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Parent Handbook

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Welcome to Child Care United

We are please to welcome you to Child Care United of Leeds and Grenville (CCU) family of programs.

Our programs are offered based on the philosophy that children learn best through play opportunities. Programs support children's development and as such environments and activities are child-led and supported by our team. We are diligent in providing a safe environment that allows the children to be free to express their individuality and diversity.

Our team of educators and support staff believe working cooperatively with families to maintain a caring and nurturing environment for the children. We encourage ongoing cooperative communication between parents and our team to maintain quality childcare.

Our Parent Handbook has been created and updated to support transparency and communication with our families. We hope it clarifies information about the services offered and the expectations of the team and families. Families are highly encouraged to read and remain familiar with the content of the Parent Handbook as well as any additional memos, newsletters or notices made available. We welcome suggestions, comments, and constructive feedback to assist us in continuing to provide high quality care to your child(ren) and family.

We hope this handbook provides you the information necessary to feel confident and comfortable with your decision in placing your child(ren) into our care, we look forward to establishing a lasting and meaningful relationship with your family. This handbook encompasses all our programs policies and expectations, unless otherwise specifically stated.

The Parent Handbook may require to be modified from time to time, a notice of change will be provided, and a revised copy of the Parent Handbook will be made available to all families.

Please note the term "parent/guardian" used throughout the handbook refers broadly to parents, legal guardians and/or caregivers.

If you have any questions or would like to discuss your child(ren)'s progress, we are happy to arrange time to discuss or meet one-on-one. For further information about CCU and our services please do not hesitate to reach out to one of the management team members.

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Our History and Mission

CCU has been fortunate to be serving the community as a not-for-profit and charitable organization run by a volunteer Board of Directors since 1984. Our organization has been fortunate to grow and expand throughout the years; we operate three child care locations under our umbrella of licensed child care within Gananoque and Lansdowne.

At CCU, our commitment is to provide high quality child care to the children and families within our centres and programs. We are committed to striving towards the goal of providing professional childcare programs that offer a full range of experiences for the children in a high-quality environment designed to keep them happy, safe and stimulated.

In order to provide support for goal of high-quality childcare, we must ensure our commitment to professional development for the staff and providing funds for that purpose. We also encourage the responsibility of sharing professional development amongst us all.

The goal of CCU is to bring the centres together to share our community resources for the benefit of all. We offer a wide range of opportunities for children to learn and grow. We provide nutritious snacks and lunches, play-based curriculum, outdoor activities and opportunities and so much more. Our program rooms are reflections of the children to support their creativity and developmental needs. Our teams of educators provide experience to the children to promote curiosity, initiative, independence, development of self-esteem and decision-making skills, empathy and compassion.

Board of Directors

The Board is comprised of volunteer parents, local professionals and interested members of the communities served. The Board is responsible for the overall management of the corporation and required to remain operational as a not-for-profit and charitable organization.

Each spring our Board holds our Annual General Meeting (AGM), families are encouraged to attend to meet our current members, learn about our success from the year, ask questions about the organization and programs as well as participate in the election process.

While the day-to-day operations of the centres fall upon the Supervisors and Executive Director, the overall decisions that impacts Child Care United is governed by a voluntary Board of Directors. The Board meets approximately nine times per year, more if required. The members approve policies, discuss strategic direction, financial management, fundraising efforts, staff recognition and provide support and direction to the management team. Families are encouraged to participate in the Board to help make CCU the best possible place for children to grow and develop. We depend on our Board members to ensure our ability to continue to operate as a not-for-profit and charitable organization.

Program Statement

Child Care United is dedicated to supporting children's learning, development, health and well-being through caring and responsive educators. Our programs are guided by the document "How Does Learning Happen? Ontario's Pedagogy for the Early Years, 2014 (HDLH). Our educators are active participants in the programs and focus on the active learning, exploration, play and inquiry. Our educators see children and their families as competent, capable, curious and rich in potential, ensuring children feel they belong and contribute to their learning environment.

Our team is knowledgeable, caring and resourceful, they collaborate with others to create engaging environments and experiences. Building programs to foster and support the foundations of learning described throughout the HDLH document (belonging, well-being, engagement and expression). The four foundations apply regardless of a child's age, ability, culture, language, geography or setting. These goals are in the forefront of our educators programming throughout the various opportunities and experiences offered both indoor and outdoor.

Our programs will continuously strive to achieve the goals of the framework to ensure optimal learning and healthy development.

Each child is viewed as a unique individual who bring their own abilities to the program and deserves the encouragement and space to try new things, explore new ideas, all while learning and developing at their own pace. Child Care United uses a play-based learning approach to create the best environment for children within the program which includes supporting children with individualized support plans to meet their needs. "Play-based" opportunities allow for children to learn in a way that is most appropriate to them to support their individual development. The children have the ability to choose activities that are of interest to them, which in turn gives them opportunities to be creative and innovative as they learn and grow. We will offer interesting and engaging materials and resources that will provide the provocation for children's questions, desire to create and play providing them with an enhanced overall learning experience.

Focus on Promotion of Health, Safety and Nutrition

The early years set the foundation for children's health and well-being; our team will continuously work to promote these factors throughout the program and environment. Our teams will provide a clean and safe environment, nutrition based on the Canada Food Guide, access to drinking water throughout the day, limited transitions, reducing environmental issues that may cause undue stress to the children, unnecessary disruptions to play and reducing hazards that may cause injury. Our team of educators and support staff will familiarize themselves with information concerning any medical needs, exceptionalities, allergies, food restrictions, medication requirements and parental preferences in respect to diet, exercise and rest periods.

Relationships Among Children, Families, Staff and Community Partners

Child Care United works with the families and children as a team. It is one of our core values and commitments to work with our community partners to meet the best interest of the children and their families. Our staff will support positive and responsive interactions among the children, parents and caregivers. Child Care United will support these efforts through its hiring of qualified, responsive and well-trained Educators and Support Staff who support families in their role as primary caregiver and understand the needs of each child as an individual.

Positive Self-Expression, Communication and Self-Regulation

Educators and support staff will encourage children to interact and communicate in a positive manner and support their ability to self-regulate. They will acknowledge that each child is competent, curious and rich in potential. Staff will support self-regulation in children which is defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention. Self regulation in early development is influenced by a child's relationship with the important adults in that child's life, including educators in the program. All staff will provide the experiences, support and encouragement to help the children learn to self-regulate.

All staff will foster the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content, that encourages choices and active play supported by attentive and interactive staff.

Our programs will focus on active play-based learning to support the children in their natural responses to the environment around them. When children are manipulating objects, acting out roles, or experimenting with different materials, they are engaged in learning through play (play-based learning). Play allows them to actively construct, challenge, and expand their own understandings through making connections to prior experiences, thereby opening the door to new learning. Play-based learning enables all children, including children with individualized plans, to investigate, inquire and ask questions, solve problems and engage in critical thinking. We welcome children of all abilities, respecting diversity, equality and inclusion is vital component for development and learning.

Providing Child Initiated and Adult Supported Experiences

Our educators observe the children and use the information to create and plan for a positive learning environment. Through the process of observation, the educators are able to determine appropriate materials and resources to further develop the skills and interests of the children. Room arrangements will provide the children the opportunity to choose areas that are of interest to them, providing a variety of activity levels, types of play and group sizes allowing the children to find areas that best suit their needs. Our environments encourage the children to challenge themselves, explore their interests and build relationships, all within a safe and inviting setting that allows for appropriate risk-taking in play.

Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the children's knowledge and life experiences. The wide variety of

materials available to the children that allows them to independently come up with ideas and creative solutions to challenges that they may have.

Plan and Create Positive Learning Environments and Experiences

Our educators will observe and listen to the children to learn the unique individual needs of the children. We recognize the importance of differing learning opportunities offered by our educators including outdoor play. These experiences assist the children develop skills such as turn-taking, communication, sharing of ideas as well as fine/gross motor. We encourage outdoor play as there is often a greater sense of freedom and curiosity when engaged in safe but risky outdoor play.

We encourage children to choose where they would like to play and explore both indoors and outdoors, as well as what materials to use and how they'd like to use them. The educators are attentive to the children's needs, recognizing when they require movement breaks and support of their self-regulation skills. By understanding and validating the children's emotions, our educators provide guidance and calming activities when needed. In addition to quiet and calming activities the educators provide opportunities of active learning throughout the day. These opportunities allow for the children to move, use their bodies and expend their energy in a variety of ways to help them develop a full range of motor skills and promote health active learning.

In addition to the learning opportunities offered throughout the day, the educators also create and facilitate a schedule that considers the many needs of the children. The educators create the routine and environment to support the children to spend at least two hours outdoors each day in our full day programs as well as the School Age children having an opportunity to be outdoors a minimum of thirty minutes, weather permitting. To ensure that the children are able to fully participate in these outdoor opportunities parents should ensure their children are dressed appropriately to embrace all weather conditions.

Our infant, toddler and preschool programs support the children's need for rest and quiet time. Our educators within the infant program work together with the families to develop a sleep schedule that is based on the children's individual needs. Our toddler and preschool are offered resting period no more than two-hours following shortly after the lunch meal. Our rest times are supervised by our Safe Sleep Policy, children are offered quiet activities as they wake and for those transitioning to kindergarten and out of a nap are offered quiet wake activities.

Fostering Parenting Engagement and Communication

Child Care United encourages, and practices open communication with the families about our programs and their children's learning experiences. We believe that families are experts on their children, sharing knowledge is integral to the success of the child. Parents are welcome and encourages to engage in active discussions about their child's day.

Child Care United strives to promote a sense of belonging for the children and their families. Additional meetings with families, educators, support staff and outside agencies may be held to

create individualized plans tailored to each child's needs to set them up for success.

Respect, empathy, trust and honesty are core values in our interactions with families. We aim to ensure that families have the support of available, affordable, safe, reliable, high quality licensed childcare for their children, which ensures parents peace of mind while their children are in our programs.

We encourage and invite our families to become involved with our organization, we are directed by a volunteer Board of Directors, participating in our Board provides opportunities to help guide the programs and operations. In addition to our Board of Directors, families are also encouraged to participate in events offered within the programs such as special family days, holidays events and fundraising events that promoted programing enhancements.

Community Partner Involvement

Child Care United is committed to involving and engaging local community partners in supporting the children, families and staff of their programs. We support volunteers and students from the community, providing placement, training, learning opportunities and practical work experience. We also offer the opportunity for children working with a wide range of community partners and resources to observe and work with the children within our program to assist with the child's growth and development as needed. We also view our local community as priceless resources to further develop our programs and provide a variety of opportunities for the children.

Supporting Staff in Continuous Professional Learning

Child Care United values our educators as professionals, we promote collaboration and ongoing learning amongst our team. We fully support our team in their efforts to further develop and expand their knowledge and skills, which only enhances and develops our programs further. We promote the educator's participation within the Pedagogical Leadership, ongoing education and information sharing from their training. Ongoing professional development is prioritized through the promotion and participation of workshops and training with the United Counties of Leeds and Grenville.

Child Care United is also committed to hiring, onboarding and providing continuous training as well as fairly compensating staff. Our Early Childhood Educators must be committed to their registration with the College of Early Childhood Educators and uphold the Code of Ethics and Standards of Practice. All our non-RECE educators are encouraged to pursue their ECE diploma as well as guide their decisions of practice with the Code of Ethics and Standards of Practice.

We believe professional learning is vital but also know that the most central professional growth happens day-to-day, as our staff co-learn with the children and each other as self-reflective professionals.

Documenting and Reviewing the Impact

Child Care United recognizes that pedagogical documentation is a way for our staff to learn about how children think and learn. Our staff make observations of children in their programs and use this information to enlighten their future planning. Documentation provides additional value to the children's experiences, allows further development of the program and individualized plans as well as further reflection to expand upon the opportunities offered within the learning environment.

Documentation, processes and progresses may be shared with families through photographs, documents, postings within the programs and communication applications.

All employees, volunteers and students are required to review our program statement prior to interacting with children, annually as well as any time updates or modifications are made.

Child Care United understand families make the choice to access our programs with the understanding that their child will be cared for in a respectful and safe environment. Our Program Statement Implementation policy sets out the requirements and procedures to ensure that the approaches outlined in the Program Statement are implemented within our program in safe and supportive atmosphere.

Our Programs

Child Care United Programs are licensed and inspected by the Ministry of Education; inspections are completed by the Program Advisor from the Early Years and Child Care Division. We are required to meet legislative and regulatory requirements of the "Child Care and Early Years Act 2014". This legislation includes equipment and furnishings, program planning, staff training and development, fire safety and emergency management, insurance, building and accommodations, health and medical supervision, nutrition and behaviour management.

In addition to the Ministry of Education our centres follow the direction and requirements of Public Health, local Fire Safety, and Safe Drinking Water. Inspections and summaries are available at the centre for your information at anytime.

