

# LICENSED PROGRAMS

General Information Booklet



**Oakville Parent-Child Centre**

905-849-6366 [www.op-cc.ca](http://www.op-cc.ca)

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461 North Service Road West, Unit 17

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## **OPCC - WHO WE ARE**

Oakville Parent-Child Centre (OPCC) has been serving the Oakville community since 1980. As a not for profit centre, we offer a variety of programs and services including drop-ins, parenting support & workshops, Discovery Station Early Learning and resource libraries. OPCC is the EarlyON Child and Family Centre for Oakville. The mission of OPCC is to support, nurture and empower children and their families as they learn and grow together.

## **PROGRAM STATEMENT**

**Our View of Children:** OPCC believes children are competent, capable of complex thinking, curious and rich in potential. Children are intrinsically motivated to learn and when provided with enriched environments, nurturing adult interactions, support and the freedom to explore, they can become self-motivated learners.

**Our understanding of children has evolved over time and is influenced by ongoing research, experience, collaboration with families and community partners.** The ability to adapt and change has allowed OPCC to be responsive and flexible with program opportunities for children and families.

**Supporting children’s social and emotional growth is at the forefront of our work.** Our caring, trained and nurturing educators promote children’s social and emotional development, knowing that these are key foundational skills for success later in life. Role modelling, full engagement in children’s play, and environments that are constructed with social and emotional health in mind, are just a few of the ways we do this.

Families come in various shapes and sizes and with a great number of strengths. Parents are children’s first and most important teachers, and always want what is best for their children. We believe in the capacity of parents to raise resilient, healthy, successful people, but we were never meant to raise children alone. OPCC is a part of the support system that families need to do the important work of parenting. We recognize that parents are the experts of their children and know them best. We work hard to create a safe, warm and inviting place for families to learn and grow together. **Parents are always welcome to participate, share, network and get involved at OPCC.**

As providers of high-quality licensed childcare in Oakville, we participate in the **Quality First Initiative** (refer to the Licensed Programs General Information Booklet for more details). **We are governed by the Ontario Ministry of Education (MEDU) and regulated by Child Care and Early Years Act, 2014 (CCEYA).**

OPCC has been Oakville's lead agency for Ontario's EarlyON Child and Family Centre initiative for more than 15 years. These free, universally accessible programs offer safe, age-appropriate early learning environments and opportunities for families to meet. Qualified and talented educators nurture children, connect and support families raising young children.

We understand and value the importance parents and caregivers play in the healthy development of children. Our family support programs provide parenting support and resources in a variety of ways including workshops, telephone and in person support and community connections.

**OPCC has embraced and is working with the Ministry of Education’s *How Does Learning Happen?* (HDLH)**

**framework. At the core of this framework are relationships. The foundations of HDLH include; Belonging, Well-Being, Engagement and Expression.**

It is important to note that the following goals and approaches are incorporated in all OPCC programs.

### **Foundation: Belonging**

*Goals for Children:* Every child has a sense of belonging when he or she is connected to others and contributes to their world.

*Approaches / How We Do It:* A sense of belonging allows children to feel safe and secure in their environment and with the people around them. When we belong, we are able to develop deeper attachments and a willingness and enthusiasm to listen, learn and interact with others. All children are welcome to participate in our programs.

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults. Children and their families will experience warm supportive relationships in our programs and because of this they are happy and motivated to learn. Experiencing positive relationships in the early years has significant long-term impacts on their physical and mental health, and they will go on to have success in school.

