

<b>STATEMENT of POLICY and PROCEDURE</b>			
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Passed by:	Eden Daycare Inc. Board of Directors		

**PROGRAM STATEMENT**

Eden Daycare Inc. follows “How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014)” as the guiding document under the Child Care and Early Years Act, 2014.

We strive to be organized around the foundations of belonging, well-being, engagement and expression in children where the goals and expectations integrate the six guiding principles of ELECT (Early Learning for Every Child Today).

Some of the other Ministry documents Eden refers to and implements in its programming are: Ontario Early Years Framework, Think Feel Act: Lessons from Research about Young Children.

Eden Daycare uses a play-based learning approach to create the best environment for children to learn and grow. Our environment consists of age appropriate materials, toys and equipment. At Eden we follow the lead of the children and provide activities that support their overall development and use observations to guide our planning. Play-based learning allows children to learn in a way that is most appropriate for them. Each child may choose to pursue activities of their own interest, giving them the opportunity to be creative and innovative as they learn.

**CHILDREN ARE COMPETENT, CAPABLE, CURIOUS AND RICH IN POTENTIAL**

Eden Daycare strives to implement flexibility in our programming so that each child can realize their full potential by indulging their capabilities and curiosities. They can try new things and explore new ideas, all while learning and developing at their own pace.

**Independence and self-reliance:**

Our physical set-up meets a child’s need to become independent and self-reliant by allowing free choice of play materials, and with the exception of routines, free use of these materials within limits. Materials consist of objects that can encourage representation and allow children to gain awareness of the world around them.

Cubbies, tables, toy shelves, toilets, etc. are all at the child’s level. The children are encouraged to be self-reliant in routines such as dressing, toileting, washing, eating, and tidying up their playthings. At lunch children have the opportunity to serve themselves lunch, pour their drink and scrape their plate. Lunch happens in a family setting where children and adults can have conversations and children have the ability to explore independence. An adult is available for assistance when needed, but the child is made to feel responsible for the job at hand.

**The initiative, imagination, and courage to face the situation:**

The creative part of the program is planned to meet a child’s need to develop initiative, imagination and the courage to face situations. The child is given no set patterns to follow when working with paint, paper, playdough, markers, or any creative media; the children may use these materials the way they wish. Creative materials are always available and children are encouraged to explore freely at different times of the day.

Dramatic toys (doll centre, blocks, puppets, etc.) stimulate the child's imagination. Using these toys, the child enjoys role-playing, building houses, roads, etc. No one tells him/her what must be constructed. Children are encouraged to take on other roles and use the materials to represent what they see in the world. Children are given materials that can spark interest and encourage ideas to be extended and enriched. In our dramatic centre we have clothing, pots, pans, utensils, bags, and other household materials to encourage children to represent their play and continue to take on other roles. These materials change based on the children's interests and developmental needs.

In the block area children are not just learning about building towers, we encourage children to explore properties of measurement, numeration and probability. With our integrated play-based philosophy children are learning concepts that reflect on high order thinking and problem solving strategies. With scaffolding and adult support children can explore properties that can extend and enrich their individual interests. (measuring their bodies with nonstandard materials and comparing to standard forms of measurement)

We provide an environment that allows children to explore their surroundings and fosters curiosity. Our outdoor play space is available as an extension of our rooms and can be used as an alternate play space if ratio allows in addition to our regular outdoor play times. In addition to an environment conducive to play-based learning, Eden Daycare provides a safe, caring and healthy environment for our children. We strive to ensure that children feel like they belong, making friends and interacting with their teachers. We provide activities that foster ideas of belonging. These activities are based on diversity and encourage cultural exploration. We do this through storytelling, music, hands on planned activities and special field trips or visitors.

We understand that each child's development differs and that factors such as family, community and life experiences influence it. In each case, we aim to integrate all areas of the child's development into our program in an all-inclusive way.

Our goals for children, consistent with the Ministry of Education pedagogy, include the following:

- Every child has a sense of **belonging** when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and **well-being**.
- Every child is an active and **engaged** learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who **expresses** himself or herself in many ways.

To foster learning and support children's interests, Eden offers a variety of daily activities such as language and physical, literacy, numeracy, music, outdoor play, science, nature, technology, rest time, blocks (fine motor and gross motor) and creative arts.

Our programs are intended to:

- encourage children to interact and communicate in a positive way and support their ability to self-regulate
- foster the children's exploration, play and inquiry
- provide child-initiated and adult-supported experiences
- offer opportunities to create relationships with others in the program

For children with special needs, refer to Eden's Integration and Inclusion Policy.

## **HEALTH, SAFETY, NUTRITION AND WELL-BEING OF CHILDREN**

Early years sets the foundation for children's health and well-being.

**A sense of closeness and belonging:**

The staff are educators who are consistent and gentle. Each child is given individual attention during the day and special attention should he/she need it. Each group is comprised of children his/her own age plus those a little younger or a little older but developmentally at the same stage. The child feels comfortable and valued. We support positive, responsive interactions between children, parents and educators.

**Health and safety:**

Health and safety of adults and children is extremely important to us. Eden Daycare Inc. meets and strives to exceed all health and safety requirements of the Ministry of Education and local government bylaws. We do this through health and safety checks of the indoor and outdoor play spaces. Children can rest in the afternoon or are allowed quiet time if they choose not to nap. This information is also presented in our Parent Policies.

**Nutrition:**

Eden Daycare Inc. follows Canada's Food Guide to develop menus. The menus are reviewed by a registered dietician. Menus can be viewed on the parent communication board and on our website. We accommodate dietary or religious food requirements for children in our program.

**RELATIONSHIPS AMONG CHILDREN, FAMILIES, STAFF AND COMMUNITY PARTNERS**

Eden Daycare Inc. works with families and children as a team. We foster collaborative and co-operative relationship between children and the adults. We believe that relationship of trust is the basis of a good foundation. Parents and educators need to work together in order for the children to meet their maximum potential. We promote a sense of belonging for children and their families in our programs. We do this by modeling positive communication and joint partnership with families. We use weekly communication log books and daily feedback. Staff model appropriate ways to resolve conflicts, encourage problem solving strategies and develop responsibility while expanding social skills. In time children will develop these skills and be better equipped to deal with daily conflicts independently and allow children to be self-reliant and capable. Eden Daycare Inc. is committed to working collaboratively with all of our community partners to meet the best interest of the children and their families.

