

# CHILDREN ON THE HILL DAYCARE

PARENT MANUAL (2025)

*Everything you need to know about our policies and practices*



**CHILDREN ON THE HILL ..... 5**

INTRODUCTION TO CHILDREN ON THE HILL..... 5

    Age of Admittance ..... 5

    Hours of Operation ..... 5

    Emergency Closures ..... 5

    Holidays..... 5

FEES ..... 6

    Canada Wide Early Learning and Child Care ..... 6

WAITLIST ..... 6

    Worksite Daycare ..... 6

    Bilingual Environment..... 7

    Universal Access..... 7

    Subsidies..... 7

CRITERIA FOR ADMISSIONS..... 7

CONTRACT TERMS..... 7

RESPONSIBILITY WITH RESPECT TO THE CORPORATION ..... 8

STORYPARK ..... 8

INTEGRATION ..... 8

    Gradual Entry Period..... 8

        Toddlers..... 9

        Preschool..... 9

    Evaluation of Integration ..... 9

ATTENDANCE AND ROUTINES..... 10

    Parking..... 10

    Late Pick-Up Fees ..... 10

    Drop-Off Procedures ..... 11

    Example Schedule for Toddlers..... 11

    Example Schedule for Preschoolers..... 12

    Outdoor Play ..... 12

        Items to Bring..... 12

    Toys from Home..... 13

    Mealtime ..... 13

    Rest Period ..... 14

SPECIAL OUTINGS AND EVENTS ..... 14

Field Trips .....	14
Winter Party .....	14
Birthday Celebrations.....	14
<b>POLICIES AND PROCEDURES .....</b>	<b>15</b>
LANGUAGE POLICY .....	15
SIBLING POLICY .....	15
Scope of Sibling Policy.....	16
WITHDRAWAL POLICY.....	16
GUIDELINES ON PHOTOS AND VIDEOS .....	16
EMERGENCY AND SECURITY RELATED POLICIES AND PRACTICES .....	16
Child Emergencies.....	17
Fire and Emergency Orders.....	17
Outside Security .....	17
The Parliamentary Protective Services .....	17
Deemed Unsafe.....	17
Deemed Safe .....	18
After Any Emergency .....	18
Criminal Reference Check .....	18
Vulnerable Sector Check .....	19
STAFF/VOLUNTEER POLICIES .....	19
Students and Volunteers.....	19
Prohibited Practices .....	19
Basic Summary of Enforcement of the Prohibited Practices:.....	20
HEALTH AND SAFETY RELATED POLICIES AND PRACTICES .....	20
Health Regulations .....	20
Serious Occurrence Policy.....	21
Medication Administration Policy.....	22
Behaviour Management .....	22
Strategies and Prevention for Behavior Management .....	22
Policy on Head Lice and Nits .....	23
Injuries/Accident Policy.....	23
Sunscreen Policy .....	24
Anaphylactic Policy .....	24
EpiPen .....	24

Biting Policy .....	24
Sleep Policy .....	25
Playground Policy .....	26
<b>PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES .....</b>	<b>26</b>
Definitions: .....	27
General .....	27
Confidentiality .....	27
Conduct .....	27
Concerns about the Suspected Abuse or Neglect of a child .....	28
Procedures Chart: .....	29
<b>COTH PROGRAM STATEMENT .....</b>	<b>31</b>
INTRODUCTION .....	31
PROGRAM STATEMENT OVERVIEW .....	31
OUR GOALS AND HOW WE MEET THEM .....	32
SUMMARY: HIGHLIGHTS OF DAYCARE POLICIES AND PROCEDURES .....	40
PLEASE COMPLETE AND SIGN WITH THE DIRECTOR OF THE DAYCARE .....	41
<b>Appendix A – Safe Arrival and Dismissal Policy.....</b>	<b>44</b>

# CHILDREN ON THE HILL

## INTRODUCTION TO CHILDREN ON THE HILL

---

For over forty years, the Children on the Hill Daycare has been dedicated to supporting children's learning, development, health, and well-being. This is embodied in our Early Childhood Educator's caring and responsive approach to learning. Our program focuses on active learning, exploration, play and inquiry. We see children and their families as competent, able, and active participants in all aspects of our program.

Established in 1982, the Children on the Hill Daycare, a bilingual organization is incorporated under the Canada Not-for-Profit Corporations Act, bilingual organization. It is managed by a voluntary Board of Directors consisting usually of parents whose children are enrolled in the Daycare.

The Daycare is licensed by the Ministry of Education under the Child Care and Early Years Act (CCEYA). Our Educators bring a wealth of experience in the field in addition to being certified in Early Childhood Education as well as registered members of the College of the Ontario College of Early Childhood Educators.

### Age of Admittance

Toddler group (license capacity of 15 toddlers) : 18 months to 2 ½ years

Preschool group (license capacity of 24) : 2 ½ to 5 years

### Hours of Operation

September 1<sup>st</sup> - June 30<sup>th</sup>: 7:45am - 6:00pm (Monday to Friday)

July 1<sup>st</sup> - August 31<sup>st</sup>: 7:45am - 5:30pm (Monday to Friday)

### Emergency Closures

It may be necessary to close the Daycare for emergencies (ex. such as snowstorms, power failures). The Daycare does not reimburse fees for the days it must remain closed.

### Holidays

The Daycare will be closed on the following days:

Family Day	P.D. Day in March
Good Friday	Easter Monday
Victoria Day	Canada Day
Civic Holiday	Labour Day
P.D. Day Aug. or Sept.	National Day for Truth and Reconciliation
Thanksgiving Day	Remembrance Day
Christmas Eve	Christmas Day
Boxing Day	New Year's Eve

**NOTE:** The Daycare is usually closed between Christmas and the New Year. The exact dates of the closure will be provided at least one month in advance.

## FEES

---

### Canada Wide Early Learning and Child Care

The daily rate for both toddler and preschooler is \$22 per day starting January 1<sup>st</sup>, 2025.

#### Original Rate prior to signing

Toddler: Daily – 69.03 and biweekly – 690.26

Preschool: Daily – 48.66 and biweekly – 486.59

Fee contract terms are as follows:

- Fees are generally set according to the fiscal year of the Daycare which is January to December.
- No refunds can be given for absent days and vacations or emergency closures.
- When parent(s) accept the place offered for their child, a deposit of \$500 is required. This deposit is reimbursed when parents give three weeks notice of withdrawing their child from the daycare program. If notice is not provided this deposit will be used to pay for all remaining fees.

**NOTE:** We do not offer part time or short-term care services at this time.

**\*All non-based fees are outlined in our late pickup policy and our contract terms\***

## WAITLIST

---

The Children on the Hill is committed to working with the City of Ottawa. Therefore, we require all potential parents to apply through The City of Ottawa Child Care Registry and Waitlist by adding “Children on the Hill” as one of their daycare choices.

### Worksite Daycare

1. Children of Members of Parliament
2. Children of employees working for Parliamentarians, children of employees working for the House of Commons, the Senate, the Library of Parliament or the Office of the Conflict of Interest and Ethics Commissioner. Note: Please indicate your employer as “Parliament” on the Ottawa Registry and Waitlist application.
3. Members of the Press Gallery
4. All other children

Notwithstanding the above priority list, preference will be given to siblings of children who are attending Children on the Hill. Linguistic equity in our enrollment numbers may also affect the order of precedence.

## Bilingual Environment

We are proud to provide a program that is bilingual and implemented in both official languages, English and French. To preserve the truly bilingual environment, spaces are assigned with a view to maintaining an equal number of Anglophone and Francophone children (Refer to Language Policy in Policies Section).

## Universal Access

The Daycare is committed to maintaining subsidized spaces to allow all children to benefit from a secure Daycare setting. We are an inclusive Daycare working closely with the Children's Integrated Services (CISS).

## Subsidies

The Children on the Hill Daycare has an agreement with the City of Ottawa which allows us to enrol children in subsidized spaces.

- The City of Ottawa determines the level of subsidy.
- Parents are required to set up a direct deposit with the city if they receive a partial subsidy to pay their partial fee.