All of our programs, with the exception of our infant program, are offered on a full-time and part-time care set-schedule basis, Monday through Friday. Due to the nature of the program, ratio and age of the children, our infant program is offered as a full-time schedule.

Our School Age Programs operate based on the Upper Canada District School Board Calendar. Full day programs will be offered based on sufficient enrolment on Professional Activity Days, Christmas Break, March Break and Summer Break. Families will receive "Request for Care" forms to determine the needs for care and determine if sufficient enrollment is received to operate. Spaces are provided for the full day programs on a first-come, first-served basis for internal families, spaces may then be offered to siblings within the CCU family and then to the general public. Additional dates may be unable to operate if the School Board prohibits, these will be communicated with as much notice as possible. If families are accessing our programs

from the Catholic District School Board of Eastern Ontario, they will be responsible for finding alternate care if the school calendar differs from the UCDSB.

Locations

Thousand Island Daycare

- 235 Georgiana Street, Gananoque (Entrance from Charles Street)
- 6 weeks to 6 years
- 7:15am to 6:00pm
- Phone: 613-382-2654
- Fax: 613-382-0237

Linklater School Age Program

- 300 Stone Street North, Gananoque (Entrance from Stone Street)
- 44 months to 13 years
- Servicing both Linklater Public School and St. Joseph's Catholic School
- 7:15am to 6:00pm (full day program operating 7:30am-5:30pm)
- Phone: 613-382-1030

Willow Tree Daycare Centre and School Age Programs

- 101 King Street West, Lansdowne
- 18 months to 13 years
- 7:00am to 5:30pm
- Phone/Fax: 613-659-2055

Program Age Groupings and Capacities

Program	Age Range	Staffing Ratio	Group Sizes
Infant	6 weeks to 18 months	1:3	Maximum Capacity: 10 Gananoque Only
Toddler	18 to 30 months (2.5 years)	1:5	Maximum Capacity: 5 in Lansdowne 15 in Gananoque
Preschool	2.5 years to 6 years	1:8	Maximum Capacity: 16 in Lansdowne 24 in Gananoque
Kindergarten	44 months or older but younger than 7 years	1:13	Maximum Capacity: 13 in Lansdowne
School Age	68 months or older but younger than 13 years (25% of group permitted to be below 68 months and above 44 months)	1:15	Maximum Capacity: 30 in Lansdowne 30 in Gananoque

Please note children will be placed or graduated into programs based on space availability as well as their chronological age as well as their social, emotional and cognitive development. The

Supervisor will notify family's when space becomes available for movement to the next age program. Fees will be charged based upon the program the child is currently enrolled in.

Staffing Structure

Child Care United is fortunate to have such a wonderful team of professionals. The day-to-day operations of the Child Care United locations are overseen by the Supervisor on site, who reports to the Executive Director. The Executive Director reports to our volunteer Board of Directors, who oversee the management of the affairs of the organization.

Our team are required to have Standard First Aid and CPR, trained in anaphylaxis procedures including epi-pen administration as well as having a clear Criminal Reference Check including Vulnerable Sector Check. Team members working within the kitchen facilities are trained in Safe Food Handling and take pride in ensuring the requirements of the Canada Food Guide and CCEYA are met within our menus.

Our team bring forth a wealth of knowledge and experience, many have studied in the field of Early Childhood Education, Child and Youth Services, Developmental Service Workers Social Service Workers as well as Education. Our teams continue to receive ongoing professional development to expand their knowledge and keep informed on the changes within the field.

All staff members who have obtained their Early Childhood Education Diploma must be a registered member of the College of Early Childhood Educators. For further information or to view the Public Register please visit their website at www.college-ece.ca. We continue to encourage our team members to obtain their Early Childhood Education Diploma or apply for their ECE equivalency through the College and Ministry of Education.

Operational Information

Waiting List Policy and Procedures

Although we endeavour to place every child who requires a space in our child care program, when the capacity of an individual program is full, the supervisor will maintain a wait list.

In order to determine a fair approach to enrolling children at the centre, this policy, procedure, and special circumstances have been developed to increase consistency in how we manage children and families waiting to be enrolled at the childcare program.

Maintaining a healthy, full enrolment is paramount to the continued financial viability of the programs. As such, the supervisor must make decisions that in the long run contribute to the continued viability of the program.

- Child Care United will strive to accommodate requests for the registration of a child at the child care centre.

- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- Where a person wishes to be placed on the waitlist for future placement, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via phone, email or in person meeting.

Placing a Child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. At the request of the parent/guardian, once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list, based on application date, current priority rating and possible availability within the programs.
3. Families will be reminded when contact is made that the waitlist does not guarantee a space within the centre. A space cannot be confirmed unless the site supervisor has provided the family with confirmation.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given based on the needs of the centre and current Child Care United community. The following priorities will be given to:
 - family members of current permanent or long-term contract staff
 - children currently enrolled within the programs
 - siblings of current children
 - child(ren) wishing to transfer to another CCU program site

Note: Children "graduating" from our Preschool Program will have priority for available spaces within our School Age Programs. If spaces are not available, the child will be placed on the internal waitlist for the remainder of the Junior Kindergarten school year. If spaces do not become available throughout the first school year the child will then be moved to the external wait list for any future availability.

2. Once the above children have been considered for positions, other children on the waiting list will be prioritized based on program room availability, appropriate age to fit the vacancy and the chronology in which the child was placed on the waiting list.
3. These above priorities are based on the application date in which a family has applied to the waiting list as well as the date of care requested. Exceptions may be required based on the current enrollment and needs of the centre.

Note: When a program is experiencing concerns regarding financial viability or appropriate staffing, the supervisor or delegate may determine the need to maintain a waiting list before fulfilling the capacity of a program.

Offering an Available Space

1. Parents of children on the waiting list will be notified via the preferred method listed on the waiting list application that a space has become available in their requested program.
2. Parents will be provided a timeframe of 48 hours in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who Inquire about their Child's Placement on the Waiting List

1. The supervisor or delegate will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The supervisor or delegate will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintenance of Waitlist Accuracy

1. Families are responsible for ensuring all information on their waitlist application is current and valid.
2. If Child Care United attempts to contact a family and is unable to due to a change in information, the application will be removed from the waitlist.
3. If an attempt to contact a family to confirm a space has been made available and the centre does not receive a response by the designated date the application will be removed from the waitlist.
4. If an attempt to verify a family's desire to remain on the waitlist has been made and the centre does not receive a response by the designated date the application will be removed from the waitlist.
5. If space is declined, however, the family wishes to remain on the waitlist for the future, this will be permitted once. If a space is declined a second time, the child's application will be moved to the bottom of the list and the application date will be amended to the current refusal date.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents listed on the application.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Admissions Process

A tour of the centre will be available and an introduction to the program educators will be made. Integration times will be scheduled with the Site Supervisor, two partial day visits are suggested, if possible, prior to child's full schedule start.

Ensuring these steps are completed before your child begins with the centre in order to feel as

welcome and comfortable as possible within the new environment as well as for all parties to be well-informed.

While children can adapt quite quickly to change of environment and routine, others may require additional time. If after a period of time, your child is having difficulty settling into our programs, a meeting will be arranged to discuss possible solutions. In addition to difficulty settling into the program, meetings will also be arranged if the child is displaying behaviours which endanger the health, safety and security of themselves, other children or staff, or our programs are unable to meet their needs. If after all teaching resources at our disposal have been exhausted and programs are unable to make further accommodations, families or Child Care United reserves the right to provide two weeks notice of withdrawal or termination of services.

Enrollment Packages

During the enrollment process, all necessary forms are to be completed, and the parent handbook must be reviewed. It is the parent/guardian's responsibility to ensure all the information included in the registration package is complete and accurate, and all requirements of the handbook, policies and procedures are understood. Any questions you may have should be directed to the Site Supervisor to ensure all requirements are met.

Children will not be permitted to begin care until all enrollment documentation has been completed and reviewed, including any necessary health related plans as well as immunizations for Infant, Toddler and Preschool children. In addition to the health information, parents/guardians will be responsible for providing emergency contact, special requirements, sign up for Lillio, Getting to Know Me form and an Infant Profile (Infant Program Only). It is the family's responsibility to ensure information is kept up to date.

Withdrawal Procedures

If you wish to withdraw from your child's position it must be provided in writing (hand written and signed or emailed) a minimum of two weeks prior to withdrawal date. If notice is not received, the family will be responsible for fees associated with care period.

Please note temporary withdrawals (i.e. maternity/paternity, extended vacation period, etc.) leave are unable to be accommodated. We are unable to maintain an open space, should you choose to withdraw instead of continuing care you are welcome to add your child(ren) to the waitlist, however we cannot guarantee space at that time you wish to return.

Scheduling

Upon enrollment and confirmation of space a permanent weekly schedule of care must be provided and agreed upon. The infant program located at Thousand Island Daycare Centre requires families to hold the space on a full-time basis. In addition to the care schedule, we require specific drop-off and pick-up times to be noted on the enrollment. These times are required in order to ensure that we are always compliant with our licensing child-staff ratio. If at a later date you require a change to your schedule, including these specified times you must

contact the Site Supervisor in writing to ensure that the changes can be accommodated. All efforts will be taken to meet your requests in a timely manner, however we cannot guarantee these changes can be possible. If changes are unable to be met, a note will be left of the file for future availability.

Changes to schedules to accommodate vacation and absent days cannot be made; families are responsible for their submitted permanent schedule.

Children attending school will receive request for care forms throughout the school year for Professional Development Days (PA or PD Days), School Breaks (Christmas and March Break) as well as Summer Care. Families are encouraged to complete these forms promptly upon receipt as spaces are provided on a first come first served basis. Families will be notified if sufficient enrollment has been received to operate. Once enrollment has been confirmed for internal families, the Supervisor may be permitted to offer space to alternate families based on our priority schedule.

Extra Care

From time to time, a family utilizing the program on a part-time basis may find that additional care is required on a periodic basis. If you are requiring additional care, please contact the Supervisor, as we may be able to assist you from time to time. We are unable to guarantee we will be able to meet your request however if able this schedule accommodation will be reflected on your next billing.

Observed Holidays and Planned Closures

All Child Care United programs observe the following holidays and families will not be charged:

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

Please note, if the holiday falls on a weekend, CCU will observe the holiday on the first business day following.

A reduction of hours will occur on Christmas Eve and New Years Eve; programs will be closed by 12:30pm. Additional reductions may occur over the "Christmas Holidays" as deemed necessary.

The School Age programs often prohibit operations the last week of August each summer. This closure will be outlined at the time of Summer Program enrollment.

Upon the discretion of the Board of Directors, additional closures may take place throughout the

year such as an Annual Professional Learning Day, the Christmas Holiday Calendar and possible additional dates as determined by the Board. Dates the Board of Directors makes the decision to not operate will not be charged to the families. These dates will be communicated as soon as possible with families; these additional dates are an important piece to ensuring high quality care and programs for the children.

Emergency Closures

Though rare there may be times Child Care United centres will be required to close due to unforeseen circumstances and/or safety concerns. Child Care United strives to having our programs operating on scheduled service days, however we must recognize that emergencies and situations beyond our control may occur. We must consider the safety of all our families and staff members when we make decisions regarding closures both full day and/or early closures due to emergency conditions.

Closures may occur if extended period of no power, no heat, no water, a serious occurrence such as a flood, fire, vandalism, school closures due to extreme weather or safety. Child Care United will be closed when the school boards determine it necessary to close the schools due to inclement weather situations, even if not required by the school boards, we will follow suit and close our programs in the interest of ensuring the safety of our families and staff. Closures may also occur if directed by the Ministry of Health, Ministry of Education and/or Government Authorities.

In the event of severe weather, the Management team will monitor the weather and local news stations to determine when it is appropriate to close the program early or cancel care. Families will be contacted when a decision is made and inform them of the situation. If early closure, classroom routines will be carried out until children depart.

In the event of power failure, staff members will continue on with the classroom routines as best as possible. If the power cannot be restored within a reasonable time, the centre may be required to close, and parents/guardians will be notified.

In the event of running water shortage and it will not be restored within a reasonable time the centre maybe required to close, and parents/guardians will be notified.

Should a closure take place prior to the opening of the centres and/or locations parents will be notified via email, parent communication app and/or Facebook post. Early closures may occur if the weather conditions become increasingly unsafe, if there is a safety issue within the schools or if the school boards require. Should an early closure be required families will be notified via email, parent communication app or telephone. Children should be picked up in a reasonable timeframe to ensure all parents, children and staff are able to leave safely.

In the event of job action or strike involving the school board personnel, every effort will be made to keep the centres operating. As tenants of the School Boards, the centres may be required by the School Board to restrict hours of operation or programs offered in the case of a job action or strike.