**POSITIVE SELF-EXPRESSION, COMMUNICATION AND SELF-REGULATION**

Eden's inclusive programming leads to children's sense of belonging. Progressive learning environments and practices, focused on play-based learning, encourage children's self-expression, communication, self-regulation and their ability to deal with stress. As they learn how to remain and return to a state of calm in stressful situations, they are best able to control their emotions, pay attention, ignore distractions and understand the consequences of their actions. Staff model best practices and foster an awareness of their own ability to self-regulate their emotions.

**Trust in the world and people:**

Our staffs meet the child's need to develop and build continued trust as they build relationships with peers and adults. Our staff is cheerful and happy to see the children and families each day, they are consistent and reliable. Each staff follows the same principals and supports the daily drop off that is so valuable and important for the children's emotional and social sense of belonging. The day is conducted in a familiar pattern. Everything is planned following the child's lead and interest.

If this is the child's first experience away from home, he/she will find it to be an extension of their home.

**Self-worth encouraging each child to reach their maximum potential:**

Each child is an individual and treated as such. The group is small enough so that no child is overlooked.

The child is not rushed into an activity for which he/she may be unprepared. Routines are conducted by guiding small numbers of children from one activity to another; the child accomplishes each task at his/her own rate. At the end of each day the child leaves with a feeling of satisfaction.

### **Growing in language and cognitive skills:**

The program focuses on play-based learning where learning happens when children manipulate, explore and experiment. Purposeful play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking.

Play is responsive to each child's unique learning style and capitalizes on his or her instinctive curiosity and vision. Our plans are developed over a period of a week or two and planned to coincide with the interests of the children.

Puzzles used for spatial concepts, matching, sorting, seriation, and counting games are provided.

Science concepts are taught and a science table set up. Books are available. Stories, poems, songs, games and finger plays are used daily for language development.

Children articulate their ideas and use different languages to express them.

Eden Daycare Inc. respects, fosters, responds, supports and includes different cultures and languages. In our inclusive learning environments, we welcome children of all abilities. Inclusive learning environment in our programs is implemented by

- acknowledging diversity and valuing the culture and first language of all children
- environment that is accessible to each child
- recognize each child as unique and working with the families around their developmental needs

### **OUTDOOR ACTIVITIES**

Each day, weather permitting, each child enjoys two hours of outdoor activity unless a physician advises otherwise in writing. Learning to run, jump, climb, and take turns is a healthy way to participate in group activities while developing coordination and strength. Planned activities are available as an extension of the indoor play space. Indoor materials are brought outside to enrich and extend learning.

### **PARENT ENGAGEMENT AND COMMUNICATION**

Eden Daycare Inc. encourages and practices open communication with the families. We aim to foster outreach, engagement and communication with families about our program and their children's learning experiences. Communication books with learning stories are sent out every week. Sharing knowledge is integral to the success of your child. Respect, empathy, trust and honesty are core values in all our interactions with families. In addition to the daily interaction with program staff, we offer many opportunities for parent feedback and involvement—such as surveys, Newsletter on our website three times in a year, open houses, bi-weekly parent communication board, and parent interviews. We use parent input to improve our programs and services.

The partnerships with the families supports our program in many ways:

- helps meet the child's needs as families know their children best, and are the first and most powerful influence on learning and development.
- building a powerful relationship by understanding family structures, values, language and their culture.

### **COMMUNITY PARTNERS**

Eden Daycare Inc. is committed to involving and engaging local community partners in supporting children, families and staff.

Resource Staff from the Peel Inclusion Resource Services (PIRS) will assist, as necessary, in setting up and maintaining an appropriate program for each child with a special need.

Eden Daycare Inc. supports volunteers and students from the community and provides placement, training, learning opportunities and practical work experience, in the areas of programming and management. Volunteers and students on placement enhance the high-quality care and individual attention given to the children in the programs.

## **SUPPORTING STAFF IN CONTINUOUS PROFESSIONAL LEARNING**

Eden Daycare Inc. is committed to hiring, training and fairly compensating staff. Our non-discriminatory hiring practices provide individuals of all backgrounds the opportunity for employment. All staff are respected, supported and treated fairly.

All full time staff working with children have completed early childhood education and are registered with the College of Early Childhood Educators. All program staff attend mandatory professional meetings and are committed to continuous professional learning. Eden Daycare Inc. participates in Raising the Bar in Peel, a voluntary community standards program for early learning and child care programs in Peel.

In our program, positive adult-child interactions is ongoing. Staff work closely with the children to extend their learning by encouraging them to build upon their existing awareness. Staff develop programs that supports early learning following the child's lead and curiosity.

Our staff recognize and support the uniqueness in each child, engage with the children as co-learners during their exploration of the environment, provoke their curiosity and guide positive interactions, engage in a positive approach to support children's emotions, know when to intervene and stimulate thinking and are committed to building self-awareness, regularly reflect on practices as they engage in new learning experiences, both individually and with colleagues.

## **DOCUMENTING AND REVIEWING THE IMPACT OF OUR PROGRAM STATEMENT**

Eden Daycare Inc. recognizes that pedagogical documentation is a way for our program staff to learn about how children think and learn. Our staff make daily observations of children in the program and use this information to enlighten their future planning.

The purpose of our documentation is also:

- to value children's experiences and help them to reflect back on those experiences in their learning environment
- to learn together with the children involving the meaningful adults in their life
- to reflect and monitor appropriate development as the children grow
- for program staff to co-plan with children about learning
- to keep an open and ongoing dialogue with families about children's experience
- a self-reflection opportunity for program staff, as they participate in continuous professional learning
- promoting responsive relationships

Program Statement is reviewed by students and volunteers as they start their placement.

Eden Daycare Inc.'s Program Statement is reviewed annually by the Board of Director's, staff and the parents to ensure that it is aligned with the Minister's policy statement.

## **DAYS AND HOURS OF OPERATION**

Full time care is provided 52 weeks per year between the hours of 7:00 a.m. and 6:00 p.m. Monday through Friday. Excluding December 24<sup>th</sup> and 31<sup>st</sup> when the hours of operation will be 7AM - 3PM.

The Daycare will observe the following statutory holidays:

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

## **AGES OF CHILDREN**

Eden Daycare Inc. has facilities to accommodate the following children:

10 Infants	(5 weeks - 18 months)
30 Toddlers	(19 months - 2 1/2 years)
52 Preschoolers	(2 1/2 years - 6 years)

## **APPLICATION FORM**

Our commitment to you is to meet your requested starting date within two weeks either before **or** after. Should we not meet this commitment, you may remain on the waiting list with the understanding that your date is open-ended. Information about children on the waitlist is readily available to their parents by calling or visiting the centre.