## CRITERIA FOR ADMISSIONS

---

The child will be accepted in the program when:

- Parent(s) accompanies their child for the integration period:
  - Toddlers = 5 days / Preschool = 5 days
- The child is of an appropriate age.
- The program meets the child's needs.
- The child can function within a group setting.
- The parent(s) must fill out all required forms and comply with the Daycare's orientation procedures, rules and general policies.
  - The Ministry of Education requires the Daycare to have each child's personal information up to date in our files at all times.
  - Failure to provide us with this information will result in your child being sent home.
- **NOTE: In case of emergencies, we require two (2) contact numbers that are not residing in the same house. At least one contact also must also reside locally (Ottawa/Gatineau area) to be able to pick up a child should the emergency call for an immediate pick up.**
- The child between the ages of two and a half to five years must be toilet trained (for entry into Preschool Group).

## CONTRACT TERMS

---

- Once the child is enrolled in the Daycare, parents are required to undertake to use the Daycare services for a period of 365 days or 52 weeks.
- A late fee charge of \$25.00 will be applied to late payments.
- Parents defaulting on regular direct deposit payments, may be required to produce a certified cheque E-transfer or money order for the appropriate amount within two working days of notification. Failure to do so may result in termination of child's enrolment in the Daycare.
- Parents, who enroll their child in the toddler group, must accept to pay the fees for toddlers until a spot becomes available in the Preschool Group.
- Parents must sign all documentation required by the Corporation and the Ministry of Education Child Care and Early Years Act.

## RESPONSIBILITY WITH RESPECT TO THE CORPORATION

---

- Parents whose children attend the Daycare automatically become voting members of the Corporation and must accept the concomitant obligations.
- Our Annual General Board meeting is held in the month of June. This is a very important meeting and is an essential component to the well-being of our organization. We strongly encourage all our parents to attend.

## STORYPARK

---

The Daycare uses an online website/app called Storypark. It is a private family friendly tool that parents and other family members can register and use upon enrollment. Some of the things that the Daycare can use it for is:

- Upload stories, pictures, and videos of the children's day.
- Connect their learning to specific skillsets and developments.
- Inform parents of daily routines/eating/rest habits.
- Announcements and important information regarding all things happening at the Daycare.
- Learn about families through the family moments section.
- Engage parents in questions or ideas on all the things that the children might be interested at home to bring into the Daycare program.

## INTEGRATION

---

### Gradual Entry Period

To ease the entry into the program, a gradual entry procedure is followed (normally over the course of one week).



## Toddlers

Day 1: Child visits with parent(s) from 10:00 am – 11:00am.

Day 2: Child arrives with parent(s) at 9:15am: Interview with Director and Educator at 9:30am/child stays with his/her peers, departing at 11:75 am.

Day 3: Child arrives with parent(s) at 8:45 am: The child stays without parent(s) and stays for lunch until 12:30 pm.

Day 4: Child arrives with parent(s) at 8:45 am: The child stays without parent(s) and stays for nap until 2:45pm.

Day 5: Child arrives with parent(s) at 8:45 am: The child stays the whole day (if all is well) until 4:30pm.

## Preschool

Day 1: Arrives at 10:00 am for 1 hour to visit with new peers and Educators. Depart at 11:00 am.

Day 2: The child arrives at 9:30 and will stay till 11:30 am. Parents will then meet with the Educator and Director for a small meeting to learn more about the child.

Day 3: The child arrives at 9:30 stays for lunch and leaves at 12:30pm.

Day 4: The child stays for naptime and leaves at 2:30 pm (however if your child is still sleeping, 2:45).

Day 5: The child may stay all day (if all is well) and leaves at 4:30pm.

**NOTE:** A parent must always be available during the first week of the child's integration so that their child may be picked-up earlier if needed.

Every child is an individual and will each experience daycare in their own unique way. A little time invested at this stage will make your child's introduction to the Daycare a more enjoyable experience. It will also allow the parent(s) to become familiar with the Educators and the Daycare's routine.

Also, due to measures beyond the Center's control, the arrival times of the integration schedule may shift slightly. Please check with the Director to confirm arrival/pickup times during this week.

## Evaluation of Integration

The Director and Educators will observe the child during the integration period. In some cases, daycare may not be suitable for a child, or the child cannot integrate with the others adequately. The situation will be thoroughly discussed with the parents and suggestions will be given to address problems.

- Director will set up a meeting with parent(s) and the child's Educator.
- Plans will be developed within a reasonable time frame.
- It may be necessary to hold more than one (1) meeting to assess the child's progress.
- Parents must be willing to seek and accept resources and follow the best practice action plan to meet the needs of the child development and well-being.
- The Daycare works with the Andrew Fleck Child Integrations Support Services to integrate children into our Daycare in a positive and productive way.

- In the rare case that a child would need to be withdrawn, a minimum of 2 weeks written notice will be given to the parents.
- Every effort will be made to help parent(s) find the appropriate support for their child.

## ATTENDANCE AND ROUTINES

---

### Observance of the opening and closing times is essential.

- The child must arrive and leave at regular hours. When this is not possible, the Director or the Educator responsible for the child must be notified of his or her time of arrival and departure.
- Regular attendance of your child is expected as it generally promotes better adjustment to a program.
- A child's consistent late arrival may hinder his/her ability to adapt socially and emotionally in the program.
- Arriving prior to 9:15 am enables the children to take full advantage of the educational program and benefit from learning to adapt to the daily routine.
- Parents must advise the daycare if their child(ren) is going to arrive at the daycare later than 10:00 AM. Failure to do so will result in a verbal warning. Upon a second incident, the parent will be given a written notice from the Director/designate and upon a third incident, the parent will not be allowed to leave his/her child(ren) at the daycare that day will have to take the child(ren) back with him/her. The written notice for the second incident will describe the dates of the first and second incidents and remind the parent of the consequence of a third incident. After a third incident, a meeting will be arranged between the family and the Director to discuss the issue. Further incidents may lead to the expulsion of the child(ren) from the daycare.  
**NOTE:** Please note that this policy will be strictly enforced, and no exceptions will be made.
- If your child is unable to attend the Daycare due to illness or vacation, please notify the Daycare in the morning as early as possible.

### Parking

- Cars are permitted to park in front of the Daycare at the designated area for **15 minutes only** and this is to be used only for drop-off or pick-up.
- Security will know you are a parent(s) dropping off or picking up your child at the Daycare if you leave your four-way flashing lights on.

**NOTE:** Never leave your child unattended in a vehicle.

### Late Pick-Up Fees

- The charges for late pick-up are \$35.00 for the first ten minutes, and an additional \$15.00 will be charged for each ten minutes beyond the initial ten minutes.

- The parent is required to provide the Educator with transportation home if needed.
- Consistent and/or repeated late pick-ups may result in termination of enrolment.

## Drop-Off Procedures

***A consistent morning drop-off routine is an integral part a successful day for your child.***

### **IMPORTANT:**

- The attendance sheet must be filled out mornings and evenings.
- Children must never be left alone inside the Daycare, outside the Daycare or in the car.
- **Step 1:** Accompany your child to his/her cubby to drop off items.
  - The outside door (Northwest corner) of the Confederation Building must be used at all times. It is strictly forbidden to go through the library.
  - Please ensure that your child has all the necessary clothing needed for the day including, outdoor clothing at all times. Please note that outdoor activities start as early as 9:15. **You are required to drop off any missing items by that time.** For your convenience, a list of seasonal items required is posted on your child’s cubby.
- **Step 2:** Accompany your child to the washroom to use the toilet (if potty-training or trained) and make sure that their child washes their hands using the hand washing sequence recommended by the Department of Health.
- **Step 3:** Accompany your child to the Educator(s) on duty to ensure they know your child is present. At this time, please advise the Educator of any special concerns or necessary information that will ensure your child’s wellbeing.

**NOTE:** If someone else must come to pick up your child, please notify the Daycare of the change as soon possible. This practice helps avoid any confusion among the parents, children, and the employees. The person picking up must also have identification to show the Educators or other staff.

