

GRAND AVENUE CHILDREN'S CENTRE PARENT HANDBOOK



LAST REVISED Nov 16 2023

Revised April 2021

We are pleased to welcome you and your child to the centre. We hope that your child/children will enjoy and profit from this new learning experience.

Your Child Will Grow in Many Ways

Physically: Using a variety of different materials and resources such as; special play equipment, building with blocks, painting, or playing with play dough, your child will develop skills and fine motor control.

Socially: Your child will learn to share and co-operate with others. He/she learns to accept and trust people beyond those of their own family.

Mentally: Your child will learn to think and express their own ideas and emotions, either verbally or creatively through arts and crafts i.e.) painting, moulding clay, colouring.

Emotionally: By expressing his/her own ideas, he/she can show their feelings and how they affect and play a part in his/her daily life.

PROGRAM STATEMENT

GRAND AVENUE CHILDREN'S CENTRE

ESTABLISHED APRIL 2016

Grand Avenue Children's Centre is committed to providing the highest standards of quality for children, family and community using "How Does Learning Happen?" Ontario Pedagogy for the Early Years (2014) as a guide under the Child Care and Early Years Act.

"How Does Learning Happen? Ontario Pedagogy for the Early Years (2014) is a document to be used for the purposes of guiding licensed childcare programs. This professional learning resource will support early years programs and will inspire critical reflection discussion among the staff, the children and their families (minister's policy statement on programming and pedagogy made under the Child Care and Early Years Act subsection 55(3)2014)

Grand Ave Children's Centre uses a play-based learning approach to create the best learning environment for children to learn and grow. Play based learning allows each child to bring his/her own individual abilities to the program and allows them to explore new ideas and develop their own unique creativity with encouragement and space to try new things.

CHILDREN ARE COMPETENT, CAPABLE, CURIOUS AND RICH IN POTENTIAL.

Grand Ave Children's Centre believes that encouraging children to think creatively enables them to succeed in a complex and ever-changing world. Purposeful play enables children to learn and discover at their own rate in unstructured and structure initiations of play.

Grand Ave views children as thinkers by encouraging them to make choices and decisions that lead them to reflect about their world.

Our centre's ambition is to provide a secure, caring and stimulating environment in which relationships can evolve and each child's identity and sense of self is valued.

We shall facilitate play in a pedagogical direction for children to develop in the indoor and outdoor environments.

Our goals for children, consistent with the Ministry of Education pedagogy, include the following:

- Every child has a sense of **belonging** when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health and **well being**
- Every child is an active and **engaged** learner who explores the world with body, mind and senses
- Every child is a capable communicator who **expresses** himself or herself in many ways.

Children's interests are valuable to their learning and offer a rich variety of experiences.

The types of activities we offer daily include:

- ❖ Drama, music, dance and visual arts
- ❖ Physical literacy
- ❖ Language, literacy, numeracy
- ❖ Nature, science and technology
- ❖ Construction, design, blocks (fine motor/gross motor)
- ❖ Daily opportunities for physical literacy and active outdoor play
- ❖ Opportunities for creative arts
- ❖ Rest time for children who require it, based on their development
- ❖ Intergenerational opportunities

Our program is designed to:

- Encourage children to interact and communicate in a positive way and support their ability to self-regulate.
- Foster the children's exploration, play and inquiry
- Provide child-initiated and adult supported experiences
- Offer opportunities to create authentic lasting relationships with others in the program.

The core and supporting principles of Grand Ave Children's Centre reflect the Early Learning for Every Child Today (ELECT) guiding principles and "How Does learning Happen?" Ontario's Pedagogy for the Early Years four foundations. Engagement, Expression, Well-Being and Belonging

ENGAGEMENT

Parent Engagement and Communication

Grand Ave Children's Centre believes that families are the experts on their children. Therefore, we encourage and practice open communication with the families. We aim to foster outreach, engagement and communication with families about our program and their children's learning experiences. We aim for affordable, safe, reliable, high quality licensed child care for their children.

Communication books are available daily, children's learning stories/ documentation portfolios are accessible daily.

In addition, the daily interaction with program staff offers many opportunities for parent feedback, involvement such as surveys, communication box, parent consultations, written and face –face communication and family nights.

We involve parents and other important adults in various events and activities at our program such as fieldtrips and initiatives. This connects them to their children's early development and enhances the child's learning.

The partnerships with the families support our program in many ways:

- Helps to meet the child's needs as families know their children best and are the first and most powerful influences on learning and development.
- Builds a powerful relationship between the centre, staff and families by understanding family structures, values, language and their culture.

Community Partners

Community partners supporting children, families and staffs is a commitment of Grand Ave.

We provide learning opportunities and practical work experience in the areas of programming and management to members of the community through the recruitment, placement, training and recognition of volunteers and students on placement both from the secondary and post-secondary education levels.

Volunteers and students on placement enhance the high-quality care and individual attention given to the children in the program.

Grand Ave Children's Centre has many community partners. Individuals, organizations and agencies who support children and families financially or through support.

