

OUR CHILDCARE PHILOSOPHY

We believe all children have the right to quality care and education in a safe, healthy and nurturing environment.

Noah's Ark Childcare and Nursery strives to create an environment that provides learning opportunities and promotes the social, emotional, cognitive and physical development of all children. We encourage self-esteem and provide a supportive and stimulating atmosphere that will advance a child's competence in all developmental areas.

Our philosophy is based on Christian Development Principles

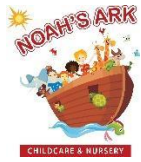
We center on the concept of play as being a natural way of learning. As children grow, they will develop a concept of themselves. We believe that Christian social and intellectual skills are best learned in an environment where self-esteem is nurtured. A child with a positive Christian self-image is sure of their ability to make things happen and is able to make their needs known.

Noah's Ark Childcare and Nursery will provide programs that help children develop a love for God and the Church. Our curriculum reflects the interests, strengths and needs of each individual child through God.

Our classrooms have a wide variety of rich materials, equipment and experiences that will encourage problem solving skills and achieve involvement on the part of the child. Each child is valued as a unique person in the eyes of God and is encouraged at the earliest of age to become a responsible, independent, problem solving individual.

We take pride in our multicultural environment which is encouraged through the spirit of sharing a mutual respect in a non-discriminating environment.

Licensed child care centres in Ontario are regulated by the Ministry of Education and follow the Day Nurseries Act. This legislation is intended to protect the health, safety and well-being of the children in care.



OUR CURRICULUM

Noah's Ark Childcare and Nursery will base each program on the document *How Does Learning Happen? Ontario's Pedagogy for the Early Years*. This is to ensure our programs are strong and that high quality experiences lead to positive outcomes for the children in relation to learning, development, health and well-being.

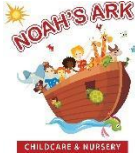
How Does Learning Happen? Ontario's Pedagogy for the Early Years, promotes a shared understanding of children as competent, capable and rich in potential. It sets broad goals for children and expectations for programs to be organized around the four foundations of belonging, well-being, engagement and expression. This document also describes the pedagogical approaches to guide our educators and administrators in considering the best way to support children's learning and development.

In addition:

Each of our classrooms are led by a qualified Early Childhood Educator (RECE) who is registered and in good standing with the College Of Early Childhood Educators.

The RECE along with a team of qualified Early Childhood Assistants (ECA) will plan a program which will evolve from the children's interests and based upon Play Based Learning and by following the ELECT (Early Learning for Every Child Today) document. Program Diagrams/plans will be posted in the classroom. Documentation in the form of pictures will be posted on the Parent Information bulletin board and around the classrooms.

- Infants and Toddlers will have a daily written Information sheet with every detail of your child's day. You may take them home with you at the end of every day.
- Daily readings from the Bible, prayers, stories and songs will be part of every day's daily routine.
- Arriving at our centre before 9:00 am will ensure your child benefits from every experience of their exciting day.



AGE GROUPS ENROLLED

Noah's Ark Childcare and Nursery offers care for children from 0 months of age to up to 12 years of age.

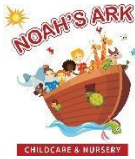
GROUP	AGE
Infant	0 months to 18 months
Toddler	18 months to 2.5 years
Preschool	2.5 years to 5 years
School Age	6 years to 12 years

HOURS OF OPERATION

Our centre is open from Monday to Friday from **7:30 am** until **6:00 pm**.

Late payment fee: \$2.00 per minute per child after a 5 minute grace period. Payment must be in cash and paid to the staff on duty at the time on the same day.

Our centre will be closed on the following statutory/break days:
New Years Day Jan 3, 2022
Family Day Feb 21,2022
Good Friday April 15, 2022
Easter Monday April 18,2022
Victoria Day May 23,2022
Canada Day July 1, 2022
Civic Holiday Aug 1, 2022
Labour Day Sept 5, 2022
Thanksgiving October 5,2022
Christmas Break December 26,2022-January 2, 2023



PHOTOGRAPHS AND SECURITY CAMERAS

Photos:

As part of our daily curriculum, the children may be photographed during activities in their classrooms, outside in the playground or during outings. The photos are to be used for the sole purpose of documentation of our daily activities and also as memory keepsake and to be shared only with the children's family. Should you not wish for your child to be photographed please let us know. There will be a consent form to be signed which is included in the Enrollment Package.

During special events we are aware that parents may take pictures of their child which may include other children from the Centre. We ask that parents respect others and avoid using the pictures on any type of social media or ask permission before posting the pictures.

Security Cameras:

There are security cameras throughout Noah's Ark Childcare and Nursery in the classrooms, hallways and the outside of the building. These cameras are for security only. Footage will **not** be shared with anyone other than those of authority such as the Police, CAS, and Director or any other institution of authority who by law can take and use the footage collected on the cameras to aid with an investigation. The Supervisor does not have access to the footage.

If you have any objections or concerns please feel free to discuss it with the Supervisor.

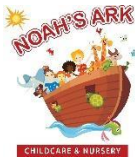
PARENT INVOLVEMENT

Noah's Ark Childcare and Nursery prides itself on the involvement of our parents and families in a mutual support system. Staff and parents are encouraged to work together and in doing so it will provide the best learning environment for the child.

The supervisor and staff are always open to any questions, concerns or suggestions regarding our program. Our staff have a wealth of knowledge about child development and experience relating to the growth of children. Staff are always open to daily conversations, emails and scheduled parent and teacher meetings.

To help facilitate information sharing, Noah's Ark Childcare and Nursery will be posting monthly newsletters and calendars via email which will offer information regarding our centre and information for the upcoming month. Twice a year teachers will provide parents with report cards. Parent teacher interviews between teachers and parents will be arranged to discuss any issues if requested by the parents. Transparency and on-going communication between Noah's Ark Childcare and Nursery and with the parents is required for the success of our children.