## Example Schedule for Toddlers

This schedule may be modified to best suit the needs of the group

07:45 – 08:30	Arrival / Play based centers
08:30 – 09:15	Snack time
08:45 – 09:15	Bathroom routine / Diaper change
09:15 – 10:00	Play-based centers
10:10 – 11:15	Dressing routine / Outside play
11:15 – 11:30	Undressing routine / Prepare for lunch
11:30 – 12:10	Mealtime
12:10 – 12:45	Bathroom routine/ Diaper change/Getting ready for nap
12:30 – 2:45	Rest period
2:45 – 3:00	Wake up time / Bathroom routine / Diaper change
3:00 – 4:00	Snack time and play based centres
4:00 – 5:15	Outdoor play
5:15 – 5:15	Bathroom routine / Diaper check / Story time / Play based centres / Indoor and outdoor play

6:00 Departure – Daycare closes

## Example Schedule for Preschoolers

This schedule may be modified to best suit the needs of the group

07:45 – 08:30 Arrival / Play based centers  
08:30 – 09:10 Snack time  
08:30 – 10:00 Play based centers  
09:55 – 10:00 Tidy up time  
10:00 – 10:15 Circle time/ Bathroom routine  
10:00 – 10:30 Dressing routine  
10:30 – 11:30 Outdoor play  
11:30 – 11:45 Undressing routine / Washing hands  
11:45 – 12:30 Mealtime  
12:30 – 12:45 Bathroom routine / Look at books  
12:45 – 2:45 Rest period  
2:45 – 3:00 Bathroom routine  
3:00 – 3:45 Snack time and play based centers  
3:45 – 4:00 Dressing routine  
4:00 – 5:15 Outdoor play  
5:15 – 6:00 Bathroom routine, story time and free play  
6:00 Departure – Daycare closes

## Outdoor Play

The programs provide a minimum of 2 hours of outdoor play activities each day, weather permitting. Parents must provide suitable and extra clothing for active play and varying weather conditions. Additional changes of clothing are needed in case of soiling or wetting. We are not responsible for lost clothing therefore labeling clothing is very helpful.

During the months of July and August (if weather permits) the activities are executed outside. Therefore, the children go out at 9:30am until 11:30am. Once a week we have a Water Day and we invite the children to wear their bathing suit.

### Items to Bring

- 4 face cloths (donate to Daycare)
- A wet bag for wet or soiled clothes
- Extra clothing and a plastic bin (to put the clothes in)
- 2 water bottles with your child's name clearly visible
- 4 family pictures for room, one immediate family photo for the cubby area
- Blanket and a favorite sleep toy

- Pacifier (soother) if required for nap time only (toddlers only)
- Diapers, wet wipes, and appropriate cream (toddlers only)
- Training underwear if the child is being toilet trained
- Rain boots / winter boots
- Splash pants / winter snow pants
- Light coat / winter coat
- Summer hat / winter hat (mitts and scarf)
- Two pairs of sneakers / sandals
- We do not require children to have separate indoor and outdoor shoes, but we do require two pairs of shoes in the children's cubby at all times.

**NOTE:** Please leave in your child's extra clothes bin at all times AND label your child's clothing. We are not responsible for lost items.

## Toys from Home

- Toys from home frequently cause conflict and are at risk of being broken or lost so we ask that they remain at home except for books and CDs which the children can share during free play or circle time.
- Only the preschoolers will be permitted to bring a toy from home one day a week during regular programming. Please see your child's program for the scheduled Show and Tell day.

**NOTE:** There will not be any Show and Tell days in the summer months.

## Mealtime

- A full hot lunch, as well as morning and afternoon snacks is provided.
- All food is prepared by the House of Commons' Cafeteria and menus are posted and sent to parents weekly.
- Our food is chosen based on its nutritional value with the food preferences of toddler and preschool children in mind.
- The Daycare must be informed of any dietary restrictions such as a food allergy or intolerance. Parents are responsible for bringing substitute food for their child.

*All food and beverage that is provided by the parent of a child must be provided in containers that are labelled with the child's name and the date it was dropped off, meet the nutritional recommendations of the Canada Food Guide and be stored in accordance with proper food storage procedures. The food must respect Children on the Hill's allergen list and be **NUT, SESAME AND SHELLFISH FREE**. Where food is provided from home, staff are to ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.*

**NOTE:** A signed letter from the parents explaining the dietary restrictions will be required and will be kept in your child's file.

## Rest Period

- To meet the license requirements, all children will have time for rest and relaxation.
- A favorite blanket and a soft toy will serve as comfort and reassurance to a child during rest period.
- Children who do not require a two-hour rest period will be given the opportunity to engage in quiet play after at least one hour of rest (Refer to Sleep Policy in Policies Section).
- Children will not be prevented from falling asleep or woken up during the two-hour period (Refer to Sleep Policy in Policies Section).

## SPECIAL OUTINGS AND EVENTS

---

### Field Trips

Field trips are a regular feature of our programs. They are scheduled throughout the year to special places of interest respecting the age and the capacity of the different groups.

There are two types of field trips:

1. The first type is local (accessible on foot).
  - a. For this type of outing, parents will sign a general permission form at registration time which will cover all informal trips.
2. The second type of field trip is a formal trip which involves transportation services (i.e. school bus).
  - a. The Preschool ratio for these excursions is one adult to four children and for the Toddler group the ratio is one adult to two children.
  - b. A consent form will have to be signed for each trip.
  - c. Parents choosing not to have their child participate will be required to make their own alternative care arrangements.

### Winter Party

The Children on the Hill traditionally hosts a Holiday party in December. **If your child is to attend, it is mandatory that the parents accompany their child.**

- The parties usually begin between 3:00 and 3:15 pm
- The exact dates of these parties will be provided at least one month in advance.

### Birthday Celebrations

- Because of severe nut allergies, we ask parents not to bring any cakes to the Daycare.

- For many years now, we have asked parent(s) to donate a book (used or new) on your child’s birthday. The books are always available for the children in the book corner.
- After nap time, a musical circle with all the children will be in his/her honor where he/she can choose his/her favorite songs.
- A small goody bag with a balloon will be presented to the child to take home for their birthday.

## **POLICIES AND PROCEDURES**

The following policies and procedures may potentially be smaller, point formed versions. Please refer to the full policies that will be emailed upon enrollment or enquire with the Director for more in-depth information.

### **LANGUAGE POLICY**

---

- We are proud to provide a program that is bilingual and implemented in both official languages, English and French.
- We respect the child’s mother tongue at all times.
- Half of the spaces in the preschool and toddler groups shall be reserved for English-speaking children and half for French-speaking children.
- The capacity of children to function satisfactorily in either language shall be determined by the Director of the Daycare, based on such criteria as language spoken in the child’s home and ability demonstrated at the Daycare.
- The Director shall have the responsibility to ensure that children are placed in the linguistic context which will best allow the child to be fully integrated and involved in the activities of his or her group.
- Children not demonstrating the capacity for the language of the group, in which they have been placed, may be withdrawn from the Daycare.
- We do not offer an immersion program.

### **SIBLING POLICY**

---

A sibling policy provides a means to prioritize a sibling entry into the Daycare, above other waiting list applicants, to achieve one or more of the following benefits:

- Enable siblings to attend the same Daycare facility together (“family-oriented”).
- Provide convenience for parents when more than one child is at the same facility – only one drop-off/pick-up.
- Foster familiarity/continuity between staff and parent relations.
- Provide siblings with a similar Daycare experience.
- Make the Daycare an attractive option for growing families.

## Scope of Sibling Policy

- The Children on the Hill Daycare will grant priority entry to siblings of children currently attending the Daycare or who have attended the Daycare within the previous six months, on a “first come, first served” basis.
- Entry of a sibling will be considered above all other children entry policies when an appropriate space becomes available.
- The criteria regarding language and subsidized places will continue to be respected when determining space availability.
- It is at the discretion of the Director of the Daycare to prioritize entry when there are multiple applicants for a Daycare spot.

## WITHDRAWAL POLICY

---

The child is no longer eligible for the program/may be withdrawn when:

- The child is beyond program age.
- The parent(s) have reason to terminate and have given 3 weeks written notice or payment for a 3-week period in lieu of notice.
- The program does not meet needs of the child.
- The parent(s) do not respect the policies of the program and/or do not hand in the required Daycare documents.

## GUIDELINES ON PHOTOS AND VIDEOS

---

- To respect the privacy concerns of all Daycare families, we ask that no photos or videos of children from the Daycare be posted online, unless written permission is received from the parents of each child photographed.
- We want to ensure that no photograph or video images of a child (other than your own), taken at the Daycare or during Daycare activities, are circulating on the Internet or on any social media (including personal accounts) without the express written permission of the parents.  
**NOTE:** We ask that you also obtain the permission of Daycare employees if you intend to post an image that includes them.