We collaborate with these partners and continue to create more opportunities to expand these relationships on behalf of our children and families.

We highlight our inter-generational partnership with Grand Wood Park Seniors residence by engagement and learning opportunities throughout each month (Sept –June). We also have a community partnership with the Old South community by engagement and support through membership in the Old South Business Association.

Continuous Professional Learning

Grand Ave Children's Centre hires professional staffs that have a positive and sensitive attitude towards children and families. Our hiring practices provide individuals of all backgrounds the opportunity for employment.

We believe that everyone has value and all staff are entitled to be respected supported and treated fairly.

All full-time staff working with children has completed/practice early children education. All ECE's are registered with the College of Early Childhood Educators. All staff attends mandatory professional mentor meetings and is committed to continuous professional learning. Formal professional learning is vital but we also believe that most professional growth happens day to day as our staff co-learn with children and each other as self-reflection professionals.

A positive adult child interaction is on-going. Staffs works closely with the children to extend their learning by encouraging them to build upon their existing awareness. Staff develop a program that supports early learning following an on a weekly basis based on the observations that they make on children's interest the child's lead and curiosity.

Staffs foster children's inquiry and creativity. Staff plan on a weekly basis based on the observations that they make on children's interest. Learning is extended leading to deeper investigation with materials and the environment. Staff plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

The program director reviews weekly program plans and pedagogical documentations to ensure that they meet Grand Ave program statement requirements. The director demonstrates pedagogical leadership by observing each classroom daily and engaging in conversation with educators and what is the best means for this learning to happen. Quarterly the director completes staff mentor plans, classroom checks and program monitoring to ensure that program quality indicators are being met.

EXPRESSION

Grand Ave Children's Centre inclusive programming leads to children's sense of belonging. Positive learning environments and practices focused on play-based learning encourage children's self-expression, communication, self-regulation and their ability to deal with stress.

We aim to be aware of foster, support, encourage, respond to and document the many ways in which children express themselves.

Our inclusive learning environments welcome children of all abilities. Respect for diversity equity and inclusive is vital for optimal development and learning.

- Each child is an individual
- Recognize each child as having equal rights to participate in program activities, trips, events.
- Groups' small enough so no child is over looked.
- Recognize and respect unique qualities of each child and family.
- Create and establish programming strategies to value foster an inclusive learning environment in which every child can participate.
- Routines are conducted by guiding small groups of children thru transitions times.
- Children accomplishes each task at his/her own rate and are never made to participate in any activity that they are not ready for.

Play based learning enables children to investigate, ask questions, solve problems and engage in critical thinking. Play allows them actively construct challenges and expands their own understandings through making connections to prior experiences. Play is responsive to each child's unique learning style and capitalizes on his /her curiosity vision and creativity.

Our plans are developed over a period of a week and are planned to coincide with the interest of the children.

Language development is fostered daily by stories, songs, games and finger plays. Books are available. Puzzles used to develop spatial concepts, sorting, matching. Science discovery are taught and explored.

Each day children enjoy outdoor activity learning to run, jump, climb, developing coordination, strength and risks in a safe environment. Our outdoor activity also allows children enjoy nature and open green space, gardening and neighbourhood discovery walks.

BELONGING

Grand Ave Children's Centre strives to promote a sense of belonging for children and their families in our programs by creating positive interactions and collaboration of families.

Grand Ave works with families and children as a team by fostering collaborative and positive interactions, communication and relationships.

Each class will display family photos, pictures of special days/fieldtrips and artwork. All families and children will be greeted each day with a smile and welcome greeting. Children are encouraged to bring special items from home to be included in the program such as stuffed animals, books etc.

Families have ongoing communication both at the beginning of the day and at the end of the day. Grand Ave Children's has an open-door policy for their families so that are able to come be a part of the program at their leisure creating a family-oriented environment of community.

Grand Ave Children's Centre builds trust with their families and children by inviting them to visit and transition into the centre with a flexible routine / schedule prepared jointly by the families and staff. This lets families participate in the program before leaving their children to go back to work or school.

We believe that a relationship of trust is the basis of a good foundation for the GACC team to work towards the children. As competent individuals' children are active participants in resolving conflicts. We encourage them to come up with ideas and solutions to problems, learn responsibility along with social skills.

Grand Ave Children's Centre is committed to working collaborating with all of our community partners to meet the mutual goal of providing the best possible interest of children and families.

WELL BEING

Grand Ave Children's Centre understands that the early years set the foundation to establishing and nurturing health, safety and well-being for children in our program.

The staffs are educators are consistent and gentle. Each child is given individual attention during the day and special attention should he/she need it. Each group is made up of children developmentally at the same stage. Each child feels comfortable and valued.

Educators support children in developing strategies to remain calm and to regulate their emotions while recognizing the effects of their actions on others.

All prohibited practices including corporal punishment, harsh or belittling discipline including verbal belittling or threatening, depriving basic needs including food, shelter, clothing or bedding, locking the exits of the child care centre for the purposes of confining a child or using a locked or lockable room or structure to confine the child if he or she has been separated from other children, confinement or restraint for the purpose of limiting a child's movement is not part of the practice or values of Grand Ave Children's Centre.