## **WAITLIST POLICY:**

Eden Daycare Inc. is responsive to the shortage of child care spaces in the community it serves and of the frequent wait periods to gain access to service. Eden Daycare Inc. aims to develop a waitlist policy and practices that are transparent, fair and consistent and that information is available to prospective parents upon request.

### **POLICY :**

Eden Daycare Inc. develops and maintains a waitlist for each age grouping. To be placed on the waitlist, clients must complete the Application form, Personal Information Protection and Electronic Documents Act (PIPEDA), Sign off sheet of the Program Statement and Sign off sheet of the Parent Policy. All four forms must be submitted to the office.

### **PROCEDURE:**

Upon receipt of completed application forms, the date is logged in the appropriate blank under 'for Office Only.' The date the applications are received is the date the client is placed on the waitlist. The client is given a formal receipt of the Application form. If the application is not hand delivered, then the receipt is mailed to the client confirming receipt of application and dates.

There is no fee to go on the waitlist.

Clients are verbally reminded, as explained during the parent tour, to check the status of their position on the waitlist by calling, emailing or visiting the centre. Also, to update any change of information during the time they are on the waitlist.

The Application is logged into the system in the Waitlist Section. The child and parents are given client numbers from the system. This is logged on the Application form and initialed by administrative staff.

The applications are then filed in the appropriate class section of the waitlist book in the front office in order of date received/date requested.

Spaces are created when a child leaves the centre. There is no specific time, however the months of July, August and September have the most movement. At any time of the year and at any point in the month spaces may become available. We are usually able to contact families 2 weeks before any given space, as parents are only required to give us a 2 week notice of their withdrawal. Clients must be given at least two week's advance notice of available space so that they may give current caregivers a full two week's notice of their withdrawal. Only once the withdrawal is confirmed in writing can we begin to find a family for the space.

When a space becomes available in the Daycare: Access to spaces will be made available to the children on the Internal Waitlist first. If there are no eligible children, then the clients on the external waitlist are called in order of the date that their application form was received. Clients are given 24 hours to come back with their decision. Clients may be called ahead of their requested start date (First Right of Refusal).

If a client declines the spot, they are taken off our waiting list.

If the client is offered a spot but wishes to start at a later date because their circumstances have changed, they must inform the office immediately. The client remains on the list with a new start date and the date the original application was received. A client may only change the requested start date once. The age of the child must be reassessed to make sure they are on the correct class list.

If the client accepts the spot they will be requested to give us a two-week security deposit and a onetime registration fee of \$50.00. A classroom visit is scheduled. A registration package will be given at that time to be completed and returned a week prior to the child's start date so that the direct bank withdrawal will be in place. If multiple efforts have been made to contact the client and there is no response, client will be removed from the waitlist.

When no space is available: The client remains on our waitlist till a spot is offered.

The clients may choose to remain on our list and wait for a spot. In this case, their date is open ended. Spaces will continue to be filled according to received date on the application form. Child's age will be assessed and Application will be moved to appropriate class wait list, and listed chronologically, as necessary.

All conversations with parents are documented at the back of the application form. All information exchanged at any point is kept confidential. This allows all office personnel to see the ongoing communication with a parent and continue the conversation.

**WEEKLY FEES**

Fees are withdrawn on the Monday of each week from the clients' bank account through Direct Payment Service. Each parent authorizes this through an Enrolment Authorization Card.

**There will be a service charge of \$20.00 (cash) to the parent on any notice of a returned payment received from the bank.**

Repayment of fees due to a returned payment must be paid by noon the next day in a bank draft. A late fee of \$10.00 per day will be charged for each day payment is not received.

**NOTE: If a returned payment is received on more than two occasions, for any one family, services may be terminated.**

Receipts will be issued for cash payments and annual receipts for income tax purposes will be issued to all. A service charge of \$20 will be required for replacement of income tax receipts.

At the time of enrolment, there will be a onetime registration fee of \$50.00.

A security deposit of two weeks fees (cash/cheque) per child will be paid upon admission to the Centre. This deposit acts as protection for the Daycare in the event that a child is withdrawn without notice. There will be no interest paid on this deposit. Two weeks written notice is required at the time any child is withdrawn from the program. The deposit will be used as payment for the final two weeks of care.

Adjustments to the deposit will be necessary from time to time, as in the case of a fee increase or group change. This means the security deposit on hand will reflect the current appropriate group rate for the child, i.e. if there is a fee increase the security deposit must be adjusted appropriately. If the child moves from one group to another (i.e. infants to toddler), the security deposit will be adjusted by applying a credit to the first week's fee at the new rate. (A new form for Direct Payment Service will be issued for the adjustment.)

In the event that a child reaches the age requirement for the next age grouping and an opening is unavailable, the child will continue to be accommodated in his/her present group. Every effort will be made to move the child to the next age grouping as soon as possible. Until a vacancy is available, he/she will receive age-appropriate programming, in the existing classroom, to meet his/her needs and he/she will benefit from a lower ratio environment.

<b>FEE SCHEDULE</b>	<b>INFANTS:</b>	\$325.00 (2021) / \$330.75/week (2022)
	<b>TODDLERS:</b>	\$275.00 (2021) / \$280.00/week (2022)
	<b>PRESCHOOLERS:</b>	\$265.00 (2021) / \$270.00/week (2022)

Eden Daycare Inc. accepts children on fee subsidy provided by the Region of Peel. More information can be found on [www.peelregion.ca/hsapply](http://www.peelregion.ca/hsapply)

**ADMISSION AND DISCHARGE POLICIES**

The enrolment procedure will include an initial interview where parents and child can become familiar with the Daycare; complete admission forms and ask questions.

Two (2) weeks written notice will be required to withdraw a child permanently from the program. Where two weeks notice is not provided, the security deposit will be applied in lieu of fees. Space will not be guaranteed for a child in the program should he/she be withdrawn on a temporary basis. Services will be terminated if policies are not followed or if fees are not paid. A two week notice will be provided to the parent if a decision has been made to terminate services.

Should it be determined by Eden Daycare Inc. that the Centre couldn't meet the needs of the child/family/guardian; the parents will be notified in writing that the child must be withdrawn. If a child/family/guardian is unable to adjust to the Daycare Centre, notice may be given. If a child displays behaviour that threatens the health and/or safety of the other children/staff, notice may be given. If the family/guardian of a child enrolled at Eden Daycare Centre, fails to reasonably co-operate with the staff and fails to abide by the policies as agreed upon, notice may be given. Children, parents and staff of the daycare have the right to work and participate in a safe and non-threatening environment. All instances of a child or an adult who compromises the safety or sense of security of others will be treated seriously and the incidents duly documented. The daycares primary considerations are the well being of the children at the Centre and the staff who care for them.

