

EPUC  
CHILD CARE  
CENTRE

Parent Handbook

## Parent Handbook

EPUC Child Care Centre would like to welcome you and your family to our centre.

Our centre provides childcare services to families in Burlington and surrounding communities.

A Board of Directors, along with the Executive Director, manages the overall operation of East Plains Child Care Centre and qualified staff, who together provide the day-to-day operations of the centre and child care programs.

This handbook has been designed to help you better understand our centre's organization, policies, procedures and goals. We ask that you take the time to read through it carefully. If you have any questions after reading this handbook, please contact the Executive Director or the supervisor. They will be happy to discuss your concerns and answer questions to insure a pleasant childcare experience for all.

### HOURS OF OPERATION

Monday- Friday 7:00 A.M - 6:00 P.M

**Please Note:** Late fees will be charged after 6:00 P.M (including inclement weather days)

### Philosophy

Our philosophy is to provide a supportive and educational environment for children 4 months to 5 years of age; to foster their emotional, social, intellectual and physical

development; to provide a supportive environment for the parents and caregivers of those children.

### **About us**

EPUC Child Care Centre is a non-profit, non-denominational early learning environment. Our original school has been operating for over 45 years in the heart of Aldershot in Burlington, Ontario. We have a long history of qualified educators and the support of dedicated parents, all of whom offer a wealth of knowledge and diverse experiences.

The school was established in 1969 by local parents interested in developing an educational program that would help prepare their children for elementary school. At that time, Junior Kindergarten programs did not exist in the public and Catholic school boards. Thanks to the assistance of the East Plains United Church, the Preschool was able to operate in the kindergarten room, which was not being used during the week.

In 2020 the program expanded into a fully renovated, four classroom child care centre offering full day programs for parents at the West end of Halton Region.

### **Our Goals**

In keeping with Ontario's Pedagogy: How Does Learning Happen, EPUC Child Care Centre promises to:

- To guide children toward self-discipline and independence in a warm and caring environment
- To view children as competent, capable, curious and rich in potential
- To offer a nurturing environment full of open-ended learning opportunities
- To guide children toward building positive relations with others
- To build feelings of confidence and self-esteem
- To encourage learning through play
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### **EPUC Child Care Centre Provides:**

- 6100 sq. feet fully renovated child care space with four spacious classrooms
- Low child to teacher ratios in accordance with the CCEYA
- Caring, qualified teacher
- Social and emotional development
- An active learning environment to help prepare children for Kindergarten
- A focus on developing fine and gross motor skills
- Safe, bright and airy classroom and gym
- Integrated to provide care for children with special needs
- A convenient location - close to elementary schools, parks and shopping

□

### **□ Funding:**

- We are a non-profit child care centre and are funded by:
- Monthly tuition fees
- Fundraising events
- Government grants

### **License Requirements:**

EPUC Child Care Centre is licensed by the Ontario Ministry of Education and adheres to the regulations set out by the CCEYA. Licensing addresses the issues of staff qualifications

and performance, programming, child/adult ratios, nutrition, sanitary practices, space requirements, and emergency procedures. .

## **ENROLLMENT**

EPUC Child Care Centre offers the following childcare:

- Infant Care- for children 4 months to 17 months
- Toddler Care - for children ages 18 months to 30 months
- Preschool - for children ages 31 months to 5 years

Enrollment in any of the above programs is open to any child within our age limits provided the program can meet the needs of the child. Enrollment is granted without discrimination regarding: gender, race, creed, religion, or political belief/disabilities.

## **DAILY ATTENDANCE**

All parents are responsible for dropping off and picking up their children from their designated educator. The centre will assume no responsibility for children until they are signed in and after they are signed out of the program.

**If your child is going to be late, due to a medical appointment or an emergency, please kindly inform the centre.**

Parents are required to contact the centre no later than 10:30 am, in the event that:

- The child will not attend that day.
- The child will be away for an extensive period of time.

To complete registration and secure your spot in our program, parents are required to complete the following steps:

- Complete enrollment forms and pay registration fee and first month up front. Please note that this amount is non-refundable in the event that you decide to cancel your space.
- Meet with the Executive Director to discuss policies such as drop off, pick up, payments etc.
- Submit updated immunization record

## **Terminating Child Care Service**

Please submit a **written notice 30 days in advance** to the Executive Director. **Those who provide less notice will be required to pay for their space for the 30-day term of notice.**

## **Pick-up Policy**

Parents/authorized pick-ups are required to inform staff of their arrival. Children will only be released to children listed on enrollment forms. In the event of an emergency situation, a child is released with verbal permission from the legal guardian.