All educators, students and volunteers must follow the GACC child abuse policy and comply with all aspects of the investigation and outcomes.

The director will ensure that a written record of the monitoring of all employees, volunteers and placement students behaviour management practices is completed annually or immediately following an observed or reported prohibited practices. All written records of monitoring will be kept on file for 3 years. Placement students or volunteers will not be left alone with children.

Health and safety

The health and safety of all adults and children is an important aspect of GACC program. Grand Ave Children's Centre meets and strives to exceed all health and safety requirements of the Ministry of Ed and local gov't bylaws.

Health and safety are posted outside our program rooms on parent communication boards and others are provided in our Parent handbook. Our program staffs at any time are available to

Nutrition

Grand Ave Children's Centre follows Canada Food Guide to develop menus that are both nutritious and appealing for children.

Menus can be viewed on the parent communication boards and on our website.

We accommodate dietary or religious food requirements for children in our program.

REFLECTING AND ASSESSMENT

Pedagogical documentation is a way for our program staff to learn about how children think and learn. Educators reflect and assess their program and environment daily to ensure that the program is meeting the individual needs of the children and the group and that their environment is set up according to the interests of the group.

Our staff reflection and assessment purpose are to:

- Valuing children experiences and help them to reflect back on those experiences in their learning environment
- Learning together with the children involving the meaningful adults in their lives
- So, program staff can become lifelong learners with children about learning
- To keep communication ongoing with families about children's experiences
- Self-reflection opportunity for program staff as they participate in continuous professional learning

Grand Ave Children's Centre will assess the environment, educator interactions, the planning process and the physical environments of each class.

The Grand Ave Board of Directors **will support the Ministry of Education regulations** to foster the **belonging** of each child, family and staff member; providing professional, respectful, inclusive child centered care in London's Old South community. We are committed to the **well-being** of each child and seek out opportunities to strengthen connections in our community; **engaging** our stakeholders and fostering **expression** by encouraging self-discovery and continuous learning for both children and staff members; including multi-generational, art and music experiences.

The Board of Directors has a mandate to provide leadership, accountability, financial and evaluation of the ongoing operations of the Grand Ave Children's Centre. Our Board regulations stipulate a minimum of 5 meetings annually, one being Annual General Meeting where all parents and interested community partners may attend and members will have the opportunity to vote on the regulations that guide our centre.

The Program Statement has been developed with input from parents, staff and Board members and approved by the Board of Directors. We will ensure consultation with our stakeholders is undertaken and feedback incorporated into this "living" document going forward; tabling Ministry "Questions for Reflection" for discussion during Board, Annual General Meeting and

Staff meetings to ensure continuous improvements to the four pillars for our children, families and staff.

The Board of Directors will establish terms of reference and appoint committee members to oversee the Finance, Human Resources and Operations of the Centre to confirm all policies and procedures are reviewed on an annual basis and we are adhering to the Ministry approved Program Statement.

Grand Ave Children's Centre Program Statement is a living document and will be modified as necessary in order to stay in alignment with the Minister's Statement and or reviewed annually by the GACC Board of Directors.

References and information in this living document are extracted from:

- 1) "How Does Learning Happen? "Ontario's Pedagogy for the Early Years
- 2) Minister's Policy Statement on Programming and Pedagogy made under the Child Care and Early Years Act 2014.
- 3) Child Care and Early Years 2014
- 4) Early Learning for Every Child Today (ELECT) guiding principles

Program Statement Implementation Policy 2016

Grand Avenue Children's Centre is committed to providing the highest standards of quality for children family and community using "How Does Learning Happen?" Ontario Pedagogy for the Early Years (2014) as a guide under the Child Care and Early Years Act.

Centre Goals:

- Every child has a sense of **belonging** when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health and **well-being**
- Every child is an active and **engaged** learner who explores the world with body, mind and senses
- Every child is a capable communicator who **expresses** him or herself in many ways.

How we will achieve our goals:

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

- The Centre Director will review all sign offs by staff, students and volunteers and sign the review sheet to indicate that the process has been completed. The Centre Director must be confident that the staff, volunteer or student is fully aware, and understands the Program Statement and its implementation.
- Each classroom will maintain a binder containing observations, plans and documentation to support their understanding of the program statement. Copies of the documentation, relevant to their child, will be shared with the parents or guardians of the children in the child's individual portfolio.
- The Centre Director will meet on a regular basis with each team to establish a clear understanding of the program statement, to support staff in their delivery of the Program Statement and to aid the staff in self-reflection to be recorded, and added to the binder on a regular basis.
- The Centre Director will view each staff as component and capable, and give them time to be heard and respected, and to reflect on their own performance and their contributions to the environment and the development of each child in their care.
- The Centre Director will use all observations, interactions and conversations to monitor all staff.
- Staff will reflect on "How Does Learning Happen"
 - a. by working through the reflection exercises in the document,
 - b. by taking a Professional Learning opportunity facilitated on the document,
 - c. by reviewing the observation and engaging children in meaningful activities,
 - d. by maintaining communication with parents and building trusting relationships with families,
 - e. by working with their colleagues to create a safe and healthy environment
 - f. by taking the time to engage in self-reflection on a regular basis.

