



# PARENT HANDBOOK

*(Enrollment Terms of Agreement)*



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## PROGRAM STATEMENT

Trafalgar Oaks Child Care & Learning Centre's program philosophy follows an emergent curriculum approach, whereby the children's interests, needs and abilities guide the programming and subsequent learning and development that takes place in each classroom. Coupled with this approach is a longer-term goal to fully embrace and implement the approaches outlined in the Ontario Ministry of Education's *How Does Learning Happen? Ontario's Pedagogy for the Early Years* document, as we work to fully incorporate the four foundations of belonging, well-being, engagement, and expression into our daily practices. Trafalgar Oaks recognizes children as competent, curious, capable, and rich in potential, and we strive to deliver programming that builds upon children's strengths while simultaneously supporting their needs. Our curriculum and program development will be supported and guided through the implementation and monitoring of the following goals that the organization and all educators will adhere to.

## OUR GOALS

- To ***promote the health, safety, nutrition, and well-being of the children***. We are committed to providing an environment that promotes a place where children can feel comfortable and are supported to achieve self-help skills and actively explore their surroundings in a safe and stimulating way. Educators are competent through ensuring knowledge of each child's varying individual needs. The well-being of each child is valued in all aspects of our programming as we strive to nurture children's healthy development and support their growing sense of self through supportive adult relationships.
- To ***support the positive and responsive interactions among the children, parents, and educators***. In viewing children, families, and educators as competent, capable, curious, and rich in potential, we promote an environment in which positive interactions are available. We acknowledge that families are experts on their children who bring valuable contributions to their children's learning and deserve to be engaged in a meaningful way. Educators are viewed as knowledgeable, caring, and resourceful professionals who understand the children and families they work with. We strive to create an environment that welcomes families into classrooms, invites their perspectives, and offers opportunities for ongoing participation in their child's care.
- To ***encourage the children to interact and communicate in a positive way and support their ability to self-regulate***. We acknowledge that children are increasingly able to identify, monitor and manage stress levels and engage in strategies for self-regulation (e.g., of emotions, attention, and behaviours), and as such we strive to provide environments that accommodate children's varying



sensitivities and states of emotion. All educators are instructed on and adhere to our prohibited practices policy and use an approach towards behaviour guidance that lessens the focus on adults managing children's behaviour and encourages children to develop the capacity for self-regulation throughout their day. In our preschool programs, the Second Step early learning kit is available for implementation to help older children to recognize stressors and develop the ability to manage their emotional states.

- To ***foster the children's exploration, play and inquiry***. As a natural part of the emergent curriculum that we implement, inquiry through play and exploration is an ongoing process in all classrooms. The role of the educator is viewed as a co-learner alongside the children, rather than as the "expert", or the adult in control. Educators will lead, listen, and learn alongside the children, and will provide the necessary equipment and open-ended materials for exploration, play, and inquiry to occur. Alongside this approach, we value documentation of children's learning and experiences as a method for continued discussion and reflection of learning for children, their families, and educators.
- To ***provide child-initiated and adult-supported experiences***. Child-initiated activities are possible with the incorporation of choice into daily schedules and routines, which allows the children autonomy to decide, for example, which materials to use and how to use them, to be active or to rest, or which self-help skills they want to test and master. Educators will observe the children and use their observations to plan an inviting environment that allows for such choices to be explored by the children. Educators, alongside the children, will support these choices through encouragement of conversation (verbal or non-verbal) where children participate as both initiators and equal partners.
- To ***plan for and create positive learning environments and experiences in which each child's learning and development will be supported***. We strive to create warm and welcoming environments that are thoughtfully arranged to encourage and support the interests, ideas, and needs of the children. Through the implementation of a play-based, interest-based emergent curriculum, a rich and diverse selection of materials are provided and rotated as staff continually observe, question, and reflect on the ways they see the children engaging in play. We acknowledge that children thrive in spaces that invite them to investigate, imagine, think, create, solve problems, and make meaning from their experiences, and as such we strive to create spaces that contain interesting and open-ended materials that children can use in many ways.
- To ***incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and consider the individual needs of the children receiving child care***. Outdoor play is incorporated into the daily schedule (weather permitting), which may include activities on the adjacent classroom playgrounds or walks along the neighbourhood sidewalks and nature trails. Outdoor activities provide the necessary gross motor opportunities for development along with an opportunity to



connect with and explore the natural world. Opportunities for children to explore, care for, and interact with the natural world in both indoor and outdoor environments are available. Rest periods are scheduled in all classrooms, while staff are mindful of each child's unique needs and parental direction related to rest schedules.