Child Care United programs will remain open on bus cancellation days, unless otherwise notified. Parents should note that if buses are cancelled, children attending before and after school programs within their “home school” will be able to attend school unless otherwise notified. Families from St. Joseph’s School accessing the before and after school program on bus cancellation days are responsible for transportation of the children to and from our programs.

Fees will not be reimbursed in the event of a one-day closure, unless otherwise noted or funding offsets become available. If Child Care United is forced to close for an extended period of time the Board of Directors will determine if fee reimbursement is available.

Child Care Fee Information

Our fee structure is set and managed by our Board of Directors to ensure viable and continued operations. The management of child care fees within Child Care United of Leeds and Grenville has been developed to reflect the best practice with regard to the budgeting of costs for the delivery of quality child care services within our organizations.

Parents/guardians are responsible for fees for the preapproved schedule, including all present and absent days.

Canada Wide Early Learning and Child Care Agreement (CWELCC)

The Government of Canada has identified child care as a national priority to enhance early learning and childhood development. This agreement is a national plan that aims to create a more affordable, accessible, and inclusive licensed child care system across Canada.

As of November 2022, Child Care United was accepted into the CWELCC program through the United Counties of Leeds and Grenville. Children are eligible for the CWELCC fee reduction program if under the age of six (6). As of July 1, 2025, children enrolled in a Kindergarten Licensed Child Care Program (Willow Tree) who turn 6 years between January 1st and June 30th will be eligible for the CWELCC reduction until the end of June. Children enrolled in a Jr. Primary Licensed Child Care Program (Linklater) will only be eligible for CWELCC funding reduction until the end of the month in which the child turns six (6) years old.

Please note, each year the Child Care United Board of Directors will review the operational ability for the Jr. Primary Licensed Child Care Program (Linklater) to follow the CWELCC reduction schedule of eligibility as though it were a Kinder Program.

Base Fees and Non-Base Fees

Through the CWELCC program, fees are to be separated into two categories. The base fees is the daily fee for services. Non-base fees are any additional charges for the programs, including but not limited to late pick-up fees, non-payment fees, insufficient fund fees, field trips, etc.

Child Care Fees

Effective January 1st, 2026, the fees for the Child Care United programs are as follows:

	CWELCC Approved Child Care Rates	Non-CWELCC Child Care Rates
Infant (Gananoque ONLY)	\$22.00	N/A
Toddler	\$20.67	N/A
Preschool	\$19.02	N/A
School Programs		
Before School	\$9.50	\$9.25
After School	\$12.00	\$14.50
Before & After School	\$12.00	\$23.75
Full Day	\$15.12	\$34.00

Late Pick Up Fees

Children must be collected and have exited the building by closing time. If a child has not been picked up and exited the building by the program's closing time, a late pick-up fee will be charged. These fees are to be paid to the centre and in turn will be paid directly to the educator(s) within the applicable program(s). The parent/guardian will be responsible for a \$15.00 charge per 15-minute increment per program the child(ren) are in attendance. This fee is a non-base fee and will not be include in the year-end tax receipt.

If the child(ren) are not picked up by centre closure and the parent/guardian has not contacted the centre, the educator will be required to begin the Safe Dismissal process (Please read Safe Arrival and Dismissal Policy section for further details).

Child Care Fee Subsidy and Additional Supports

Child Care United encourages all families to apply for fee subsidy supports through the Community & Social Services with the United Counties of Leeds and Grenville. Eligibility will be determined by a financial assessment through the United Counties. For more information regarding the program, eligibility and requirements please contact the subsidy office by visiting their website <https://www.leedsgrenville.com/en/services/child-care-fee-subsidy.aspx> or by calling 613-342-3840 ext. 2351 or 1-800-267-8146.

Families who are eligible for child care subsidy, the subsidy office will determine the Parental

Contribution rate for each child's care based on the information provided by the family. Families will be responsible to uphold the contract and specifications for funding provided by the subsidy plan. Families will be responsible for their determined Parental Contribution as well as for any overages or fees required to maintain the child care space that are not covered by subsidy.

Families will be responsible for full fees until we have received official notification of approval from United Counties of Leeds and Grenville. Families are responsible for full fees or withdrawing their child(ren) if they become ineligible for childcare subsidy.

If a family is receiving assistance through fee subsidy, they are responsible for informing the Fee Subsidy office of any changes to circumstances which impact eligibility immediately.

In cases where fees are subsidized through alternate sources (such as Ontario Works, Family and Children's Services, etc.), the method of payment to the centre must be clarified at the time of enrolment. In most cases, families are responsible for paying the centre directly and applying for reimbursement through the funding agency, however, can vary case by case.

Fee Payment Policy

Child Care United of Leeds and Grenville is a non-profit charitable organization; the financial viability of the organization is based on the fees for service.

We are committed to providing child care with a safe and nurturing environment. Ensuring fees are paid on time helps us retain our quality team and ensure financial commitments are met for operations.

We have developed the following payment policy to ensure a smooth and transparent payment process. Please ensure you have read and understand the terms as outlined below.

Payment Schedule:

- Child Care fees are due in advance of service
- Families can choose to pay either in full on the 5th of the month or in two equal payments on the 5th and 20th of the month.
- Families are responsible for confirming the payment schedule upon registering or when requesting a change to the payment plan.

Payment Methods:

- Preferred choice of payment method is e-transfer
- Cheque or money order paid to Child Care United based on the agreed upon payment schedule above
- No cash payments will be accepted

Late Payment:

- Invoices not paid by the required payment schedules (5th or 5th/20th) will be subject to a \$25.00 late penalty fee.

- This late payment fee is considered a non-base fee and will not be included in your year-end tax receipt.

Insufficient Funds:

- Each time a transaction cannot be completed on the first attempt (insufficient funds) a charge of \$25.00 administration fee will be issued to the account. This charge is considered a non-base fee and will not be included in your year-end tax receipt.
- After three Insufficient Fund payments families will be required to make all future payments via e-transfer or money order.

Delinquent Accounts:

- If the account is not paid in full based upon the agreed upon payment schedule a reminder notice will be sent, and payment is to be made immediately.
- If the account remains unpaid after the reminder notice is sent, a two-week discontinuation of childcare notice will be sent on the 8th day (and 23rd, if split) if the payment is past due. If payment is not made within the two-week period, the family will be discharged on the 14th day after the notice of discharge was given.
- Families with more than three (3) delinquent notices within a year will be subject to termination of care.
- Should termination of services occur, children can return to care once payment is made in full, if only the child care space is still available.
- Our final measure for securing unpaid fees will be to involve a Third-Party Collection Agency.

For all payment related inquiries or invoicing inquiries please contact the Executive Director at director@childcareunited.ca.

For information about possible assistance programs that may help with the cost for child care, please speak with the Supervisor or Executive Director.

By enrolling your child in Child Care United, families acknowledge that they understand and agree to comply with the payment policy.

Child Care United reserves the right to review and amend the payment policy as required. Families will be notified of changes one month in advance, at the time of changes if a family chooses, they no longer wish to adhere to the changes they will be required to submit two-weeks written notice to the centre.

Refund and Account Adjustments

Refunds are not issued for missed days; this includes days missed due to illness, absences or holidays. Families are responsible for all fees associated with their regular schedule.

Adjustments for a particular period, associated with a permanent schedule change, withdrawal

or termination from the program, additional days, additional administrative fees or fees not covered by subsidy will be made to accounts by the next billing period.

If funding becomes available for the centres to assist with fee payments associated with missed days families will be notified immediately.

Income Tax Receipts and Year End Financial Forms

Tax receipts will be prepared and issued by February 28th each year. The receipts will be for payments received for applicable base fees.

If there are any specific requirements surrounding your tax receipts, it is the family's responsibility to ensure the centre has the information on file. Please ensure the names and addresses are up to date on all invoices to assist with the completion of the tax receipts.

Tax receipts will be mailed to families no longer attending; however, addresses must be kept up to date. If tax receipt is returned through the mail, the receipt will be made available for pick up at the location.

Child Care United will assist in the completion of form required for family's who have Child Care Support Programs through their employers, please ensure these forms provided completion prior to the deadline.

Charitable Status

Child Care United has held Charitable Status with the Government of Canada since 1996. We are permitted to accept financial donations and in return may possibly offer a charitable receipt for income tax purposes. If you or someone you may know may be interested in supporting us through charitable gifts, please contact a member of the Management Team. In addition to direct charitable donations, we may be found on the list of employer direct charitable donations under the name of Child Care United of Leeds and Grenville.

Safety Information and Procedures

Safe Arrival and Departures

The safety of children is of paramount concern to Child Care United of Leeds and Grenville (CCU). CCU, as mandated by the Ministry of Education will implement and promote the safe arrival and departure of children within our programs with specific protocols.

CCU recognizes that monitoring children's attendance is the joint responsibility of parents/guardians and centre staff. Communication between parents/guardians and centre staff is essential to ensuring children's safety.

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.

Safe Arrival Procedures

Safe arrival procedures are a series of steps which are performed together with daily program attendance taking to ensure the children's safety. A safe arrival program is a procedure that parents/guardians and the program can use to account for any children's unexplained absences.

It is imperative for parents/guardians to inform the programs of absences or late arrivals of the children within the centre. The information is to be given in a timely manner, as early as possible to prevent administrative and program burdens as well as possible misuse of emergency services.

Parents/guardians are responsible for ensuring the centre has complete and current contact information on file, as well as emergency contact information.

Accepting children into care:

Upon arrival at the centre and programs, children must be escorted into the centre and accompanied into their classroom.

- Parents/guardians are responsible for ensuring that the child is ready to enter the program, prepared for indoor or outdoor program participation.
- Parents/guardians are responsible for ensuring they connect with a program staff to inform them of the child's arrival.
- Parents/guardians are to inform staff if changes to pick up procedures are to be expected. Where the parent/guardian has indicated that someone other than the child's parent/guardian will be picking up, the staff must confirm that the person is listed on the Child's Contact Form. If the individual is not listed, the parent/guardian must provide authorization for pick-up in writing (e.g. written note, Lillio message or email). The staff will be responsible for documenting the change in pick-up in the daily written record.

- The child will be signed into the classroom attendance record once the arrival procedure and communication has been complete, at this time the centre will take responsibility for the care of the child.
- Parents are encouraged to say goodbye to you child(ren) before leaving the program as this often provides for a smoother, safer transition for you and your child. This also provides an opportunity for parents/guardians to communicate with the staff members surrounding any changes in child's normal routine.

Where a child has not arrived in care as expected

In the event a child is absent or will be arriving late, it is the parents/guardian's responsibility to contact the program via phone call or electronic message (Lillio or email). The programs must be informed prior to 9:00am for children scheduled for full day programs or before school and 3:00pm for after school programs.

1. Full Day Programs: When a child has not arrived at the full day program and the parent/guardian has not communicated a change in drop-off or absence by 9:00am the program staff must inform the Supervisor or designate.

After School Programs: (Willow Tree) When a child has not arrived at the after school as scheduled and the parent/guardian has not communicated a change in drop-off or absence the program staff must inform the Supervisor or designate.

After School Programs: (Linklater) When a child has not arrived at the after school as scheduled and the parent/guardian has not communicated a change in drop-off or absence the program staff must inform the Supervisor or designate.

After School Programs: (St. Joesph's) When a child has not arrived by bus at the after school as scheduled and the parent/guardian has not communicated a change in drop-off or absence the program staff must inform the Supervisor or designate. Those children no longer eligible for bus and responsible for walking must report to the program by 4:05pm, if child has not arrived the program staff must inform the Supervisor or designate.

2. The Supervisor or designate will begin contacting parents/guardians to alert them of the absence. If the parent/guardian is not able to be reached, a message will be left. It is the parent/guardian's responsibility to respond to the centre promptly.
3. If a parent/guardian is not reachable within 30 minutes of the contact time emergency contacts will be contacted.
4. If unable to confirm a reason for the child's absence within one hour of attempts, the Supervisor or designate will be informed and police will be contacted.
5. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance and any additional information required within the logs.
6. If a child is not attending the program due to illness, it is imperative the programs are aware of this absence, as well as the illness and symptoms to ensure the information is appropriately tracked for the health requirements. Some illnesses may require the Public Health Unit to be notified, a health posting or increased cleaning procedures.

Safe Departure Procedures

A safe departure procedure is a series of steps that parents/guardians and programs can use to account for the safe departure of children from the program.

Parents/guardians are responsible for communicating with the centre/program about any changes with regular departure plans for their child as soon as possible.

Child Care United will ensure that any child receiving child care within our programs is only released to the child's parent/guardian or an individual that parent/guardians has provided written authorization. The programs will not release any children from care without supervision of an individual 18 years of age or above (unless individual is parent or designated guardian).