Grand Ave Children's Centre understands that the early years set the foundation to establishing and nurturing health, safety and well-being for children in our program.

To this end, the centre director or designate will observe staff interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions. The following practices are not supported by are centre:

- corporal punishment
- harsh or belittling discipline including verbal belittling or threatening
- depriving of basic needs including food, shelter, clothing or bedding
- lock the exits of the child care centre for the purposes of confining a child or using locked or lockable room or structure to confine the child if he or she has been separated from the other children

- confinement or restraint for the purpose of limiting a child's movement is not part of the practice or values
- inflicting any bodily harm on children include g making children eat or drink against their will.

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

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

Grand Avenue Children's Centre will keep records pertaining to monitoring of our Program Statement for 3 years.

References and information in this living document are from:

How Does Learning Happen? - Ontario's Pedagogy for the Early Years

Child Care Early Years Act 2014

Early Learning for Every Child Today (ELECT) guiding principles

General Information and Parent Fees

General Information

Grand Avenue Children's Centre is a non-profit day nursery, licensed by Ministry of Education (EDU). We are a smoke free facility. Smoking is prohibited inside the building or in the playground area.

Cheryl Read is the supervisor. If you have any questions or concerns you are welcome to talk to Cheryl.

Grand Avenue Children's Centre has fundraising events from time to time. You will be made aware of upcoming events in email formats. We do fundraise to defray the cost of special events, outings, and to purchase new toys and equipment for the centre. If you are interested in helping with these fundraising events, please see our management team.

CWELCC Funding program Agreement.

Grand Avenue Children's Centre has **Opted into** an agreement with Children's Services of London Ontario for the Federal and Province Ontario for the Canada Wide Early Learning and Child Care Funding Agreement. This will provide funding to the national child care system to build and leverage the success of Ontario's existing early learning and child care system by increasing quality, accessibility, affordability and inclusivity in early learning and child care, towards achieving the objectives of: providing parent fee reduction rates retroactive to April 1 2022 building towards \$10 day child care spaces in 2025. Creating new quality spaces, addressing inclusive child care and valuing the ECE workforce and providing them with training and development opportunities.

A Board of Directors govern Grand Avenue Children's Centre. One half of the board is made up of parents who have been involved in the centre, the other half are professionals within the community.

Grand Avenue Children's Centre is licensed for a capacity of 43 children.

Age groups are as follows:

Infant: 4 months to 18 months (limited enrolment of 10)

Toddler: 18 months to 31 months (limited enrolment of 23)

Preschool: 31 months to school age (limited enrolment of 10)

Fees

Daycare fees are due bi-weekly according to the direct debit agreement. Fees are applicable to the reductions set out by the Canada Wide Early Learning Child Care Program in reduction.

Fees as of Dec 31,2022 are as follows:

Full time	As of Dec 31,2022
Infant	\$27.40/day
Toddler	\$26.22/day
Preschool	\$23.65/day
Part time	As of Dec 31,2022
Infant	\$29.77/day
Toddler	\$28.35/day
Preschool	\$25.16/day

Registration Fees

One-week fee payment per child per age group is required to register a place in our centre. This payment will be credited to your first week of parent fees that you attend. This payment is non-refundable if your choice not to start on the date indicated on the registration form.

Parent Fee – Under the CWELCC Funding program our fees that were applicable to April 1,2022 will be reduced by 25% once a signed agreement has been signed by both the Municipality and

the Centre's Board of Directors. The fee reduction only applies to base fees such as parent fees, registration fees. Non-Base fees are not applicable to this reduction such fieldtrip fees, fundraising etc. Non-base fees are fees that the family have a choice in paying without it affecting their status of care.

All payments retroactive to April 2,2022 will be given to families in the manner of a lump sum refund or a credit to future care as long as the children are still in care of the centre. Any fees that are outstanding during this period will be settled by this refund before any payment is made to families.

WAITLIST POLICY

AUG 2016

Grand Ave Children's Centre is aware of the importance of the child care spaces in the community it serves and of the wait periods to gain access to service. Grand Ave Children's Centre aims to develop a waitlist policy and practices that are transparent, fair and consistent.

Grand Ave Children's Centre participates in the free centralized waitlist for the City of London and Middlesex County. To gain access to the waitlist; families must complete an online registration form on family information website at www.familyinfo.ca or call Grand Ave Children's Centre for more information 519 434 3151.

No family will ever be charged a fee to be on any child care waitlist for Grand Ave Children's Centre. However, GACC has the right to offer spaces available to families as it viable to the centre.