- To ***foster the engagement of and ongoing communication with parents about the program and their children.*** Ongoing communication with parents is offered through multiple measures, which include regular in-person, phone, or email conversations, written and/or verbal daily records, SLACK app, and documentation of children's learning, including individualized portfolios that are accessible to parents. An annual parent-teacher night is scheduled to discuss each child's development; however, meetings can be held at any time as requested by parents. An annual curriculum night is held to acquaint parents with educators, promote and discuss the emergent curriculum and approach of Trafalgar Oaks, and answer any questions parents may have about the program and their children.
- To ***involve local community partners and allow those partners to support the children, their families, and educators.*** We view community partners as an integral part of a child's development when additional services and supports are needed. Additional support staff who work directly with children and/or support the role of centre staff may include but are not limited to resource consultants, speech and language therapists, occupational therapists, and program support services. We will work closely with families to direct them to the necessary resources within the community if necessary.
- To ***support educators in relation to continuous professional learning.*** We aim and aspire to recruit educators who are dedicated to professional growth and learning, and to cultivate an environment that fosters a desire for continuous professional learning. All educators complete a minimum of two professional development activities annually as part of a plan for goal setting that is developed and monitored in a supportive setting. The organization also strives to provide regular opportunities for staff to engage in discussion and critical reflection of pedagogy and practice. Our professional learning activities are shared regularly with families as an additional avenue to engage in discussion and reflection of our practices.



## OUR EDUCATORS

Trafalgar Oaks Child Care & Learning Centre is committed to selecting the best candidates when hiring new employees. Our team exceeds the required number of Registered Early Childhood Educators set forth by the Ministry of Education. All our staff, students and volunteers are required to have a current criminal reference check with vulnerable sector screening. Our staff are required to attend monthly meetings and ongoing professional development workshops. Additionally, all staff, volunteers, and students are trained in the Standard First Aid and CPR. Permanent staff also have their Food Handler Certificate.

Trafalgar Oaks Child Care and Learning Centre participates in guiding and nurturing college students within the ECE program. We also welcome parent volunteers. Full-time staff members provide consistent supervision, orientation, and mentorship. Students and volunteers are not counted towards the child-to-staff ratio and are never left alone with the children.

## CENTRE INFORMATION

Trafalgar Oaks Childcare & Learning Centre is a not-for-profit Early Learning Facility. We are governed by a Board of Directors comprised of community members who meet monthly. We are licensed under the Ministry of Education and follow the requirements set forth by the Child Care and Early Years Act. We are located at **300 River Oaks Blvd E, Oakville, Ontario**. The centre offers the following full-day programs:

**Toddlers:** 18 months - 30 months of age \$28.35/day (Base Fee)

**Preschool:** 30 months - 60 months of age \$26.93/day (Base Fee)

## CANADA-WIDE EARLY LEARNING AND CHILD CARE SYSTEM

**Trafalgar Oaks Child Care and Learning Centre is participating in the Canada-Wide Early Learning and Child Care System.** Our fees indicated above reflect the base fee reduction stipulated by this agreement. Additional (non-based) fees may be charged to parents as required. Fees will be identified as base and non-based fees throughout this document.

## HOURS OF OPERATION

Our operating hours are from **Monday to Friday, 7:30 a.m.- 5:30 p.m.** At the time of enrollment, parents must stipulate specific drop-off and pick-up times. These times are noted to staff our classrooms accordingly as we are required to meet the teacher-to-children ratios. Therefore, any changes to these times must be communicated to the



office in advance. Ministry of Education recognizes that a program that runs for a minimum of six hours is a full day.

### PROGRAM CLOSURES

Trafalgar Oaks Child Care and Learning Centre observes the following statutory holidays:

New Year’s Day	Family Day	Good Friday	Victoria Day
Canada Day	Civic Holiday	Labour Day	Thanksgiving
Christmas Day	Boxing Day		

**We close at 1:00 p.m. on Dec 24<sup>th</sup> and 1:00 p.m. on the 31<sup>st</sup>.** Any statutory holiday falling on a weekend is recognized on a Friday or Monday, respectively.

*The Centre will close for Professional Development days and inclement weather.*

### UNSCHEDULED PROGRAM CLOSURES

Trafalgar Oaks Child Care & Learning Centre will be closed for snow days. When the Halton Catholic District School Board and the Halton District School Board are both closed due to inclement weather, we are also CLOSED. The Director will notify all families of the closure by EMAIL and SLACK before 6:30 a.m.

If severe weather is expected during the day, this may prompt an early closure. The weather forecast will be reviewed by 6:30 a.m. and based on the current model, we will provide a specific time for early closure. The weather will be monitored, and should there be any changes in the forecast, we will adjust the time accordingly. This may result in cancellation of the early closure or a request to pick up as soon as you can safely do so. We will communicate by EMAIL and SLACK and therefore families will need to monitor these platforms for updates.

The Centre may also be closed due to other emergencies such as no hydro or water. Under these circumstances, we are required by the Ministry of Education to close immediately. Parents will be notified to pick up their children when these situations arise.

**The safety of all our staff and families is our top priority and all decisions about the closure are FINAL.**

### REGISTRATION & ADMISSION

Spaces are filled continuously. Parents complete a Child Registration Package at the time of enrollment. The package includes a Registration Form, Record of Immunization, Consent Form, Financial Agreement, and Direct Debit Agreement. **A \$70.88**





**registration fee (base fee) and a deposit of \$400 must be submitted together with the Registration Package to complete the enrollment process. These fees are non-refundable.** The deposit is considered a base fee and is credited to your account. Registration fee is waived for families who are enrolling additional children if they have another child currently enrolled.