- For children using the Linklater School Age Program, however enrolled in St. Joseph's Catholic School, please be advised that the children will be released to the school bus for transportation up to the fourth grade. Families will be responsible for completing the registration for bus and informing the school of this. Children in fourth grade will no longer be eligible for the bus system unless an exemption is permitted (must be completed with the school and buss company). Families must complete a release to permit the children to be scheduled as "walkers" to and from the program.

Parents/guardians may designate and authorize others to pick up children from the programs by indicating these individuals as authorized persons on the children's file. If someone other than those on the authorized list is scheduled to pick up the children from the programs it is the parents/guardian's responsibility to notify the centre in writing (i.e. email, written note or electronic message). Children will not be released to any person(s) including non-custodial parents, grandparents, relatives, etc. if prior consent has not been provided.

Individual(s) responsible for picking up child/ren must directly inform the staff that you are there to collect the child. Children will not be permitted to leave the program space or yard without an adult accompanying them. Please do not allow your child to wander throughout the building or exit the building without you.

Individuals not permitted to pick up

If there is a Court Order in effect that documents specific access arrangements of the child, the program must have a copy of the order on file. Please provide clear, written instructions regarding custody/access as it relates to the pick up/drop off of the child. When an attempt is made by an unauthorized individual to contact the program and/or pick up, the program will contact the custodial parent and inform them of the incident. In situations of custody, separation/divorce, or parental disputes, please keep in mind that our program is a neutral and safe place for your child(ren). Child Care United will not tolerate disputes of this kind, and if staff are placed in uncomfortable situations by the parents/guardians or are harassed or threatened, the Board of Directors will be informed at which time appropriate actions will be taken, including termination of care.

Pick up by an unknown person

If the person picking up the child is not known to a staff member, the staff will consult with the child's information card and/or other staff members to determine if a staff member recognizes the individual and if they are authorized to pick up. If person is not recognizable to a staff member present the individual will be required to present photo identification. If the person is not authorized to pick up the child, the parent/guardian must be contacted for permission. Should the parent/guardian not be available, the child will not be permitted to leave with the unauthorized individual.

If an attempt is made to take the child or if the individual does not leave the premise the program will be required to contact the police. The Supervisor or designate is to be immediately informed and efforts will be continued to contact the parent(s)/guardian(s).

Pick up by a person who appears unwell/intoxicated

If a parent/guardian or authorized individual appears to the staff to be intoxicated when they arrive to pick up a child, the interest and safety of the child will be the primary consideration. If a parent/guardian or authorized individual is driving, staff will assist by offering to call an alternate mode of transportation, such as a cab. However, in case of a dispute, or the staff members see an intoxicated individual driving with a child we will be responsible to call 911 immediately. The Supervisor or designate will be notified immediately and will follow the Serious Occurrence Reporting procedures.

When a child has not been picked up as expected (before centre closes)

If a child is not picked up within an hour of the timeframe of the regular departure and prior communication of the change was not made the parent/guardians will be contacted and informed the child is still in care.

- Where the staff is unable to reach the parent/guardian within 15 minutes an additional attempt to contact will be made.
- Where the staff have not had contact from the parent/guardian after contact attempts, they will contact the emergency contacts listed on file.
- Where there is no contact or resolution the staff will then refer to procedures under "where a child has not been picked up and program is closed"

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

1. If a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by centre closure, staff shall ensure that the child is given a snack and activity.
2. Staff will proceed with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up.
3. If parent/guardian is not available for contact, the authorized individuals will be contacted.
4. If parent/guardian or authorized individuals are not able to be reached within 15 minutes of centre closure, the staff will proceed by contacting the local Family and Children's Services of Lanark, Leeds and Grenville (1-855-667-2726 or 613-498-2100). Next steps

as directed by CAS will be followed as well as Supervisor or designate will be contacted and Serious Occurrence procedures will be followed.

Reminder, children not picked up by the site closure will be subject to the Late Pick-Up Fees (see above)

Court Orders

According to the Law, both biological parents have equal access to the child and to information about the child. Child Care United can only deny access to a parent when there is a written separation agreement, legal parenting plan or a legal court order. Child Care United requires a copy of the written documents for the children's files; there must be clear written instructions regarding custody and access as related to the pick up/drop off for the child(ren).

In the event there is a Court Order in effect denying access to your child, a copy of the order must be on file. Otherwise, we cannot comply with the order. When a court order is in place and an attempt is made to pick up a child by an unauthorized individual, we will attempt to contact the custodial parent(s). We will uphold the court order access arrangements on file, unless other instructions are provided by the custodial parent (these instructions must be sent to the centre in writing). If necessary, the centre will contact the appropriate authorities.

If situations of custody, separation/divorce or parental disputes, please keep in mind that our programs are a neutral and safe place for your child. Child Care United will not tolerate involvement in disputes of these kind. If staff are placed in uncomfortable and/or stressful situations by the parents and/or guardians in conflict or are harassed or threatened, CCU reserves the right to discharge the family from care.

Transportation and Travel

Child Care United does not provide transportation to and/or from school. Children attending Thousand Island Elementary School (TIES) may be eligible for School Age Care with our Willow Tree Daycare and School Age Programs. Children attending Linklater Public School or St. Joseph's Catholic School may be eligible for School Age Care with our Linklater School Age Program.

Children attending St. Joseph's will be transported by bus up until Grade 4, after which they will be responsible for walking themselves to and from school. Families will be responsible for completing the registration for the bus and informing the school. If child is in Grade 4 or above, a release form to permit the child(ren) to be scheduled as a "walker" to and from the program must be completed. As a reminder it is imperative the program is notified if your child will be absent for the day. If the child does not arrive to the program, parent/guardians will be contacted to ensure the child is safely in alternate care. Please know, due to staff ratio requirements we are unable to leave the premises to locate the child(ren) if they have not arrived on premise.

First Aid Response

Minor accidents and illnesses are common occurrences with children. All Child Care United team members have a valid Standard First Aid Certification to respond to minor cuts and/or bruises. When minor occurrences happen, parents will be asked to sign an incident report at the time of pick-up. The parents will be provided a copy of the report, and a copy will be kept on file.

If the injury is severe enough to warrant medical assistance parents will be notified as soon as possible to come and pick up their child to seek medical attention. When and if the injury is of a serious nature, the staff will call for emergency medical attention (911) and accompany the child to the hospital. Parents will be notified and requested to meet the child and staff member at the hospital. Any costs associated with the emergency medical attention is the responsibility of the parent. Please remember to keep all emergency information up to date.

Fire Safety and Emergency Management

Fire drills, emergency evacuation and lock down drills are practiced within all the programs. Our Emergency Plan and Fire Plans are written in conjunction with the local fire authorities. Fire drills will be practiced monthly and may include the attendance of the local fire department. These practices will assist children to become familiar with emergency procedures. Proper footwear is required for children to ensure they are prepared to evacuate in the response to an emergency.

Staff, Students and Volunteers are required to review the Emergency Management Policies and Procedures; as well as participate in the practice of the emergency protocols.

In the event that we are required to evacuate and are unable to return to the location we will move to our designated emergency shelter locations. Families will be contacted via phone, email and/or notice.

Fire Drill procedures and evacuation routes are posted with the classrooms and/or cubby areas.

Evacuation Locations:

For situations that require an evacuation of the child care programs, the meeting place to gather immediately will be located at:

- Thousand Island Daycare Centre (TIDC): Grass area on backside of the parking lot
- Linklater School Age Program: Grass area behind the “boulders”
- Willow Tree Daycare: School Yard along the fence line by Toddler Yard space
- Willow Tree School Age Program: Back School Yard Space or front grass area by flag pole

If it is deemed “unsafe to return” to the programs, the programs will proceed to their evacuation locations, located at:

- Thousand Island Daycare Centre (TIDC): Linklater Public School (300 Stone Street North)
- Linklater School Age Program: Thousand Island Daycare Centre (235 Georgiana Street)
- Willow Tree Daycare and School Age Programs: Lansdowne Community Building (1 Jessie Street) or Lansdowne Township Building (1233 Prince Street)

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

Child Care United will abide by the protocols set forth by the school in which they are located, including Lock Down, Hold and Secure and Fire.

Child Care United will follow the protocols provided by the Ministry of Education, Local Health Department, School Board and Emergency Services, which may include closure of the facility. Child Care United also has the right to close the child care facility, in the event of an emergency or situation in which there is a risk to health and safety for staff or children.

In the event of an emergency situation, parents/guardians will be contacted as soon as safely possible. For the safety of children, parents and staff, as well as to not disrupt emergency services we ask that parents do not attempt to pick up their child during an emergency situation.

Emergency Contact Information

It is extremely important that your emergency contact information is kept up to date with the centre. Please ensure you provide all your contact information (personal telephone number, work telephone number with extension, mobile phone number, etc.) as well as ensuring the designed emergency contacts and pick up permissions are up to date in the event that you cannot be reached.

Accident and Incident Reporting

The children are supervised; however, accidents may happen from time to time while the children interact, learn and develop. Whether the incident is deemed as minor or major an Incident Report form is filled out by a staff member present providing details of the incident. The report will also detail if first aid intervention was required by a staff member or if emergency services were required. Parents/guardians will be asked to review and sign the report, a copy of the report remains on file at the centre and a copy is provided to take home.

Serious Occurrences

The Child Care and Early Years Act requires in the event of a serious occurrence, during the organization's hours of operation, the Ministry directed reporting and notification procedure are to be followed.

The definition of a Serious Occurrence includes:

- Death of a child who receive who received child care at a child care centre
- Abuse, neglect or allegations of abuse/neglect while receiving child care at a child care centre
- Life-threatening injury or illness of a child who receives child care at a child care centre. Life-threatening injury or illness is defined as an incident that is so serious that it has the potential to cause a child to die.
- Incidents where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised.
- Unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre. May involve program closure, relocation (not including a planned temporary relocation), immediate evacuation, prohibition to enter the premises and/or restrictions placed on people coming and going into the centre (for example, when there is a lockdown or an outbreak of a communicable disease).

The report of a Serious Occurrence is to be submitted through the Child Care Licensing System by the licensee or designate within 24 hours of the occurrence. A Serious Occurrence notification form is completed and posted for a minimum of 10 days in a visible place to communicate information to the parents about the incident. Personal and private information is protected when a notification form is posted.

Criminal Record Check and Vulnerable Sector Check

All staff, students and volunteers (including parent volunteers) must complete a Criminal Record Check and Vulnerable Sector. These screenings are precautionary measure designed to establish whether employees and volunteers involved with children have a criminal history, which could make them unsuitable for working with children. All staff, students and volunteers must complete to ensure they have no record involving children or young people and will not negatively impact the children.

Volunteer and Student Supervision

Programs operated by Child Care United provide opportunities for student placement, student volunteers as well as volunteers in general. To ensure the safety and well being of all children attending our programs, the following is in place:

- All students and volunteers who have attained the age of 18 years must provide the centre/program with a current Criminal Record Check and Vulnerable Sector Check
- Every volunteer and/or student who is on an educational placement will be required to provide an immunization record as directed by the local medical officer of health and/or Ministry of Education
- No student or volunteers shall be unsupervised at any time when involved with children
- Students and/or volunteers are not counted in staff/child ratios
- An orientation will be provided to help volunteers and students understand the operations of Child Care United and the expectations for their experience.

Expectations for Parent Volunteers:

All the educators value the contributions that parent volunteers can make to a special trip. The primary duty of a volunteer is to provide additional adult supervision and support for the children. It is important to remember, parent's volunteering their time are there for the group of children as a whole, not the sake of their individual child. We ask that parent's honour the directions of the staff, including routines and methods of behaviour management. If while volunteering, you encounter inappropriate behaviour please direct the manner to the staff.

Parent Issues or Concerns

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.

Staff have a responsibility to ensure that they are open and respectful when they communicate with the parents about children's activities, evolving skills and any challenging behaviours or issues.

All issues and concerns raised by parents/guardians are taken seriously by Child Care United 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 days of receipt. The person who raised the issue or concern will be kept informed throughout the resolution process.

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:
Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor	Raise the issue or concern to the classroom staff directly or	Address the issue/concern at the time it is raised or Respond to the parent's written

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:
program activities, feeding arrangements, etc.	the supervisor or licensee.	concerns (i.e. if e-mailed) within two business days, unless management is not in the office at this time or Arrange for a meeting with the parent/guardian within two business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to the supervisor or licensee.	
Staff, parent, Supervisor, and/or Licensee-Related	Raise the issue or concern to the individual directly or the supervisor or licensee. All issues or concerns about the conduct of staff, 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.	
Student / Volunteer-Related	Raise the issue or concern to the staff responsible for supervising the volunteer or student or the supervisor and/or licensee. 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	

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:
	as soon as parents/guardians become aware of the situation.	If assistance is needed from the Board of Directors, Management will contact them via email to address the concern or complaint. If Management and the Board of Directors need extra assistance in the matter, they will contact appropriate sources.

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, or a member of Management is not available, they may escalate the issue or concern verbally or in writing to the Child Care United Board of Directors.