Waitlist Priority

- 1. Siblings of current families** to be included on the waitlist the family must provide the child care management with registration form including approximate start date.
- 2. Returning families** to be included on the waitlist, the family must provide the child care management with a registration form including approximate start date. The time span between the withdrawal of the family and their new waitlist registration must not exceed one year. To gain access to the program, a child must be returning to Grand Ave Children's centre or be the sibling of a child previously enrolled.
- 3. Special consideration:** special consideration may be given to families on the waitlist who risk losing their newly granted fee subsidy if they do not secure a child care space within a specific time period, and to children referred to Grand Ave Children's Centre by support organizations with which it has a partnership.

NOTE: * waitlist priorities render the waitlist dynamic which means that a first place on the waitlist may be pushed down by a new waitlist family with higher priority of need.

** Grand Ave Children's Centre does not take responsibility for any maintenance, updating or technical issues on the waitlist. Please contact oneHSN support at 1 888 722 1543 or support@oneHSn.com.

Waitlist management

To ensure that families gain access to GACC programs in the shortest time possible, the following practices are put into place.

- The date of the registration on the waitlist will reflect the registration form was received by the Administration(online/phone)
- A family who refuses a space the first time it is offered or fails to return a first call within one week will retain its priority on the waitlist.
- A family who refuses a space the second time it is offered or fails to return a first call within one week will be placed at the end of the waitlist.
- A family who refuses a third offer for a space or fails to return a third call within a week will be withdrawn from GACC waitlist.
- If a family does not attend a tour or registration meeting without any communication to reschedule, they will be placed at the bottom of the waitlist.
- It is the families' responsibility to call GACC to change any waitlist information or update information on the web-based waitlist site.
- Any families' approximate status of their child on the waitlist will be given at their request.

When a space becomes available the family at the top of the waitlist will be contacted, regardless of the enrolment status of the space (FT/PT). Once a child is registered it becomes possible to eventually accommodate for more specific needs, for example changing from part time to full time.

Once a family has seemed the centre and discussed details with the director the space will be held for one week before giving it to another family on a first come service basis. The family will remain on the waitlist and called at the availability of the next space.

Registration for spaces can be completed no more than 6 months from the child's start date in the child care centre. There is a non- refundable fee for registration to maintain the space. Please see Admission policy for exact procedure and details.

Part Time Spots

Grand Ave Children's Centre maintains full time clients as their priority. Part time spaces are limited to within, and not exceeding, 25% of our licensed capacity. Contact Cheryl for further information.

Inclusive Policy

Grand Ave Children's Centre is committed to supporting high quality inclusive practices in licensed child care. We believe quality programs should respond to the individual abilities and needs of each child. We accept and welcome children of all abilities, culture and race. See our full inclusive policy in our General Policy manual.

Program

Our program will be posted in each of the classrooms and will be subjected to change from time to time.

Each day will include the following: quiet play

- Morning and afternoon outdoor play
- Morning and afternoon snack
- a hot, nutritious lunch
- Washroom routine
- Sleep time
- Circle
- Free play

You will receive a calendar each month via email or a hard copy if email is not convenient for you. This will keep you updated on the centre's activities.

Hours

The centre opens at 7:30 and closes at 5:30 **sharp**. We request that you have your child at the daycare by no later than 9:30 a.m. If you are going to be later, please make arrangements with Cheryl. Failure to comply may result in the daycare refusing your child for that day.

We request that you make every effort to pick up your child by 5:30 p.m. If you find that you are unavoidably delayed, please contact the centre immediately. If you are late picking up your child you will be charged \$5.00 for every 3 minutes you are late past 5:30 p.m. This is a non-base fee. This money goes directly to the teacher who is inconvenienced. The money must be paid before your child is admitted the next day. Remember, when you are late it is very hard

on your child. After a long day at daycare, he/she has seen everyone else leave and cannot help but feel anxious about the situation.

Admission Policy

An interview will be arranged to familiarize you and your child with the centre. All admission forms must be completed including updated immunization prior to enrolment. For the first week, you are encouraged to stay with your child for five minutes at the beginning of the day, to reassure him/her, and to minimize fears, until you and/or your child are comfortable.

Discharge Policy

WRITTEN NOTICE of permanent withdrawal must be given at LEAST TWO WEEKS in advance. If notice is not received full program fees will be charged. A permanent space cannot be guaranteed if you wish to withdraw your child temporarily. Therefore, your child will be placed on a waiting list. The daycare may terminate services if policies are not followed or fees are not paid.

Arrival and Pick-up

We recommend that you establish fixed hours to drop-off and pick-up your child. Young children depend on regular routine for their own sense of security. When you arrive notify a staff member of your presence and sign in your child on the sign in boards located outside your child's classroom. Similarly, when picking up your child, make sure the staff are aware that you are leaving and sign your child SPECIFIED ON THE ADMISSION FORM. THE DAYCARE NEEDS TO BE INFORMED AS TO WHO IS PICKING UP THE CHILD.

Peanut Free Environment

Due to severe peanut allergies, we will not serve any products containing traces of peanuts. If you wish to bring in a special snack for a special occasion please include an ingredient list. The centre will not be able to serve the snack without one.

If your child has peanut butter for breakfast, please ensure that hands and face are washed prior to coming to daycare. This will ensure all children are protected.

