

EPUC CHILD CARE CENTRE

Parent Handbook

Parent Handbook

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

EPUC Child Care Centre is a federally incorporated Charity, offering your child an enriching child care experience that focuses on the development of the whole child. We currently offer daycare programs for children ages 6 months-6 years.

We are inspected and licensed annually by the Ministry of Education in accordance with the Health and Fire Departments.

EPUC Child Care Centre is governed by volunteer Board of Directors. The day-to-day operations are managed by the Operations Director. The centre is staffed by Registered Early Childhood Educators and Early Childhood Assistants.

This handbook provides an outline of how our Centre runs and our most important policies.

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

The Canada-Wide Early Learning and Child Care (CWELCC) system will support quality, accessibility, affordability and inclusivity in early learning licensed child care serving eligible children.

As of November 2022, EPUC Child Care Centre Inc. is officially enrolled in the Canada-Wide Early Learning and Child Care. (CWELCC) System.

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. They will be happy to discuss your concerns and answer questions to insure a pleasant childcare experience for all.

*** * Please note that the EPUC Child Care Centre IPAC (Covid-19 Policies) supersede any policies listed below* ***

HOURS OF OPERATION

Monday- Friday 7:30 A.M – 6:00 P.M

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

Our Program Statement

Our Vision

EPUC Child Care Centre views all children as competent, capable, curious and rich in potential. We believe our program offers children with endless opportunities to take the lead in their learning by allowing each child the freedom to explore.

We believe in supporting the development of children and providing a safe, healthy and caring learning community in which they can grow and meet their full potential.

Our Values

We understand that families are a child's first teacher. Our educators play an important role in supporting families by caring for their children and supplementing their children's growth, development and well-being in a comfortable, home-like, safe and secure environment.

As parents, you know your child's strength and abilities better than anyone. Working together, we can build an environment that will help your child grow and learn. This "family-centered" approach is encouraged through our open-door policy.

Health and Well-being

We are dedicated to providing children with a safe and secure learning environment where each child feels comfortable to explore and build confidence through play-based learning, inquiry and provocations throughout the day.

A child's individual needs for rest and play are considered and respected throughout the course of the day.

The outdoor learning environment provides extended opportunities for all elements of learning; from gross motor development, social and cognitive development and nature exploration.

Our Educators are learning partners who connect with the children, ensure safe environments, extend play, reflect on successes, document learning, development and milestones and communicate regularly with families.

We believe nutrition supports physical health and emotional stability. For this reason we have partnered with, Real Food for Real Kids, whose daily mission is to change the way children eat and understand food along with inspiring future generations to make healthier choices, every day.

Children are offered freshly prepared meals and snacks that exceed the recommendations in Eating Well with Canada's Food Guide, while food restrictions and food allergies are carefully considered during food preparation.

Educators continually monitor and document the health and well-being of children throughout the day and immediately communicate any concerns with families.

Building positive relationships

Building positive relationships with caring and trusting adults is an important step in a child's social and emotional development.

Our Educators support children's learning by asking open-ended questions, offering choices, expanding ideas and providing materials to extend thoughts and suggestions.

Our Educators also support children's self-regulation through daily interactions by following the lead of children during play, observing their interests and taking note of how they interact with others as well as the physical environment.

They establish a supportive social environment that supports autonomy by ensuring materials are open-ended and age appropriate and continuously being present in the environment. Through observation and offering suggestions to help children problem solve, we are helping to preserve the child's self-esteem

We view Educators as competent and responsible leaders in the classrooms. The Director will meet regularly with Educators to ensure a clear understanding of the program statement and support staff in their delivery of curriculum and pedagogy. The Director will observe staff interactions with children ensuring that they align with our program statement and beliefs in adult-child interactions.

Additionally, all 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.

Relationships with Families and Community Partners

We pride ourselves on creating a caring environment for children, parents, staff, and other community professionals to feel welcome and comfortable in our child care centre.

At EPUC Child Care Centre we understand that a parent/guardian is the most important person in a child's life. Our Educators play a supporting role while the child is in our care. We recognize that our engagement and communication with parents/guardians helps a child to feel a greater sense of belonging and is key as we strive to build relationships with our families.

We want parents to feel at ease knowing their children are going to be safe and cared for in our environment. We have a parent communication app that allows us to send reports and photographs to parents and family members on a daily basis. We also have information boards and communications through emails to promote open communication with parents.

EPUC Child Care Centre is open to working closely with local community agencies and partners in order to support the children and families in our programs.

Supporting Staff in Professional Learning

At EPUC Child Care Centre we are committed to hiring staff that can provide a caring, safe, and stimulating environment for children to learn and develop to their full potential. Our staff observe, plan, and create positive learning experiences for children, and work alongside them as learning partners in the environment. In support of the College of ECE's CPL program and as supporters of lifetime learning, EPUC Child Care Centre will financially support and encourage all staff to participate in various professional development workshops throughout the year.