## CHANGE IN REGISTRATION INFORMATION

Please notify the office immediately of any changes in registration information. The accuracy of this information is vital to the safety and well-being of each child.

## FEE PAYMENT POLICY

Base Fees are paid in advance of care received. All families are required to enroll in our Pre-Authorized Payment program upon registration. Base fees are billed monthly. Each month's fee will vary on the number of days the Centre is in operation. The daily rate established reflects a standard 9.5-hour day for child care. **A \$45 administrative fee (non-base fee) is applicable for all non-sufficient funds payments.** Habitual NSF occurrence is grounds for termination of childcare. Year-end childcare tax receipts will be issued by February 28<sup>th</sup> of each year and will be available for pick up at the centre.

## ABSENCE FROM CARE

Refunds for fees will not be processed for the following: statutory holidays, missing days, vacation, sick days, or inclement weather closures.

## FINANCIAL ASSISTANCE

Trafalgar Oaks Child Care & Learning Centre has a Purchase of a Service Agreement with the Region of Halton. We accept children into the program who require childcare subsidy. **For more information on financial assistance and to inquire about eligibility, please contact the Region of Halton directly at (905) 835-6000.**

## LATE PICKUP POLICY

Our hours of operation are from 7:30 a.m. to 5:30 a.m. **All parents are required to arrive to pick up their children no later than 5:25 p.m. to allow for departure by 5:30 from the building.** Parents failing to depart with their children by 5:30 will be required to sign a late form. Out of respect for our educator's time, Trafalgar Oaks Child Care and Learning Centre has a late fee policy in effect. **Our late fee is levied at a rate of \$15 (non-base fee) for every 5 minutes or part thereof.** The late fee payment will be added to the next billing cycle. We will be contacting Halton Children's Aid Society for consultation by 6:00 p.m. if we have not heard from either parent/guardian. The late



pickup policy is for parents who are late due to unforeseen circumstances. Families who are late more than three times will be asked to find alternate care for their child.

## WITHDRAWAL FROM CARE

A minimum of six weeks written notice is required to withdraw from any program or six weeks of fees will be paid instead of notice. For program consistency and administrative purposes, notice of withdrawal must have the last day ending on a Friday and all notices and dates are final. Trafalgar Oaks Child Care & Learning Centre reserves the right to terminate any child from the program. See Program Director for further details.

Children who are eligible for kindergarten in the Fall will not be enrolled at Trafalgar Oaks past the final billing date in August, regardless of the day of the week it falls on. Those requesting an extension can speak with the Program Director to check on availability.

## WAIT LIST POLICY

A wait list is maintained at Trafalgar Oaks Child Care & Learning Centre for all age groups: toddler and preschool. The Program Director manages the wait list by classifying all requests by age of child, group, date of requests and date toured/contacted the Centre. Children are admitted into the program in the order of the date that they toured/ contacted the Centre. Current staff and families are given priority for enrollment, regardless of their status on the waitlist. There is no fee to be on the wait list. See Appendix B for our full Wait List Policy.

## FIRE DRILLS AND EMERGENCY EVACUATIONS

Trafalgar Oaks Child Care and Learning Centre has emergency management policies and procedures in place. The Centre is prepared for a lockdown emergency. Adult accessible locks are on each classroom door as well as blinds on all windows. Fire drills are conducted monthly under the CCEYA regulations. Children must be appropriately dressed in hard-soled footwear. Fire drills are done regardless of weather conditions.

**In case of a serious fire, children are evacuated to the designated emergency shelter. Our emergency shelter is the Holy Trinity Croatian Church located on the north side of River Oaks Blvd and Trafalgar Rd.** The following procedure will be implemented:

- Parents and emergency contacts are notified via email and followed up individually by phone.
- An evacuation notice is posted on the front door. Information will include evacuation location, time of departure and a contact number.



- Educators and children evacuate to the Holy Trinity Croatian Church.
- Educators are required to stay at the emergency location until all children have been picked up by their parents or emergency contacts.

## PARENT COMMUNICATION

Trafalgar Oaks believes that strong and open communication is the key to building successful partnerships between educators and parents. We use the Slack messaging app to connect with families. Through this app, we showcase your child's learning experiences in their classroom environment. Parents are invited into their child's specific classroom channel and can view the messages, videos, photos, and program details. Channels are by invitation only and access is private. Access to the centre-wide channel is also available for general messages for all families. Parents and teachers can also communicate directly through direct messages. Participation in this communication tool is mandatory for all children enrolled.

Each classroom also has its email address as well as its phone extension. When parents have concerns or questions, they use any of these communication tools as well as in-person communication during drop-off and pick-up times. Each class is very busy throughout the day, and parents mustn't phone the class between lunch and nap times as this is the biggest and busiest transition of the day. Please speak with your child's educator at specific times.

We encourage all parents to be involved in their children's experience at school. Parents are welcome to volunteer and participate in all special events hosted by Trafalgar Oaks. Please speak to the Program Director regarding our parent volunteer program.