Please feel free to stop by the Supervisor's desk and say hello anytime.



STAFFING INFORMATION

Each room at Noah's Ark Childcare and Nursery follows a strict child to teacher ratio in accordance with the Ministry of Education guidelines.

Classrooms	Staff to Child Ratios
Infants	1:3
Toddlers	1:5
Preschool	1:8
School Age	5 to 9 years 1:15 9 to 12 years 1:20
Kindergarten	1:13

SUPERVISION POLICY

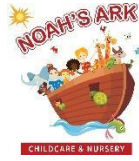
At Noah's Ark Childcare and Nursery the safety and well-being of the children will be maintained at all times. Children of all ages at our Centre will be closely supervised at all times. The following policy has been put in place by Noah's Ark Childcare and Nursery to ensure children will be safely supervised at all times.

- Children will be supervised by a qualified staff at **all** times in both indoor and outdoor activities.
- Children will not be supervised by any person under 18 years of age.
- There will be at least one RECE Lead for each room.
- Volunteers and Placement Students are not permitted to be left alone with children at any time.
- Assistant Staff are not permitted to be left alone with the children.
- Only RECE Supply Staff are permitted to be alone with the children, not ECA supply staff.
- An RECE must always accompany volunteers and placement students.
- Ratios will always be met to ensure proper supervision and the safety of the children.
- Volunteers and Placement Students are not to be counted in staffing ratios in the Centre.
- Younger children will be supervised and assisted in the washrooms. School Age children will be escorted to the washroom and supervised from outside the washroom to ensure privacy and safety.
- This policy is to be reviewed before the beginning of employment and annually thereafter. With supply staff, volunteers and placement students, before beginning the start of their placement and annually thereafter.

The relationship between Noah's Ark Childcare and Nursery with the Supply Staff, Volunteers and Placement Students is governed by the same principles that govern employment of the Centre's employees. An acknowledgment of the company's Policies and Procedures, proof of immunizations and good health as well as a valid Vulnerable Police Check must be on file.

FEES

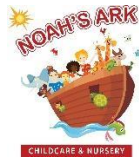
- Fees are due on the first of every month.
- Any Payments returned for N.S.F. will result in a \$50.00 charge to be paid immediately thereafter by the parent.
- Monthly Fee payments include statutory holidays and days your child is absent due to illness or vacation days. No deduction will be made for any of these days. This policy is put in place in order to guarantee your child's spot upon return. There is no break in your child care fee at any time of the year.
- There is a one time registration fee of \$100.00 per child to be paid at the time of registration. This fee is **non-refundable**.
- All forms, including application and immunization forms must be completed **prior** to your child's start date.
- A deposit is required at the time of registration dated for that same day. This deposit will be returned only with the proper written notice of withdrawal given 30 days prior to the exit date. Should there be a balance still owing the deposit monies will be put towards that. Should everything be up to date, deposit may be used as the last fee payment. Should the fee payment be already paid the deposit will be returned.
- Deposit amounts are calculated by the program fee and how many days of attendance per week multiplied by 4 weeks (20 days).
- There will be a charge of \$50.00 for late fee payments.
- Families with more than one child will receive a 10% discount on the lower tuition fee.
- Fees are subject to change with notice or increase annually with notice.
- A \$50.00 deposit fee per FOB is required. This deposit will be returned when the FOBS are received at the time of withdrawal. This fee covers the replacement of the FOB should it be lost or broken.



2022-2023 PROGRAM FEES

Program	Daily Fee (Part Time)	Monthly Fee
Infant	\$75.00	\$1,500.00
Toddler	\$65.00	\$1,300.00
Preschool	\$60.00	\$1,100.00
JK/SK	\$60.00	\$1,100.00
School Age Before School	\$25.00	\$400.00
School Age After School	\$30.00	\$500.00
School Age Before and After School	\$50.00	\$800.00
School Age Full Day (March Breaks, Summer camp, winter camp etc)	\$60.00	

*Fees are subject to change with notice and or increase annually with notice.



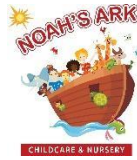
WITHDRAWAL POLICY

At Noah's Ark Childcare and Nursery we realize there will be times when a child must be withdrawn from the Centre. The following policy has been put in place:

- A 30 days written notice is required prior to withdrawing your child. It is expected that the child will attend during this notice period and all outstanding balances paid before the child leaves.
- Should there be a balance on the account, the deposit which was paid upon registration will be used at this time to cover it.
- Should the account be up to date in payment, the deposit will be returned at this time or it may be used as the last month's payment.
- All post dated cheques will be returned.
- Movement from a full time to a part time program is considered to be a withdrawal and requires a 2 week written notice. Post Dated cheques will be returned and new post dated cheques with the new fee amounts will be required.

You may be asked to withdraw your child from Noah's Ark Childcare and Nursery if:

- There are continuous signs of aggression by your child after every effort is made to help change the behavior
- There is continuous late payment of fees.
- For non-payment of fees.
- If it is felt that the centre is not meeting the needs of your child.



WAITING LIST POLICY

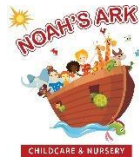
At Noah's Ark Childcare and Nursery, each age group has their own individual waiting list.