## EMERGENCY AND SECURITY RELATED POLICIES AND PRACTICES

---



## Child Emergencies

- Any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed. (Refer to Anaphylactic Policy in Policies Section)
- If the emergency situation results in a serious occurrence, the Director will file a Serious Occurrence with the Ministry of Education (Refer to Serious Occurrence Policy in the Policies Section).
- All emergency situations will be documented in detail by a permanent by the Director or the Acting Director/Designate.

## Fire and Emergency Orders

In case of fire, smoke, explosion or strong smell of gas, the Daycare employee will:

1. Operate the nearest fire pull station.
2. Provide any additional details via the emergency numbers to the PPS-OCC.
3. Evacuate and await further instructions from the PPS.

## Outside Security

In case of a security concern outside the Daycare building or in the playground area, the Daycare employee must:

1. Contact the Parliamentary Protective Services using one of three methods of communication: **Portable radio, duress alarms and by telephone at 613-992-7000.**
2. Staff must remain calm and follow further instructions from the PPS-OCC. The Parliamentary Protective Service communication services will dispatch a PPS member to assist in the area. At the same time, the PPS-OCC will ensure that all required services are advised.

**NOTE:** RCMP officers patrol Parliament Hill and park outside the Daycare yard to ensure the safety of the Daycare children and staff.

## The Parliamentary Protective Services

The PPS-OCC ensures the safety of the Daycare staff and the children in all emergency situations and/or perceived threat

### Deemed Unsafe

**If it is declared by the PPS that is unsafe to return to the daycare:**

1. Assisted by a PPS member, the employees must guide the children to the evacuation site. Once everyone has arrived at the evacuation site, the Director/Acting Director and the Assistant to the Director will notify the parents/guardians of the emergency, the evacuation location and where to pick up their child(ren) through the Storypark/email and by telephone.

2. Where possible, the Director or the Assistant to the Director will update the Daycare's voicemail box and post a note on the Daycare door to inform parents/guardians that the daycare has been evacuated and include the details of the evacuation site location and contact information in the message.

### Deemed Safe

#### **If it is deemed safe to return to the daycare by the PPS:**

1. Upon receipt of the "All Clear" notice in the Confederation Building, a PPS Supervisor will advise the Director or Acting Director to initiate the children's re-entry into the Confederation Building. A PPS member will meet the Daycare staff & children at the Daycare entrance to insure a safe & controlled re-entry. The parents/guardians will be notified by the Director/Acting Director through Storypark/email to inform them that the all clear was given by the authorities to re-enter the Daycare and resume normal activities.

### After Any Emergency

#### **When an emergency affects the safety of the children and/or the Daycare employees, the Director or Acting Director will:**

1. Debrief communications to the parents/guardians and the staff will be done through Storypark and by email.
2. Report the Serious Occurrence within 24 hours to the Ministry of Education through the licensing portal or by telephone if unable to access the site.

**NOTE:** Regular evacuation drills will be practiced monthly by the permanent staff in charge of planning executing and recording the drills in addition to the Daycare drills executed by the House of Commons.

**NOTE:** The Daycare has storage in the Justice Building with all emergency supplies necessary for an evacuation. Ex: extra clothes, diapers, books, puzzles, and art supplies. The Justice Building also will provide First Aid kits and food services if required.

### Criminal Reference Check

The Daycare has strict measures in place to ensure the safety of the children and staff (as well as anyone inside the Daycare) at all times.

- Access cards are required to enter the Daycare and will only be issued to the parents once a criminal reference check has been completed by the House of Commons.
- A criminal reference check is also required for any volunteers and supply staff as well as employees.
- As of April 4, 2016, the House of Commons security screening process will include digital fingerprinting. All new House Administration employees and contractors will be required to have digital fingerprints taken before being granted an access card to buildings in the Parliamentary Precinct and access to sensitive information.

## Vulnerable Sector Check

- All employees, students, and volunteers, including COTH board members, must have their vulnerable sector check completed and up to date before starting their work with the children at the Daycare and must renew the vulnerable check every five years.
- The employees, volunteers must sign an offense declaration in every calendar year except a year in which a vulnerable check is obtained for all persons continuing employment at the Daycare.
- The declaration must be signed 15 days of the anniversary date of the previous declaration or vulnerable check.
- The offense declarations must be kept on file to ensure confidentiality.

**NOTE: if the criminal/vulnerable check is not obtained prior to the employees commencing work with the children, the employee in question will not be permitted to be alone in a room with the children.**

## STAFF/VOLUNTEER POLICIES

---

### Students and Volunteers

In accordance with guidelines set by the Ministry, students and volunteers are not permitted to be alone with the children and will always be accompanied by a staff member. All board members are required to have an up-to-date Vulnerable Sector Check.

### Prohibited Practices

#### **(ONTARIO REGULATION 137/15) SECTION 48**

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

- Corporal punishment of the child.
- Physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other devices 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 childcare centre or home childcare 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/herself respect, dignity or self-worth.

- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.

In the event that the Director or Supervisor 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 Employee Operations 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. We keep records pertaining to monitoring of our Program Statement for 3 years.

#### Basic Summary of Enforcement of the Prohibited Practices:

FOR STAFF: (depending on the severity of the offense)

1. A verbal warning
2. A written warning
3. Dismissal

FOR STUDENTS AND VOLUNTEERS:

1. Verbal warning
2. Termination of placement

FOR OTHERS INCLUDING PARENTS:

1. Verbal warning
2. Other action as deemed appropriate by the childcare board/operator including, but not limited to, the person no longer being permitted onto the premises

**NOTE:** Where action is necessary, it will be taken IMMEDIATELY by the Supervisor in the case of the staff, students, volunteers, parents and other, and by the Board in the case of the Supervisor.

## HEALTH AND SAFETY RELATED POLICIES AND PRACTICES

---

### Health Regulations

- You will be asked to provide a copy of your child's up to date immunization records.
- The Director and staff of the Daycare apply the regulations governing a child's health enacted under the Child Care and Early Years Act, which states that a child who is ill must be separated from the other children and a parent called to take the child home.

- As per regular Ottawa Public Health guidelines on communicable diseases, parents must inform the Daycare of all potential medical issues observed (ie. rashes, gastro, pink eye, lice etc.) so that the Daycare can communicate with families about potential exposure.
- These regulations apply to all the children without exception for the safety of the sick child and the other children at the Daycare.

Pursuant to these regulations, the parent(s) will be contacted and asked to pick up their child from the Daycare when the child:

- Has a fever which lasts for more than thirty (30) minutes.
- Is vomiting (by unknown causes) or has 2 or more episodes of diarrhea in a day.
- Is suspected to have chicken pox, measles, mumps, strep throat, tuberculosis, whooping cough
- Cannot keep up with the activities and routine of the day.
- **Unidentified rashes:** after a rash has been diagnosed by a doctor, a note from a doctor is required stating that the child is not contagious.
- Has lice or nits. (Refer to Lice Policy)
- Is experiencing other physical symptoms which, in the Director's opinion, requires exclusion and observation by a medical doctor.
- Children may return to the Daycare 1 full day after the last episode/symptom of fever and 2 full days after last episode/symptom of vomiting and/or diarrhea (This is also to coincide with OPH's gathering of info for the list line in the event of an outbreak in the Daycare).

**NOTE:** An outbreak at the Daycare is when we have three (3) or more cases of illness (child and/or staff) in a four (4) day period in one room or more than two rooms/programs are experiencing a case of infectious gastroenteritis within 48 hours.

- Medication can only be administered by an Educator if the medication is prescribed by the physician and the medication is in its original and labeled container with instruction for administration and storage. Parents will also be asked to sign a written authorization sheet for the Educators. All medication will be kept in a locked container. (Refer to Medication Administration Policy)

**NOTE:** Should a parent not be able to be reached, an emergency contact will be contacted next.

## Serious Occurrence Policy

Licensed childcare centres and private-home Daycare agencies are already required to report serious occurrences to the Ministry of Education, which is responsible for childcare licensing.

This new policy requires childcare operators to post information in their facilities so that parents also have access to it. 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. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with the license requirements or that children are at risk in the childcare program.