## TRANSITION FROM HOME INTO THE CENTRE

Having separation anxiety is a normal stage of development. Each child can experience it differently from others. We have an excellent team of dedicated educators who are competent and are prepared to help. They comfort and reassure children and help them identify their feelings and emotions while providing support during the transition process.

We recognize and understand that separation is also difficult for parents. After parents leave the classroom, please refrain from coming back in to comfort your crying child as this can be more confusing for them and will prolong anxiety.

We require all children and families to participate in a **one-week routine-based transition**. This ensures that each child has an opportunity to successfully transition into their classroom. Classroom routines and transition times (going from one routine activity to another such as playtime to lunchtime) can be overwhelming. Children strive



in environments where they can anticipate what will happen next. A routine-based transition allows children to participate in one or two classroom routines on one day and add another routine the next day and so forth until they experience a full day.

Consistency is key to a successful transition. This starts by ensuring that drop-off times in the morning and pick-up times in the afternoon are always at the same time. Please speak to your child's educators for the specific pick-up times as every class has their daily schedule.

If your child's start date falls on a statutory holiday, the routine-based transition period will begin on Day 2 after the holiday. A second orientation visit will be arranged before your start date. This will serve as Day 1 of the transition period.

#### Routine-Based Transition Timeline

- DAY 1: The child stays until before lunch (your child will participate in indoor and outdoor program time)
- DAY 2: The child stays until after lunch (your child will participate in indoor and outdoor time and lunch)
- DAY 3: The child stays for naptime (your child will participate in indoor and outdoor time, lunch, and nap)
- DAY 4: The child stays for an afternoon snack (your child will participate in indoor and outdoor time, lunch nap and afternoon snack).
- DAY 5: The child stays until the regular pick-up time.

## SAFE ARRIVALS

Parents must escort their children directly to the classroom door where one of our educators will receive them and get them ready for the day ahead. The Centre will not be responsible for children who walk into the Centre without a parent escort. Parents must notify their child's educators before 10 a.m. if they will be absent for the day. Upon registration, parents are required to specify their drop-off and pick-up times and parents are expected to adhere to this. This ensures that all children are accounted for under our Safe Arrival and Dismissal Policy (Appendix C).

**For children to fully benefit from the program, parents must drop off their children no later than 10 a.m.** Late arrivals do not allow children to transition themselves into the program for the day. It disrupts their routines such as lunch and nap and does not set them up for a successful day. **Children arriving after 10 a.m. will not be admitted into the program.**



## APPOINTMENTS DURING THE DAY

Appointments should be made at the beginning of the day or the end of the day. Children who have morning appointments must arrive at the Centre by 10 a.m. Picking up children during naps disturbs their sleep. Early pick-up must be done before or after the rest period. Parents must notify their child's educator regarding late drop-off or early pickup. *Double drop-off* is not permitted as it is very disruptive for the child and the rest of the class. When children are picked up in the middle of the day, they are not permitted to return until the next day.

## SAFE DISMISSAL

Parents, guardians and/or authorized must alert an educator when they are picking up a child from their class. Parents must notify educators when an unusual person such as a grandparent or other adult is picking up their child at the end of the day. Educators will not release children to anyone other than those indicated on the child's registration form. Some authorized adults may not be familiar with our staff therefore, an ID may be required. The roundabout is only for quick drop-offs and pickups. Please use the parking lot located in front of the main door if pick up and drop off will take longer.

## INCLUSION

Trafalgar Oaks Child Care & Early Learning Centre believes that all children and their families should have an opportunity to participate in high-quality early learning and childcare. We believe children develop to the best of their ability if they have a positive, nurturing, and secure environment that promotes physical, social, emotional, and intellectual growth. For children entering our program for the first time, we follow a three-month observation guideline that allows our educators to get to know the children's skills. If there are any developmental concerns, we work in partnership with families and community agencies to ensure children of all abilities are integrated successfully into our Centre.

## PROGRAM SUPPORT

We strive to serve all children, but sometimes our regular program cannot meet a child's individual needs. If a child is demonstrating behaviour that causes concern, educators will inform parents and discuss the actions that were taken to manage or curb the behaviour. Through careful collaboration, parents and educators will look at possible reasons that cause these behaviours and ways to manage them. Educators will start a written record of behaviour which outlines all the pertinent details of the situation.

On some occasions, educators may request the parents' permission to consult with the Resource Consultant from the Region of Halton regarding their child. When further



actions are necessary, in consultation with the director, or at a parent's request, a meeting will be held between the educator, Director, parents, and RC. As a result of this meeting, an Individual Support Plan (ISP) may be developed to be implemented in the classroom. This plan will have clear and measurable goals, and timelines for execution. It is designed to help the child succeed in their current program. It will also describe the role parents and educators play in helping the child achieve their goals.

If parents do not cooperate with the plan in place, they may risk having the child withdrawn from the program.

## TERMINATION OF SERVICES

Trafalgar Oaks Child Care and Learning Centre reserves the right to terminate its services at its discretion, immediately and at any time, without notice. Examples of reasons may include but are not limited to if the child continually shows signs of aggression, for recurring late payment of fees, for non-payment of fees, for failure to comply with the Parent Code of Conduct, and/or if it is felt that the Centre is not meeting the needs of your child.