No Smoking Policy

Grand Avenue Children's Centre is a completely smoke free environment. Smoking is not permitted at any time by any person within the centre. Smoking is also not permitted in the playgrounds or in the Centre's parking area at any time.

Sleep Safety Policy

GACC Sleep Safe Policy is to maintain a safe sleep environment for all children and to help reduce the risk of sudden infant death syndrome/ sudden unexpected infant deaths.

All infants under the age of 12 months or until they are able to roll independently from back to front will be placed on their back to sleep as a obligation to place a child for sleep in a manner consistent with the recommendations set out in the document called "Joint Statement on Safe Sleep: Preventing Sudden Infant Death in Canada: published by the Public Health Agency of Canada. This is only unless the child's physician recommends otherwise in writing.

All children will have a monitored and supervised nap/rest time each day either in a crib or cot based on age and developmental appropriateness.

Parents/Guardians of children that are sleeping at the centre regularly will be advised of the centres polices and procedures at time of enrolment by the Centre Director/Centre Designate. They will be asked to indicated their child's sleep arrangements at this time or appropriate times such as transition between rooms, and finally if other information is required.

Parents/Guardians of children will be notified of any significate changes to children's sleeping patterns or behaviours during sleep either through verbal communication or email.

Adjustments will be collaborated with the parents/guardians and written in the child's file as well as documented in the classroom log book.

All children that have a sleep routine within the centre will have direct visual sleep checks to view their well-being and health during this time. These checks will be documented each time a sleep routine is in process and at a time internal of every 15mins for infants and 30mins for toddler and preschool groups.

Sickness

If your child is sick on a daycare day and is not able to attend the centre, PLEASE contact us and let us know. Payment will still have to be made for that day. If you are unsure about the condition of your child, please feel free to contact the centre and ask. There is a list of common childhood conditions posted on the main bulletin board that can be referred to. If your child gets sick throughout the day you will be contacted and informed of his/her condition. If it is necessary to send your child home a health report will be filled out.

Health and Administration of Drugs

The Child Care and Early Years Act 2014 stipulates that prior to admission each child must be immunized, as recommended by the local Medical Officer of Health. Any exemptions must be approved by the Ministry of Education. See health policy for specifications and forms

The centre also requires that a certificate confirming complete medical assessment be submitted.

REGULATIONS REQUIRE DAILY OUTDOOR PLAY FOR EACH CHILD. THEREFORE, IT IS OUR POLICY THAT A CHILD TOO ILL TO PLAY OUTDOORS REMAIN AT HOME.

If a child becomes ill during the day temporary care will be given until you can be contacted and take your child home.

The centre will administer PRESCRIPTION DRUGS ONLY, in accordance with provincial legislation.

PARENTS MUST PROVIDE:

Written authorization, including dosage and time to be administered
Medication must be in the **original container**, clearly labelled with the child's name, name of drug, dosage, date of purchase, and instructions for storage and administration
The centre cannot administer non-prescription medicine, unless it is accompanied by a note from your physician.

Medical Support Plan for Children with Special Concerns

Grand Ave Children's Centre aims to ensure that all children with medical conditions, in terms of both physical and mental health, are properly supported in their early years so that they are able to play a full and active role in learning and developing. Every child with the help of GACC staff, their parents/guardians and any health care professional's knowledge will develop a medical support plan to best represent the needs and support that the child will need while in child care.

Outbreak

When the centre is identified as being in an "outbreak" by the Health Unit we will post a notice at the entrance and provide Health Unit information specific to families of children including symptoms, incubation period, isolation period at home, and conditions for return to the classroom. Unless Grand Ave Children's Centre is closed by the Health Unit, fees are to be paid as usual.

Subsidized parents have been informed of the guidelines of the City of London in these H1N1 situations in the form of a letter from Grand Ave Children's Centre. Please see Cheryl for more information.

Preventative Measures

The staff will be conducting daily verbal health checks on every child before they enter the daycare.

Parents, children, and staff are required to sanitize their hands before entering the daycare.

The children and teachers will be sanitizing their hands frequently throughout the day.

Parents are informed that they need to make alternative childcare plans. If a child is ill while in attendance, we will move them to an isolation room with staff care. Parents will be called immediately and given 1 hour to pick up. +

Food and other allergy related restrictions in the centre

All food and snack are provided by the centre, with exception of baby food, formula or special anaphylactic allergy or medical plan diets. We are asking to provide care for children who have life threatening allergies to certain foods or products. We believe that a child with a food allergy has the same right to attend the centre as any other child.

Grand Ave Children's Centre has developed a set of protocols and procedures around the care of children that have anaphylaxis. One significant objective of the procedure is to restrict the introduction of a food or product allergen in to the centre. One way this is controlled/accomplish this is by not allowing any child or parent/guardian to bring food of any kind, or other products into the centre. Exception in cases where the child has food allergies

and the meals and snacks provided by the child care centre cannot meet the child's needs in their individual plan, the child's family will be asked to supply healthy nutritious snacks /meals for their child according to the anaphylactic plan for the child. Where food is provided from home for the anaphylactic child the food brought to the child care centre will be labelled with the child's full name, name of the food and the date the food arrived at the child care centre. There also needs to be a full ingredients list of the contents of the meal/snack provided. Extra supervision of the children will be maintained so that food is not shared or exchanged. If a family has any concerns, they should see the management team immediately.