Waitlist Procedure:

1. Call, email or verbally inform the centre that a family wants to be put on the waiting list
2. The day you contact the centre will be the order you reserve your spot
3. You will need to provide your Name, Number, Age of Child, and Expected Start Date
4. If there are any changes to your contact information please contact the centre to update your file
5. When spaces become available at the centre, the Supervisor will call all families that are eligible to start in the age group
6. All parents who are waiting for a particular month are contacted when spaces are available
7. Families are usually contacted 4-6 weeks before any given space, as parents are only required to give us 1 months' notice of their withdrawal.
8. Once a family is called from the waiting list, they are given a specified time frame to return the call and express their interest in the available space
9. Once your child has officially offered a space and if you would like to accept it, you will be required to provide a first and last month deposit of child's fee for the age group. This deposit will be applied to your child's last month of care provided that the appropriate notice is given
10. All child that are accepted into Noah's Ark Childcare and Nursery are required to pay a 50\$ registration fee

Please Note:

- Be mindful and strategic of your expected start month, you may also put the earliest start month you will consider
Ex. Available to start in February but you really need a space for June
- All families that expressed their continued interest in a space and are not successful will be contacted to let them know that another family has filled the space
- If you are called for a space and you do not wish to take it at the time, your seniority on the waiting list remains the same
- You may call at any time to change the information for you file with no consequence for
Ex. Moving from the Infant list to the Toddler list
- You will remain on the centers list until you have asked us to take you off

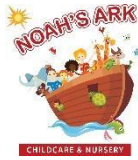


NO SMOKING POLICY

Noah's Ark Childcare and Nursery is a smoke free centre in a smoke free building according to the Smoke Free Ontario Act.



Parents, visitors and anyone who comes into or around the Centre must not smoke or leave their cigarette butts in or around the Centre grounds.



NO PEANUT AND TREE NUT POLICY

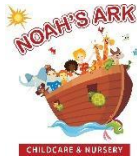
We are a PEANUT and TREE NUT free facility. Our centre will be strictly adhering to this policy at all times.

This strict policy will prevent any children from accidentally consuming any food products that they may be allergic to. Safety is the utmost importance at all times.

We ask that all families adhere to this policy.



- Any snack food items must be in its original food packaging, with English writing with the food ingredients listed
- Any foods that have nuts or tree nuts will not be allowed to be consumed in our Centre.
- Unopened items will be put back into the child's back pack to be taken home.
- Opened item will be placed in a sealed plastic bag and discarded into the garbage bin outside
- Child will wash their hands following the proper hand washing procedure
- Staff will wash and disinfect any surface needed and discard cleaning towels in the same manner as the contaminated food
- Staff will wash their hands following the proper hand washing procedure
- Parents will be advised to send only PEANUT FREE and TREE NUT free snacks

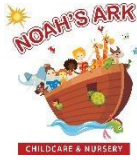


CODE OF CONDUCT

Noah's Ark Childcare and Nursery has a Code of Conduct which sets clear standards of behavior that apply to all individuals involved in our centre community.

Individuals include: parents or guardians, volunteers, teachers, Board members and Supply Staff. These standards apply whether they are on Noah's Ark Childcare and Nursery property or at center-sponsored events and activities. This also includes social media.

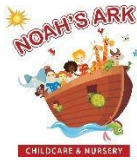
- All members of the Noah's Ark Childcare and Nursery are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code.
- All adult members have the responsibility to act as models of good behavior.
- Foul language (swearing, name-calling, shouting,) is not appropriate or acceptable. Individuals engaging in such behavior will be asked to leave the premises immediately.
- Inappropriate behavior or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention. This type of behavior includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.
- No weapons are allowed on centre property or at centre functions.
- Alcohol and illicit drugs are not allowed on centre property or at any centre sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.
- The privacy and confidentiality of our parents, teachers, volunteers and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and Executive Director if needed. Failing resolution with the Supervisor or the Executive Director, the matter will then be referred to the appropriate member of the Board of Directors.
- Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot or via social media or other forms of electronic information sharing.
- Any pictures taken at the centre or during centre events are for the private use of the family only. These pictures cannot be posted in any type of social media.



NUTRITION POLICY

Our menus are planned to meet your child's nutritional needs. They are based on the Canada's Food Guide and the Nutrition for Healthy Infants Guide. We respect and try our best to accommodate any special diet and food restrictions our children may have. The menus are posted on the Parent Information Board. Any changes on that day's scheduled menu will be posted.

- The Choice Children's Catering provides our centre with nutritious morning snacks, balanced meals at lunch and another nutritious afternoon snack daily.
- Children do not need to bring food from home unless they are in our School Age program.
- Please discuss any known diet restrictions or food sensitivities with the centre Supervisor.
- All known allergies, food restrictions and food sensitivities will be posted where there is food served. This means all classrooms and the kitchen.
- For Infants: parents are to provide formula and any specialty items. Once a child begins to eat table food, the caterer will provide blended, chopped, solid foods, and Homogenized milk.
- Allergies and sensitivity to foods may develop at any time. Please inform us if your child develops any allergy or sensitivity upon discovery. Upon discovery they will be added to our Allergy/Restrictions/Sensitivity form and posted in each classroom and the kitchen.
- All outside foods brought into the centre must have the permission of the Supervisor. The food must be in its original package, have **all** ingredients listed and be Peanut and Tree Nut free.
- Children who bring food from home or must keep them in their bags until they go home. That food cannot be eaten at the centre. The only exception is food which is a replacement for an allergy, restriction or food sensitivity.
- School Age Children are exempt. They are required to bring their own lunch unless otherwise announced. Lunches will be inspected for peanut and tree nut products daily.
- Any product which states: "May Contain Nuts" will not be consumed. Should such items be discovered they will be sent back home unopened. Please do not send these items to daycare.



ILLNESS POLICY

At Noah's Ark Childcare and Nursery we are committed to providing a healthy environment for children and the staff. To ensure this we have put the following policy in place.

HEALTH EVALUATION

Upon arrival, children will be evaluated for signs and symptoms of illness by their Teacher and/or the Centre Supervisor.