### **ARRIVAL AND DEPARTURE ROUTINE**

Arrival and pick up are the times when parents are encouraged to communicate with staff. Parents must present themselves and their child to the staff on duty upon arrival at the Daycare. Parents must sign in, give a written expected pick-up time and sign out when they take their child home. Children will be released to persons specified only on the admission form -- if any other person will be picking up a child, the parent is required to submit written permission **prior** to pick-up.

**NOTE:** Parental permission must be received prior to an alternate pick-up arrangement. The emergency pick-up person will be required to provide proper ID (driver's license) upon arrival at the Centre. All persons picking-up from the Centre must be 16 years of age or over.

We encourage parents to establish a consistent arrival and departure time to help set a regular routine for the child. Parents should allow extra time when bringing their child for the first week to aid in their child's adjustment to the surroundings and routine.

There will be a late pick-up fee, based on the entrance hall Daycare clock, \$10.00 for the first ten minutes and \$1.00 per minute after 6:10 pm, **payable immediately to the staff person on duty**. At 6:10 p.m., the staff is authorized to contact emergency person(s) to pick up the child(ren). Emergency persons will be required to sign a form releasing Eden Daycare Inc. from responsibility for the child(ren). After 7:00 p.m., Eden Daycare Inc. is required by law to contact the Children's Aid Society.

After the third time a parent has been charged a late pick up fee, each following late pick up will be charged double the fee. The account will be reset in September.

**EDEN DAYCARE Inc. does not provide a drop off or pick up service, nor does it permit it's employees to do so.**

### **INCLEMENT WEATHER**

The Centre will remain open until 6:00 p.m. during stormy conditions with the understanding that if parents are able to pick up their children early, they will do so.

**PLEASE NOTE:** If parents will not be here on time, an emergency contact must be notified by the **PARENT** to pick up their child before the regular time of closure. **N.B. The late pick up fee will be in effect.**

This policy assures that both children and staff, particularly those living a distance from the Centre, have maximum opportunity of arriving home safely in spite of potentially deteriorating weather conditions.

***In the event of a severe storm, it may be necessary for Eden Daycare Inc. to keep the Centre closed for the day. This decision will only be made if the Peel District School Board closes their schools in the area. This announcement would be communicated to the 680 NEWS AM radio station. PLEASE DO NOT CALL THE CENTRE.***

**IN CASE OF AN EVACUATION, EDEN DAYCARE INC. EMPLOYEES WILL CONTACT THE PARENTS/GUARDIANS OR EMERGENCY CONTACTS VIA PHONE DIRECTLY AFTER THE CHILDREN AND STAFF HAVE SAFELY EVACUATED TO THE EVACUATION SITE. EVACUATION SITE IS ALSO POSTED ON THE PARENT BULLETIN BOARD AND BY THE MAIN ENTERANCE.**

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at: **In front of the main Entrance of EDENWOOD SENIORS located at 3061 Battleford Road, Mississauga ON L5N 6R7 Phone : 905-824-2658,**

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at: **MEADOWVALE HIGH SECONDARY SCHOOL located at 6700 Edenwood Drive, Mississauga ON L5N 3B2 Phone :905-824-1790**  
**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.**

### **BEHAVIOUR MANAGEMENT**

Children appear to learn best when they are given reasonable limits and freedom to choose, with the support of adults who are loving, firm and consistent. The Centre **WILL NOT** permit the following disciplinary methods:

#### **PROHIBITED PRACTICES**

- (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. O. Reg. 126/16, s. 34.

Discipline is planned to assist the child to become self-disciplined through the use of choices and logical consequences. The child will be placed with children at his/her own development level and will proceed at his/her own individual rate of growth development.

### **STUDENTS/VOLUNTEERS**

In cooperation with high schools, community colleges and universities in the area, Eden Daycare Inc. is frequently used as a source of practical experience for students. These students enhance the staffing. Students/volunteers work under the direct supervision of staff at all times and are never left alone with the children. All volunteers and students over the age of 18 years must have a Criminal Reference Check and are interviewed before their placement. CCEYA Phase 2 regulations also require background screening for all individuals who provide child care or other services to a child at the child care centre who are not employees or volunteers. This includes, for example, special needs consultants employed by a third party, and speech and language pathologists hired by parents. Eden Daycare Inc. will be obtaining an offence declaration from the individual or an attestation from the individual's employer that confirms the individual has not been convicted of any offences that would prohibit them from providing child care.

### **NUTRITION**

The Centre provides a nutritious mid-day meal, morning and afternoon snack. The menu is based on Canada's Food Guide. The menus are reviewed by a registered dietician. Menus are posted to assist the parent with their own menu planning at home. All meals are prepared on the premises by a cook. \*\* Eden Daycare is inspected by Peel Public Health Inspectors and displays the **Peel Health Inspection Summary.**\*\*

It is important that food is safely stored, handled, prepared and served. Young children are actually more vulnerable to food-borne illnesses that can be transmitted by improper food handling and preparation. Therefore, foods for snacks and treats for birthdays, special holidays (i.e. Halloween, Valentine Day, etc.) cannot be brought into Eden Daycare.

**In the Infant Room only,** each child is on an individual schedule based on the parent's written instructions. The Parent must provide food and formula for their child. Parents providing formula and/or food must label **all containers** with the child's name. Once the child is using a cup, the Centre provides homogenized milk. As long as a child requires milk from a bottle, the parent is required to provide this. When the child is capable of eating foods that are on the Daycares' menu, those foods will be provided.

## **ALLERGIES AND SPECIAL DIETS**

Eden Daycare accommodates children with food allergies or restrictions within reason. In conjunction with the parents, the Administration will help develop a menu for that particular child. A successful, suitable alternative menu will consider food preparation time, nutritional requirements and cost.

When a food restriction, food allergy or alternate menu exists, the child's record must contain a written agreement between the parents and Eden Daycare. This agreement must be arranged with the administrative Staff. There are no food credits issued for food items that are brought from home due to this accommodation.

To reduce the risk and in order to comply with the above, Eden Daycare cannot permit foods to be brought into the centre. There are two exceptions to this statement:

1. **The Infant Room:** If a child is on infant food when they start at the centre, food may be brought in clearly labeled with the child's name and kept in the Infant Room. When an infant is on a bottle, the parent supplies the milk in the bottle. The bottle must be clearly labeled with the child's name.
2. **A food allergy that cannot be eliminated from the menu (i.e. milk, egg):**  
To reduce the risk of exposure the parents and the administration staff will set-up an individual food plan for this child where alternate foods will be provided by the parent in place of foods containing the allergen. The parents will review the menus with the administration staff and supply the required foods. These foods will be brought into the centre clearly labeled with the child's name and kept separate from the daycare foods.  
Although Eden Daycare Inc. staff will comply with the food accommodation request made by the parent, in case of a contravention, identified procedure(s) will be followed.