Additionally, if required,

Ministry of Education, Licensed Child Care: 1-877-510-5333 or childcare_ontario@ontario.ca

Family and Children's Services of Lanark, Leeds and Grenville: 1-855-667-2726 or 613-498-2100

Board of Directors: ccubod2020@gmail.com

Duty to Report

The Child and Family Services Act 1990 (CFAS), states every person who has a reasonable suspicion a child is at risk and in need of protection has a legal obligation to report their suspicions immediately to the Family and Children's Services.

CCU staff members are committed to meeting the legal requirements of the Child and Family Services Act and to ensuring the safety and protection of the children enrolled. The CCU staff members are not permitted to contact the family before calling FCS. It is the responsibility of FCS to determine whether such abuse or neglect has occurred.

Child Care Educators are required to uphold this duty to report, failure to do so may cause them to face legal consequences such as a fine or imprisonment. The duty to report suspicions of child abuse or neglect overrides the provisions of confidentiality in any other statute, specifically those provisions that would otherwise prohibit disclosure by a professional or official.

Confidentiality

Confidentiality is a priority for Child Care United. Every effort will be made to protect the privacy of the parents/guardians, children, staff, students and volunteers. Personal information of families and educators will not be shared without prior written consent of the individual.

From time-to-time children are registered at Child Care United by one parent/guardian during their custodial time. Child Care United will only share information with the registered

parent/guardian as documented on their child(ren)'s registration form. Should a non-registered parent/guardian have questions regarding their child(ren)'s participation in the program, permission must be provided by the registered parent/guardian to allow for full disclosure. Any communication and written information regarding the child(ren) in this instance and will be cc'd to the registered parent.

When discussing a child's activities and friends within the programs, names will be avoided. In situations regarding behaviour issues and/or incidents, names of others will not be provided. Lillio may be used within the programs as a form of communication between the program and families. Please note photos may be shared with other children within the program, please be respectful of the family's privacy and refrain from posting on outside sources without permission.

Exceptions may be required when information must be disclosed for legal purposes (e.g. Ministry of Education, College of Early Childhood Educators, Law Enforcement Authorities, Children's Aid Society, etc.).

Consent to Share Information

Additional personal information may be collected by Child Care United if parents/guardians have given consent for an outside agency to work with your child(ren). These outside agencies and resources may require information surrounding the child(ren)'s activities such as overall development, language development or behavioural development. This information will be shared on behalf of your child(ren) with written consent or in accordance with applicable legislation.

Parent/guardians will be asked annually to complete a PARENTAL CONSENT FOR THE EXCHANGE OF INFORMATION for children enrolled in the Before and/or After School program. These forms will provide the school and child care program to exchange educational, health/medical and transportation information about the child(ren).

Health and Wellness

Illness and Health Exclusions

Our priority at Child Care United is providing a healthy, safe learning environment for all children and staff. Our staff members help to reduce the outbreak of infectious illnesses and diseases within our programs by following strict and regulated hygiene, sanitation and infection prevention control practices. Families also have an important role in protecting the children, staff and other families from illnesses and infections.

As licensed child care programs Child Care United follows the strict and regulated hygiene, sanitation and infection control procedures and requirements. As licensed child care, we are regulated by the Ministry of Education and local Health Department.

Staff are required to complete health checks for each child at arrival, children will continue to be monitored throughout the day to help minimize the spread of illness within the centre. When symptoms of ill health are observed, staff are required to document symptoms and parents/guardians will be notified and required to ensure the child(ren) is picked up in a timely manner.

Children will be required to be sent home or remain home if any of the following is experienced: an illness prevents the child from participating comfortably in program activities (including outdoor time) and routines (as determined by the staff); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the following:

- Temperature above 38.0°C
- Diarrhea and/or vomiting – two episodes or more of gastro symptoms within the last 24 hours
- Eye and/or ears oozing with discharge
- Abnormal breathing and/or severe cough
- Severe pain or discomfort
- Weeping or bleeding skin lesions untreated by a health care provider
- Fever AND body rash
- Yellowish skin or eyes (jaundice)

If a child becomes ill or begins displaying symptoms of ill health while at the centre, the child will be isolated within their classroom or the office in order to limit the exposure of others to a possible communicable disease. We ask families to make every effort to pick up an ill child as soon as possible to decrease the length of exposure and isolation of the child.

Child Care United reserves the right to make the final determination of exclusion due to illness. Any exception to our illness policy and requirements will require a written note from a licensed health care professional stating that the child is not contagious and able to return to childcare.

Child Care United follows the exclusion parameters directed by the health authority. Children must be excluded from childcare until they have been fever-free a minimum of 24 hours (without no over-the-counter medications) and the child feels well enough to participate in regular child care activities. Children must be excluded from child care if experiencing diarrhea and/or vomiting, children must remain excluded until they are 48 hours symptoms free with no assistance of over-the-counter medications.

If the local health directive declares an outbreak or requires additional exclusion requirements of the centre or programs, the updated exclusion requirements be shared with families via posting, email and/or electronic notification.

Families not adhering to the Exclusion Requirements will not be permitted entrance into the program until the exclusion period has passed.

Child Care United uses the Childhood Disease Poster (included at back of handbook) as additional exclusion timeline from the programs. These guidelines are to be used when a child is diagnosed by a licensed health care professional with any of the stated illnesses.

Each licensed child care centre is required to record and report illnesses within the centres. Any incidents of illness while at home must still be reported to the centre, as these incident reports may assist in the determination of timeline and appropriate health protocols.

If the centre becomes aware of a communicable disease within the programs families will be notified by electronic communication. If your child or anyone within your household becomes ill with a communicable disease, please notify the centre immediately to ensure we are carrying out the appropriate requirements.

Headlice

Headlice can easily spread amongst children and can often times be difficult to eliminate. Although this is not considered “health concern” it is a “health nuisance”. We ask families to ensure the issue is dealt with in a timely and appropriate manner as it can spread quickly. We recommend children are checked at least once a month when no cases have been reported and daily when a report has been made. If we should discover headlice families will be informed to assist in the prevention of further spread and ask that parents/guardians consider the well being of all and take appropriate action.

Administration of Medication

Medication, variation in diet or any special medical procedures will only be administered upon the written order of a physician. Whenever possible, parents/guardians are encouraged to administer medications to their children at home, if possible, without impacting their treatment schedule.

Prescription and over-the-counter medications for treatment will only be administered to a child if a “DRUG/MEDICATION ADMINISTRATION INFORMATION AND CONSENT FORM” has been completed.

All medications must be provided in its original container; prescription medications must have the prescription label directly on the medication. Medications that have been removed from their original package or transferred into an alternate container will not be accepted or administered. A medication will only be administered using the appropriate dispenser (e.g. syringe, measuring spoon, cup, etc.)

Non-prescription (“over the counter”) medications will only be permitted to be administered with a medical note which must include:

- Child’s name
- Name of Medication
- Name of Physician

- Required dosage
- Duration of dosage (must specify)
- Reasoning for medication
- Administration instructions

Where a drug or medication is to be administered to a child on an “as needed” basis (i.e. there is no specific schedule or time of the day for administration), the drug/medication must be accompanied with a doctor’s note outlining the following:

- Child’s name
- Name of Medication
- Name of Physician
- Required dosage
- Reasoning for medication
- Signs and symptoms to administer
- Administration instructions

When a child has a drug or medication to be administered ‘as needed’ to treat specific symptoms as outlined on the medication administration form, they must also have an individualized medical plan.

Medications are administered by full time program educators or management. When medication is administered the staff will document the information on the appropriate form as well as the log book.

As long as lotion, lip balm, bug spray, hand sanitizer, diaper cream, and sunscreen, etc. are non-prescription and/or are not for symptomatic treatment, and due to their long-term daily usage, these products have a blanket authorization form included in the parent package at the time of enrolment.

Please do not place medications in your child’s daycare bag for “just in case” measures. This is a safety hazard for the children within our programs and an infringement of our licensing. Staff cannot administer medication without a signed medication form and proper medical permission.

All medications that are expired or remain after treatment period will be returned to a parent/guardian to properly dispose of.

Emergency Medications

To support the prompt administration of an emergency medication, if required, the emergency medication will be administered to a child by any person trained on the child’s individual health plan. In case of an emergency, all staff, students and volunteers will be made aware of the location of the children’s emergency medications at all times.

Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children.

School aged children may be allowed to carry their own asthma or emergency medicine in accordance with the drug and medication administration procedures, and the child's individualized plan. Where a child has written permission to carry their emergency medication, precautions will be taken to ensure that these medications are not accessible to other children.

Children requiring emergency medication must have the approved medications on site to attend programs.

All medications that are expired or remain after treatment period will be returned to a parent/guardian to properly dispose of.

Anaphylaxis

Anaphylaxis is a severe systemic allergic reaction that can be fatal, resulting in circulatory collapse or shock. It occurs in response to an allergen such as nuts, latex, rubber, medication, etc. Parents/guardians are responsible for advising Child Care United of the child's medical condition including allergies, asthma or any other life-threatening condition. Parents/guardians are responsible for providing the following:

- List of foods, ingredients, items that cause allergic or anaphylactic reaction
- List of symptoms to look for that may be unique/specific to the child if they are having a reaction/attack
- A completed Anaphylaxis Emergency Plan sign by both a parent/guardian and physician
- At least one epinephrine auto-injector
- Any additional information regarding the child's life-threatening condition

Information, including plan and medical documentation must be completed at least annually or any time there is a change in the child's medical condition.

Allergies and/or Intolerances (Non-Anaphylactic)

All children's records must be kept up to date, especially regarding their allergies. Families will be expected to inform the centre prior to their start date if your child has been diagnosed with an allergy or if new diagnoses is made, or if updates to the allergy are made. The centre will ensure the allergy or intolerance is posted on the appropriate documentation and when possible, a substitution is available.

Medical Health and Specialized Plans

All children's records must be kept up to date, especially regarding their medical needs. Families will be expected to inform the centre prior to their start date if your child has been diagnosed with new medical needs including but not limited to asthma, allergies and seizures, or if there are any new diagnoses or updates.

Parents/guardians will also be required to provide proper documentation for their child stating their specific medical needs and required specialized treatments. Parents/guardians are responsible for completing these forms prior to the child's attendance, any medications or

supports described in the documentation must be at the site for the child to attend. Parents/guardians will be responsible for completing a “Medical Plan” for your child which will be posted within the centre. This plan includes information regarding child’s medical needs, including symptoms, medications and addition supports. Information, including plan and medical documentation must be completed at least annually or any time there is a change in the child’s medical condition.

Immunizations

Children entering into licensed infant, toddler and preschool programs must provide documentation of current and up-to-date immunizations. The centre must also receive any updates to the child’s immunization record while attending the programs. Children must remain up to date on their immunizations to remain enrolled in licensed child care.

Parents/guardians of children who object to immunizations due to religious/conscience or medial reasons must complete a specific Ministry approved forms. These forms can be obtained by visiting the Ontario Government website or by requesting from the Site Supervisor.

Records will be reported to the Health Unit by the centre; families will be contacted by the Health Unit if immunization records require further clarification or updates.

Confidentiality of Medical Needs

Information regarding a child’s medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. the Ministry of Education, College of Early Childhood Educators, law enforcement, Children’s Aid Society, etc.)

Sunscreen

Sunscreen is applied to the children at least twice per day once the summer sun and weather has arrived. Sometimes as early as April and into late October, depending on the weather. Families will be required to provide written consent for Child Care United staff to apply sunscreen as required by our licensing, this consent can be found in the child’s registration package. Families are responsible for providing sunscreen for their child(ren), the product cannot be spray and must be free of nut products.

No Smoking and No Vaping

All individuals are expected to uphold the provincial legislation surrounding smoking and vaping. Please respect our centres and programs are non-smoking settings. By order of the Provincial Legislature and Local Medical Officer of Health, all cigarettes, cigars, pipes, etc. must be extinguished before you enter our property. This policy assists with ensuring the health and safety of all individuals. Any staff member or volunteers of CCU is not permitted to smoke and/or vape while involved in any function related to the organization.

Parking Access and Vehicle Impact Protections

We ask those entering our parking areas to use caution and be aware of the surroundings. Effective September 2025 safety evaluations were conducted by the School Boards regarding our parking access. The Linklater School Age Program and Willow Tree Daycare Centre and School Age Programs have been deemed safe at this time however we still encourage taking extra precautions to ensure the safety of the children and staff. The Thousand Island Daycare Centre will only permit the parking spaces that are directly adjacent to child care facilities (e.g., entryways, playgrounds, exterior walls of program rooms, windows, or areas where children gather), with the exception of accessible spaces, are to be blocked off and not used.

Preventing Unauthorized Access

All program sites will be locked during hours of operation to prevent unauthorized individuals from accessing the child care centre during its hours of operation.