### Examples of serious occurrences may include:

- The death of a child who received care at a childcare centre, whether it occurs on or off the premises,

- Abuse, neglect or an allegation of abuse or neglect of a child while receiving care at a childcare centre
- A life-threatening injury to or a life-threatening illness of a child who receives care at a childcare centre.
- An incident where a child who is receiving care at a childcare centre goes missing or is temporarily unsupervised.
- An unplanned disruption of the normal operations of a childcare centre that poses a risk to the health, safety or well-being of children receiving care at the childcare centre.

## Medication Administration Policy

**Recommendations from the Ministry of Education** - Whenever possible, parents should be encouraged to administer medication to their children at home, if this can be done without affecting the treatment schedule. If medication must be administered while receiving childcare:

- A clear schedule should be established and if possible, administration coordinated so that children in a given group can receive their medication at the same time.
- Medication can only be administered by a teacher if the medication is prescribed by the physician and the medication is in its original and labeled container with instruction for administration and storage.
- All medication will be kept in a locked container. All emergency medication (EpiPen, inhalers) will be always carried in the group's backpack with the group.
- Parents will be asked to sign a written authorization sheet for the Educators for any prescribed medication along with a permission form for non prescribed creams (diaper cream, balms, lotion) provided by the parent.
- Any accidental administration of medication (e.g. medication administered to the wrong child or error in dosage given) should be recorded and reported to the supervisor, who should then notify a parent of the child. If adverse symptoms are evident upon accidental administration of medication, staff should call local Emergency Medical Services.
- Disposal of leftover or surplus of medication should be returned in the original container to a parent of the child or safely discarded with parental permission.

## Behaviour Management

- When a child's behavior prevents him/her from functioning appropriately in our group settings a parent will be notified to pick up their child.
- All behaviors will be dealt with in a positive manner by our staff and at a level that is appropriate to their actions and age of development.
- This is done to promote self-discipline, ensure health and safety and to respect the rights of others.
- Methods and techniques for appropriate behavior management are discussed at regular staff meetings and all our staff are required to review and sign the Children on the Hill program statement.
- For more information on our approach to Behaviour Management, please see our Program Statement.

## Strategies and Prevention for Behavior Management

- Clear and precise rules and instructions are given to children and reviewed regularly; the educator ensures that the children have heard and understood the message; educators focus on the moments conducive to learning rather than on the behavior itself.
- The Educator will support skills development, reduce difficult behaviors, and help the child calm down, using community support. We will move near children's play areas and avoid giving instructions from the back of the room or yard.
- We prepare children for success by subtly encouraging them, giving them reminders and by modeling, to appropriate behaviors; we tell children what to do rather than what they should not, offer them appropriate choices, thus reducing the number of requests and using positive reinforcement.
- The focus is on strengthening appropriate and desired behaviors, instead of inappropriate behaviors. Communication skills are strengthened by modeling positive methods of expression. For example, telling the friend or educator what is intended.
- Children's emotions are recognized and validated. Children are reassured and provided with the comfort they need.
- They are guided in learning how to self-legislate their emotions safely. For example, given the time it takes to calm down, tell the child to calm down first before they can go to play (a technique used if the child is very restless and upset).
- Remain calm and neutral when unwanted behaviors occur and clearly state the rules and expectations to the child. For example, teaching the child the usefulness of an object or listening to what his friend wants. We make two attempts at teaching, given the level of development of the child in question, and then, if the child is not ready, the object and its privileges are taken away from him until he is ready.

## Policy on Head Lice and Nits

- If we find head lice and/or nits on your child's head, you will be called to come and pick him/her up immediately.
- Information will be given to you about treatment of your child and family members.
- Your child will not be permitted to return to the Daycare until he/she is free of lice and nits.

## Injuries/Accident Policy

**Despite our best efforts there is potential that an accident can occur which is not observed. In this case, if the child has not informed an educator or shown any distress, there may not be an accident report as staff was not aware of an injury. Any injury which is observed MUST be reported.**

- Parents will be notified immediately when a child experiences serious injury (head or facial injuries, severe sprains, lacerations, etc.).
- Accident reports will be written by the teacher who witnessed the incident and provided first aid to the injured child. The parents will be required to sign the accident report and will be given a copy for their records at home. A copy of the accident report will also be placed in the child's Daycare file. A copy of outdoor accident reports will also be placed in the Playground Report binder.

**NOTE:** All our Early Childhood Educators have training in First Aid and CPR.

## Sunscreen Policy

When the nice weather is here, it is time to make sure that the children are always well protected with sunscreen lotion.

- **It is the parent's (guardian's) responsibility to apply sunscreen on their child before coming to the Daycare in the morning.**
- If you need to apply your child's sunscreen at the Daycare, we suggest you keep a bottle for your own use in your child's cubby.
- In compliance with the Ministry of Education, Child Care and Early Years Act, Educators are responsible to apply sunscreen on all the children in the afternoon before going outside (Note: The Daycare fees only include the afternoon application).

\*If your child experiences allergic reactions to Ombrelle FPS 60 Hypoallergenic (perfume and colour free) you may write a letter advising the Daycare the allergy and the name of the lotion you will be providing. Please ensure it is clearly marked with your child's name.

\*If you do not want the Daycare to apply sunscreen on your child, the daycare requires a written letter or email stating your preference and a brief explanation of your request.

## Anaphylactic Policy

- Outside food is not permitted in the Daycare (including the daycare hallways) unless the child has special dietary needs and are providing the Daycare with replacement meals and all required documents for this have been submitted to the Director.
- The only exception is for special Annual Daycare events, such as the Children on the Hill Christmas Party, which are normally "potluck". **NOTE: only nut, sesame and shellfish free products are permitted on the premises.**
- Parents are responsible for ensuring that their children arrive at the Daycare without a trace of nut products on their person (ex: teeth, face, hair, clothing) **NOTE:** If a child arrives with nut products on their person, the parents are responsible to collect their child and return when the child is free of the allergen.
- Families not respecting the anaphylactic policy will be given a warning/reminder. A second incident will be brought to the attention of the board of directors and consequences will depend on the severity of the infraction to be determined at their discretion.

## EpiPen

- Parents with a child who has anaphylactic allergies are responsible for providing an **EpiPen**, as well as tracking the expiry date and replacing it if necessary.
- The parent must devise an individual plan and complete the Anaphylactic Alert form (with help from the child's physician if needed). The form will be posted on the wall in the children's main rooms and the kitchen/food prep areas and inside the group's backpacks for accessible referencing.

## Biting Policy



A child will bite other children for many different reasons. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get the attention of the teacher or his peers. The child may have poor verbal skills and/or are impulsive and need to be taught self-regulation skills. Sometimes biting occurs for no apparent reason. The Centre will model the appropriate language to use not just tell the children to "use their words" if they become angry or frustrated. When emotions are in play children will often, need help finding the words to use regardless of the level of their language skills. When a child does have a language delay, the Educators must help him/her communicate in a variety of ways and help others interpret what he/she is trying to communicate. These situations are considered teachable moments for both the children involved. The staff members will always maintain a close and constant supervision of the children.

The following steps will be taken to prevent biting incident occurrences at our center:

- All the children must be closely supervised; the teacher's must be engaged in the children's play and be aware of what is always happening with the children.
- Observe the children and step into the play as needed to facilitate communication between the children.
- Model the behaviours and language (verbal and sign) to teach the children important social skills, including self-expression and self-regulation to promote cooperative and inclusive play between all children (teachable moments).

Despite our best efforts, biting or aggressive behaviour could still occur. The following steps will be taken if a biting incident occurs at our center:

- Separate the children make sure the "biter" is in a safe area but pay attention to the child that is hurt and not the biter.
- Staff will stay calm and will not overreact.
- Once the child has calmed down, give the child a quiet toy or let him/her go play but not in the activity where the biting occurred.
- The bitten child will be comforted.
- Do not name the behaviour but model appropriate empathetic language and actions i.e. give hugs, name the feelings she is portraying etc. and make sure the child who bit is able to observe, listen and learn through the teacher's action and words.
- Maintain communication with parents and complete any incident reports. Additional information and or/resources will be provided to the parents and employees upon request.

## Sleep Policy

Children's sleep and rest play an integral part in a child's well-being and development. At the time of enrollment, the sleep time routine is outlined to the new parents about our routine, the time and duration of the nap, how our "early wakers" program works, what to bring etc. Young children do not have set sleep/rest schedules and may need to sleep/rest based on their individual needs. Educators must allow a child to sleep and not wake them up until 2:45 pm when sleep time is over.