All snacks and meals are prepared on the premises following the Canada Food Guide and taking into consideration the individual allergy plans of each child. If food is catered, Eden Daycare obtains proof of Insurance and assurance of the caterer's policy regarding potential allergen foods.

## **HEALTH POLICIES**

Eden Daycare's Health Policy follows the provincial Child Care and Early Years Act Regulation. The Policy also contains guidelines that ensure the smooth operation of the Centre and the well-being and the children and Staff. The main objective of the Policy is to minimize the spread of illness. It is not the responsibility of the Centre to care for sick children. Parents are expected to co-operate in full with this policy for the protection of their own child, the health of all the other children at the Centre and the Centre's Staff.

Any child absenteeism, due to illnesses, will not be eligible for fee credits or reimbursements. Only when Provincial Funding is available for facilitating fee reimbursements, due to illnesses related to the pandemic or failing screening, communication will be done outside of this policy.

## **PARENTS' RESPONSIBILITIES**

- a. Phone the Centre to inform the Staff that the child will be absent and the reason for the absence.
- b. Keep your child at home (or with care-giver) as long as she or he is still suffering from a fever, vomiting, diarrhea, complicated cold or flu symptoms (green mucus, heavily phlegm-congested coughing, excessive discomfort or lethargy).
- c. Return your child to the Centre only when she or he is fever-free and symptom-free without the aid of fever-reducers or other medications for one full day, and is able to fully participate in all Centre activities (indoor and outdoor).
- d. Allow the Centre's Staff to ascertain the health of your child prior to re- admission to the Centre.
- e. If notified that your child has become ill during the course of the day, it is the parent's responsibility to remove the child from the Centre within one hour from the time of the call
- f. Notify the Centre if your child has a contagious disease (such as measles, mumps, chicken pox, hepatitis, meningitis, head lice).

Group day care is not a good environment for children who are ill. Daycare staff, because of their continuous association with the children and trained observation of their performance, is quickly aware of changes in appearance or behaviour of the children. Thus staff are frequently the first to detect the earliest signs of possible communicable disease or illness. **Daycare staff are required under the Child Care and Early Years Act and the Public Health Department to exclude children who are ill in order to prevent the spread of contagious disease or illness.**

Parents must be prepared to make other arrangements for their children when they are ill. As a working parent, this is not always easy; therefore we ask you to make alternate arrangements in advance with a neighbour, friend or grandparent, so that when a parent cannot be reached, the emergency substitute can pick the child up.

**NOTE:** Please ensure that all contact information is current. In the event of an emergency it is important that a parent be accessible.

### **CENTRE'S RESPONSILITIES:**

- a. To assure the health of all the children and Staff of the Centre. One of the key ways to reduce the spread of infectious diseases is to confirm that a child returns to the Centre only when she or he is symptom-free. Staff have the right to refuse re-admission until the child is deemed to be symptom-free by the Staff (and notwithstanding authorization from a medical professional).
- b. To notify parents as soon as a child is exhibiting symptoms of illness and/or illness related discomfort while in the care of the Centre (e.g. fever, extreme lethargy, rash, etc).
- c. To notify the designated guardian of the child if the parent does not return the emergency call after one hour. The guardian is then expected to pick up the child immediately upon receiving the call.

### **SLEEPROOM PROCEDURES:**

Every child in the centre will be provided with a cot (for Toddlers and Preschoolers) or a crib (for children in the Infant room) to rest/sleep on. Centre will also provide with a clean sheet and a blanket. Parents are welcome to bring a blanket from home as well. Infants who are being transitioned to the toddler room will be provided with both: a cot and a crib. Eden Daycare Inc. follows the current recommendations set out in the *Joint Statement on Safe Sleep* (Public Health Canada) for Infant Sleep room. Children up to their first birthday are placed on their backs for sleep. This has been Health Canada's recommendation since 1993, as a means to reduce the risk of Sudden Infant Death Syndrome (SIDS). Parents can also request a copy of Eden Daycare's Infant Sleep room Supervision Policy for review.

All children are supervised by adults at all times, including sleep room. Parents are consulted about the child's sleep schedule during the orientation visit, in the first two weeks of transitioning into Infants and at move ups to the older rooms. Staffs supervise children at sleep times by physically moving around the classroom periodically to check indicators of distress and unusual behavior. Children are allowed to sleep for two hours. Children are allowed quiet activities in the Preschool rooms if they are not asleep after the first hour.

If any significant changes are observed in the child's sleep patterns or behaviors during sleep, staff will communicate with you and will work with you to address it.

### **POLICY REGARDING ILL CHILDREN**

-Any child with diarrhoea may not return to the Centre until he/she ***is symptom free for 24 hours and maintaining a regular diet.***

-Any child with discharging eyes/ears may not return to the Centre until eyes/ears have been ***free of discharge for 24 hours.***

-Any child with a fever over 37.8C (100F) in the morning usually develops a higher temperature by afternoon. This suggests the child already has an infection and should not come to the Daycare until he/she has had a normal morning temperature of 37C (98.6F). Parents will be called for pick up for any child with a fever of 101F or 38.3C. ***The child must be fever free for 24 hours before re-admittance to the Centre without the aid of fever-reducers.***

-Any child who has vomited for reasons other than coughing or choking ***may not come to the Centre until he/she has not vomited for 24 hours and is taking and retaining a regular diet.***

-A medical doctor must diagnose a child who is suffering from a contagious disease such as chicken pox, impetigo or unknown rash, before returning to the Centre.

It has been our experience that prompt treatment of any illness will facilitate the child's early return to health and the Centre and will minimize the possibility of cross infection for the other children. A child may be readmitted when:

- a) exclusion requirements of reportable communicable diseases are met; or
- b) condition of minor communicable disease has cleared; or
- c) the doctor gives permission to return, stating that the condition is no longer communicable to others

Each time your child is absent, the parent is requested to contact the Centre to inform us of the reason for the child's absence. This will facilitate the monitoring of the spread of illness among the children.