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Grand Avenue Children's Centre

Date Policy and Procedures Established: August 2016

Date Policy and Procedures Updated: Oct 2018

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

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).

Centre Director: A person who shall be responsible to the licensee for the day-to-day operation and management.

Centre Designate: A person who shall be responsible in the absent of the Centre Director with the powers and duties of the day-to-day duties.

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

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 (this reference includes legal guardians)

Policy

General

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

All issues and concerns raised by parents/guardians are taken seriously by GRAND AVENUE CHILDREN'S CENTRE 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 1-3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Procedures

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

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Centre Director – in person -in the child care office (located across from the infant room) daily Mon-Fri, by email: grandave@execulink.com; or by phone: 519-434 3151.

- Or to Board of Directors Grand Ave Children’s Centre: Attention President- 81 Grand Ave London ON N6C 1M2

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:** Centre Director (Cheryl Read, RECE)– in person -in the child care office (located across from the infant room) daily Mon-Fri, by email: grandave@execulink.com; or by phone: 519-434 3151.
- Centre Designate- Sonia Couto- contact info same as Centre Director
- Board of Directors Grand Ave Children’s Centre: Attention President- 81 Grand Ave London ON N6C 1M2

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| <ul style="list-style-type: none">- Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca |
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<p>-College of Early Childhood Education- info@college-ece.ca or college-ece.ca; 416-961-8558or toll free 1 888 961-8558.</p>
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<p>- Middlesex London Health Unit- 50 King St London On N6A 5L7; www.healthunit.com; 519 663 5317</p>

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.

Consultations

Consultations may be arranged with Cheryl at any time. Parents are always welcome in the daycare, and should feel free to discuss any concerns regarding their child's progress, the Child Care and Early Years Act 2014 regulations, centre policy etc. with our management team. If, however, your concerns are still not satisfied or you feel that you would like to contact our governance team, please write them out to the attention of the Board President and leave them at the centre's office. The subject will be addressed at the next board meeting and the President will contact you.

Photographs and Videotaping

We respect the privacy of our children, families and educators. We strive to ensure that our work is created in an environment that is safe and respected by all those who view and learn from its use and that are utilized only for its intended purpose.

Within our curriculum program, we regularly take photos of the children as part of the documenting their learning. We also take photos of make videotapes of the children participating in activities, which we incorporate into our environment and for other centre functions. We fully understand that for some parents this important issue, we wish to respect your wishes completely. On occasion, there are events held at our centre where families and visitors are taking pictures. It is our expectation that any pictures taken of children, their families or Grand Ave staff would be kept for personal use and not posted on any social media website (i.e. Facebook, Twitter, Instagram etc.) without the written consent of the parent,

guardian or employee. If you are attending an event and do not want yours or your children photo taken, you are responsible too advise anyone at the event taking pictures, of your wishes. Please see our use of technology policy for further details.

Individual Support plan policy for Children with Special Needs

Grand Avenue Children's Centre strives to meet the individual needs of all children including those of special needs and their families.

This policy is in place to outline the principles and strategies to ensure effective provision of children and or their families.

Grand Avenue Children's Centre will ensure that an updated individual support plan (ISP) is in place for each child with special needs enrolled and will ensure that the program of Grand Ave Children's Centre is structured so that it will accommodate the individualized support plan of each child with special needs while ensuring that the program is inclusive of all children.

Grand Ave. is focused on supporting and providing stimulating inclusive learning activities and experiences that will help the child and their families learn and develop and gain confidence while giving potential regardless of the child's ability.

We will create and implement activities based on the four foundations of the document *How learning Happens*.

We will strive to collaborate with any professional support services within the program and focus on individual support plan made for each child collaborating with the families and community services such as Merry mount, All Kids Belong, Vanier Children's services, CPRI, etc. We at Grand Ave. believe parents have a vital role in supporting the child's educational needs and we encourage parents and families to contribute their knowledge and understanding of their child and raise any concerns they may have.

Grand Ave. is however, unable to change the structure of the building due to the space and structure of it, but are willing to accommodate to the scope of Early Childhood Educators standards of practice and code of ethics.

To ensure and reflect that the appropriate support and individual support plan is in place we will review this policy annually or as needed with a signature of each staff member, volunteers, students and any person that is in contact with the child and their families.

In addition to this policy, please refer to the Inclusion Policy within the Policies and Procedures Manual.

Serious Occurrence

All serious occurrences that happen at the centre as of the effective date of Nov 1, 2011 will be posted as mandated by the regulations of the Ontario Government. The serious occurrence posting will remain posted for minimum 10 days.

A serious occurrence could include *the death of a child who receives child care at a licensed child care centre.

*Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre.

* A life-threatening injury or a life threatening illness.

* An incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised.