Entry will be permitted to the programs based on the door bell system or personal entry by staff.

Parent Involvement and Communication

Communication

Programs cannot adequately meet the needs of the children unless they also recognize the importance of the child's family and develop strategies to work effectively with families. It is important that the educators and families communicate frequently about family practices at home to avoid confusion for the children.

Daily contact between parents/guardians and staff can be supplemented with individual meetings as required. These meetings may be made to gain insight into your child's development, changes and impacts that may be affecting the child's social, emotional and physical health both at the centre and home.

In addition, you may find postings on the main entrance or outside of your child's program, we encourage parents/guardians to review the information.

Lillio, Pictures and Social Media

Lillio is an app to help parents stay connected with their child and educators throughout the day. Lillio can be used to communicate, share photos, notes, incidents and activities. If you'd like to participate, please ensure you have completed the Lillio permission form attached.

In addition to our Lillio app, our programs also have Facebook pages that we encourage you to follow. Often you will see additional posts regarding special activities within the programs.

Often times throughout the day educators and supervisors wish to share the excitement of the day and activities. Please ensure you have completed the section of the forms included

indicating your authorization for specific photo permissions to enable you and your child to participate.

Parent Participation

Should you wish to volunteer in a capacity that has direct interaction with the children, please be advised you will be required to provide the centre with a Criminal Reference Check with Vulnerable Sector Check (at your own expense).

We welcome participation on our Board of Directors or any of the various committees. We appreciate all volunteers and the contributions they are able to contribute.

Board Meeting Attendance

Parents/guardians meeting the requirements for the general membership of the Child Care United Bylaws are welcome to attend the Board of Directors' meetings. These meetings have set agendas; if you wish to have a specific item discussed, questions, or concerns to the Board of Directors please provide the addition one week prior to the meeting. Providing this notice will allow for adequate time to gather the information requested or any other background information required in addressing the matter. The Board will allocate time during the meeting to allow for meaningful and purposeful discussion and ensure timely resolution if required.

Program Information

Program Curriculum and Schedules

Our programs each have a daily schedule tailored to each of the program groups. These schedules may be adjusted from time to time based on the needs of the children on the particular day as well as because of special activities or even the weather.

Our educators create the programming activities based on the observations, documentation, creative thought and the flexibility to guide the children. Our educators develop opportunities for the children to participate in developmentally appropriate activities that are also based on the children's skill level and needs.

Environment and Play

The environment is planned to foster creativity, promote inquiry and encourage each child's natural desire to learn and explore.

Opportunities for "free play", may also be referred to as child-initiated activities, free choice, or self-selection are incorporated into the children's schedules. During these times, educators actively participate with the children by asking questions about what the children are doing, participating in their pretend play, encouraging them to try new activities, etc. Free play is an opportunity for children to develop social skills and cognitive skills through the development of relationships.

The children are not permitted to engage in violent play, including weapon play. The children are not permitted to play with weapons of any type or size or pretend that other items are weapons, including things such as their fingers, hands, or blocks. Redirection will be used when a child is engaging in weapon or violent play. If a child brings a weapon or toy weapon to the centre, the weapon will be removed from the children's space and the parent/guardian will be contacted to retrieve the item and if necessary appropriate authorities.

What to Provide

Children enrolled in child care programs should be dressed in comfortable play clothes that will allow them to create and explore without the fear of getting dirty. Play is usually active and can often times get messy! Please ensure the children are dressed and prepared for the daily activities upon arrival, please do not request staff to change the children for the day and/or play (i.e. wearing pajamas).

Indoor shoes are required in all programs, we highly recommend a rubber soled shoe, in case of emergency as there is not enough time to change into footwear or enough staff to carry all the children.

Children may occasionally get their clothes dirty due to messy play, spills or accidents. Please ensure each child has at least one full extra set of clothing, including underwear and socks, in their cubby or bag, regardless of their age. Ensuring the extra clothing is seasonally appropriate and sizes exchanged as the child grows.

If your child should need to borrow extra clothes from daycare, we ask that it be washed and returned to the centre as soon as possible due to limited supply.

Outdoor seasonally appropriate clothing and outdoor footwear is required for all children as we are required to incorporate outdoor play into our everyday learning. Please ensure outdoor shoes are not flip flops or slip on shoes without a heel strap or closure. Outdoor footwear must securely remain on the child's feet for all activities.

Seasonally appropriate clothing examples:

Winter – snow suit or snow jacket and pants, winter boots, two pairs of water-resistant mittens (please no gloves for infant, toddlers or preschoolers), toque (without strings) and neck warmer (avoid a scarf)

Spring and Fall - Lined jacket with hood or hat (without strings), splash pants, rubber boots, light mittens

Summer – Sun hat, running shoes or sandals with heel strap, sunscreen, light sweater

Children enrolled in the Infant, Toddler or Preschool Programs:

Please provide a blanket for the rest period to provide a comfortable environment. Children under one year of age are unable to have blankets, stuffed toys or pillows in their cribs, if you wish for your child to have a blanket please provide a size appropriate sleep sack.

Please ensure your child has diapers and diaper cream (if applicable).

Children's Personal Possessions

Child Care United allows one stuffed toy for a comfort item to be brought for nap/rest time. We ask that all items brought to the centre from home be placed in your child's cubby at arrival. The items must be a soft washable material; items can be left at the centre daily or transported between the centre and home. Please clearly label the belonging to avoid confusion and reduce the possibility of loss.

Children's personal toys should remain at home unless there is a special sharing time coordinated by the program educators. Toys that encourage aggressive and violent play are not permitted. We ask that items of value are not brought to the centre and left at home, due to the risk of damage or theft. Child Care United is not responsible for lost, stolen or damaged items.

Labels

Please ensure that your children's items are labelled. In addition to writing and labelling items by hand, did you know there are also sticker labels available! Our centres participate in ongoing fundraising with Mabel's Labels which is a company providing personalized waterproof name labels and tags that are as cute as they are durable. If you decide to make a purchase and would like to support one of our centre please do so by visiting <https://mabelslabels.ca/en-CA/fundraising/support> and search Thousand Island Day Care (Gananoque) or Willowtree Daycare (Lansdowne).

Nutrition

Infant, Toddler and Preschool Children: are provided nutritious snacks both in the morning and afternoon, as well as lunch. Parents are reminded that both the morning and afternoon snacks are just that, snacks and provided a snack serving size. These snacks are not meant to replace a regularly scheduled meal.

Kindergarten and School Age Children: Throughout the school year are provided with an afternoon snack. Children attending full day programs will be provided a morning and afternoon snack, however, will be responsible to provide their own lunch from home (please see Bagged Lunch Policy).

Menus are prepared in accordance with the Canada's Food Guidelines, Health Guidelines and Ministry of Education. Menus normally follow a four-week rotation and are posted within the sites; you may request a copy to take home if you wish.

If a child has an allergy, an appropriate substitute will be offered, when able. If food is required to be brought in due to specific dietary restrictions or specific nutritional reasons, you must contact the centre ahead of time to see if these specifications are permissible. Any food brought to the centre must be labelled with the child's name and must be peanut/nut free, as well as

follow the appropriate food guidelines.

Children enrolled in the Infant and Toddler programs will be provided homogenized milk and Preschool, Kindergarten and School Age will receive 2% milk when served. Children unable to have our milk products will be responsible for providing their own products, as a reminder these products must be peanut/nut free and brought in the original container.

Children are highly encouraged to try the foods provided however will never be forced to eat.

Our kitchen areas are inspected regularly by the local Health Unit and staff responsible for food preparations are trained in proper food handling.

Children within our Infant program will be fed based on the menus and their restrictions provided by the parents/guardians. Please ensure the centre is up to date with any new food introduced at home. Parents/guardians are responsible for providing their child's formula, which either must be provided premixed in labelled bottles or in the original formula container. The centre will provide sippy cups for the children enrolled; however, if the child(ren) are to use a specific sippy cup or a bottle families will be responsible for providing these to the centre,

Any specialized dietary and feeding arrangements for the children must be provided in writing to the centre to ensure accuracy.

Drinking water is available always to the children.

Children are welcome to bring in a special treat to celebrate a birthday or holiday. Due to the various food allergies and dietary restrictions in our programs we ask that parents/guardians discuss this with the Supervisor. We recommend supplying a store-bought or commercial item still in the original packaging to allow ingredients to be verified.

Bagged Lunch Policy

The Kindergarten and School Age children attending full day programs are required to bring a lunch. We are unable to refrigerate the bagged lunches; we ask that an ice pack for cold items be packed. Lunches must be in a bag that is labelled with the child's name. Lunches are encouraged to be nutritious and discourage foods with low or poor nutritional value. All products packed in lunches must be peanut/nut free. Families will be contacted if lunch has been forgotten and a lunch must be brought to the site.

Nut-Safe Policy

As peanuts and tree nuts have become a common allergen for anaphylactic reactions, our Child Care United facilities are nut-safe environments. It is requested that families and children support the facilities to be nut-safe environments by refraining from eating peanut and/or tree nut products prior to coming to the centres.

Programming Rest Period

While at child care, a portion of the children's day is reserved for a time of rest and relaxation to balance the busyness of the activity and play throughout the day. While the need for rest and/or sleep varies between each age and stage for all the children, all children in a licensed child care which operates for six or more hours in a day is permitted to sleep, rest, or engage in quiet activities based on the child's needs.

Infant Program: Children, under 18 months of age, will follow the sleep schedule directed by the parent/guardian, when possible. Educators will have ongoing communication with the parent/guardians regarding the sleep schedules. Children under 12 months of age will be placed for sleep on their back, consistent with the recommendations set out in the "Joint Statement on Safe Sleep: Reducing Sudden Infant Deaths in Canada", unless child's physician recommends otherwise in writing. Infants are not permitted to sleep in a car seat or swing while at the centre. Once a child has been placed on their back in their crib for nap, if they are able to roll independently both ways it will be acceptable to leave the infant sleeping on their stomach.

Toddler and Preschool Program: Children will be provided a maximum of two hours rest time daily for children 18 months until 5 years shortly following lunch. For children who are unable to sleep, the children will have quiet time with books, puzzles and other relaxing quiet activities. Programs take into consideration written instructions given by parents/guardian regarding their child's sleep and rest period. These instructions are followed as closely as possible, but the needs of the individual child are also taken into consideration.

Kindergarten and School Age Program: Children participating in full day programs have a time after lunch to participate in quiet activities to promote a time of relaxation.

Direct visual and physical checks are performed on all programs; monitoring is documented by the staff within the programs. Any significant changes in the child's sleep patterns or behaviours will be communicated as per the Safe Sleep Policy.

Children will not be forced to sleep but will be encouraged to encourage to rest quietly.

Children are welcome to bring a blanket or sleep toy for rest/nap time, please consider our limited space for storage when providing such items. Items should be clearly labelled with your child's name. We will provide each child with bedding and a cot (crib for infant), and we will ensure the laundering is completed at minimum weekly.

Toileting and Diapering

For children not yet toilet trained, parents are responsible for providing an adequate supply of diapers and a nut free/unmedicated diaper cream. Child Care United provides unscented wipes, if you choose to provide your own please ensure they are nut free and labelled. Staff will inform parents/guardians at pick up or via the communication app once the child is getting low on diapering supplies.

Child Care United strives to be supportive of families who choose to use cloth diapers. An appropriate bag for the soiled diapers must be provided by the parents/guardians. It is the responsibility of the families for the cleaning of the diapers.

Toilet training is a natural developmental process that occurs within the children. When it comes to toilet learning, every child is different, success hinges on various milestones rather than age. As parents/guardians and educators it is our job to be patient and follow the children's cues through the process. Toilet training success is best achieved when a child shows signs of readiness and when a collaborative and consistent routine is followed between home and the child care setting.

In our programs, children who show signs and interest are offered the opportunity to sit on the toilet during regular routines. This helps the children feel comfortable with the setting and begin to learn the routine as well as build confidence.

If possible, we request the pull-ups with the pull tab/Velcro style sides for the children that are not nearing the end of their potty-training journey. The pull-ups with the full sides often prolong the washroom routine due to the children needing to remove their shoes, pants and replacing the pull-up and redressing at each washroom routine. Because of these extra steps for such a large group of children, the wait times in the bathroom are extended which causes the children to become quite frustrated, understandably. The pull-tab/Velcro style can speed the process and set them up for success with the toilet training process.

Please be sure to also keep the staff up to date on the successes and trials at home with potty training to ensure we are keeping the routines between both environments as consistent as possible. Underwear is welcome as the child gains success in the toileting process. Please speak with the educators as they are also able to share ideas and strategies that may be successful.

Program Transitions

Transitions throughout the Child Care United programs occur once space allows and the children are of appropriate age, developmental readiness and availability of schedule. The staff members will work collaboratively with the families regarding the children's graduation to the next age group.