### **STAFF RESPONSIBILITIES**

***Under Public Health Regulations, staff are required to perform the daily health check on each child as they enter the Daycare. This information is documented on your child's records. Keeping track of illnesses amongst the children is a provincial requirement as the Child Care and Early Years Act states: - Every Licensee shall ensure...where a child appears to be ill, the child is separated from other children ...symptoms are noted in the child's records. Where a child is separated from other children because of a suspected illness, the licensee shall ensure that, a parent of the child takes the child home."***

### **COMMUNICABLE DISEASE CONTROL**

From time to time, and season to season, there will be a variation in the number of children who will become sick. This is expected in any group environment. If there is a concern or significant increase in the number of children, staff and volunteers that become ill, Eden Daycare will call Region of Peel Public Health and follow instructions given from Public Health. Parents can be helpful when reporting their child absent due to illness by giving symptoms, and/or confirming diagnosis from the doctor.

### **OUTBREAK MANAGEMENT**

The definition of an outbreak depends on the type of infection, normal seasonal variations, as well as provincial/territorial public health guidelines. A list of reportable diseases can be found at [www.peelregion.ca/health/professionals/](http://www.peelregion.ca/health/professionals/). An outbreak can also be determined by the number of people at Eden Daycare that have similar symptoms. If Eden Daycare feels there is a concern because of the number of people infected they will contact Region of Peel Public Health and follow instructions given by the Public Health. A warning signal is when 10% of the children are sick with a similar illness. When required Eden Daycare Inc. will post a sign at the front entrance to the daycare indicating the disease. Keep on Track information sheets will be posted on classroom bulletin boards and/or given to parents.

### **IMMUNIZATION**

The Child Care and Early Years Act stipulates that prior to admission, each child must be immunized as recommended by the local medical officer of health. Eden Daycare Inc. requires that medical information confirming a complete medical assessment be submitted before the child's first day. The medical form must be updated in accordance with the child's immunization schedule. Where a parent of the child objects to the immunization on the ground that the immunization conflicts with the sincerely held convictions of the parent's religion or conscience or a legally qualified medical practitioner gives medical reasons as to why the child should not be immunized, then Ministry approved Statement of Medical Exemption form for Medical Exemption to Immunization must be completed by a doctor OR Statement of Conscience or Religious Belief forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e. must be notarized). In an outbreak, this child will not be allowed to attend the daycare.

### **ADMINISTRATION OF MEDICATION**

In accordance with provincial legislation and the Child Care and Early Years Act, one staff will administer prescription medication to children and a second staff will witness the administration. Both staff will sign and initial the time and amount. Medication is only administered with parent/guardian's written authorization and directions. The first 24 hours of a new prescription must be given at home unless accompanied by a doctor's note. Parents must not administer over the counter medication, that can impede their participation in the program, before dropping children off .

1. Parents must provide written authorization, including:
  - name/type of medication
  - date of purchase and expiry
  - dosage amount to be given at Centre
  - reason for medication

- dates and times to be given at Centre
  - number of dosages and times given at home signed and initialled by parent
  - possible side effects
  - name and phone number of prescribing physician
2. Medication must be in the original container, clearly labelled with the child's name, name of the drug, the dosage, the date of purchase and instructions for storage and administration of the drug.
  3. Non-prescription or over-the-counter medications cannot be administered unless they are accompanied by written instructions from a medical doctor.

**If a child sustains a minor injury while under the care and custody of the Eden Daycare Inc. and the child can remain at the centre participating in full activity e.g. bruise, small scrape/cut, sliver:**

- a) The child must be given the appropriate first aid.
- b) The parent must be informed of the incident when they pick up the child. The Incident report will also be presented to the parent, a copy will be provided on request.
- c) The incident report will be written, signed and dated by the Staff on duty and the Executive Director.

**IN CASE OF EMERGENCIES:**

*Parents' Responsibilities:* Respond immediately to the call from the Centre and join the child and Staff member at the designated location.

**ALCOHOL/DRUGS AND PICK UP**

If staff feel at pick-up that a parent/guardian is under the influence of alcohol or any drugs, staff must address the concern with the parent/guardian in a respectful manner. Staff must offer to make alternate arrangements for pick-up on behalf of the parent. If the parent is not driving and staff are concerned for the safety of the child the recommendation is that CAS be contacted. If the parent/guardian is driving and insists on taking the child with them, staff must call 911 before they get into the car, inform dispatch that the parent/guardian has the intent to drive while staff suspect they are under the influence. Police will respond on site.

**SECURITY CAMERAS:**

Parents should be aware that Eden United Church (our landlord) monitors their property with video cameras that are placed in the parking lot, exterior of the building, and in the hallways for security purposes. Additional cameras have been added to the classrooms and outdoor areas in an effort to maintain transparency and for the protection of children, staff and families. No live streaming of the camera feed is available. Footage can only be accessed by the front office administrative staff as necessary.

**DOOR SECURITY SYSTEM (FOB)**

Eden Daycare Inc. has a secure entry system to enhance security for the children, staff, and parents. The front door, the double doors by the kitchen, and the daycare will be locked at all times; and will be accessed by key fob holders only. Parents' fobs will be programmed to access the Centre from 7:00 a.m. to 6:00 p.m. Monday to Friday. Families will be allowed up to two fobs only. If more than two fobs are required by any family, requests can be made and will be distributed depending on availability. There will be a \$25.00 deposit for each fob. When you withdraw from Eden Daycare, you will be required to return your fob(s) and your deposit will be refunded. If you lose a fob you must immediately report this to the Executive Director, or designate, and the fob will be deactivated. A \$25.00 fee will be charged to replace the fob.

Parents' must not share fobs with anyone. Parents must not allow anyone to tailgate and enter the Centre behind them, even if you know the other party. **Please remember to put the safety of our children first.**

Please bring your fob each day, as staff will not have time to answer the door if you forget. If there is an alternate pick up plan for a day, this needs to be coordinated by the parents with the alternate pick up person in advance. In the event that there is an unplanned pick up, by someone from the emergency contact list (as in a child gets sick mid-day and someone that does not have a fob needs to pick up the child) the guardian needs to inform the daycare of the estimated time of pick up and that person will have to ring in at the intercom to gain access.

## **OUTDOOR ACTIVITY**

The Child Care and Early Years Act requires the Centre to plan outdoor activity for all children every day and we feel this is an important part of our program. Outdoor play stimulates the appetite, helps prepare children for sound sleep and improves their general overall health. Please send adequate clothing to ensure your child's protection from the weather. Extra mitts, hats and at least one extra pair of socks should be on hand in case the child gets wet. In warm weather, we request that you provide light cotton clothes, sunhats, and comfortable closed toed shoes (i.e. runners).