Should a child show symptoms of being ill or having a contagious illness, the parent will be asked to take the child to their doctor for a proper diagnosis. The child may not enter the classroom or stay at the Centre.

Symptoms of illnesses include:

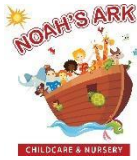
- Vomiting
- Diarrhea
- Puss in the eyes or ears
- Suspicious rash
- Fever
- Stomach pain
- Rash
- Hives
- Ringworm

Children who have been diagnosed with a communicable disease will not be allowed back to the Centre until they have been cleared by their doctor.

- Children who are diagnosed with a contagious illness must return with a doctor's note stating that the child is no longer contagious.
- A notice will be posted on the classroom door to inform parents of a contagious disease in their child's classroom.
- Should the child show signs of a non-contagious illness: the parent may be asked to take the child home until the child can participate fully in the program. An Illness Report will be filled out by the child's teacher and signed by the parent upon pickup.

Children may get ill during the day while they are in daycare. If this should occur:

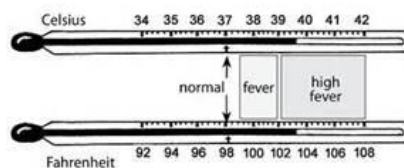
- The teacher or Supervisor will contact the parents to come pick up their child.
- An Illness Report will be filled out by the child's teacher and signed by the parent upon pickup.
- The child may return if they are feeling better the following day as long as they are symptom free.



FEVERS

At Noah's Ark Childcare and Nursery we recognize an onset of a fever may occur for a number of reasons from teething to an illness. Some come with limited worry while others are more serious. Should a child get a fever the following steps will be taken:

- Temperature will be taken and monitored by the teacher. If the fever accelerates parents will be called and medical attention should be suggested. An Illness Report will be filled out by the child's teacher and will include times of when the temperature was taken and the measurement in degrees of the temperature. Parents will read and sign the report. A copy will be given to the parent. Report will be placed in the child's file. Child must be feverless for 12 hours to return to daycare.
- If the child has a slight fever or low grade but the child is still in good spirits and is able to participate in the daily activities, the child will be monitored by taking their temperature periodically by the teacher and parents will be informed. As long as the child is participating and remains in good spirits the child may stay. An Illness Report will be filled out by the child's teacher and will include times of when the temperature was taken and the measurement in degrees of the temperature. Parents will read and sign the report. A copy will be given to the parent. Report will be placed in the child's file.
- Should the child have a fever while at home and awaken in the morning feverless and in good spirits, they are welcome to come to daycare. Parents are required to inform us of their child's change in health. Information will be logged in the communication book.
- If the child has a fever while at home and awakens in the morning unwell, it will be recommended the child remain at home to be monitored. Should their fever break, they may return to daycare when they have been feverless for 12 hours.

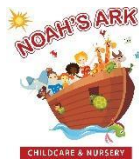


Diarrhea

Should a child have diarrhea three times the parents will be called to come get their child. The child may return to the Centre only if diarrhea free for 24 hours from the last episode, or there is a Doctor's note stating they are cleared and able to return.

Vomiting

Should a child vomit while at the Centre the child will be monitored. Should the child vomit a second and third time, parents will be called and asked to come get their child. Children must not vomit for 24 hours after the last episode to return to the Centre, or there is a Doctor's note stating they are cleared and able to return.



OUTBREAK POLICY

It is required by York Region Public Health, all daycares must report a suspected outbreak. Should Noah's Ark Childcare and Nursery have an outbreak we will work closely with York Region Public Health to manage the outbreak and take proper measures to decrease the number of children and staff who become ill and reduce the duration of the outbreak. An outbreak is suspected and will be reported when:

- There are three or more children or teachers in the same room, or same age group with similar signs and symptoms of enteric infection.
- Occurring within 48 hours or
- When there are two or more laboratory-confirmed cases or
- When the number of ill staff or children exceeds what is normal in our Centre within a short amount of time

Typical symptoms are:

- Diarrhea/or bloody diarrhea
- Vomiting
- Nausea
- Stomach cramps
- Fever
- General irritability
- Malaise
- Headache

After reporting a suspected outbreak our Centre will:

- Follow all recommendations and requirements
- Provide York Region Public Health the necessary information relating to children and staff
- Facilitate the collection of stool specimens from ill children after obtaining consent from parents
- Report any changes associated with the outbreak and provide updated information about the outbreak daily using the line list
- Communicate the necessary information to families of the children attending our Centre

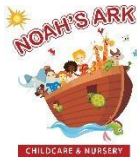
All suspected outbreaks will be reported to:

YORK REGION PUBLIC HEALTH, INFECTIOUS DISEASES CONTROL DIVISION

Monday to Friday 8:30 am to 4:30 pm

(905) 830-4444 ext. 73588

The outbreak will be declared over by a York Region Public Health outbreak investigator once the Centre is clear of new cases for a specified period of time



MEDICATION POLICY

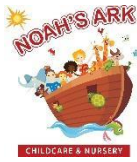
At Noah's Ark Childcare and Nursery, we realize there will be times when a child is required to take medications. The following policy has been put in place:

Prescription Medication:

- Parents must complete and sign a Medication Administration Form before medication can be administered by a qualified staff at our centre.
- All medication will be administered by an RECE or the Centre Supervisor.
- Medication will be stored in a locked Medicine Box in the office. Should the medication require refrigeration, the medication will be kept in a locked Medicine Box in the kitchen refrigerator.
- Medication **must** be prescribed by a physician.
- All prescriptions must be in its original container and have the Pharmacist's name, the physician's name and the address and phone number of the doctor or pharmacy.
- Should a child need to have a preventative medication such as Benadryl for mild reactions, a written letter from the doctor must accompany the medication indicating the detailed instructions of when to administer the medication, the dosage and the doctor's contact information.
- All prescriptions must be in its original container and have the Pharmacist's name, address and phone number, and the prescribing doctor's name.