Unknown persons will be asked for a piece of photo identification. If the individual's name does not appear on this list then the child will not be released, the person will be asked to leave the program area and the parent notified by phone.

**Please remember it is very important to notify staff of any special circumstance regarding pick up i.e.: custody arrangements, restraining orders, threat of abduction etc.**

If any person (including the child's legal guardian) arrives to collect a child and staff has reason to believe that individual to be under the influence of alcohol or illegal drugs, staff is within their rights to refuse to release the child. An attempt will be made to contact another authorized individual.

The intention of these policies is to protect children from potentially dangerous situations.

### **Late Pick Up**

EPUC Child Care Centre closes daily at 6:00 PM (unless otherwise advised). Parents are subject to late fees at 6:01 PM. Parents will be called, followed by emergency contacts, if both parents cannot be reached. If the child is not picked up by 7:00 P.M. and the program staff is unable to contact anyone on the emergency pick up form, Social Services will take your child into their custody until a parent is located. A note will be left at the centre stating where your child may be picked up.

### **Parent Expectations**

- Parents are asked to communicate concerns about the program or staff to the Executive Director.
- Please speak to your child only in a positive way when dropping them off and picking them up from the Centre. It is our goal to provide a secure and happy environment for all of the children.
- Inform the centre of any changes to the child's health or well being at home.
- Adhere to all our program policies.
- Provide all required information and materials prior to start date and keep them replenished.
- Ensure that our facility remains completely nut free.
- Inform staff members of their arrival so they can be signed in/out.
- To treat all staff and children with respect.
- Respect other children in the centre and refrain from reprimanding them while on premises.

## PROHIBITED PRACTICES POLICIES

Our goal is to always ensure the overall health, safety and well being of each child while in our care.

### Monitoring Practices

EPUC Child Care Centre management will:

- Conduct an annual review of the Program Statement
- Conduct observations of the program and teacher/child interactions to ensure program goals are being met
- Record parent feedback and ensure it is considered when reviewing program goals
- Respond immediately to concerns of prohibited practices
- Provide coaching and guidance to staff that is reflective of program core values
- Ensure all staff and volunteers are oriented prior to beginning work within the program
- Conduct quarterly and annual performance reviews with staff, set goals and provide feedback

### Children's Behaviour

Young children respond positively to approaches that are encouraging and supportive. In keeping with Ontario's Pedagogy: How Does Learning Happen, we set out approaches that support positive interactions between educators, children and families.

When children are displaying unwanted behaviour, we as teachers use redirection to guide a child's behaviour to the appropriate outlet. By speaking to the child about what is acceptable and by modeling that behaviour, we teach them coping mechanisms on how to deal with children and adults in their environment. When children become a threat to other children, the teachers or themselves they will be removed until they are able to manage in the classroom.

### Dealing with Unwanted Behaviour

EPUC staff will document negative behaviour that occurs more than twice. The matter recorded in an incident report and will be discussed with the parent at pick up time. If the matter is serious, parents will be notified immediately via phone call.

Parents and Staff will be encouraged to brainstorm strategies together, based on the needs of the child. If the proposed solutions are not effective, the parents will be consulted a second time on this matter. Intervention services may be required and suggested to parents if observations suggest additional support is needed.

If negative behaviour occurs during a field trip the Executive Director reserves the right to suspend the child from future trips. Parents will be asked to find alternative care for their child at their expense.

- Negative behaviour refers to swearing, hitting, running away from the staff/ program, disrespect of others and continual disregard to authority and program rules.

### We do not permit:

- Corporal punishment of a child by any employee, volunteer, another child or parent
- Deliberately harsh or degrading measure to be used on a child that would humiliate a child or undermine a child's self esteem.
- Depriving a child of basic needs including food, shelter, clothing and bedding
- Locking or permit to be locked for the purpose of confining a child
- Use of locked or lockable room or structure to confine a child who has been withdrawn from other children.

### Contravention of Prohibited Practices

The following steps will be taken if staff or volunteers do not comply with these policies:

1. Verbal discussion with the Executive Director and Board of Directors and noted in their personnel file
2. Placed on a monitoring behaviour plan with daily observations made by the Executive Director and weekly meetings
3. If no improvement in behavior within the set time frame, termination will be evident.