During sleep time:

- Educators will consult parents on their child(ren)'s sleeping routine incase there are any concerns regarding their sleeping habits.

- Each child will have their own cot assigned. They may also bring their own blanket from home. These are washed weekly.
- The children are allowed to bring a soother or a bottle if needed for nap time and only when the child is ready the Educators will slowly try to wean them off depending on the individual child's needs.
- Toddlers require direct visual checks. These checks are done at regular intervals throughout sleep time to observe and ensure the children are healthy and safe (i.e. no difficulty breathing, overheating/sweating, increased heart rate, grunting etc.)
- Preschoolers do not require sleep checks but will be closely supervised to ensure their health and safety.
- Children are required to rest their bodies for 1 hour and then may look at a book on their beds until it is time for "early wakers".

## Playground Policy

Children on the Hill provides a safe play space for all the children. There are two separate enclosed yards for the Toddler and Preschool group. In order to ensure these spaces are safe:

- Ratios must always be 1:5 (Toddlers) and 1:8 (Preschoolers). **Exception:** 20% of the ratio can be used to avoid the staff doing overtime, therefore three toddlers in the ratio of 16 pre-schoolers.
- Children will walk to and from the yard, holding with their hands, a nylon rope that consists of handheld loops for easy grabbing/holding. The Toddler group's rope consists of the ropes having Velcro attachments in order to position securely, but safely, onto the child's arm in order to ensure staying on the rope.
- Visual sweep/inspection of the yard is done prior to children playing to ensure no hazards or damage and recorded on a daily inspection log.
- The playgrounds are inspected yearly in the fall by a verified inspector to meet CSA standards.
- Educators must be strategically stationed around the playground in order to observe the children's activities.
- In the event of an emergency/injury, each yard will have access to a first aid kit.
- Children must dress accordingly to the weather and always verified by the staff before going outside to play (i.e., no scarves, pants tucked over boots, no loose cords, zipped up, hats on, proper footwear etc.).
- Children will be observed for frostbites, chills, being cold, or overheated and must have adequate drinking water and sunscreen applied.
- Activities such as sliding, water play, hockey, races outings, etc. require careful planning and special arrangements and/or more supervision.

## PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

---

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:* As the licensee, the Board of Director's is responsible for the operation and management of the Children on the Hill.

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

*Director:* The Director is the supervisor of the program.

## General

- Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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 Children on the Hill and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.
- Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.
- An initial response to an issue or concern will be provided to parents/guardians within two business 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 Chart:

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><b>Program Room Related</b></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> <p>The classroom staff directly or The Director/Acting Director</p>	<p>Address the issue/concern at the time it is raised or</p> <p>Arrange for a meeting with the parent/guardian within three business days.</p> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> </ul>
<p><b>General, Centre or Operations Related</b></p> <p>E.g.: childcare fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to:</p> <p>The Director or the Acting Director</p>	<ul style="list-style-type: none"> <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>
<p><b>Staff, Director</b></p>	<p>Raise the issue or concern to:</p> <p>The individual(s) directly or The Director/Acting Director</p> <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 Director or the Acting Director as soon as parents/guardians become aware of the situation.</p>	<p>Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</p> <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 2 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>

<b>Student/Volunteer Related</b>	<p>Raise the issue or concern to:</p> <p>The staff responsible for supervising the volunteer or student or The Director/Acting Director</p> <p>All issues or concerns about the conduct of and/or volunteers that puts a child’s health, safety and wellbeing at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</p> <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 2 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>
----------------------------------	--	---

**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 President of the 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.

**Contacts:**

**License Adviser from the Ministry of Education:** Julie Brazeau: (613)787-5274 or [JulieBrazeau@Ontario.ca](mailto:JulieBrazeau@Ontario.ca)  
Childcare and Early Years division

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

**Director:** Vanessa Coelho (613)992-2879 [vanessa.coelho@parl.gc.ca](mailto:vanessa.coelho@parl.gc.ca)

**Board of Directors:** [board-conseil@cothedlc.onmicrosoft.com](mailto:board-conseil@cothedlc.onmicrosoft.com)

**President of the Board of Directors:** Upon request

**Children’s Aide Society:** (613)747-7800

**Public Health:** (613)580-6744

**Ministry of Labour:** (613)228-8050

**Parliamentary Protective Services:** (613)992-7000 (**emergencies only**) or (613)995-4300 (**general enquiries**)

**College of Early Childhood Educators:** Toll-free: 1 888 961-8558

FOUNDATIONS	GOALS FOR CHILDREN	MAIN PROGRAM GOALS
<b>Belonging</b>	Every child has a sense of belonging when he or she is connected to others and contributes to their world.	Our program will cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.
<b>Well-Being</b>	Every child is developing a sense of self, health, and well-being.	Our program will nurture children's healthy development and support their growing sense of self.
<b>Engagement</b>	Every child is an active and engaged learner who explores the world with body, mind, and senses.	Our program will provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.
<b>Expression</b>	Every child is a capable communicator who expresses himself or herself in many ways.	Our program will foster communication and expression in all forms.

## COTH PROGRAM STATEMENT

### INTRODUCTION

---

The Children on the Hill Daycare is dedicated to supporting children's learning, development, health and well-being. This is embodied in our Early Childhood Educator's caring and responsive approach to learning. Our program focuses on active learning, exploration, play and inquiry. We see children and their families as competent, able and active participants in all aspects of our program.

### PROGRAM STATEMENT OVERVIEW

---

The following document is our Program Statement which is consistent with the Minister of Education's policy statement. [www.edu.gov.on.ca/eng](http://www.edu.gov.on.ca/eng) The Minister's policy statement names [How Does Learning Happen? Ontario's Pedagogy for the Early Years](#) as the document to be used for the purpose of guiding programming and pedagogy in licensed child care programs.

*How Does Learning Happen?* Ontario’s Pedagogy for the Early Years is a professional learning resource guide about learning through relationships for those working with young children and families. It is intended to support pedagogy and curriculum/program development in early years programs. Pedagogy is “the understanding of how learning takes place and the philosophy and practice that support that understanding of learning”. Curriculum (the content of learning) and pedagogy (how learning happens) in early years settings are shaped by views about children, the role of educators and families, and relationships among them. This pedagogical document *How Does Learning Happen?* helps educators focus on these interrelationships in the context of early years environments.

*How Does Learning Happen?* is organized around four foundational conditions that are important for children to grow and flourish: Belonging, Well-Being, Engagement, and Expression. They are aligned with the Kindergarten program and are conditions that children naturally seek for themselves. These four foundations serve as guiding principles for our program statement and goals are grouped accordingly throughout for ease of reference.

The four foundations are applicable regardless of age, ability, culture, language, geography, or setting. They can be thought of as a way of being—a vision for all children’s future potential and a view of what they should experience each and every day.

## OUR GOALS AND HOW WE MEET THEM

---

Building on four our main program goals listed in the table above, the following table outlines our specific goals, organized by the four guiding foundations (Belonging, Well-Being, Engagement, and Expression) and, offers some practical examples of how we meet them. **Please note that this list is not exhaustive but rather offers a strong sampling from a variety of areas in our program.**

FOUNDATION	SPECIFIC GOALS	HOW WE MEET THESE GOALS
<b>Belonging</b>	We will be attuned to the physical and emotional states of each child and respond in a warm and sensitive manner.	The physical and emotional wellbeing of each child is assessed through observation and begins with a discussion with the parent/guardian at morning drop-off and continues throughout the day to ensure we are providing quality care.