Epinephrine Medication: (Anaphylaxis)

- Parents with children with an Anaphylactic Allergy must fill out the information on the Individual Anaphylaxis Plan (IAP) package for their child which also includes a doctor's signature.
- Children who require Epinephrine Medication because of a severe allergy will be documented and their name posted on the allergy list in all classrooms.
- An Epinephrine Injector Medication Pen will be kept at the centre at all times.
- All staff, supply staff, volunteers and placement students will be made aware of the child's IAP.
- The RECE's will be trained by the parent, through video, and have access to the Epinephrine Medication at all times.
- At Noah's Ark Childcare and Nursery, we do not allow the children to carry their Epi-Pens with them.
- Epinephrine Medication will be stored in the classroom backpack at all times.
- Staff will notify parents when the expiry date of the Epinephrine Medication injector is due.



BEHAVIOR MANAGEMENT POLICY

At Noah's Ark Childcare and Nursery we are aware there are times when children may have difficulty coping with situations. The following is a list of disciplinary practices permitted at Noah's Ark Childcare and Nursery:

- Children will be redirected to an activity away from the stresses at hand.
- Children will be spoken to at their eye level.
- Children will be spoken to in a calm, soft, positive tone of voice.
- Reasonable and related consequences will be followed through.
- The child will be given chances to try again.
- The child will be given the choice to try again on their own or with help from a staff member.
- Praise and positive reinforcement techniques will be used to encourage children to model appropriate behavior.

Staff BEHAVIOR MONITORING and MANAGEMENT

Behavior Management Policies are reviewed with the Centre Supervisor prior to hire or placement and then again annually on the anniversary of hire or placement by all staff, supply staff, volunteers and placement students.

- Staff will have Behavior Monitoring three times a year as required by the Ministry of Education. Reviews will be filed.
- All staff will follow all policies and procedures which belong to Noah's Ark Childcare and Nursery.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

At Noah's Ark Childcare Centre, we welcome and appreciate any and all questions/ concerns. We at Noah's Ark recognize the importance of family cooperation and support to ensure optimum growth, development and well-being for your child.

Parents are always welcome to call, email or visit to check on their child. Please avoid calling to speak to your child's teacher during nap time.

Nap time is between the hours of 12:30pm – 2:30pm.

If you have addressed a concern with your child's classroom teacher and feel that it has not been resolved, please bring it to the attention of the Supervisor. The Supervisors are always available to schedule a meeting with or call at any time during the hours of operation.

Full policy and procedures for parent issues and concerns are attached at the end of the book.

REST TIME POLICY

Requirements as per the *Child care and Early Years Act*, Toddler and Preschool children must have a rest period of no more than two hours. Toddler and Preschool and Kindergarten children are allowed to sleep, rest or engage in quiet activities based on the child's needs.

- Infants have their own sleeping schedules and will therefore follow what suits their needs. Our posted schedules are in place for the parents and staff to have a guide line of their day, however, their needs are met individually first and also as a group.
- School Age children are not required to have a designated time of rest.

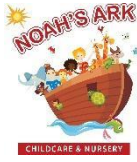
BUSING POLICY

- If your child is being picked up and or dropped off at the centre by a third party such as a bus company, we will ensure that drivers are aware of which door to come to pick up or drop off the children.
- We will ensure that the bus drivers know that children cannot be released from the bus until a staff member is outside to meet them.
- Children getting on buses from the centre will be escorted out by a staff member and then put on to the bus.
- It is the responsibility of the parents to arrange a bus for the child, not the centre.
- It is the parent's responsibility to contact the centre at least 1 hour before arrival time should their child not be arriving on the bus as scheduled.
- Parents will be contacted should their child not exit the bus as scheduled.

BIRTHDAY CELEBRATIONS

The following policy has been put in place to protect the children in our Centre who may have a anaphylactic allergy:

- Every child's birthday will be recognized at our centre. Children will be made to feel special on their special day through singing the birthday song to them, being the special helper of the day, wearing a birthday crown and other special activities, etc.
- Parents can bring in a **NUT FREE/PEANUT FREE CAKE**
- Only items approved by the Supervisor will be allowed. Items must be peanut/tree nut free



SUNBLOCK

Noah's Ark Childcare and Nursery recognizes the importance of protecting children from the harmful UV rays and has put these policies in place:

- Children are required to bring their own labelled sunblock to the centre where it will be kept out of reach in a labelled bin in the classroom
- Staff will apply sunblock to the children as authorized and instructed as written on each child's registration package
- Sunblock will not be shared by siblings. Each child must have their own sunblock labelled with their name
- Children are expected to be wearing sunblock at arrival.
- Staff will check the expiry date month

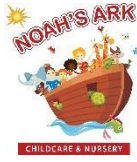
SPECIAL EVENTS

At Noah's Ark Childcare and Nursery we may have special events at the centre such as: picture day, visit from community helpers, special children programs. We may also have activities planned off premise such as a field trip. The following policy has been put in place:

- Parents will be informed of the event or outing by letter or by email prior to the date.
- Any special permissions which may be required will be sent either by letter or by email prior to the event/outing.
- Parents are always welcome to join us.

DIAPERS/DIAPER CREAM/WIPES

- Infants and Toddlers are required to supply their own diapers, labelled diaper cream (or lotions) and wipes.
- Items will be stored in designated areas of the classroom under the child's name.
- Staff will inform parents when supplies need to be replenished with notice.