If a serious incident has occurred where a staff member or volunteer has blatantly defied the policies and procedures of the school then immediate removal from the school will occur. This may be suspension without pay or termination, depending on the severity of the situation and will be decided upon by the Executive Director and Board of Directors. Any allegations of abuse will be addresses as per the child abuse policy.

### CHILD ABUSE POLICY

EPUC Child Care Centre is committed to the health, safety and well being of all children through:

- On-going anecdotal observation of the children in our care
- Professional education with respect to early identification, effective response and adherence to legal obligations, including reporting
- Keeping abreast of developments in legislation and relevant issues
- Communication and support of the child and family
- Working with other community service providers

### Legal Requirements

A person is defined as a child from birth until his/her 16th birthday.  
*The Child and Family Services Act (Section 72)*

### Duty to Report

In accordance with the *Child and Family Services Act*, it is the responsibility of **every** person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Children's Aid Society if s/he suspects that child abuse has occurred or if a child is at risk of abuse. This includes any operator or employee of a day nursery. An individual's responsibility to report cannot be delegated to anyone else.

### Failure to Report

It is an offence under the *Child and Family Services Act* for a professional to contravene one's reporting responsibilities. The penalty imposed (a fine of up to \$1,000) emphasizes that a child's safety must take precedence over all other concerns.

### Confidentiality

The duty to report suspicions of child abuse overrides the provisions of confidentiality in any other statute, specifically those provisions that would otherwise prohibit disclosure by a professional or official. The only exception to this is solicitor/client privilege.

### Protection from Liability

All persons making a report of suspected child abuse are protected against civil action, unless that person is proven to have acted "...maliciously or without reasonable grounds for the belief or suspicion..."

### Child Care and Early Years Act

The Child Care and Early Years Act requires behaviour management policies and procedures to be in place, which can be found in the Employee Handbook and the Policies Binder in the office. It is also a requirement under this legislation, that if a staff person is suspected of abusing a child, the Ministry of Education will be notified within 24 hours. Within 7 days, a Serious Occurrence Inquiry Report will be submitted to Ministry of Education and to the Attention of the Program Advisor. The specifics regarding how to handle Serious Occurrences are found in the Policies Binder in the office.

- All staff/students/volunteers must follow through on the legal duty to report.

### Confidentiality

Staff will adhere to the confidentiality agreement at all times. In case of an emergency or injury, information may be released to the proper authorities, medical staff or in case of suspected abuse, the Children's Aid Society.

The following will not be permitted on EPUC Child Care Centre property under any circumstances: **smoking, drinking alcoholic beverages, or the use of illegal drugs.**

**In accordance with local by-laws, EPUC Child Care Centre is a designated smoke free environment.**

### Field Trip Policy

- 1) If the Executive Director is not attending, they will designate someone to be in charge.
- 2) Children will be counted before they leave on the trip.
- 3) Staff will take with them an attendance sheet of all children on the trip.
- 4) When walking all staff will do head counts every 5 minutes in ratio.
- 5) While on the trip staff will position themselves at corners of the play area or space and will do head counts every 5 minutes.
- 6) Children will be shown the boundaries and given instructions not to pass over them.
- 7) No child will be permitted at any time to leave the group.
- 8) Staff will not be permitted at any time to leave the group with one child, thereby placing the remainder of the group out of ratio.
- 9) When it is time to leave, the children will be given a five-minute warning.

- 10) Upon leaving time, one staff member will position themselves at the head of the group and watch the group at large.
- 11) When all the children are gathered, a head count by all staff in attendance will be done to insure all of the children are in attendance before the group leaves the area.
- 12) If using a bus, children will be counted when they get on the bus, while on the bus, and when they get off the bus.
- 13) If a child is found to be missing, staff will do a role call and stay in the area until that child is located. Staff will not leave until the situation is resolved.
- 14) If there is fear that a missing child has been abducted, staff will immediately notify authorities in the following order: The Executive Director, Halton Police, Parents, Board of Directors, Ministry of Education -Program Advisor. Other children will be gathered together close to staff in order to insure their safety, ratios will be maintained at all times.
- 15) Upon arriving back at the centre, the children will be counted as they enter the playground or daycare area.

### **Personal Items**

Staff will encourage children to care for their own personal belongings, however staff cannot be held responsible for lost, broken or stolen items. Each child will be provided with a cubby for outdoor clothing. We encourage all parents to supply their child with two changes of clothes to keep at the centre at all times in case of accidents.