## **FIELD TRIPS**

Two weeks prior to the trip a permission form will be given to the parent/guardian explaining:

- the purpose of the trip
- where the children are going (if applicable)
- the time they will leave and time of return (if applicable)
- the type of transportation
- volunteers required (if applicable)
- the cost of the trip (if applicable)

There will be a portion at the bottom of the form where the parent/guardian must sign and return with the payment (if applicable).

### **The Day before the Trip**

Staff will remind all parents that there is a trip the next day and what time the children are required to be at the Centre. Buses have been scheduled to leave at a specific time in order for the children to arrive at their destination on time. Any children who are not at the centre when the bus is ready to leave will be the parent's responsibility for the day.

### **The Day of the Trip**

All teachers should be aware of the children who are absent that day and it must be recorded in the class journals as well as on the attendance. A Staff member in each group will review the rules of the bus and trip prior to leaving the centre with the children and volunteers. All staff, children and volunteers must wear nametags. Cell phones must be turned on for the duration of the trip. As with short excursions when the children go off premises, staff ensures that Administration is aware of their plans, route and expected time of return (noted on white board at entrance). Staff must take their Emergency bag containing first aid kit, attendance, emergency information, etc. and children with anaphylaxis should have the 2nd epinephrine auto-injector with the staff whenever they leave the centre.

Each staff member and volunteer will be assigned a certain number of children to look after. They will be responsible to take their children on the bus and must be accountable for them at all times. When entering and exiting the bus one staff is inside to direct children and a second staff is outside helping the children board. No children under the age of 2.5 years will be taken on bus trips. The bus companies do not have insurance to cover the children under the age of 2.5 years. When all children and adults are seated a head count will be taken for each group. When exiting the bus Staff is to make sure that they have all their children and that they wait on the ground for all children to exit the bus A head count must be taken after exiting the bus at the destination. The same procedure must be followed on the return trip.

## **INTEGRATION AND INCLUSION**

Integration and inclusion are words used to refer to a set of values and beliefs regarding the incorporation or involvement of people with varying physical or intellectual abilities. These words refer to the acceptance of all individuals and their differences, and the bringing together of people with varying developmental and physical abilities in a harmonious, supportive, and respectful consolidation.

We believe that integration and inclusion support the development of the whole person, a main component in high quality childcare experiences. We believe that these views are necessary in order to foster the full participation of our population

and for our programs to promote and be faithful to a welcoming acceptance of all people. Our beliefs encourage positive attitudes towards diversity; allow opportunities for people to learn about, understand, and become comfortable with a variety of human differences; and benefit not only children with special needs, but also typically developing children, parents, siblings, teachers, other caregivers, and society in general. The exclusion of individuals based upon their physical

or intellectual capabilities is discriminatory and segregating and would open our Centre to the possibility of limiting every person's experiences, exposure to, and involvement with an important portion of our society. Our beliefs regarding integration and inclusion are embedded in all of our programs and provide further opportunities for the following:

- exposure to people with a range of abilities
- acceptance and the formation of relationships and respect for others
- the participation of every child and family irrespective of current ability levels, which leads to the development of self-esteem, confidence, and capability
- peer interactions and expectations which provide social incentives to implement or use "new" skills and knowledge
- teaching Staff to become more aware and focused on the strengths and needs of all the children, their own teaching style and methods, and on the program itself, and
- the enrichment of our communities through direct experiences with people with diverse strengths and needs.

The Centre will accept "handicapped children" as defined by the Child Care and Early Years Act Ontario. The intent is to provide care for children with special needs in an integrated setting and to provide support to Staff working with these children.

### **PROCEDURE:**

- 1) The Administration will approve the application based on the Centre's ability to meet the child's need.
- 2) The necessary infrastructure based on the child's needs will be put into place by the Administration in order to admit a child into any of the programs.
- 3) Resource Staff from an outside agency in Peel will assist, as necessary, in setting up and maintaining an appropriate program for each child with a special need.

We will individually assess the resources and facilities at our disposal such as the physical space, accessibility, and Staffing, as well as our ability to meet the specific developmental and/or physical needs of each child. We will attempt to place the exceptional child in an appropriate grouping and with his/her peers as much as possible. We will also work towards finding appropriate ways to provide our superior level of care and teaching to all families and to provide the needed support for each child to grow and flourish. If we find that our resources and/or skills are inadequate in meeting the specific needs of the child, we will work towards assisting the family in their search for a more appropriate educational or care setting for their child.

### **ACCIDENTS / MINOR INJURIES**

All staff are trained in Standard First aid and CPR including Infant First aid and CPR. If a child sustains a minor injury while under the care and custody of Eden Daycare and the child can remain at the centre participating in full activity e.g. bruise, small scrape/cut, sliver, bite, etc.

- a) The child must be given appropriate first aid.
- b) The parent must be given a copy of the incident report when they pick up the child.
- c) The Incident Report will be signed and dated by the staff on duty and the Executive Director/designate.

### **SERIOUS OCCURRENCE**

The safety and well-being of the children at Eden Daycare is our highest priority. Staff at Eden Daycare work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

A serious occurrence could include:

- life threatening injury or illness to a child
- Fire or other disaster on site
- neglect, allegation of abuse
- missing child
- death of a child
- Suspected or confirmed case of COVID-19

Licensed centers are already required to report serious occurrences to the Ministry of Education.

Effective November 1, 2011 Eden Daycare Inc. will post information about serious occurrences that happen at the centre.

This posting will be beside the centre's license on the main bulletin board in the entrance hallway. It will be posted for 10 business days.

**SOCIAL MEDIA:** At Eden Daycare Inc. we caution parents and staff, that if taking pictures of children on the premises or on any field trip, prior permission needs to be obtained, and pictures are not to be posted on any social networking sites.

Eden Daycare Inc. recognizes the importance and value of using online tools as a form of communication and engagement. Eden Daycare Inc. understands that social media platforms assist in connecting with other families, staff and other stakeholders associated with the Centre. Eden Daycare Inc. strives to ensure that its web presence projects a positive image of our facility, our children, our parents/guardians and our staff. It is of extreme importance that the web presence of Eden Daycare Inc. is supportive of the Centre's Program Statement to provide a safe, clean, play based learning environment for children under the age of 6 years.

#### **What is Social Media?**

For the purpose of this policy, social media is any website platform or forum that allows for the sharing of information using open communication that has the potential to be shared worldwide. Social media is all information posted on the internet as part of one's job or as a private person. This includes but is not limited to, Facebook, Twitter, Instagram, Snapchat, YouTube, WhatsApp, Skype etc. Social Media should be broadly understood for the purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and all other sites and services that permit the sharing of information in a positive or negative manner.