CHILDREN with SPECIAL NEEDS

All children are welcome at Noah's Ark Childcare and Nursery including those who have special needs. Noah's Ark Childcare and Nursery adheres to and abides by the Accessibility for Ontarians with Disabilities Act (AODA)

- We will do our best to accommodate the child's needs.
- The staff will and together with outside support that might be needed.
- The staff will work together with the parents to ensure all needs are met within our means.
- Staff are trained under the AODA yearly.

INCLEMENT WEATHER POLICY

Occasionally during the winter months we may experience inclement weather and it is Noah's Ark Childcare and Nursery's top priority that children, their families and the staff remain safe and sound. Occasionally the Centre may have to close early or not open at all. In such cases the following policy has been put in place:

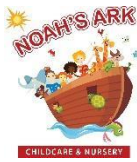
Should the weather become inclement during the day and an early closure is called:

- Parents will be called/emailed to pick their child up by a certain time
- Should parents not be reached, emergency contacts will be notified

Should the weather be inclement overnight:

- Parents are to call the centre before leaving home to listen to any messages and/or information pertaining to our closure.
- When possible, a notice will be posted on the entrance door of the centre with instructions for the following day.
- Parents may log on to our WEB site and look for any message there.

There will be no reimbursement made for days missed due to severe weather conditions



SERIOUS OCCURRENCE POLICY

In the event of an emergency in which your child may require immediate hospitalization Noah's Ark Childcare and Nursery has put the following procedures in place:

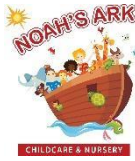
- 911 will be called immediately
- Parents will be notified after the call has been made
- Should parents not be able to be reached, emergency contacts will be notified
- In such an emergency the Supervisor will stay with the child on the trip to the hospital and until the parent's arrival at the hospital.
- Parents will be notified by the supervisor immediately after all children and staff have been safely moved.
- Parents will be required to pick their child up, or send someone listed on the emergency pickup list, as soon as possible after being informed.
- Parents will be notified by phone, email or notice on the entrance doors when the Centre may be opened after any necessary clean up.

In the event of a LOCK DOWN situation where the Centre Supervisor has called one due to a threat of an intruder or if persons of authority has called one, the following policy has been put in place:

- Teachers will follow the posted procedures hung in each classroom to ensure the children's safety
- The Centre Supervisor will follow the orders of the authority in charge
- Should there be reason to evacuate the Centre, the staff and children will be moved to safety to our Emergency Evacuation Shelter.
- Parents will be notified and asked to come pick their children up as soon as possible
- Once the "all clear" has been declared by the persons of authority, the Centre Supervisor will contact the Board of Directors to inform them of the situation. Parents will be informed

In the event of any emergency which may require the evacuation of the centre, the children will be moved to the designated Emergency Evacuation Shelter which is:

Loyal True Blue and Orange Home
11181 Yonge Street Richmond Hill, Ontario L4S 1L2
(905)737-1011



DROPPING OFF AND PICKING UP POLICY

At Noah's Ark Childcare and Nursery the children's safety is always our top priority therefore, the following procedures have been put in place:

When bringing your child to the centre, parents are responsible for:

- Hang up their child's belongings in their designated cubicle
- Deliver their child to their classroom
- Making sure the teacher has seen your child's arrival

Upon Pick Up:

- Make sure the teacher knows you are there to pick up your child
- Take time to hear about your child's day
- Take home any items from your child's cubby which need to go home

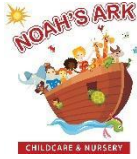
Should a parent designate another person to pick their child up from the Centre:

- Call ahead and notify the Centre who is picking their child up. I.D. will be requested. If the person is not authorized to pick the child up, the parent will be called for confirmation and permission to release the child.
- Should contact with the parent not be made, the child will not be released.
- Should the pickup person appear intoxicated or under the influence of an illegal substance, or if the pickup person is underage, the child will not be released and the parent will be notified.

CONFIDENTIALITY POLICY

At Noah's Ark Childcare and Nursery all measures will be taken to ensure confidentiality is always met. The following procedures are to be followed:

- At the time of hire each staff will read, understand, agree with and sign the Ontario Disclosure Agreement
- Each staff will read, understand, agree with and sign the Confidentiality Policy in the Employee Manual
- All information provided to Noah's Ark Childcare and Nursery about any child or their family as well as any information regarding the staff will be kept confidential.
- All children and staff files are kept locked in the office filing cabinet.
- Information is only available to the Centre Supervisor, Director, Child's and persons of authority, such as the police or the CAS, who might need the information for an investigation.



OUTDOOR ACTIVITY

Noah's Ark Childcare and Nursery will follow the Days Nursery Act's recommendation that a minimum of two hours are spent outdoors daily (weather permitting).

- Children are to dress according to the weather to enjoy their outdoor playtime.
- Children will not be permitted to stay indoors away from their group at outdoor play time unless there is a note from a physician or parent of the child stating otherwise.

CLOTHING POLICY

At Noah's Ark Childcare and Nursery we recommend the children be dressed to have fun and be able to take part in active activities. The following suggestions have been added to our policy:

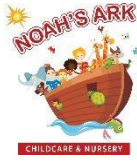
- Children are to dress casually and comfortably
- Children are to wear safe, durable, toe covered shoes
- Children need to wear seasonally appropriate clothing
- Parents need to remember that children will be gluing, painting and their clothing may become soiled

Smocks will be provided for messy activities however, Noah's Ark Childcare and Nursery will not be held responsible for damaged or soiled clothing

PERSONAL ITEMS AND TOYS

Noah's Ark Childcare and Nursery recognizes that some toys are special and children need them for a sense of security. These toys are welcome but must be labelled with the child's name. These special toys will be encouraged to be kept safe in the child's cubby and only brought out in the times of need. Other toys from home are strongly discouraged unless a toy is brought in for show and tell. Toys of a violent nature are not permitted at our Centre.