<p>We will connect with each child and recognizing and valuing his or her unique spirit, individuality, and presence.</p>	<p>Every morning the children are warmly greeted, and the employees will take the time to focus on each child individually throughout the day in a genuine and positive manner.</p>
<p>We will plan for ways to support smooth transitions:</p> <ul style="list-style-type: none"> <li>• between the home and the early years setting</li> <li>• in daily routines</li> <li>• across early years settings</li> </ul>	<p>Smooth transitions are supported through communication between the daycare and the parents. Example: tips for easier drop– off.</p> <p>Children are reassured and provided with the care the comfort they need. We also keep the families informed of special days, curriculum changes, or anything that the children may need to ensure the children and families are comfortable and well prepared for the day ahead.</p> <p>Program: Play centres are set up modeling the “How Does Learning Happen” philosophy and guided by the ELECT curriculum (“Early Learning for Every Child Today”).</p>
<p>We will support relationships between children as they initiate, respond, collaborate, celebrate, and demonstrate care for others.</p>	<p>We promote positive relationships between the children by applying best practices from the positive approach program. This program coaches’ educators to give children the tools to tell others what they want, to listen to others’ needs as well as learn to read non-verbal cues. Positive behaviour is modeled by the staff. and attention is given only to the positive interactions between the children.</p>
<p>We will develop policies, practices, and environments that respect and support inclusion, meaningful participation, and a sense of belonging for all children.</p> <p>Our learning environments are inclusive of all children including children with individualized plans.</p>	<p>We focus on the child’s achievements to promote a sense of self and belonging. Example: “You are sitting in your cubby” and not “I am so proud”. This way, the focus is placed on the child and not the teacher.</p> <p>We foster an inclusive environment, and we offer individualized support plans and inclusive programming with help from the “Child Care Integration Support Services” at Andrew Fleck.</p>

	<p>We will find ways to intentionally integrate the unique perspectives and gifts of parents, caregivers, and extended family throughout all elements of the program in a meaningful and authentic way.</p>	<p>Parents and caregivers are encouraged to attend and participate in our AGM and teacher meetings as well as engaging with their child in the daycare setting through annual social events. We also invite the parents to share photos from home which are displayed both in their cubby and the play area.</p>
	<p>We will establish and maintain positive reciprocal relationships with community partners to support meaningful participation.</p>	<p>The daycare is part of the House of Commons' community. We are regular visitors to the Hill, greeting all the RCMP officers, security guards, cleaning and kitchen staff with smiles and waves. Once or twice a year we visit the Parliament library for a special story time and activity. In the summer months we have the privilege of watching the ceremonial guards march and listening to the regimental band. At Christmas, the children make cards and personally deliver them to the different services on the Hill that support our daycare.</p>
	<p>We will create opportunities throughout daily experiences that enable children to explore, wonder about, care for, and make connections to the natural environment.</p>	<p>During our daily walks to the playground and the surrounding areas, we encourage the children to explore nature. We believe in letting children explore and take chances while harnessing teachable moments.</p>
	<p>We will give visibility to the many relationships that children form with adults, other children, the community, and the natural world through various forms of documentation.</p>	<p>Photographs of the children demonstrating friendships, family photos and photos of the children interacting with their Educators and our special guests from the community are depicted in different areas in the room.</p>
	<p>We will invite community members to contribute to and participate in the program and providing opportunities for children to participate and make meaningful contributions to the community on an ongoing basis.</p>	<p>We invite members of the community to participate in our programming such as RCMP officers, Ottawa Public Librarian, our dance teacher, and an animal expert from the local Zoo Crew or Little Ray's Reptile Zoo. We encourage the children and their families to give to the food bank by asking them to bring non-perishable food items.</p>
<p><b>Well-Being</b></p>	<p>We will provide healthy meals and snacks and establish positive eating environments that are responsive to children's cues of hunger and fullness.</p>	<p>We follow the recommendations and standards from the Canada's Food Guide. Therefore, we offer 2 food groups for our morning and afternoon snacks and 4 food groups for our daily hot lunch. The lunch and snack times are scheduled at regular intervals throughout the day.</p>

<p>We will incorporate opportunities and time to practise self-help and self-care skills based on each child's capabilities throughout daily routines and activities.</p>	<p>Skills are taught through maintaining a consistent daily routine. The educators challenge children by setting up achievable goals to build on their personal success.</p> <p>Expectations for the children based on the children's age level are reflected on and clearly written in an action plan that will be reviewed every year and posted on the wall to ensure that all staff members and families are aware of the expectation set up and to ensure all the employees follow the same plan.</p>
<p>We will provide regular daily opportunities (responsive to individual capabilities) for children to be physically active and explore the world around them with their bodies, minds, and senses.</p>	<p>All our play centres include opportunities for the children to explore the world around them in a variety of ways. Example: balls, play structure, sensory bins, art, role play, felt board on the wall with pictures depicting different cultures etc.</p>
<p>We will limit activities where children are sedentary for an extended period of time.</p>	<p>We provide outdoor play for at least one hour in the morning and one hour in the afternoon (weather permitting). In inclement weather the Educators plan indoor activities that promote physical fitness. Example: Using our long hallway the children are encouraged to participate in a variety of physical activities such as running, hopping etc. in order to keep their activity level up for ten minutes to optimize their health and fitness.</p>
<p>We will create safe and stimulating outdoor spaces for intentional active play that is individualized and adapted as needed to support children's varied abilities, offering challenges that are within each child's ability to master.</p>	<p>We encourage children to explore new challenges using their natural curiosity and thirst for learning. We teach children how to play and take risks within a safe environment. Example: Rocks can be touched, painted, lined up etc. If a child throws a rock, the teacher will demonstrate how to play in a safe way. Redirection will be used if the child is not yet ready to comprehend this concept.</p>
<p>We will facilitate children's efforts to take reasonable risks, test their limits, and gain increasing competence and a sense of mastery through active play and social interactions.</p>	
<p>We will recognize and support children's development and varied self-regulation</p>	<p>Ongoing observations and documentation help us understand and track the child's level of development.</p>

	abilities in all domains (biological, emotional, communicative, cognitive, social).	
	We will design environments that are attuned to children's varied sensitivities, arousal states, and need for maintaining a calm, focused, and alert state	The art/cognitive, including our listening centre area offer a "quiet zone" for children to allow them to maintain a sense of calm and focus. We also provide a special area where a child can go sit alone if they choose. This helps children self regulate. Example: We use our red chair in the gross motor room with a bag of special toys for children if they wish to be alone or if they need to calm down.
	We will reach out to all families, including those who may be experiencing stressful and challenging circumstances, and help them to make connections to formal supports (ex., community agencies) and informal supports (ex. connections with other families and/or their own support networks)	The Educator will meet with the parents/guardian twice a year to discuss their children's progress. If required, a special meeting to address specific concerns will be set up with the teacher and Director. The experienced teaching team are aware of when it is necessary to request professional support. This will always be done in collaboration with the family of the child. A few of the community agencies we refer the parents to are First Words, The Centre Psychosocial and the Parent Resource Centre. (PRC)
	We will participate in professional learning and connect with community partners to ensure the program fosters social and emotional well-being and resilience for children and families.	We work very closely with resource centres such as Andrew Fleck CISS and the Parent Resource Centre.
	We will have emergency management policies and procedures that clearly describe how parents are notified in the event of an emergency.	Parents are notified of emergency management policies in our Parent Handbook located on our website at <a href="http://www.childrenonthehill.ca">www.childrenonthehill.ca</a>
<b>Engagement</b>	We will design indoor and outdoor environments and experiences that spark curiosity, invite investigation, and provide challenges that are responsive to individual capabilities to help children extend the boundaries of their learning.	The Educators set up the indoor and outdoor environments with play centres based on the interests of the child. An invitation to play is set up for the children and they are encouraged to explore and create. The Educators remain engaged in the play and take note of the children's interests in order to promote further learning.
	We will connect with families and communities and inviting their participation to ensure that environments and experiences reflect and are relevant to children's everyday lives.	We ask parents to provide a collage of pictures that demonstrate the variety of cultures, home environments and experiences (pets, grandparents, special trips, siblings, etc.). These collages are posted in the main play area and are a lovely reminder for the children throughout the day. They are often a fun source of discussion.