## PROHIBITED PRACTICES

Trafalgar Oaks Child Care & Learning Centre's Behaviour Guidance Policy is designed to help children become independent and caring by learning self-control, and decision-making skills, and to take responsibility for their actions. We believe that all children are unique individuals and therefore should be treated with the same respect that we, as adults, expect. Our goals are to help children develop positive self-esteem and respect for themselves and the rights of others. We also teach socially acceptable ways of expressing their needs and feelings. This is accomplished through positive guidance and love.

Prohibited practices are:

- (a) corporal punishment of the child;
- (b) 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;
- (c) 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;



(d) 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;

(e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) inflicting any bodily harm on children including making children eat or drink against their will.

## OUTDOOR PLAY

In compliance with the CCEYA, all children in the toddler and preschool age groups are required to play outside for 2 hours daily, weather permitting. Parents must ensure that their child is dressed appropriately for the weather.

***Due to ratio requirements, children who are not able to participate in outdoor activities due to illness cannot be accommodated indoors in other programs. Children should only return to care once they recover from illness and can fully participate in the program.***

## ENHANCED PROGRAMS AND OFF-SITE ACTIVITIES

Trafalgar Oaks Child Care is also a Learning Centre that provides additional learning programs for children. These programs include Music, Language, Literacy, Art, and The Kindergarten Readiness Program. Enhanced Programs are offered at specific times during the year and typically are delivered in the morning. To maximize children's active participation and engagement, parents are required to drop off their children before the program's start time. Parents will be notified ahead of time when the programs are being implemented. If families arrive while the program is in session, parents must wait until the program ends to drop off their child to eliminate disruptions to the program.

Currently, there are no additional fees to participate in these programs. Programs offered are reviewed by our Board of Directors on an ongoing basis. A nominal fee may be charged to families when needed. Parents will be notified six weeks before the implementation of these fees. This Program Enhancement fee is part of the financial agreement that every family signs upon enrollment.

Preschool classes go on occasional neighbourhood walks. Consent forms are completed upon enrolment as part of the registration package. On some occasions, the preschool classes go to the local splash pad. This is within walking distance of the Centre. A separate permission form is required, and this will be signed when specific details are shared.



## TRANSITION TO THE NEXT AGE GROUP

Trafalgar Oaks has limited flexibility in moving children to the next age group. We are regulated by the Ministry of Education and are required to adhere to the terms and conditions of our license (i.e., Age groupings). If a child reaches the age to transition to the next age group but the space is unavailable due to full enrollment, the teachers adjust the program to accommodate the developmental needs of the child. This will be done by small group programming where the older children in the room will be grouped until the space opens in the next age group. Each child shows signs of readiness at different times. We do our best to meet each child's needs as they get ready to transition to the next age group. When it is time for a child to move up to the next age group, parents are given a written notice of the transition indicating a start date.

## MENU

A four-week rotational menu is posted on the information board near the elevator. We offer a spring/summer and fall/winter menu. We strive to provide a menu that is healthy and child-friendly while encouraging children to explore a variety of different flavours. Families can choose between a vegetarian menu or a regular menu. A morning snack, hot lunch and afternoon snack are provided. Snacks are provided by the Centre while our hot lunch is catered through Wholesome Kids Catering. If catering arrives late, we will ensure that healthy alternative meals are provided.

***THE CENTRE DOES NOT CATER TO INDIVIDUAL FOOD PREFERENCES.***

## FOOD FROM HOME

Due to the increasing prevalence and serious nature of food allergies among young children today, Trafalgar Oaks Child Care & Early Learning Centre does not allow outside food, including breakfast items. In cases where a child's food allergies are so complex that meals and snacks provided by the Centre and the caterer cannot meet the child's needs, parents will be asked to supply their food. All food items must be peanut/nut-free. Parents need to provide written instructions for the special diet. All food items must be labelled with the child's name and all ingredients must be clearly stated. *Where food is provided from home for a child, appropriate supervision is maintained so that food is not shared or exchanged.*

## Birthdays Parties

Children are permitted to bring in a special treat for birthday parties or other special occasions. The following criteria must be met:

- Products must be store-bought, in the original unopened package.
- Products must be nut/peanut-free and cannot contain any traces of nut products.





*Homemade food products are not permitted. Educators are unable to determine the contents of the treats and whether the ingredients have been in contact with common allergens that are prohibited in the centre such as peanuts.*

Educators will review any special treats brought into the Centre upon arrival to ensure the above criteria are met. We strongly encourage parents to bring non-food items to celebrate their child's birthday at the centre (i.e., party hats, etc.)

## SICK POLICY

The health and well-being of all children and educators is our primary responsibility. Reducing the spread of illness is imperative for everyone's safety. Parents should speak directly to their child's educator when they have concerns about their child's health. When educators are better informed, they can monitor the child's activities throughout the day and react appropriately to their needs. Trafalgar Oaks abide by the exclusion policies and recommendations set forth by Halton Region Public Health. Children need to be excluded from care when they display symptoms of common ailments. When children develop symptoms while in the program, parents will be notified, and pickup arrangements will be made. Please refrain from administering symptom suppressant medication such as Tylenol and Advil before bringing them into the Centre.