### **Staff Absences**

In the event that a teacher is ill, has an accident, or requires time off for training or personal reasons, a substitute worker may be called in.

### **Centre Volunteers**

Volunteers assisting at the Centre will not be included in the staff to child ratio and will not be given sole responsibility to supervise the children in the program. Vulnerable Sector Police Checks and references will be mandatory before a volunteer will be able to assist in the program.

### **Parent communication**

Parents are encouraged to read all correspondence, emails and newsletters as they contain valuable information about the program as well as upcoming events.

## **PARENT ISSUES AND CONCERNS POLICY AND PROCEDURE**

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

### **Definitions**

*Licensee*: EPUC Child Care Centre

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

## **Policy**

Parents/guardians are encouraged to discuss any concerns they or their child(ren) are experiencing with our program. We support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by EPUC Child Care Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties, as quickly as possible.

Issues/concerns may be brought forward verbally to the office or in writing to the classroom teachers. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two business 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.

## **Wait List Policy**

EPUC Child Care Centre maintains a waiting list for anyone interested in programs that are at capacity. Please note that there is no charge to be placed on the wait list and that siblings of currently enrolled children have priority. Please visit our website to be placed on the waiting list or check your status on the list.

## **Conduct**

EPUC Child Care 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 Executive Director and/or licensee.

## **Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, are 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>

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:
<b>Program Room-Related</b> E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- The classroom staff through the communication book (Speaking to a teacher during programming hours effects ratio and puts children at risk)</li> <li>- The Executive Director verbally</li> <li>- Book a meeting to discuss the issue through the office</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern with the program staff</li> <li style="text-align: center;">or</li> <li>- Arrange for a meeting with the parent/guardian within 2 business days.</li> <li style="text-align: center;">or</li> </ul> (In the communication book) Document the issues/concerns in detail. Documentation should include:
<b>General, Centre- or Operations-Related</b> E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- The Executive Director</li> </ul>	<ul style="list-style-type: none"> <li>- The date and time the issue/concern was received;</li> <li>- The name of the person who received the issue/concern;</li> <li>- The name of the person reporting the issue/concern;</li> <li>- The details of the issue/concern; and</li> <li>- Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<b>Staff, Duty parent, Supervisor-, and/or Licensee-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- The classroom staff through the communication book (Speaking to a teacher during programming hours effects ratio and puts children at risk)</li> <li>- The Executive Director verbally book a meeting to discuss the issue through the office</li> </ul>	Provide contact information for the appropriate person if the person being notified is unable to address the matter.
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- The classroom staff through the communication book (Speaking to a teacher during programming hours effects ratio and puts children at risk)</li> <li>- The Executive Director verbally book a meeting to discuss the issue through the office</li> </ul>	Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.  Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Executive Director or Board of Directors.

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

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

**Contacts:**

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

Halton Children's Aid: 905-333-4441

## EVACUATION / EMERGENCY PROCEDURES

### Fire

EPUC Child Care Centre is equipped with emergency equipment such as emergency lights and extinguishers. We regularly conduct inspections on this equipment as well as have a certified third-party fire company conduct an annual inspection. Emergency exits are clearly labeled and easily accessible, as well as a fully stocked first aid kit along with an established Fire Safety, which the staff and children practice monthly.

In the event of an emergency, the children and staff will exit the building through the closest exit and meet at the rear playground. Upon exiting the building, staff will collect the attendance sheet and first aid kit. Attendance will be taken.

Children will not be allowed to re-enter the building until the fire department has inspected the building and declared it safe to do so. Parents will be notified as soon as it is safe to do so.

### Power Outage

A power outage is a result in the loss of lights, telephone service and the ability to food and provide heat; smoke alarms, the alarm system will also cease to function.

In the event of a power outage staff will follow these steps:

- 1) A call will be made to Halton Hydro to determine the cause of the outage and an estimated time for service to be restored.
- 2) Ministry of Education will be called and advised of the situation.
- 3) If Halton Hydro estimates a power outage of 2 hours during winter months (November - March) and 2 hours during summer hours (April - October), the program will be closed immediately for the remainder of that day and will remain closed until hydro is restored.
- 4) If the power outage is in existence at morning drop off, staff will inform all parents of the probability that childcare operations may be cancelled for that day.
- 5) If the power outage occurs during regular operating hours during the day, parents will only be informed of our situation when the decision to close has been made. (This policy is based on the fact that all telephone calls will have to be made using a cell or pay phone).
- 6) Parents whose children are in attendance at the time of the decision to close will be contacted and informed of our situation and asked to make arrangements to collect their child. (Parents are responsible for maintaining up-to-date information on their child's file including: work numbers, home numbers, emergency contacts, etc.)
- 7) Notices of our closure will be posted on the front door.