	<p>We will provide a wide variety of interesting objects and open-ended materials for children to explore with their senses, manipulate, and investigate.</p>	<p>The play equipment is offered based on the interests of the child. The centres are set up in a way that invites the child to take initiative, to be creative and to take ownership of their learning.</p> <p>Every room has age-appropriate materials and equipment based on the learning needs of the child. The list of materials and equipment is posted on the wall.</p> <p>The Educators write what the current focus for the play centre is on the white board.</p>
	<p>We will plan daily routines (the flow of the day) with limited interruptions and transitions to maintain a sense of calm and simplicity for toddlers and provide ample opportunities through large blocks of time for older children to engage in sustained, complex play and inquiry</p>	<p>The children are free to explore the centres in both rooms. The program schedule and routines are flexible. The Educators follow the needs of the child. On the pre-school side the children are taught to take the card with their name and symbol and place it into the pocket that indicates where they want to play. If the pockets for that room are full, the children can place their name in a pocket that indicates that they are waiting for a spot in that room which promotes self-regulation.</p>
	<p>We will participate with children as a coinvestigator, co-learner, and co-planner rather than as director or “keeper of knowledge” and “keeper of the plans” in a way that is separate and apart from the children</p>	<p>We encourage the children’s play by questioning and modeling creative thinking and by providing the equipment needed to help the children to expand learning through their play.</p>
	<p>We will continuously question and test our own theories and strategies and seeking new ideas to facilitate children’s exploration and understanding of the world around them in meaningful ways.</p>	<p>During our weekly staff meeting we review the program, the play centres and the teacher’s pedagogical observations and reflect on what is going well and what we can improve on.</p>
	<p>We will work with families and community partners to ensure that environments and experiences provide equal learning experiences for all children by making flexible program adaptations and providing special equipment and/or adaptive devices (as recommended by a regulated health professional)</p>	<p>We recognize that each child has individual needs. Consequently, we adapt our learning experiences in order to meet the children’s requirements. We provide visual aids and sensory stimuli as well as adapting our verbal interactions to accommodate different learning styles.</p>
	<p>We will ensure that the spaces and experiences provided promote play and inquiry that will help children discover and develop an increasing awareness and understanding of key concepts, including</p>	<p>Invitations to play include pictures and words to help the children discover and develop their awareness and understanding of key concepts.</p> <p>Example: hygiene routines.</p>

	those associated with literacy and numeracy development	
	We will document and make children's thinking, learning, and competence visible to children, families, and others	The Educators base their pedagogical observations on the ELECT Ontario curriculum. They will document how learning is happening at the daycare by taking three group photos (one in each of the main play areas) demonstrating art, gross motor and role playing of the children at play. They will be sent directly to the parents/guardian on a regular basis through "StoryPark". This is an app that alerts the parents that their teacher is sending them an update with a picture of what their child is doing and learning.
<b>Expression</b>	We will be attuned and responding to children's varied cues and communications	The employees are engaged in the children's play therefore they are able to be engaged and responsive to the children needs.
	We will be attuned and responding to children's varied cues and communications.	The employees are engaged in the children's play therefore they are able to be engaged and responsive to the children needs.
	We will engage in authentic, reciprocal communication with children, where children participate as both initiators and equal partners	Children are encouraged to express their interests on a daily basis. The Educators observe and promote the children's interests through asking questions that expand their play.
	We will facilitate successful communication between children by helping children listen to and express themselves to one another.	We model the words for the children in order to teach children how to effectively communicate. (We do not just tell the child to use his/her words, we teach them what words to use).
	We will document children's communication to help them revisit thoughts and ideas expressed in order to extend their understanding	The Educators record the children's verbal and nonverbal communication to later use these samples as a tool for further language development.
	We will provide time, space, and materials to encourage expression through creative materials that reflect children's capabilities as well as their social and cultural background	The art corner is always open, and the children are free to explore and take out the materials they would like use for their creations.  Preschool children are encouraged to take out the tablecloth and set up the art table to promote a sense of self and belonging.
	We will engage and cultivating children's connections with stories and books in a variety of contexts (ex. by sharing books and	We foster a love of books in a variety of ways. Our book corner is a cozy environment with familiar and new books in both English and French. We also have a listening corner

<p>telling stories with individuals, small groups, and large groups) and for a variety of purposes (ex. to foster close relationships, explore and play with language structures, recount past events, research ideas, spark conversations, and connect with cultural traditions).</p>	<p>with a new story on CD every week.</p>
<p>We will weave language and literacy-related activities and materials into all daily experiences, routines, and physical spaces</p>	<p>We incorporate pictures and words to promote early literacy in all of our centers. As well as other opportunities for languages and literacy-related activities such as following recipes, menus etc. Music and singing are emphasized throughout the day to promote language and a sense of belonging.</p>
<p>We will work with families and community members to find ways to support and enrich the transmission of language and culture.</p>	<p>In the event that a child is English nor French speaking we ask the parent or guardian to supply the daycare with a list of commons words and their phonetic pronunciation in their first language in order to facilitate the child's integration into our program. We also encourage parents to share their culture with us to further increase our awareness of different languages and cultures.</p>
<p>We will be aware of the many "languages" children use to communicate and provide individualized support so children of all abilities can express themselves and be heard.</p>	<p>Communication skills will be taught through modeling, visual aids and repetition. Our language policy states that the daycare must respect the child's first language. We are a bilingual daycare therefore we have a waiting list for French speaking children and English-speaking children. Upon admission the children our placed in their respective languages.</p> <p>We also ensure an inclusive learning environment. Many of the Educators are trained in sign language which facilitates communication.</p>
<p>We will reflect continuously on and seek to improve our own communication strategies and techniques for facilitating responsive, authentic conversations with children and families.</p>	<p>We review and reflect on our communication strategies on a weekly basis during our staff meetings.</p>

References and information in this living document are from:

[How Does Learning Happen? - Ontario's Pedagogy for the Early Years](#)

## SUMMARY: HIGHLIGHTS OF DAYCARE POLICIES AND PROCEDURES

---

- Ensure that we always have current emergency contact names and telephone numbers
- Advise staff of any allergies or medical conditions
- Contact the Daycare each day if your child is absent due to illness or in advance of a vacation
- Ensure that your child has an extra set of clothing in this/her cubby
- Provide your child with appropriate outdoor clothing at all times
- Refrain from bringing toys from home to the Daycare
- Ensure that all policies and procedures as outlined in the Parent Manual are adhered to at all times.
- Keep immunization forms up to date.



## PLEASE COMPLETE AND SIGN WITH THE DIRECTOR OF THE DAYCARE

---

- I have read and accept the policies and regulations outlined in the Children on the Hill Parent Manual and the Program statement.
- I have read and understand the information set out in Contract Terms, Fees and Withdrawal Policy.
- I have read and understand the information set out in Safe Arrival and Dismissal Policy.
- I have read and understand the information set out in the Biting Policy and Procedures.
- I have read and understand the information set out in the Sleep Policy.

**I have completed and submitted to the Daycare the appropriate forms related to:**

- Guidelines on photos and video
- Anaphylactic Policy
- Medication Policy and Procedures
- House of Commons Employment Screening Form
- Completed registration form
- A copy of my child's immunization record
- I give my consent to allow my child/ren to go on local outings.

Parent's name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Director: \_\_\_\_\_

Date: \_\_\_\_\_

## **APPENDIX A**

### **Child Care Centre**

### **Safe Arrival and Dismissal Policy and Procedures**

#### **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**

- Children on the Hill Daycare 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.
- Children on the Hill Daycare will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## **Additional Policy Statements**

### **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.
  - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). 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 registration form under emergency contacts [or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (preferably through Storypark but they can also email or provide a physical note).
  - 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 or advised the closing staff at pick-up), the staff in the classroom must:
  - Inform the Daycare Director and they must commence contacting the child's parent/guardian no later than 10:30am. Both parents will be contacted (where applicable) and a Storypark will be sent.
  - If the Director is not present, the staff will send a Storypark to the family and mark the child as absent on the attendance record and mark the absence with no notification in the log book.
2. When 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 as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 30 minutes of the expected time the Director or when not present, the assigned replacement shall contact the parent/guardian via phonecall and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message or send a Storypark message. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until the daycare closes and if the child has still not been picked up follow procedure. The staff present at pick up will also remind the parent or guardian at pickup to give notice in the future should pickup time change.

#### **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 6:00pm September 1st to July 1st or 5:30 July 1st to September 1st, 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 guardian first, followed by the authorized individual.
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 any and all other emergency contacts that the guardians have provided, and can be found in the emergency binder.
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 7 pm the staff shall proceed with contacting the local Children's Aid Society (CAS) **613-747-7800** Staff shall follow the CAS's direction with respect to next steps.

#### **Dismissing a child from care without supervision procedures**

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

## Glossary

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

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

*Parent/guardian:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

### Regulatory Requirements: Ontario Regulation 137/15

#### Safe arrival and dismissal policy

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

- (a) provides that a child may only be released from the child care centre or home child care premises,
  - (i) to individuals indicated by a child's parent, or
  - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out the steps that must be taken if,
  - (i) a child does not arrive as expected at the centre or home child care premises, or
  - (ii) a child is not picked up as expected from the centre or home child care premises.