The exclusion periods stated below are a general guide for illnesses. Trafalgar Oaks Child Care and Learning Centre reserves the right to implement a longer exclusion period for common ailments when a significant number of children fall ill with similar symptoms. This is to ensure that we mitigate the risk of further spreading illnesses to children and staff.

What does the 24 or 48-hour exclusion mean?

- The exclusion period is from the last episode of diarrhea or vomiting or after the fever breaks. It is not from the time they were sent home.
- If your child's fever disappears as soon as you get home, continue to monitor them as symptoms can return within 48 hours.
- Children will not be accepted back into the program before the full exclusion period ends. If 24 or 48 hours is after our 10 a.m. drop-off policy, children cannot return until the following day.
- Exclusion periods can change based on the recommendation of Halton Public Health or at the discretion of our Management Team. Your child's educator will guide you on the current exclusion period to abide by.



## COMMON AILMENTS IN CHILDCARE SETTINGS:

### Diarrhea

When a child has one episode of loose stool and does not display any other symptoms (i.e., no fever, nausea, or vomiting), they will be monitored for the rest of the day and parents will be notified at pick up. The child can return the following day if they do not experience another episode at home. Parents will be notified to pick up their child when more than one episode of loose stool occurs on the same day. Children who display other symptoms (i.e., elevated temperature, vomiting) with one episode of loose stool will need to be picked up immediately. The child can only return to the Centre 48 hours after the last episode of diarrhea and no other symptoms of illness are present.

### Vomiting

When one episode of vomiting occurs, staff will assess the child for other symptoms (i.e., change in behaviour of the child, fever, diarrhea, pain, etc.). Parents will be notified immediately for pick up. The child can only return to the Centre 48 hours after the last episode of vomiting and no other symptoms of illness are present.

### Fever

Fevers are very common in children and are a sign that their body is fighting an infection. When a child has a fever, parents will be notified immediately to pick up. Children can return to the Centre after they have been fever-free for 48 hours without the use of any fever suppressants (i.e., Tylenol).

Procedures at the Centre when a child has a suspected fever:

- Educators will take an inner ear thermometer reading every 10 minutes for half an hour. Educators will take the child's temperature with two different thermometers to ensure accuracy. If the fever reading is consistent or climbs, the management team will be notified. The teachers will call parents to pick up their child.
- Educators will take the child's temperature in front of the parents at pick up.

### Conjunctivitis (Pink Eye)

Any child with a suspected case of Pink Eye needs to seek medical attention immediately. A child with a confirmed case of Pink Eye will be required to be on antibiotics for 24 hours before they can return to care.

### Skin Rash

When a child displays an unexplained skin rash, parents will be notified. The Program Director or designate will determine if a child needs to be excluded from the program and seek medical attention. Parents are encouraged to communicate with their child's educators at morning drop-off regarding their child's skin rashes.



### Head Lice

Although head lice do not pose any health risks, educators will monitor and observe the class for any signs of head lice. If head lice are observed on a child, parents will be notified immediately for pick up. Children must be free from lice and nits before returning to the program. Educators will check the child's head upon their return. If any nits or lice are found, the child will not be admitted into the Centre.

## ACCIDENTS

Despite our staff's best efforts to provide a safe and nurturing learning environment for all children, accidents do occur from time to time. An incident report will be completed by staff when a child gets hurt while in the program. Parents will sign the Centre's copy and they will be provided a copy for their records. All incident reports will be filed in the child's file. When a serious incident occurs that needs urgent medical attention, parents will be notified immediately. Parents will be informed to pick up their child or to meet the Director or designate at the emergency facility. If parents cannot be reached, staff will notify the child's emergency contacts.

### Head injury

Head injuries are common in children. It can be mild like a bump on the head, or more serious, like a concussion. In most cases, head injuries are mild and do not need medical attention. When a child receives medical attention for a head injury that occurred in the Centre or at home, they must be kept at home for a minimum of 24 hours for observation.

## MEDICATION

The Ministry of Education strongly suggests that all medication is administered at home. Non-emergency, "routine medications" can be modified so that families can administer medication in the morning and the evening. Only **emergency life-saving medication** such as epinephrine, and asthma inhalers will be administered. Non-prescription emergency medication will be considered on a case-by-case basis.

## CHILDREN WITH MEDICAL NEEDS (NON-ANAPHYLACTIC)

Children with medical needs whether acute (severe and sudden in onset and requiring treatment i.e., asthma, seizure) or more chronic i.e., diabetes, cystic fibrosis, and requiring additional support, accommodation or assistance require their individualized plan. All individual medical plans will be developed in partnership with the child's parent/guardian.

## ANAPHYLAXIS

Anaphylaxis is a severe allergic reaction that can be caused by foods and/or other substances. Education and awareness are key to keeping children with potentially life-threatening allergies safe. Our educators are trained and qualified to administer an auto-injector (Epi-pen).