Outdoor Activities

Outdoor play is an extremely important role in our day-to-day programs and incorporated into our daily schedules. The children are provided with the opportunity to engage in play opportunities and activities with the educators actively engaging when prompted by the children. Outdoor play is an opportunity for the children to explore, run, jump, climb and use their bodies in ways that may be deemed as unsafe indoors ("risky play"). The outdoor opportunities provide opportunities for active play, explorative play, strengthening physical skills, engagement in creative problem-solving and social interactions.

Year round, our full day programs spend a minimum of 2 hours each day outside and the Before and After Program a minimum of 30 minutes each day, weather permitting. Weather permitting refers to extreme heat/humidity alerts, extreme cold/windchill, poor air quality, thunderstorm or warning, extreme winds, tornado warning, winter storms or ice-like storms. Our team refers to the Weather Network and local Health Unit to determine if it is too hot or cold to play outdoors.

Please ensure your child is sent in seasonal/weather appropriate clothing and outerwear. Please ensure items are clearly labelled and extras provided. Our sites have limited extra clothing and outerwear. If a child is dressed inappropriately for the weather, staff will be required to contact parents/guardians to provide appropriate clothing.

In the Fall and Winter months, temperatures and safety factors determine the ability of our programs to go outdoors. Winter temperatures of -15°C to -20°C may be tolerable for the children at a reduced amount of time, however when the temperature is -20°C or colder considering the windchill we will keep children indoors. Safety factors surrounding play areas may cause sectors of the yards to be closed once temperatures drop. Children should be dressed in warm layers, we strongly recommend a snowsuit, hat, mittens and boots. The drawstrings or cords on hoods, hats, jackets or mittens should be removed if possible. Neck warmers are recommended over scarves to avoid tangles and boots should fit securely.

In the Spring and Summer months, areas of the playground may be clothes due to yard conditions. In cases where there is excessive heat or humidity (i.e., 35°C) the children will remain indoors. We strongly recommend your child be protected from the sun by wearing a sun hat, cool cotton clothing, and have sunscreen available. Running shoes or structured footwear are recommended for the children's active play. If sandals are worn, they should be buckled securely in place, we discourage children from wearing vinyl dress shoes or flip-flops to help avoid unwanted accidents.

Parent are reminded that with child care, especially outdoor play, your child may become wet and/or muddy dependant on the weather and yard conditions. We will do our best to minimize these conditions, when possible, however we request your understanding that we cannot always prevent these matters.

Off Premise Activities and Field Trips

Child Care United offers a variety of experiences both at and away from the centres. Field trips requiring transportation (School Age) will require a "Field Trip Permission Form." Parents will be notified as soon as possible in advance of all field trips requiring a form. There may be additional fees associated with these field trips, families will be notified at the time of the trip announcement. If you do not wish for your child to attend a particular field trip, you will be responsible for finding alternative care for the day. Parent/guardians must provide the centre with a minimum of three (3) days written notice of a child not participating in the field trip to have their fees waived.

Children within our programs may participate in “field trips” around the community. These trips may be unannounced and may include walks around the neighbourhoods, visits to our local library, local businesses, etc. These outings will maintain required staff ratios and are agreed upon within the registration forms.

Special Visitors

From time to time the educators within our programs will plan special visitors to enhance their programs. These visitors will be planned to compliment and expand the learning goals and objectives within the programs. Special visitors are to ensure they follow the guidelines of the Ministry of Education and local Public Health Unit; visitors will also be supervised by the program educators.

Inclusion and Specialized Services

We are committed to providing inclusive environments that support the health and well-being of every child. The programs provide experiences each child needs to grow to their fullest potential, and it is recognized that success becomes different for each child.

If the staff identifies concerns surrounding a child’s development, they will discuss them with the Inclusion Consultant, Supervisor and family. We will commit to learning about each child’s specific needs and assist in finding resources necessary to support the child. Support systems may be available and integrated into the program that may assist the child’s development.

We will work in cooperation with specialist and welcome centre visits to assist with the child’s development.

Behaviour Guidance Management

It is the goal of all our programs to have the children develop feelings of confidence and positive self-esteem, as well as the confidence to try new things. In order to do so, it is important that children develop warm and supportive relationships with program staff, educators, volunteers, students and peers that they interact with on a daily basis through positive behaviour guidance, behaviour modelling and positive interactions.

Rules and consistent expectations are clearly stated and are set prior to onset of activities and/or transitions. Children are encouraged to verbalize their feelings, rather than resort to physical action to express aggression and frustration. When disciplinary measures are required, it will be done in a positive and consistent manner that is age appropriate for the development of the child.

Children have the right to participate in programs with the expectations that the program provides a safe and nurturing environment. Should behaviour continue in a manner that is disruptive and unmanageable where the program’s integrity is at risk and/or situations where the health and/or safety of your child, other children or our staff are compromised, the

parents/guardians will be contacted to meet with the Supervisor and/or Executive Director to achieve a resolution. Recommendations and options will be provided, should a parent/guardian refuse the options in our attempts to achieve the goals of acceptable and safe behaviour this will be deemed as their notice of withdrawal from the program.

If there is concern noted of “extreme behaviour” being used by a child within the program or ongoing concerns beyond the recommendations previously discussed, then the “Extreme Behaviour” policy will be implemented. The goal is to be in partnership with families to assist children in developing self-control, self-confidence and ultimately, self-discipline and sensitivity in their interactions with others.

Code of Behaviour

It is the expectation at Child Care United that all children are able to uphold a Code of Behaviour. These expectations set forth a standard of understanding and consistency of behaviour for the children, ensuring they are able to develop within a warm, nurturing and safe environment.

General program expectations are:

- Treat others, including child care staff and themselves fairly, with dignity, respect and especially when in a disagreement
- Demonstrate respect for other children and their belongings
- Demonstrate respect of staff members
- Demonstrate respect for the centres, the toys and equipment
- Speak politely to one another and refraining from verbal aggression
- Always stay with the group, educators must be asked before leaving the area for any reason and follow the instructions provided
- There will be no physical roughness whether it is in play, anger or retaliation
- Appropriate, positive and respectful language will be used, avoiding disrespectful or rude behaviour
- Repeated disruptions to programming and classroom activities will not be tolerated

Violent, threatening, intimidating and/or aggressive behaviours will not be tolerated for the safety of both the children and staff. Violent or aggressive behaviour can be but not limited to violent kicking, hitting, punching, spitting, ongoing problematic biting (unless age appropriate), events deemed excessively violent or threatening.

Behaviour that disrupts the normal activity in the programs or threatens the safety of others will not be tolerated.

Consideration and respect will be given to the developmental abilities, needs, illness, and recent family changes of each child within our programs. Decisions will be made by our management team in the best interest of all individuals affected.

Positive Practices and Guidance Strategies

The adults who care for the children in our programs have the responsibility to guide, correct,

and model the children towards the appropriate behaviours. Positive guidance, redirection and discipline are essential as they promote children's self-control, teach responsibility and help make thoughtful choices. The more effective and consistent a caregiver is when encouraging appropriate behaviour can often lead to less time and effort in correcting misbehaviour.

Our educators focus on effective behaviour guidance and discipline which will assist with the children's development. Our educators work through the observations of misbehaviour to assist in the understanding of why it is occurring, in hopes to reduce future incidents. Our educators will help the children develop skills to participate as a member of the group in a cooperative and friendly manner. The educators will act as a role model for the children to assist in the development of their skills and encourage verbal communication.

Our educators will foster the children's development including appropriate behaviour by providing a stimulating, constructive and consistent environment. Positive guidance practices will be implemented as soon as possible after the behaviours or incidents and educators will ensure they are appropriate to the developmental level of the child. The practices and interventions will be designed to assist the children learn the appropriate behaviour. If behaviours become problematic the staff will discuss with the parents/guardians.

Prohibited Practices

The following behaviour management practices will not be permitted by anyone, including staff, volunteers and/ or students:

- 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
- inflicting any bodily harm on children including making children eat or drink against their will
- additionally, any prohibited practices as defined under the Early Childhood Educators Act, 2007). Including but not limited sexual abuse, sexual misconduct or prescribed sexual acts

Behaviour Management Intervention Plan

Children have the right to participate in a program with the expectation that the program provides a safe and nurturing environment.

Each incident involving extreme and/or inappropriate behaviour will be monitored and assessed by the Site Supervisor and if necessary, the Executive Director and/or the Board of Directors. Each child and family will be treated with respect and dignity, procedures will be followed, and recommendations will be made with the best interest of all children in mind.

Extreme and/or inappropriate behaviours may be noted as, but not limited to:

- behaviours that cause or have cause to injure child(ren), educator, or other persons while in the care of the program
- cause damage or destruction of property while in the care of the program
- continual disruption of the childcare program that is felt to endanger the health and safety of others and/or self
- use of language that is deemed “inappropriate” by the program

Intervention plan for unacceptable and/or extreme behaviours:

Incident One:

- Written documentation of incident noting date, time, behaviour observed, and action taken
- Note of possible triggers and possible strategies for both centre and home, if possible
- Written warning accompanied by a private and verbal discussion with the family by Educators

Incident Two:

- Written documentation of continued behaviour noting date, time and action taken
- Identification of triggers and offer of strategies for family and educator(s), if possible
- Early pick up
- In-person (pre-arranged) meeting within 24 hours of incident with the family, educator(s), Supervisor and Director
 - Setting of appropriate guidelines and timelines to manage and deal with the behaviour
 - Parents/guardians must be willing to work closely and in conjunction with the childcare program
 - Parents/guardians will be provided with names and contact numbers of outside agencies that may be able to provide assistance with the behavioural concerns

Incident Three:

- Parents/guardians will be contacted and required to immediately collect child from the program
- Written documentation of continued behaviour noting date, time and action taken
- Identification of triggers and offer of strategies for family and educator(s), if possible
- Three-day suspension from the child care program

- In-person (pre-arranged) meeting within 24 hours of incident with the family, educator(s), Supervisor and Director
 - Discussion of incident, triggers an offer of strategies for family and educators
 - Discussion of reduced care until behaviour(s) decrease and child is able to be successful in our group setting

Please note: any days missed due to a temporary suspension will remain payable to the child care program

Incident Four:

- Parents/guardians will be contacted and required to immediately collect child from the program
- Written documentation of continued behaviour noting date, time and action taken
- Child discharged from care

Intervention plan for unacceptable and/or extreme behaviours: Children with Exceptionalities

Child must have identified diagnosis with supporting documents and be receiving support from a third-party community partner.

Incident One:

- Written documentation of incident noting date, time, behaviour observed, and action taken
- Note of possible triggers and possible strategies for both centre and home, if possible
- Written warning accompanied by a private and verbal discussion with the family by Educators

Incident Two:

- Written documentation of continued behaviour noting date, time and action taken
- Identification of triggers and offer of strategies for family and educator(s), if possible
- Early pick up
- In-person (pre-arranged) meeting within 24 hours of incident with the family, educator(s), Supervisor and Director
 - Setting of appropriate guidelines and timelines to manage and deal with the behaviour
 - Parents/guardians must be willing to work closely and in conjunction with the childcare program
 - Parents/guardians will be provided with names and contact numbers of outside agencies that may be able to provide assistance with the behavioural concerns

Incident Three:

- Parents/guardians will be contacted and required to immediately collect child from the program
- Written documentation of continued behaviour noting date, time and action taken
- Identification of triggers and offer of strategies for family and educator(s), if possible
- Three-day suspension from the child care program

- In-person (pre-arranged) meeting within 24 hours of incident with the family, educator(s), Supervisor and Director
 - Discussion of incident, triggers an offer of strategies for family and educators
 - Discussion of reduced care until behaviour(s) decrease and child is able to be successful in our group setting

Please note: any days missed due to a temporary suspension will remain payable to the child care program

Incident Four:

- Parents/guardians will be contacted and required to immediately collect child from the program
- Written documentation of continued behaviour noting date, time and action taken
- Child discharged from care however may be considered for re-entry after 3 months, pending a meeting with family, space availability, notable improvements and at the discretion of the Executive Director

Dependant on the nature of the incident and/or the failure of parents/guardians to work closely with the childcare program, the Supervisor and/or Executive Director has the right to bypass any or all of the steps with the intervention plan.

Should discharge from care be required, two weeks' notification period may or may not be provided to the family. In the event of no notice being provided by the organization, fees associated with the notice period will not be charged to family.

Children who have had their childcare terminated due to extreme and/or inappropriate behaviour have the right to request reinstatement to the program.