Noah's Ark Childcare and Nursery will not be held responsible for any lost or broken articles



CHANGE OF INFORMATION POLICY

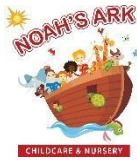
Noah's Ark Childcare and Nursery is required by the Ministry of Education to have all information for every child updated and complete at all times. Therefore, it is the Parent's responsibility to inform the Centre Supervisor of any changes of:

- Email address
- Home address including postal code
- Contact numbers (cell, home telephone number)
- Employment information: employer, work address and work phone numbers including extensions and email addresses
- Emergency contact names and contact information
- Doctor's name and contact information
- Allergies, food restrictions, food sensitivities
- Custody information

WHAT YOUR CHILD WILL NEED AT OUR CENTRE

- Indoor shoes
- Extra clothes: pants, socks, tops, and underwear (3 or more pairs of pants and socks if your child is toilet training)
- Seasonally appropriate outdoor clothing and footwear
- 5 or more diapers per day for infants and toddlers who are not toilet trained
- Diaper Cream, lotions and Baby Wipes, Sunblock (labelled with the child's name)
- Training pants (pull ups please) during toilet training
- Formula
- Bottles, trainer cups, water bottle
- Blanket and a soft sleep toy for rest time
- Soother (if used) to remain at the centre

PLEASE LABEL ALL YOUR CHILD'S ITEMS



CHILD ABUSE POLICY

Noah's Ark Childcare and Nursery takes the threat of child abuse very seriously. It recognizes the Ontario law that anyone dealing with children in a professional relationship; who suspects that a child has been abused; whether it has been suggested or by the physical condition or from something the child says; that person is obligated to call The Children's Aid Society (CAS) and report and follow that advice which has been given by the CAS. Therefore the following procedures have been put in place:

- Staff are encouraged to call the CAS anonymously if it makes them more comfortable
- Staff must report to the Centre Supervisor of any physical abuse but they do not need to disclose they have made the call to the CAS
- Noah's Ark Childcare and Nursery does not investigate or lay blame. It simply reports and follows the agency's directions.

Similarly, if a parent, staff or other, accuses a staff member of abuse, it is the duty of the centre to report the accusation to the CAS and follow the directions given.

The role of the CAS is to protect the children. Reports to them are followed up if there is reason to believe there is substance to them.

Noah's Ark Childcare and Nursery may not, under the Labor Law, dismiss a staff on an accusation. Staff will be removed away from the child the accusation is with.

The alleged abuse would have to be proven through an investigation by the Children Aid Society.

Child abuse is regarded as a Serious Occurrence therefore Serious Occurrence policies and procedures will be followed.

PROHIBITED PRACTICES

Noah's Ark Childcare and Nursery ensures each staff, student, and volunteer understands that physical punishment and other harmful disciplinary actions against children is forbidden. Each staff, student, and volunteer within Noah's Ark learning environment understands that each child's well-being is a priority. The staff, students, and volunteers are encouraged to practice positive interactions with all children, staff, and adults to ensure each experience within the learning environment is of the utmost positives.

Noah's Ark Childcare and Nursery forbids any of which behaviours/practices stated below:

- **corporal punishment of the child;**
- **physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting**

himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;

- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will.
- No employee or volunteer of the Licensee, or student who is on an educational placement with the licensee and no person who provides home child care or in-home services at a premises overseen by a home child care agency shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving childcare.

Noah's Ark Childcare and Nursery's staff, students, and volunteers are committed to ensuring all interactions with children, adults, and staff are positive, respectful, and meaningful. Our commitment to the well-being of each child is top priority.

OUR GOALS and OBJECTIVES

~ For every child to develop a positive self-image, a feeling of self-worth and competence.

~ For every child to learn to live effectively with others and to value one's own rights and the rights of others.

~ To create opportunities for every child to succeed physically, intellectually and socially.

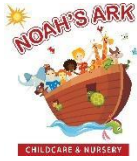
~ For every child to be able to facilitate and expand their language skills, stimulate their curiosity and strengthen their gross and fine motor skills.

~ For every child to develop emotional stability by helping them cope with their feelings and help them to understand the difference between how they feel and how they act.

~ To help children develop social awareness through interaction with other children and become responsible, accepting adults.

~ To help children develop a deep love of the Lord and keep it in their hearts for all their lives.

~ For children to learn as they play and for them to have fun as they learn!



NOAH'S ARK CHILDCARE and NURSERY POLICIES and PROCEDURES

Noah's Ark Childcare and Nursery as per requirement set forth by the Ministry of Education has a complete Policy and Procedure Binder which houses the guide to our centre's daily operation.

- Each staff must read, understand and agree to all the policies and procedures and then sign and date that they do.
- Policies and procedures are followed and reinforced by all staff members, volunteers and placement students.
- Policies and procedures are updated accordingly.
- Policies and procedures are reviewed by all staff on a yearly basis yearly and signed off accordingly.
- The Policies and Procedures binder is available for staff, parents, Board of Directors, Program advisors to read or review at any time.
- The Policies and Procedures Binder is kept on premise in the office.

Please sign that you have read, understand, and agree to abide by these Policies and Procedures as set forth by Noah's Ark Childcare and Nursery.

Parent Name: _____ Signature: _____ Date: _____

This manual is yours to keep for future reference.

Please return the Enrollment Information form and all Consent forms completed in full.

Welcome to the NOAH'S ARK CHILDCARE AND NURSERY Family!

Attachment:

Parent Issues and Concerns Policy and Procedures

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns. Noah's Ark Childcare and Nursery is committed to ensuring that each child in our program feels completely competent, capable, curious, and given the proper tools to explore their full Potential.