Play-based Emergent Curriculum

EPUC Child Care Centre embraces Play-based emergent curriculum. Emergent curriculum is a way of planning activities based on children's interests.

Our program mirrors the Early Learning for Every Child Today (ELECT) guiding principles (as shown below, extracted from "How Does Learning Happen?" Ontario's Pedagogy for the Early Years). Our pedagogical approach requires educators to be partners, architects of the environment, planners, recorders and communicators.

Learning occurs both indoors and outdoors where children can explore, play and learn. Educators promote children's overall health and well-being by ensuring they have opportunities each day to connect with the natural world in our playgrounds and in our community. By embracing a holistic approach, children learn about the world around them and build respect for our planet.

To support the development of children at our centre, our educators use:

- the Ontario Ministry of Education's How Does Learning Happen? – a professional learning resource that guides licensed child care programs; and
- curriculum and program development that support Ontario's Child Care Early Years Act, 2014.

Child-initiated and Adult-supported Experiences

Our educators capture children's learning and development through visible records known as curriculum documentation. This can be in the form of written notes, photographs, videos and children's work. Documentation displayed in the classrooms and throughout the centre showcases the learning process and makes it visible for educators, families and children.

These visual cues allow educators and children to discuss and reflect on learning. It provides insight from different points of view and plan and adjust curriculum accordingly.

Our curriculum focuses on play-based learning, allowing the child to take the lead and then focusing on his or her interest to develop learning experiences. When this approach to learning takes place, along with the educator's support, the child's competence and potential are maximized.

We encourage our Educators to take opportunities to ask the children open ended questions and engage discussion that expands their curiosity, learning and interests.

Our Educators will set up the room with a variety of activities and materials that support the observed interests of the children.

Philosophy

Our philosophy is to provide a supportive and educational environment for children 3 months to 6 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. In July 2021 our program opened in a newly created, five classroom

school with green space, offering child care programs for parents in Halton Region. We are proud to be part of the Canada-Wide Early Learning and Child Care (CWELCC) national program to provide quality, accessible, and affordable child care for our community.

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
-

EPUC Child Care Centre Provides:

- 6000 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 federally registered charitable 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 6 months to 17 months
- Toddler Care – for children ages 18 months to 30 months
- Preschool – for children ages 31 months to 6 years

Enrolment 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. Enrolment 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. Children are required to be in attendance on their designated days by 10:00 AM. Any child not in by that time will be marked absent and not granted access to the centre on that day (unless the centre has been made aware beforehand).

Late Policy

Any child who is dropped off late (after 10:00 AM) and picked up late (after 6:00 PM) more than three times will have their attendance reviewed at a board meeting to discuss possible removal from the program. Please note that in order for your child to have an opportunity to be successful in all areas of learning and development, they must attend according to the daily schedule set out by EPUC CCC.

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 10:00 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 enrolment forms and pay 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 Operations 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 Operations 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 enrolment forms. In the event of an emergency situation, a child is released with verbal permission from the legal guardian.

Unknown persons will ask 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.

Please note that EPUC Child Care Centre does not allow double drop offs. This means once your child has been in the program for the day they cannot be returned. Children have a difficult time being reintroduced to the program once being removed.

Safe Arrival Policy

Purpose

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

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

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

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

Policy

General

- EPUC Child Care Centre will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- EPUC Child Care Centre will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.
- Children will only be released to an adult. Even if an unsupervised minor has the parent/guardian permission to enter the child care centre, they child(ren) in EPUC Child Care Centre's care will not be released to anyone under the age of 18.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child and sign the child into the attendance via the app and hardcopy in the room.
 - Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the parent app/child's file or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note on parent app or email).

- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, marked the child absent via the parent app or sent an email), the staff in the classroom must:
 - inform the the Executive Director and they must commence contacting the child's parent/guardian no later than 10:00 am). Staff shall send the parents a message via the parent app asking if the child will be in attendance today. If there is no response in 15 minutes, the staff must inform the Executive Director who will continue to contact parent/guardians until contact with an adult to confirm absence is made. If not response through the parent app, a voicemail will be left with the time and date and request a return call to the centre within 15 minutes.
 - If contact with a parent or emergency contact can not be made, the Executive Director will place a wellness call with Halton Police.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the

parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:30PM, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian].
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact emergency authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:45PM the staff shall proceed with

contacting the local Children's Aid Society (CAS) 905-333-4441. Staff shall follow the CAS's direction with respect to next steps.

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 Policy

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 behavior, we as teachers use redirection to guide a child's behavior to the appropriate outlet. By speaking to the child about what is acceptable and by modeling that behavior, 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 behavior 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 behavior refers to swearing, biting, 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 the child;
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is

required as part of the licensee's emergency management policies and procedures;

- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will.