**Lockdown/ Hold and Secure/ Shelter in Place**

## OVERVIEW

This procedure provides guidelines for emergency situations when a childcare centre cannot be safely evacuated (e.g., in the event of a serious accident, violent incident, or act of terrorism). It is to be used as a guideline, but in all cases, careful planning must take place; staff must be familiar with the plan; and practice must occur.

## DEFINITIONS

*The Centre* refers to: EPUC Child Care Centre

**CIIRK:** The Critical Incident Response Kit contains items that will be needed by emergency personnel and staff members in the case of a lockdown. The Supervisor will email the documents to the police when requested.

**Emergency Evacuation Plan:** Every centre must have an emergency evacuation plan that addresses threats that range from imminent building threat (e.g., fire) to national emergency. Every centre must identify an emergency evacuation site.

**Hold and Secure:** Hold and Secure (formerly a cautionary Lockdown) is a response to a threat in the general vicinity of a centre, but not related to the centre. This could be a police pursuit, a crime in progress or an active search by local police for a suspect. Staff, students and visitors are considered to be safe inside the school when they do not leave the building. If feasible and safe to do so, building entrances should be **LOCKED** so as to restrict access of unwanted individuals. If safe to do so, school activities may continue as usual inside the building only.

**Lockdown:** A lockdown is a response to an emergency situation wherein the evacuation of a centre is neither safe nor advisable and steps are required to isolate students and staff members from danger.

During a lockdown, lights are turned off in the classroom/office; curtains/blinds/panels are closed; and all interior windows/glass panes (including door glass) are covered to prevent visibility into the classroom, if possible to do so safely. Staff, students, visitors, volunteers, etc. will take direction from the designate or individual in charge.

Records of lockdown drills will be kept along with fire drill records.

**Shelter-In-Place** is used during hazardous environmental situations when it is safer to remain inside (e.g. a gas leak in the neighborhood, toxic fumes from a fire, etc.).

## PROCEDURES

Some emergency situations may prevent the safe evacuation of a centre and may require steps, including the initiation of a Hold and Secure or Lockdown, in order to isolate students and staff from danger. The Lockdown/Hold and Secure procedure includes specific plans to keep students, teachers and other centre personnel safe in the event of a threat in the vicinity of the centre, a violent incident or an act of terrorism.

The Executive Director is responsible for the overall safety of staff and students. This includes the final content of the lockdown plan and the scheduling of lockdown drills. Consideration should be given to the participation of emergency services (e.g., Police, Fire and Emergency Medical Services) in lockdown drills.

EPUC Child Care Centre will hold one (1) lockdown practice drill each month. The Executive Director must keep a record of the date and times of the lockdown drills.

EPUC Child Care Centre will develop specific lockdown procedures as part of their Safe Schools planning process. Such procedures will take into account site-specific special needs, such as mechanisms to communicate messages to those who may not adequately hear verbal communications and those who may

not be readily mobile without assistance. Specific designated areas within the school/site are to be taken into consideration for those with special needs.

The Executive Director reviews all policies annually.

### Outdoor Play

Parents are responsible for providing their child with adequate protection from the sun, which includes:

- **A sun hat/baseball cap**
- **Sunscreen** applied before they arrive and a bottle provided to the centre for reapplication for PM outdoor activity

While staff will make every effort to ensure that children are protected from the harmful effects of the sun, parents who fail to supply adequate protection including: hats, sunscreen, and appropriate clothing cannot hold EPUC Child Care Centre responsible should their child become ill due to sun related injuries.

### Closures

East Plains Child Care Centre is **closed** for the following holidays:

- New Years Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Christmas Eve (close at 12:00 P.M)
- Boxing Day
- New Years Eve (close at 12:00 P.M)

### Inclement Weather

EPUC Child Care Centre reserves the right to close due to inclement weather. Every effort will be made to provide parents with as much notice as possible. We ask parents to please check our website and social media pages for updates on inclement weather closures.

**Note:** We do not provide make up days or refunds for any missed time or closure of the centre. Regular monthly fees are billed for sick days, vacations, centre closures and statutory days.

