- Individual supports and adapting learning and development to each child's strengths, ability, and personality.
- Incorporating individual support plans for identified children to support their developmental learning, integration, educational experience.

We incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving care by:

- Scheduling rest times each day, however if children require extra rest time staff will do their best to accommodate
- Ensuring children spend at least two hours per day outdoors. Weather dependent staff may choose to extend or limit time awaydoors
- Having a variety of choices and times for indoor play, during these times children have the choice based on their interests that day to choose from activities will include both active and quiet play.

We foster the engagement of and ongoing communication with parents about the program and their children by:

- Following the parents lead and requests on individual needs of their child
- Building relationships and having daily strength based communication with families.
- Using tools such as instagram, communication books, documentation and individual portfolios, newsletters.
- Hosting dinners, open houses, family nights

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

- inviting them into the center and working as a team collaboratively
- helping families find the right support for both home and child care
- collaborating with community partners to give the children a sense of belonging in the surrounding area whether it be through donations, on-site tours, trips and walks throughout the community

We support staff or others who interact with the children at the childcare center in relation to continuous professional learning by:

- Participating in regular and meaningful professional development.
- Ensuring staff are knowledgeable and continue to update their professional learning to provide children with quality care
- Accessing resources available in the City of Kawartha Lakes on childcare related topics.

We document and review the impact of the strategies set out by this program statement on the children and their families by:

- Sending out both parent/family and staff surveys on an annual basis, we then take this information and do our best to accommodate any changes that need to be made based on the results of these surveys.
- Promoting that parents/ guardians speak to any staff member or supervisor at any time you feel an issue needs to be addressed.

- This program statement is a “Working Document” and changes will be made based on the needs of the children, families, staff and center.

**PROHIBITED PRACTICES (As set out in section 48 of the Child Care and Early Years Act)**

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

- 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; or
- inflicting any bodily harm on children including making children eat or drink against their will.

The Early Childhood Educators role in behaviour management is to maintain a positive environment while modelling appropriate behaviours and explaining reasons for rules and boundaries. By doing this we hope to promote and encourage positive behaviours and assist in achieving a sense of self-discipline while fostering self-esteem.

The Ministry of Education provides strict guidelines to discipline. If the child care staff must implement behaviour management strategies the following guidelines will be followed.

- 1) In a calm, clear and firm voice inform the child that what they are doing is not acceptable and direct them to stop. Offer alternatives to the behaviour. Ensure all staff are consistent in enforcing the discipline procedure.
- 2) **Volunteers** are not expected to take on a major role in disciplining participants. If youth (s) do not respond to your low-key message then consult the program staff who will deal with the matter according to procedure
- 3) If the behaviour continues, then the child should be informed again that the behaviour is not acceptable and redirect the child to another positive alternate activity. Inform the child that if the behaviours do not stop, he/she will be removed from the activity for a “Time away” period. This should be stated clearly, so that the child understands exactly what will happen if he/she does not comply. Explain what a time away is; the child may not know what you mean by TIMEOUT.

Don’t fall into the “attention seeking game”. A friendly and caring relationship with staff helps the child feel valued and secure, and the child doesn’t have to work so hard at making their feelings known.

- 4) "Time away" procedures should be implemented in such a way that they are not embarrassing to the child, and the time frame should be only as long as it takes for the child to return to the activity and interact within the rules.
- 5) In the case where the child returns to the activity but continues to misbehave, consult with your supervisor
- 6) The Supervisor may decide to speak with the child and/or remove him/her from the activity. Removal must be performed in a safe and secure manner for all involved individuals. The Supervisor or designate should also consult with the child and/or the parents/legal guardians, as to why he/she is misbehaving, i.e. the child may just be very excited about the activity and then gets into trouble and may need to be calmed down. Some other reasons that may cause a child to act out are frustration, too many challenges, too many demands, too little space, and not understanding the instructions, and fatigue.

Remember to have staff use "positive reinforcement" when the child does the activity properly. Every child is unique and may respond differently to direction. Redirection should be implemented so that the child's dignity and self-worth is enhanced not hurt. Remember that new children will need a sensitive and flexible settling-in period. This starts with the relationship you build with the child and the child's family in recognizing that children cope with change and new experiences differently. When you see a child acting out, he/she may not feel comfortable in the group or know the rules.

Parents/legal guardians should always be informed. When there is a feeling of mutual respect and interest in assisting with improving the child's behaviour, parents then feel supported.

- 7) In cases where the misbehaviour endangers the client, others or the physical/emotional environment of the club the leader should firmly limit the behaviour to ensure safety is maintained.

#### **"ZERO" TOLERANCE POLICY REGARDING EXTREME BEHAVIOUR**

The following steps will be taken should any child display any type of extreme aggression, which we feel could cause injury to another child, adult or to himself/herself:

- a) The child will be immediately removed from the group.
- b) The parent will be contacted to pick up the child. If the parent cannot be reached the emergency contact person noted on the child's registration form will be contacted to pick up the child.

The well-being and safety of the children and staff are a priority to us and we will not place anyone in jeopardy.



## PARENT AUTHORIZATION FORM

We look forward to having you and your children as part of our child care centre.

I have read and understand the entirety of the Child Care Centres Parent Handbook.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

**Please detach this page from the parent handbook and return to your child's classroom staff.**