An Emergency Plan will be developed between the parents and the Management Team at the time of registration. Detailed information about their child's known allergens, signs and symptoms of an allergic response and the steps to take in an emergency. Parents must provide the Centre with two valid auto-injectors. If the medication has expired, the child will not be able to attend the program until it has been replaced.

## SUN SAFETY

Trafalgar Oaks Child Care & Early Learning Centre recognizes the dangers of sun exposure to young children. The following steps are implemented for children's protection:

- Children must wear sunhats during outdoor play.
- Parents are required to apply sunscreen on their children before dropping off.
- Parents provide their child's sunscreen and educators will reapply sunscreen before afternoon outdoor play or as needed.

## DIAPERING

Cloth diapers require more handling than disposable diapers. Micro-organisms that cause diseases are everywhere including body fluids such as urine and stool. Due to their presence, Trafalgar Oaks takes appropriate precautions when changing diapers. Improper and unnecessary handling of soiled diapers increases the risk of contamination and the spread of disease among children and staff. To prevent disease transmission and proper infection and prevention control practices, we do not allow cloth diapers in our Centre.

## PARENT CODE OF CONDUCT

Trafalgar Oaks Child Care & Learning Centre has created a policy to ensure that there are clear standards of behaviour that apply to **all** individuals involved in our organization. All members of the Organization's Community are to be treated with respect and dignity, free from any form of harassment or discrimination (Harassment & Discrimination Policy C.4.1).

Our expectations extend to those of parents and visitors. Unsociable behaviour is not acceptable, and adults have the responsibility to act as models of good behaviour. Aggressive, demeaning, or derogatory behaviour will not be tolerated.

Examples may include but are not limited to:

- Humiliating or Embarrassing Educators in private or in front of others
- Argumentative/Confrontational conversations
- Demeaning, Derogatory, or Insulting comments
- Harassment and Intimidating Behaviour in person, over the phone, written, email, or posted on social media.
- Foul Language



Inappropriate behaviours or bullying of any kind towards educators, parents, visitors, or children will result in immediate intervention, not limited to expulsion from the Organization. Trafalgar Oaks Child Care & Learning Centre's Parent Issues and Concerns policies and procedures address the process parents are expected to follow.

## PROCESS FOR EXPRESSING CONCERNS/COMPLAINTS

The Centre welcomes suggestions on how to better improve the program. We expect parental concerns to be resolved quickly through an informal approach to the appropriate staff member. Conversations like these will be done through phone, SLACK, email, or a scheduled meeting in person or via Zoom. We want to ensure that there is undivided attention and sufficient time given to address the concern. Approaching educators while in the program can be perceived as confrontational which goes against our Code of Conduct. If the matter remains unresolved, the Parent Issues and Concerns Policy and Procedures will be followed. Please see Appendix A for full details.



## APPENDIX A

### **PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES**

#### **POLICY:**

The Centre welcomes suggestions on how to improve the program and gives serious attention to any concerns about the program, staff, and the environment.

It is anticipated that most parental/guardian concerns are resolved quickly by an informal approach to the appropriate member of staff either in person or by phone. If this does not achieve the desired result, the following conflict resolution procedure has been adopted to resolve such questions or concerns.

#### **PROCEDURE:**

##### **Parent/Guardian Conflict Resolution Procedure:**

1. Any parent/guardian who has a concern about an aspect of child care or program at the Centre must first discuss the concern with the appropriate member of staff such as the child's teacher.
2. If this initial approach does not have a satisfactory outcome, or if the concern recurs, the parent/guardian must then put the concern or complaint in writing, by email, or by phone to the Program Director. The Program Director will respond to the parent within 24 hours or as soon as information on the situation has been obtained from relevant sources.
3. The Program Director will investigate the complaint., When the investigation is completed, the Program Director will contact the parents/guardians to discuss the outcome and may arrange a meeting. The Program Director may arrange a follow-up call 2 weeks after the complaint is addressed to "close the file".
4. If the parent/guardian is not satisfied with the outcome of the investigation, they may request a meeting with the Chairperson of the Board. The parent/guardian should have a friend or spouse present if required. The Program Director shall be present at the meeting.
5. An agreed written record of the discussion is made as well as any decision or action to take as a result. All parties present at the meeting sign the record and receive a copy.
6. This signed record signifies that the procedure has concluded.



## APPENDIX B

### WAIT LIST POLICY

#### **POLICY:**

A wait list is maintained at Trafalgar Oaks Child Care & Learning Centre for toddlers and preschool. In accordance with the *Child Care and Early Years Act, 2014*, Trafalgar Oaks Child Care & Learning Centre does not charge any fees to place a child on a wait list for care.

**Note:** It is important to realize that being on the wait list does not guarantee that the family will be offered a space in the program and/or in the timeline they requested, therefore we recommend families sign up with several other Centres as well.

Should there be a change in contact information, it is the parent/guardian's responsibility to contact the Program Director informing them of the change.