If severe weather begins after programs have opened and accepted children for the day, attempts will be made to phone parents and announcements regarding our intent to close.

### Vacation Policy

We do not provide vacation time at East Plains Child Care Centre. Vacation time taken must be paid in full in order to hold your spot.

### Sick Policy

East Plains Child Care Centre does not provide make up days or discounts for days missed due to sickness.

### EPUC Child Care Centre Fees

Non-profit based fees to be announced upon licensing.

### Payment Methods

Payments are debited via pre-authorized payments or charged to credit cards monthly.

### Tax Receipts

Each parent will be supplied with a receipt once a year for tax purposes before April 1<sup>st</sup>.

### Exclusions

Please note, childcare fees do not cover: field trips and other additional programs, pull-ups and diapers, or wipes.

### NSF Fees

Parents are subject to a \$75 NSF fee for each returned payment. Any payment that is outstanding beyond a two-week period will result in removal from the program until fees are up-to-date. Any account outstanding beyond 30 days will result in dismissal from the program and further action of collections.

### **LATE FEES**

East Plains Child Care Centre opens at 7:00 A.M and is closed at 6:00 P.M. **Late fee charges are applicable after 6:00 P.M. under all circumstance.**

Late fees will be charged as follow: \$5.00 each minute

### Smoking

Our goal is to build on our commitment to community well being, while modeling safe health practices to our students.

Smoking is prohibited in the centre, at any function or anywhere on the premises. This includes:

- Inside the building (church and childcare centre)
- The entire outdoor grounds (including the outdoor play space)
- All off-site activities including field trips

The policy applies to EVERYONE involved with the school community:

- Employees
- Students
- Voluntary helpers
- Visitors
- Outside contractors working on-site
- Anyone attending an outside event

### **Sick Children**

All children must be in good health in order to attend the program. Enrolled children are required to submit a complete immunization record for Diphtheria, Tetanus, Polio, Measles, Mumps, Rubella and it is further recommended that children be immunized for Haemophilus influenza type B and Whooping cough. Parents are also required to ensure that Halton Public Health has up-to-date records of their child's immunization card.

### **Communicable Diseases**

Parents are required to notify the Supervisor whenever their child has been exposed to a contagious disease. When a child has been diagnosed with a contagious disease, parents are asked to inform the centre as soon as possible. The decision will be made in consultation with Public Health as to when the child will be permitted to return. When a child has contracted a disease/illness of a serious nature, a doctor's letter stating good health will be required prior to the child's return.

### **Do Not Attend If...**

- the child is running a fever of 100 F or higher, even if it is being controlled by Tylenol.
- the child has vomited two or more times in a 24-hour period.
- the child has a body rash, especially with fever or itching.
- the child has diarrhea (two or more watery stools in a 24 hour period)
- the child has an eye infection i.e. thick mucus or pus draining from the eye
- the child complains of a sore throat & has a fever and swollen gland
- the child is not feeling well and does not want to take part in any activities, is pale, has a lack of appetite, is confused, sleepy and cranky.

### **Children who become ill in the program**

Children will be made comfortable in a separate area away from other children, and the parent will be contacted immediately. Parents might be asked to refrain from bringing their child in for 24 hours after being sent home to ensure prevent further contamination to other children.

Any child who is a health risk to other children must be removed from the program as soon as possible to prevent the spread of the condition. If a parent refuses to pick up their child, then medical attention will be sought on the child's behalf and the proper authorities notified.

If a child has a fever of 101.0 degrees F or more the parents will be contacted and advised that the child is ill and needs to be picked up and removed from the program for 24 hours.

### **Medication Policy**

EPUC Child Care Centre staff is able to administer prescribed medications. All medication must be in the original container and clearly labeled with the child's name and expiration date.

All medications remain in a lock box. It is parent's responsibility to ensure medication is picked-up daily. If your child requires medication on a daily basis, has allergies, or has a medical condition, which may require special care, please see the Executive Director to have an Individualized Plan filled out.

### **Emergency Medical Attention**

Any injury requiring first aid or medical attention that occurs within the program will be reported to the parent, the Director, Ministry of Children & Youth Service within 24 hours of the incident.

A serious occurrence report shall be completed by witnessing staff and signed by the Supervisor.

If you require further clarification on any of the above-mentioned policies/procedures, please contact the centre and speak to the Executive Director.

Last Updated: July 29, 2020