A) child was found or B) child is still missing

* An unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving care at a child care centre. A) fire B) flood C) gas leak D) detection of carbon monoxide E) outbreak F) lockdown G) other emergency relocation or temporary closure

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

A serious occurrence **does not** necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

Please feel free to speak to Cheryl if there are any questions or concerns.

Discipline

Children are disciplined in a positive manner, at a level appropriate to their actions and their age, to promote self-discipline, ensure health, respect the rights of others, and maintain equipment. **SPANKING AND OTHER FORMS OF CORPORAL PUNISHMENT ARE NOT PERMITTED.** Methods of discipline are discussed at staff meetings and consistent disciplinary measures are agreed upon. If you have any questions please feel free to contact Cheryl.

PROHIBITED PRACTICES

A) Corporal punishment of a child

B) 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.

- C) Locking the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- D) 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.
- E) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- F) Inflicting any bodily harm on children including making children eat or drink against their will.

Emergency Management Plan

Grand Ave Children's considers the safety of the children and staff of our centre the highest priority. Therefore, we have assembled a policy and procedures to ensure the safety of the children and staff members in the event of an emergency situation that may occur during hours of operation. Parents will be notified thru telephone or email when the emergency plan has been activated by the director or designate as soon as all children and staff are in a safe situation. If the situation requires a local police dept. representative will contact the parent/guardian or emergency person listed. Grand Ave Children's Centre designated evacuation site is Tecumseh Public School located on Tecumseh Ave.

Grand Ave Children's Centre practices evacuation procedures on a regular basis in order to be fully prepared if or when a situation arises. All family contact information is updated twice a year by the centre in order maintain current information. However as stated in the registration forms it is the parent/guardian's responsibility to make sure that all contact information regarding work, home and emergency contact information is current on your child's file.

Field Trips

Throughout the year trips are made to special places of interest. You will be asked to sign a field trip consent form when you register your child. However, when fieldtrips are planned a notice will be posted or sent home informing you of the destination, cost (if any), time and date. You are always welcome to accompany us. PLEASE notify us in advance as some fieldtrips have a limited number of people that can be admitted. Parents attending our field trips will be responsible for obtaining a Police Criminal Reference Check at their cost.

Educators

All educators at Grand Ave Children's will be required to obtain a vulnerable criminal sector check from their local police department and then declare any offenses annually until renewal. (Renewal period is 3 years.) They also will maintain a current Standard First Aid Certificate and Infant and Child CPR certificate.

Grand Ave Children's Centre also supports our educators as life-long learners and therefore each staff will attend and complete 5 professional learning opportunities annually either thru off-site opportunities or in-house sessions. Please see our Criminal Reference Screening Policy and Professional Learning Policy for more information.

Students and Volunteers

Students and volunteers at Grand Avenue Children's Centre will abide by the childcare supervision policy stating they must be of 18 years of age or older and/or have written permission from an educational facility. They will have no direct unsupervised access to any child at any time. A criminal reference check must be provided, at the cost of the volunteer or student, before commencement of services. All students and volunteers will be under direct supervision of an RECE staff team leader at all times. This is an amendment to any other policy involving any students and volunteers as of Sept. 6, 2011.

Bad Weather/Daycare Closing Policy

We will make every attempt to open during inclement weather however; if it is unavoidable a sign will be posted the night before a potential closure due to weather. If we close, a message will be left on the daycare voicemail system alerting you to our closure when you call the centre, which will be activated by 6 a.m. the morning of closure. You will also be contact by a preferred method by or Cheryl via your email or home phone.

Pet Policy

Animals deemed as pets are not permitted in the daycare or the daycare playgrounds. Animals accompanying parents to pick up their children must be leashed to the outside of the playground fence away from entrance gates. The exception to this policy is service animals.

Parking

Please Park in the designated spots for the centre in order to keep our children safe. **PLEASE DO NOT GO THROUGH THE ONE-WAY SIGN IN THE WRONG DIRECTION AND ALWAYS WALK HOLDING YOUR CHILD'S HAND IN THE PARKING LOT.**

Holidays and Vacation

The centre observes the following holiday:

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

The centre will be closed on the holidays listed above; payment must be made for these holidays. Written notice of vacation time is required at LEAST ONE MONTH in advance.

Clothing and Possessions

Your child should be dressed in clothing that is appropriate for physical activity, weather and season. A second set of clothing should be kept at the centre in case of accidents. ALL clothing

and toys should be clearly labelled with your child's name. We will not assume responsibility of lost or damaged items.

Children Learn What They Live

If a child lives with criticism,
He learns to condemn.

If a child lives with hostility,
He learns to fight.

If a child lives with ridicule,
He learns to be shy.

If a child lives with tolerance,
He learns to be patient.

If a child lives with encouragement,
He learns confidence.

If a child lives with praise,
He learns to appreciate.

If a child lives with fairness,
He learns justice.

If a child lives with security,
He learns to have faith.

If a child lives with approval,
He learns to like himself.

If a child lives with acceptance and friendship,
He learns to find love in the world.

Author unknown