Parents/guardians must provide written request to the child care program which is to include but is not limited to:

- Acknowledgment of behaviour for which suspension was instituted
- Supporting letter from outside agencies that both childcare and parents/guardians are working towards correction of the behaviour(s)
- Acknowledgment by parents/guardians that the child will be removed immediately from care at the first incident of behaviour return

Child Care United will ensure the safety and wellbeing of all children in the program. To achieve this:

- All staff are to be informed of and support the action plan put in place for the child
- The childcare program will work closely with recognized outside agencies involved to ensure implementation and support of action plan
- Any and all incidents of inappropriate and/or extreme behaviour will be documented and reported to the parents/guardians

The parents/guardians and program will agree to sign a letter of understanding stating the terms and conditions under which the child is being reinstated to the childcare program.

Depending on the nature of the incident, and/or the failure of the family to work closely with the program, the Supervisor and/or Executive Director has the right to bypass the reinstatement to childcare.

Discharge and Termination of Care Policies

Adult Conduct Policy

Our organization maintains high standards for positive interaction, communication and role-modeling for children. The organization does not tolerate any behaviour constituting bullying, harassment and/or violence to be exhibited by clients/public toward the employees of the organization.

Both staff and the families of the children enrolled at Child Care United need to collaborate in a mutually respectful manner to have successful communication with each other and to positively resolve the issues or concerns.

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.

Verbal and/or physical aggression directed by a parent, guardian or adult toward a staff member of Child Care United will result on this person being asked to leave the premises immediately. This behaviour may include threats, bullying, intimidation, offensive jokes or offensive or intimidating phone calls. Any violent behaviour or behaviour that creates environment of violence, hostility or intimidation will not be tolerated, regardless of its origin. If the request is not followed, the authorities will be contacted to intervene, which may lead to charges. Future admittance to the property may be refused and termination of care may result.

Termination of Care and Discharge Procedures

It is recognized that the program may not meet the needs of all children. Child Care United reserves the right to suspend or discharge a child, if in the opinion of Child Care United, it is not in the best interest of the child or Child Care United that the child remain in care.

The following reasoning may be considered for, but not limited to, a suspension or discharge of care:

- A child's needs are not being met in our child care setting despite having exhausted all available resources, and there is no feasible method of accommodation
- If your child is not adjusting to the child care setting after a reasonable period of time
- If balancing your child's needs with those of the centre becomes overly challenging such that the situation unfairly impacts other children, educators or the program(s)
- A child's behaviour is detrimental to their childcare experience, or that of the other children, or staff, including physical or emotional (bullying), or harm to property

- A child's behaviour is endangering the health, safety and/or security of the other children and/ or staff
- A parent/guardian violates the policies of the organization
- A parent/guardian's conduct is harassing, belligerent, abusive or in any other manner inappropriate
- Non-payment of child care fees

In the event that your child will be suspended or discharged from care, every effort will be made to provide reasonable notice. In the exceptional circumstances, however, this may not be possible; in particular when the behaviour of your child poses a safety risk to other children or to staff. Please also keep in mind Child Care United also reserves the right to give notice of withdrawal of services if a parent/guardian does not abide by all policies and procedures.

Policies and Procedures Subject to Change

Please be aware the policies and procedures outlined in this package are subject to change. Other rules and regulations may be posted and distributed within the facility and shall be binding as described within this handbook. All enrolled families will be obligated to observe these policies and procedures.



This is intended as a general guide. Consult a health care provider for diagnosis and for recommendations or advice. Notify the Leeds, Grenville and Lanark District Health Unit if there is a higher than usual number of cases of any disease.

CHILDHOOD DISEASES



★ **Designated Reportable Diseases** - Click here for the [Reportable Disease Form](#) or call 1-800-660-5853

Illness	How it Spreads	How to Recognize	When it is Contagious	When to Report/Exclude
Chickenpox ★ (varicella virus) This disease is vaccine preventable.	- contact with blister fluid or saliva of an infected person - can also spread through the air; enters the body through the nose or mouth - a pregnant woman can pass it on to her baby before birth - incubation period *2-3 weeks	- begins with a fever, then an itchy red rash develops and quickly turns into fluid filled blisters - blisters dry and scab over usually within 5 days - headache, loss of appetite	- usually 1-2 days before the appearance of rash and until all blisters are crusted over; usually 5 days - infectious between 8 to 21 days following exposure	- for child care and schools, report to the health unit via health unit's Chickenpox Reporting Form - child can return to child care or school when fever is gone and child feels well enough to participate in normal activities (regardless of the state of rash) - pregnant and immunocompromised individuals should be informed of possible exposure and advised to consult with a health care provider
Diarrhea and Vomiting ★ Gastroenteritis (norovirus, rotavirus)	- germs are found in vomit and stool (poop) of an infected person and can spread to another person's mouth usually through unclean hands - incubation period *24-72 hours	vomiting, diarrhea (unformed or watery stool), fever, loss of appetite, stomach pain, fatigue, headache	while diarrhea and/or vomiting are present and up to 48 hours after symptoms stop	- exclude from child care and school for 48 hours after symptoms have stopped - report outbreaks in child care settings immediately
Influenza ★ (virus) This disease is vaccine preventable.	- contact with secretions from the nose or mouth of an infected person (i.e. sneezing, coughing) - contact with objects (i.e. surfaces, toys, doorknobs) exposed to droplets from an infected person - incubation period *1-4 days	- sudden fever, chills, headache, fatigue, muscle aches, cough, and sore throat - children may also have upset stomach, vomiting, diarrhea, ear aches, and red eyes	24 hours before and up to 7-10 days after symptoms begin (for children)	exclude from child care and school until fever is absent for at least 24 hours (with no over the counter medications) and the child feels well enough to participate in regular activities
Measles ★ (measles virus) This disease is vaccine preventable.	- contact with secretions from the nose or mouth of an infected person - spreads easily through the air (i.e. coughing, sneezing, talking, being in the same room) or through the contamination of surfaces (as the virus can remain active in the air and surfaces for at least 2 hours) - incubation period *7-21 days	- fever, runny nose, cough, drowsiness, irritability and red eyes (usually begins 7-18 days after exposure), small white spots on the inside of the mouth and throat, body aches - in a few days a blotchy red rash appears on the face and progresses down the body	- measles is highly contagious - usually 4 days before and up to 4 days after rash begins	- report to the health unit immediately - exclude from child care and school for at least 4 days after start of rash - contacts of case with no history of immunization or measles infection should be excluded for 21 days
Meningitis ★ Meningococcal Disease (bacterial/viral) This disease is vaccine preventable and is caused by bacteria or viruses.	- direct contact with secretions from nose or throat of an infected person (sharing dishes, toothbrushes, mouth guards, kissing) - complication from a viral illness; germs in stool (poop) of an infected person can spread to another person's mouth through unclean hands	fever, fatigue, drowsiness, reduced consciousness, irritability, fussiness, agitation, severe headache, vomiting, stiff neck, pain when moving head or neck, joint pain, seizures, loss of appetite, skin rash (red dots that do not disappear when pressed)	7 days before symptoms begin to 24 hours after the start of appropriate antibiotics regardless of immunization status	- report to the health unit immediately - exclude from child care and school for at least 24 hours after the start of antibiotics
Mumps ★ Infectious Parotitis (mumps virus) This disease is vaccine preventable.	- contact with secretions from the nose or mouth of an infected person - contact with objects that have been exposed to droplets or saliva from an infected person - incubation period *12-25 days	fever, swelling and tenderness of one or more salivary glands	7 days before and up to 5 days after onset of swollen glands	- report to the health unit immediately - exclude from child care and school for 5 days after onset of swollen glands
Rubella ★ German Measles (rubella virus) This disease is vaccine preventable.	- contact with secretions from the nose or mouth of an infected person - a pregnant woman can pass it on to her baby before birth - incubation period *14-21 days	mild fever, headache, fatigue, runny nose, red eyes, rash (small red spots that start on the face and cover the body in 24 hours)	1 week before and at least 4 days after the rash begins	- report to the health unit immediately - exclude from child care and school for 7 days after rash begins - pregnant contacts should be advised to consult with their doctor promptly
Whooping Cough ★ Pertussis (bordetella pertussis bacteria) This disease is vaccine preventable.	- sharing close airspace (less than 1 meter) - contact with secretions from the nose or mouth of an infected person (i.e. sneezing, coughing) - incubation period *6-20 days	respiratory symptoms followed by persistent cough ending in gagging/ vomiting (may or may not have characteristic "whoop"); fever is mild or absent, runny nose	- up to 21 days after symptoms begin if not treated - Note: most contagious during the first 2 weeks when symptoms resemble a common cold	- report to the health unit immediately - exclude from child care or school until infected person has had 5 full days of antibiotic treatment - if no antibiotic treatment is used exclude for 3 weeks after the onset of cough
Ear Infection OMTs (Media) (bacterial or viral)	- usually follows a cold (viral upper respiratory infection) - sometimes germs travel from the throat to the ear through a damaged Eustachian tube (connects the ear to the throat)	- if related to a cold, may have runny nose, cough, sneezing, or fever - complaints of painful ear, tugging on the ear, irritability (especially infants), trouble sleeping, trouble hearing quiet sounds	- not usually contagious, however if fluid is draining from the ear it may contain germs - always wash hands thoroughly to prevent the spread of germs	- no exclusion required if well enough to participate in regular activities - may require antibiotic treatment
Fifth Disease (parvovirus B19)	- contact with secretions from the nose and mouth of an infected person (i.e. sneezing) - can spread from a pregnant woman to her unborn child - incubation period *14-20 days	- low grade fever, headache, cold-like symptoms, stomach upset, red rash on cheeks (commonly described as "slapped cheek" appearance) - after 1-4 days a lace-like rash appears on the body; the rash can last up to 3 weeks	a few days before the rash starts; once the rash appears, the virus is no longer contagious	- no exclusion required if child feels well enough to participate in activities - if you are pregnant and your child becomes ill with fifth disease or you have had an exposure to someone with fifth disease, call your health care provider
Hand, Foot & Mouth Disease (coxsackievirus)	- contact with secretions from the nose, mouth and blisters of an infected person (i.e. sneezing) - germs are also found in stool (poop) of an infected person and can spread to another person's mouth usually through unclean hands - incubation period *3-5 days	fever, headache, sore throat, loss of appetite, lack of energy, vomiting and/or diarrhea, small painful ulcers in the mouth, skin rash with small blisters on hands, feet, and buttocks lasting 7-10 days	- most contagious during the first week of illness - virus can be present in stool for up to 4 weeks after start of illness; always wash hands thoroughly to prevent the spread of germs	exclude from child care and school until fever is absent for 24 hours (with no over the counter medication), blisters have dried and child feels well enough to participate in regular activities
Impetigo (staphylococcal bacteria or streptococcal bacteria)	- usually follows a scrape or an insect bite - direct contact with rash; contact with bedding, towels, or clothing that have touched an infected person's skin	- rash with a cluster of red bumps or blisters around the mouth, nose or other parts of the skin not covered by clothing - may ooze or be covered by a honey-colored crust	- from onset of rash until 24 hours after the start of antibiotic - maintain good hand washing after touching infected skin	exclude from child care and school for 24 hours after the start of antibiotics - if no antibiotic treatment is used exclude until rash is healed
Mononucleosis (Epstein-Barr virus)	- spreads person-to-person through saliva (i.e. kissing, sharing beverages) - incubation period *4-6 weeks	50% of people have no symptoms - fever, sore throat, fatigue, swollen glands, enlarged spleen	not highly contagious; can persist for a year or more after infection	no exclusion required; consult physician about avoiding contact sports until fully recovered
Pink Eye (Conjunctivitis) (bacterial/viral)	- contact with eye secretions through contaminated fingers or articles (i.e. wash cloths or towels) - when pink eye is caused by a cold the droplets from a sneeze or cough can also spread it - incubation period *24-48 hours	- redness in whites of eye, scratchy feeling or pain in eye, swollen eyelids - watery or yellowish discharge; eyelids often stick together	assume contagious until diagnosed	- exclude from child care and school until child has seen a doctor, nurse practitioner or pharmacist - for bacterial causes, exclude for 24 hours after the start of appropriate antibiotic
Strep Throat/Scarlet Fever (group A streptococcus bacteria)	- contact with secretions from the nose or mouth of an infected person (i.e. sneezing, coughing) - incubation period *1-3 days	fever, very sore throat, headache, swollen glands, trouble swallowing, nausea, sore stomach, red throat if scarlet fever, can have sandpaper-like rash	10-21 days or until 24 hours after starting appropriate antibiotic treatment	exclude from child care and school for 24 hours after the start of appropriate antibiotic

* Incubation period = Time between contact with disease and start of symptoms

FACT SHEETS:

<http://healthunit.org/health-information/infectious-diseases/fact-sheets/>

MOHLTC Infectious Diseases Protocol 2022 www.health.gov.on.ca/en/pro/programs/publichealth/iph_standards/info/asp.asp

References:
Ministry of Health and Long Term Care www.health.gov.on.ca
Canadian Pediatric Society www.caringforkids.cps.ca
Leeds, Grenville & Lanark District Health Unit www.healthunit.org