Noah's Ark Childcare and Nursery will base each program on the document **How Does Learning Happen? Ontario's Pedagogy for the Early Years**. This is to ensure our programs are strong and that high-quality experiences lead to positive outcomes for the children in relation to learning, development, health and well-being.

How Does Learning Happen is? Ontario's Pedagogy for the Early Years, promotes a shared understanding of children as competent, capable and rich in potential. It sets broad goals for children and expectations for programs to be organized around the four foundations of belonging, well-being, engagement and expression. This document also describes the pedagogical approaches to guide our educators and administrators in considering the best way to support children's learning and development.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

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

Policy

General

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

All issues and concerns raised by parents/guardians are taken seriously by Noah's Ark Childcare Supervisor 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 **2 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.

Here at Noah's Ark Childcare we believe each child's family plays an active role in their development. We ensure staff are engaging in positive and responsive interactions and build reciprocal relationships with all parents to maintain ongoing communication. We encourage open communication between parents, teachers, and children to ensure the children's development is supported and the centre of all communication. At the end of each child's day, parents receive a written daily report that details meals, sleep time, diapering/washroom routines, and activities engaged in throughout the day. Noah's Ark Childcare is committed to ensuring at least three family partnership events take place throughout the year which include: A Christmas Concert, Summer BBQ, end of the Summer BBQ and also spontaneous family events such as Family Day teas.

We encourage the children to interact and communicate in a positive way through learning. We do this by supporting each child as they explore and interact through play with the incorporation of materials, peers, and play partners. As children interact with their peers and explore through play, they are encouraged to become responsible individuals capable of problem solving, independence, and self regulation. We promote independence and self-regulatory skills by valuing each child and staff as equal. Staff are encouraged to act as responsive play partners to encourage development as well as be observers and documenters to extend the children's interests, spontaneous play experiences, and to support ongoing inquiries. Although child-initiated experiences are the basis of learning at Noah's Ark Childcare and Nursery, the adults continue to support each child by being active play partners in their experiences who observe and extend the basis of the children's inquiries.

Noah's Ark learning environment creates positive experiences and supports each child's development. Each classroom is set up to enhance all learning domains; art, dramatic, science and nature, and block. All areas of the classroom are open to all children always during operation to foster each child's learning and explorations. Each age group is encouraged to implement small groups to ensure more sufficient one to one support from teachers to ensure children's inquiries and confidence is the focus. Noah's Ark incorporates indoor play throughout the day and a minimum of one hour of outdoor play in the mornings and afternoons. There is a two-hour rest and quiet time each day with consideration to each child's individual needs. Each age group's daily schedule gives the opportunity for teachers to have ongoing communication with parents about the program and their children's learning opportunities throughout.

Here at Noah's Ark Childcare and Nursery we involve local community partners and allow those partners to support the children, their families, and staff. Some of the local community partners that Noah's Ark works in partnership with are: early interventionists, physio therapists, and speech pathologists. These community partners are here to support children's growth and development as well as support the teacher by giving them strategies to better support each individual unique child. Before our partner's get involved in the program, they are to meet with the families and offer support where needed followed by filling out all required paper work with the family. When any of the above stated community partners get involved in our programs, they complete a visit summary where a copy is provided to us and to the parent. When applicable, the child's Individual Support Plan will be posted throughout the childcare centre and placed in the child's file where each staff member will sign off before the start of their shift. Throughout the year Noah's Ark also invites local community helpers such as police officers, fire fighters, and dentists to speak to the children and further extend their explorations and learning.

Noah's Ark believes that children deserve the uttermost of quality care. We believe that this can be implemented by surrounding each child with qualified and well-informed staff. Noah's Ark supports each individual staff's development by encouraging staff to attend workshops, seminars, or take courses through a recognized college to continue their professional development. Throughout the year here at Noah's Ark, there are training workshops that staff are also encouraged to attend such as First Aid and CPR training.

Noah's Ark ensures our strategies are documented to ensure each child's development is recognized and enhanced. We do this through pedagogical documentation boards throughout the centre outlining learning experiences and routinely implementing six-month progress reports pertaining to each child's specific development and growth. Progress reports entail all developmental domain growth including social, cognitive, language, emotional, and physical fine and gross motor. Teachers schedule a meeting with the families to discuss their findings of each individual child's development thus far and how they can work together to further assist in the development of their child(ren).

Overall here at Noah's Ark Childcare and Nursery we are committed to ensuring all children receive quality care and are given the proper tools to reach their full unique individual potential. As a licensed childcare, we ensure all staff are

demonstrating all aspects of our program statement and routinely signing off on the review of it.

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> ● the classroom staff directly <p>or</p> <ul style="list-style-type: none"> ● the supervisor or licensee. 	<ul style="list-style-type: none"> ● Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> ● arrange for a meeting with the parent/guardian within 2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> ● the date and time the issue/concern was received; ● the name of the person who received the issue/concern;

<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> the supervisor or licensee. 	<ul style="list-style-type: none"> the name of the person reporting the issue/concern; the details of the issue/concern; and any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> the individual directly or the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide 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 [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> the supervisor and/or licensee. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<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 Managing Director.

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire

department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts: [insert information, e.g. agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies]
Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca
Tina Magolas (Supervisor): (647)-981-9787 (supervisor@noahsarkchildcare.ca)
Ghada Youssed (Managing Director): (647)-200-7165 (ghadayoussef647@gmail.com)
Whitney Agnew (Ministry Advisor): 289-763-9735 (Whitney.Agnew2@ontario.ca)
Helen Iantorno (Public Health): 1-800-361-5653 ext. 4 (Helen.Iantorno@york.ca)

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.