#### **PROCEDURE:**

1. The Program Director manages the wait list by categorizing all requests by age of child, group, date of request and date toured/ contacted the Centre. A tour must be completed prior to joining the wait list to ensure that the Centre is a "good fit" for the family. Fit determination will be discussed at the time families are added to the list.
2. Current staff and currently enrolled families have priority for enrolment regardless of their status on the wait list. The Second priority is past families.
3. For families who have multiple children, each child must be registered separately and will have their individual place on the wait list.
4. When a spot has been offered, families must submit a completed registration form and deposit within 24 hours to secure their child's enrollment. Failure to submit a payment and registration form will forfeit the available spot and families will be placed at the end of the waitlist.
5. For families that decline the offer, however, choose to remain on the waitlist, they will be placed at the end of the waitlist. They must visit the Centre in person to discuss suitability.
6. For families who cannot be accommodated in the month they requested they will be automatically removed.
7. Families wishing to stay on the wait list after they were not accommodated for the month, they requested must visit the Centre in person. They will be kept on the waitlist for an additional three months after which they will be removed if a spot has not become available.
8. Families requesting to stay on the waitlist beyond the three month extension, will be added to the bottom of the list.
9. Upon request and in accordance with the Centre's **privacy** and confidentiality policies, potential families will be advised where they are on the wait list based on the month, they are requesting their child care to commence.
10. Families are removed from the wait list for the following reasons:
  - a. A child is removed once he/she is no longer age-appropriate to attend the program.



- b. The family requests to be removed.
- c. There was no spot available on the month requested and the family has not made any indication to stay on the waitlist.
- d. Families had requested to stay on the waitlist for an additional three months, but a spot has not been available during that time.

## APPENDIX C

### SAFE ARRIVAL AND DISMISSAL POLICY

#### **PURPOSE:**

Trafalgar Oaks Child Care and Learning Centre has created a safe arrival and dismissal policy that will provide educators, students, and volunteers with a clear understanding of their roles and responsibilities in ensuring the safe arrival and dismissal of children receiving care.

This will include what steps will be taken when a child does not arrive at the Centre as expected, as well as steps to follow to ensure the safe dismissal of children.

#### **SAFE ARRIVAL PROCEDURES:**

Trafalgar Oaks Child Care and Learning Centre is not responsible for children who walk into the Centre without a parent/guardian escort.

1. Parents/guardians must walk their children directly into the classroom where one of our educators will receive them. The child will be signed into the classroom attendance record.
2. Parents/guardians must notify the teachers via phone call, email, or SLACK if their child will not be attending for the day. This can be done the day before or in the morning, prior to 10 am. Parents/guardians must drop off their children no later than 10 am.
3. After 10 am, parent/guardian #1 will be contacted by phone and SLACK if they have not notified their child's educator of their absence. Parent/guardian #2 will subsequently be called when parent/guardian #1 does not respond. Where voicemail is available, educators will leave a detailed message.
4. Emergency contacts will be called if a child's absence cannot be confirmed by contacting parents/guardians.
5. Once the child's absence has been confirmed, educators will document the child's absence on the attendance record. The classroom logbook will document any additional information about the child's absence.
6. Where all reasonable efforts to contact the child's parents/guardians and emergency contacts have not been successful, the Children's Aid Society (CAS) will be called.





## **SAFE DISMISSAL PROCEDURES:**

### **Releasing a child from care**

Trafalgar Oaks Child Care and Learning Centre will ensure that any child receiving care at the Centre is only released to the child's parent/guardian or an individual to whom the parent/guardian has provided written authorization the Centre may release the child to. The Centre will not release any children from care without supervision. Where the educator does not know the individual picking up the child:

- Confirmation will be made with another educator ensuring that the individual picking up the child is the child's parent/guardian/authorized individual.
- Where the above is not possible, the parent/guardian/authorized individual will be asked to present photo identification to confirm their information against the names on the child's information sheet.

### **Where a child has not been picked up as expected (before the Centre closes)**

1. Where a parent/guardian has previously communicated with educators a specific time or timeframe that their child is to be picked up from care **that is different from their regular pick-up time** and the child has not been picked up, the educators will call the parent/guardian and advise them that the child is still in care and has not been picked up.
  - Where educators cannot reach the parent/guardian, educators must leave a voicemail message and send a message on SLACK.
  - Where the individual picking up the child is an authorized individual and their contact information is available, the educator will contact the individual to confirm pick-up as per the parent/guardian's instructions.
  - Where educators have not heard back from the parent/guardian or authorized individual who was to pick up the child, the educators will wait until the Centre is closed and then proceed with the procedures under "Where a child has not been picked up and the Centre is closed."

### **Where a child has not been picked up and the Centre is closed:**

1. If the Centre has not been notified regarding a late pick-up, educators will call the parents/guardians and advise them that the child is still in care and inquire their pick-up time.
2. In the case where the person picking up the child is an authorized individual; the educators will contact the individual and advise them that the child is still in care and inquire about their pickup time.
3. If educators are unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the educators will contact the emergency contacts indicated in the child's file.
4. Where the educators are unable to reach the parent/guardian or any other authorized individual listed on the child's file by 6 p.m., the educators will proceed with contacting the local Children's Aid Society (CAS) at **(905) 333-4441**. Educators will follow the CAS's directions concerning the next steps.