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 behavior 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 addressed 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 bi-laws, EPUC Child Care Centre is a designated smoke free environment.

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.

Field Trips

Off-site field trips and walks within the neighborhood may be arranged for the children. This provides your child with an understanding of the world around them. Permission to participate in off-site walks are included in the registration process. If you do not want your child participating, please provide a separate note declining permission.

Special Events

EPUC CCC organizes a variety of special events throughout the year, providing specific services or social occasions for our children and families.

Individual photographs of each child, plus photographs of the child's group and teachers, are taken in early Fall to be available before Christmas. We employ the services of a professional photographer. Participation is voluntary.

Outside Food/Food From Home:

Any food brought into the centre must be clearly labeled NUT FREE from the facility/store it has been purchased. All ingredients must be clearly labeled on the packaging to ensure no other allergens are served to children on site who may have an allergy. No homemade food will be allowed due to potential cross contamination. Any food brought in must be delivered to the kitchen for proper storage and labeling.

Fundraising

Throughout the year a variety of fundraising events are organized. Funds may be targeted to a specific need in the Centre. For example to cover the costs of our extra programming features or the purchase of general toys/program supplies for the children, or simply to support

Community causes. Your help and support of these events is greatly encouraged and appreciated.

Meals/Snacks

Children are provided with a breakfast/mid-morning snack between 7:30 am and 9:00 am. and a mid- afternoon snack between 2:30 and 3:30 p.m. A nutritious lunch is served at 11:30.

Meals are planned and prepared in house by our caterer who specialize in child nutrition. The menus are posted on the Parent boards. All meals are nutritionally balanced in accordance with the Child Care Early Years Act, Ministry of Health and Canada Food Guide.

EPUC Child Care Centre is a “NUT-FREE” Centre. Please do not bring any foods containing nuts into the Centre. If there are any foods your child cannot tolerate, please inform the Executive Director so it can be added to our allergy list.

Birthdays

We understand that children’s birthdays are very exciting time. We ask that if you wish to bring in a special treat for your child/ classroom that you speak with your child’s teacher first. We are a nut free facility and it is important any outside food coming into the facility be safe to consume. Products can be purchased and brought in provided they are clearly labeled NUT FREE. No home-made products can be brought into the centre to be shared amongst the class.

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. Health assessment/ up-to-date immunization (MMR, DTPP, TB) along with Vulnerable Sector Police Checks and references will be mandatory before a volunteer will be able to assist in the program. Volunteers will be supervised by an adult at all times.

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 Concern Policy

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 a reasonable period of time. 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 CCC will maintain a waitlist for families who are seeking care at the centre. Families will be placed on the waitlist, free of charge and will be assigned a number for placement when space becomes available in our programs.

Priority is given to the following:

1. Families who have a child currently enrolled in our programs
2. Families identified as priority by a regulatory/funding body (i.e. Halton Region Children's Services) who urgently require care in a licensed child care facility
3. Families within the community, requiring full time care
4. Families within the community, requiring part time care

Families will be called depending on the date needed for care and the sequence they are numbered in. EPUC Child Care Centre maintains a waiting list for anyone interested in programs that are at capacity. 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 Operations 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/childrensaidd/reportingabuse/index.aspx>

Emergency Procedures

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.

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.

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

EPUC Child Care Centre is **closed** for the following holidays:

New Year's Day, Family Day, Good Friday, Victoria Day , Canada Day, Civic Holiday, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day ,Boxing Day and New Year Eve

*Nonscheduled closures may infrequently occur at the discretion of the Centre. These closures may align with Halton School Board closures. Parents will be notified in advance.

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. Severe weather conditions may make it necessary for us to close the centre from time to time. Our usual policy is to close the centre if the Halton Public Schools are closed but there have been circumstances when that has not been the case. Parents will be notified via ProCare as early as possible if a decision is made to closed the program for the day.

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.

Vacation

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

Sick Policy

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

EPUC Child Care Centre Fees (after CWELCC)

BASE FEES

Infant, Toddler or Preschool:
\$22.00/ day

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 1st.

NON-BASE FEES

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 10% late fee if payment is not made by the due date listed on the invoice. 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 7:30 A.M and is closed at 6:00 P.M. **Late fee charges are applicable**

after 6:00 P.M. under all circumstance. NO

RECEIPT WILL BE ISSUED FOR LATE FEES

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, (after being medically assessed in person) 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- exclusion for 48 hours
- 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)- exclusion for 48 hours
- the child has an eye infection i.e. thick mucus or pus draining from the eye- need to have at least 2 doses of medicated drops before return to the program (as prescribed)
- 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 24-72 hours after being sent home to ensure prevent further contamination to other children.

The Centre reserves the right to make the decision that any child with whom there may be a suspected health risk to other children must be immediately 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 100 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: February 2025.