#### **The Policy**

The Eden Daycare Social Media Policy applies to the professional use of social media on behalf of Eden Daycare Inc. as well as personal use of social media when referencing Eden Daycare Inc..

In an effort to protect the identity of the children and families of Eden Daycare Inc., this policy is a guide for employees and parents/guardians in the respectful and professional use of social media on behalf of Eden Daycare or in referencing Eden Daycare Inc. by name in full or in part.

Both employees and parents/guardians should be aware that any verbal or non-verbal references to Eden Daycare Inc. can have a negative impact, intentional or unintentional, on the children, families, staff and stakeholders directly or indirectly associated with the Eden Daycare Inc..

Parents/guardians and employees are to be aware that Eden Daycare Inc. may observe content and information made available online through social media. We ask that parents/guardians and employees use their best judgment in posting content or images that are inappropriate, harassing or discriminatory to any parties associated with Eden Daycare Inc.. Specifically, but not limited to, the posting of content or images that are defamatory, pornographic, harassing, libelous, or that can create an unsafe learning and playing environment for the children of Eden Daycare Inc..

Parents/guardians and staff are not to post the images or names of any children, other than their own, on social media without the expressed and written consent of the parents/guardians of the other child/children.

Parents/guardians and staff are not to post, publish or release the confidential information of any children, parents/guardians or staff associated with Eden Daycare Inc.. If there is uncertainty on what is or is not deemed confidential, please contact Eden Daycare's Administrative staff or Board of Directors for clarification.

#### **Misuse by Staff**

The use of social media for personal use while at work is discouraged and could result in disciplinary action for staff.

All after hours social media use that violates Eden Daycare's Social Media Policy or any other Daycare Policy may subject an employee to disciplinary action or dismissal.

Social media should not be used as a platform to discuss issues or concerns about or with Eden Daycare Inc.. As stated in the Centre's Staff Policy, every issue and concern will be treated confidentially and every effort will be made to protect the privacy of the children, parent/guardians, staff, students and volunteers except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, Law Enforcement Authorities or The Children's Aid Society). Any form of social media that is in contradiction of this policy may result in the termination of employment or

childcare to the applicable staff or child and parent/guardian.

### **Misuse by Parents/Guardians**

All after hours social media use that violates Eden Daycare's Social Media Policy or any other Daycare Policy may result in the termination of childcare to the applicable child and parent/guardian.

Social media should not be used as a platform to discuss issues or concerns about or with Eden Daycare Inc.. As stated in the Centre's Parent Policy, every issue and concern will be treated confidentially and every effort will be made to protect the privacy of the children, parent/guardians, staff, students and volunteers except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, Law Enforcement Authorities or The Children's Aid Society). Any form of social media that is in contradiction of this policy may result in the termination of employment or childcare to the applicable staff or parent/guardian.

Eden Daycare Inc. reserves the rights to pursue legal action against any malicious, hateful and derogatory comments posted on any social media platforms.

## **CONFLICT RESOLUTION**

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### **Definitions**

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

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

### **Policy**

#### **General**

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

All issues and concerns raised by parents/guardians are taken seriously by Eden Daycare Inc. 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 24 hours. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

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

### **Conduct**

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

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

### **Concerns about the Suspected Abuse or Neglect of a child**

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

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

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

For more information, visit

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

### **Escalation of Issues or Concerns**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern in writing to Eden Daycare Inc. Board of Directors.

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

**Procedures**

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Executive Director/Designate.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 2-5 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the Executive Director/Designate.</li> </ul>	<ul style="list-style-type: none"> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <p>the Executive Director/Designate.</p> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Executive Director/Designate as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2-5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Executive Director/Designate.</li> </ul> <p>- All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Executive Director/Designate as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

**Contacts: Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)  
 Eden Daycare : 9058245153 ; [admin@eden-daycare.com](mailto:admin@eden-daycare.com)  
 Peel Children's Aid Society : 905 363 6131  
 College of Early Childhood Educators : 416 961-8558 or 1 888 961-8558.**

**CONFIDENTIALITY/ PROFESSIONALISM**

Eden Daycare Inc. strives to operate in the most professional manner possible. Therefore, parents are reminded that issues relating to the professional operation of the Centre and its staff, students and families must remain confidential.

**ALL ISSUES AND CONCERNS SHOULD BE DIRECTED TO THE ADMINISTRATION.**

**PARENTAL INVOLVEMENT**

Individual interviews and parent meetings on request may supplement daily contact with parents and staff. Eden Daycare welcomes parents. Should you choose to visit your child's classroom, arrangements can be made through the office.

Parental involvement is also encouraged at the board level where four positions are reserved for parents on the Eden Daycare Inc. Board of Directors.

**LET'S KEEP EACH OTHER INFORMED TO KEEP OUR CHILDREN HEALTHY AND HAPPY!!**

**NOTE: Smoking is prohibited on the daycare premises and on the daycare playground.**

**REVISION CONTROL**

DATE	REVISION	EFFECTIVE
11/08/2015	CCEYA Implemented	12/08/2015
11/04/2016		11/04/2016
24/08/2016	Phase 2 : CCEYA	24/08/2016
30/11/2016	Added Door Lock, Waitlist, Revised rates	30/11/2016
08/05/2017	Waitlist Policy added, Application Process revised removing duplicate sentences	08/05/2017
11/09/2017	Registration fee added, Fee increase,	01/01/2018
27/04/2018	Evacuation information Added, Prohibited Practices elaborated, Conflict Resolution Policy revised, Waitlist Policy Revised	27/04/2018
20/06/2018	Program Statement added to the Parent Policy	20/06/2018
15/10/2018	Security Cameras : Daycare cameras added	15/10/2018
14/01/2019	Social Media Policy added, Rates revised, 'Drugs' added due to Cannabis Act	15/01/2019
09/09/2019	Fee subsidy info added, No food credit added, Clarity on late fee, Legal rights on social media added	09/09/2019
14/09/2020	Suspected or confirmed cases of COVID-19 added to the Serious Occurrences	14/09/2020
18/10/2021	Absenteeism added, Anaphylaxis added, Fee for 2022 changed	19/10/2021

**Please sign and return to Eden Daycare Inc. office. Thank you.  
I/We the undersigned acknowledge that we have read the Parent Policies of Eden Daycare Inc.  
I/We understand and agree to adhere to these Parent Policies.**

\_\_\_\_\_  
Please print name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Please print name

\_\_\_\_\_  
Signature

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

Office Use:     Date received - \_\_\_\_\_

Administration Signature - \_\_\_\_\_