### **Support positive and responsive interactions among the children, parents, caregivers and educators**

- Educators encourage and support children’s social development with adults and peers – using strategies and best practices, educators guide social development in the program
- Educators are committed to providing positive nurturing relationships that help children feel inspired and connected to adults and to each other
- Parents have multiple opportunities to participate in all OPCC programs e.g. EON drop ins, licensed program Meet & Greet orientation, classroom visits are encouraged throughout the year to share any skills and interests (see Licensed Programs General Information Booklet)
- Parents are encouraged to share information or concerns about their children, keep educators updated or inquire about their children at any time – Educators are able to chat at a mutually agreeable time
- Educators provide families with information on play and the importance of play
- Educators are positive role models with the children, each other and other adults
- Educators in EON programs work to support parents and connect families to each other

### **Foster the engagement of and ongoing communication with parents about the program and their children**

- Educators are open to conversations with parents about their children and welcome feedback and questions
- Families in licensed programs are provided with information about what the child is doing in the program through daily exploration forms, monthly menus, monthly reflections, parent visits and newsletters. Even a chat at the door, helps keep parents connected with their educators. Parents
- who wish to speak to an educator about their child are welcome to schedule a time that is convenient for both parties.
- Children’s learning is captured through documentation and learning stories which is shared with families
- Parents are encouraged to keep educators informed about their child’s health and wellbeing
- Family events and celebrations happen throughout the year, e.g. traditional holidays, Mother’s Day and Father’s Day, Dad’s Hike, swim parties and family day trips

- Parents are encouraged to share their special talents with the class and are welcomed to schedule time to come into the program and share with the children
- Educators observations and feedback are provided to each family at the end of the year, using the ELECT document as our framework
- OPCC has a full time Family Support Coordinator that is available to support parents with parenting questions and concerns; Parenting and child development information is frequently shared with parents.
- In licensed programs, when required, meetings with families are set up to discuss goals, additional support and progress for the child. Discussion, decisions, plans and ideas are documented in their child's file.

### **Involve local community partners and allow those partners to support the children, their families and educators**

- OPCC welcomes and encourages community partners to work with us to support children, parents and educators at the centre
- Service coordination meetings and team meetings can be facilitated for children with differing abilities
- Throughout the year we invite interesting community programs to visit and share their expertise and expand children's knowledge and understanding e.g. Humane Society, fire department
- Partnering with agencies, staff training takes place to support educators in providing a quality program
- Supports for children and their families are offered in a holistic, family centred way. Close partnerships with other agencies allow us to provide service coordination and family meetings when needed to set goals for children's growth and development.
- With collaborative relationships and excellent communication, we work to ensure positive outcomes for children and families.

### **Foundation: Well-Being**

*Goals for Children:* Every child is developing a sense of self, health and well-being.

*Approaches / How We Do It:* The health, safety, nutritional needs and well-being of children are very important and we know are foundational to children's ability to learn. We have rigorous policies in place around health and safety practices and these are reviewed by all educators on a regular basis.

### **Promote the health, safety, nutrition and well-being of the children**

- Health checks of children upon arrival – policies are in place to respond to illness
- Regular environmental checks – of toys, equipment and classrooms for hazards and cleanliness
- To reduce the transmission of illness, staff and children wash their hands upon arrival, before and after snacks and meals, after toileting, before and after water play and other times as needed
- Varied and nutritious snacks and lunches are provided in accordance with Canada's Food Guide – see menus posted by licensed program
- Drinking water is available for children and families as needed
- We provide extra support for children when a little more nurturing is needed, offer more adult guidance for peer to peer interactions, and foster warm, responsive adult child relationships

### **Encourage the children to interact and communicate in a positive way and support their ability to self-regulate**

- Educators guide children through transitions by providing cues to prepare children ahead of time and using visual pictures and schedules in the program and during routines. Using routines and cues at transition times helps prepare children so they know what to expect, which helps make them feel safe and secure.
- Children are encouraged to question and explore, share their ideas and co-learn with their educators
- Educators model appropriate behaviours and support interactions when conflicts arise
- Comfort and nurturing are provided when children are needing help or just want a cuddle; quiet cozy areas of the room are provided for children to go to when desired
- Children’s self-regulation is encouraged and supported through interactions and guidance from educators
- Educators help children to develop self-awareness, learn how to recognize feelings in themselves and others, and build a “toolbox” of strategies that can help them to calm their emotions and find appropriate ways to express themselves. These are all essential skills that contribute to future success in school, work and relationships.

**Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare**

- Our half day licensed program is not required to have an outdoor playground. We understand the need for children to build their gross motor competence, so we offer gross motor activities daily in the program.
- Through active music group times, children utilize large muscles which also support the development of a healthy body and mind
- Quiet time is available during the program, children can look at books in the book area or can find a quiet area in the classroom – these spaces can offer much needed soothing time and helps with developing self-regulation
- We do our best to accommodate the diverse needs of families and when possible, provide alternatives or modifications e.g. a special dietary request or a private area for breastfeeding

**Foundation: Engagement**

*Goals for Children:* Every child is an active and engaged learner who explores the world with body, mind and senses.

*Approaches / How We Do It:* At OPCC children and families are able to experience a variety of safe, clean, age appropriate and interesting environments that nurture children’s healthy growth and development. OPCC fosters children’s emerging independence, self-confidence, and skill development.

**Foster the children’s exploration, play and inquiry**

Play and exploration are at the core of early learning. The environment is where learning is fostered and takes place. To this end, you will find our environments rich with materials and resources for children to use as they construct ideas, try out hypothesis, and explore new and interesting materials. Just as important as the materials in the environment are the people. Our educators are highly trained professionals and everyone is committed to making your experience at OPCC a memorable one. Our teaching staff understand children and families and work tirelessly to ensure every child has a positive experience.

OPCC believes that children learn through play and are given opportunities to explore, test, try and learn in a collaborative classroom environment

- Educators will provide a resource rich environment for children to discover and experience

**Provide child-initiated and adult-supported experiences**

Play is children's work and is essential to healthy development. We understand that not all play is equal and child directed play provides the best learning opportunities. We all learn best when we are engaged and interested in an experience. When educators listen and observe children, they can develop a deeper understanding of children's interests and perspectives. Programs at OPCC offer children ample opportunity to direct their play and explore new ideas and expand old ones. The role of adults in children's play is to enhance the children's experiences, not to take over or determine the direction of the play. Adults support ideas, provide resources and materials, help children reflect on what they know and think, and provide emotional support and encouragement.

In the program, children will find:

- Opportunities for room exploration in variety of activities
- Open ended materials are available and allow for exploration and discovery
- Group times and individual interactions that allow for discovery of areas of child's interest which leads into further opportunities of discovery
- They are invited to share their ideas and interests with educators and peers. Interests and ideas are documented and explored by educators and children together.

**Plan for and create positive learning environments and experiences in which each child's learning and development will be supported and is inclusive of all children, including children with individualized plans**

As a result of our view of children as competent, curious and capable, our educators work as partners with children and families in the learning process. Great things are possible when we are able to see ourselves as both learner and teacher. There is much to learn from children and through inquiry, open ended questions, provocation and hands on experiences, our educators extend children's learning and challenge thinking.

We use documentation and learning stories to respect, preserve and enhance children's learning. Documenting children's learning allows them to see where they have come from, makes learning visible, and encourages children to revisit their ideas. In addition, the documentation helps the adults to better understand children's perspectives and ideas, and when appropriate work with children to encourage further exploration of knowledge and ideas.

- Educators observe children's areas of interest and reflect upon it in order to provide experiences that encourage the children to explore and ask questions
- Educators refer to the Early Learning for Every Child Today (ELECT) document as a resource that provides comprehensive, detailed child development information. It is used to help determine skills that educators can be working on with children.
- Educators provide children the opportunity to wonder and provide time for children to discover more about their areas of interest
- Educators use daily exploration postings, monthly reflections and documentation, and offer insight and feedback about children's learning and activities while participating in the program
- Children with differing abilities who are working with Halton Region Inclusion Services will have individual goals established in conjunction with the parents and will have an individual plan created for them
- Educators have opportunities to spend time together to share their observations, reflect upon their observations and plan for the interests of the children in the group

**Foundation: Expression**

*Goals for Children:* Every child is a capable communicator who expresses himself or herself in many ways

*Approaches / How We Do It:* The ability to express thoughts, emotions, needs and wants is an essential part of healthy growth and development for children. Children who are able to express themselves in a variety of ways feel more competent, understood by others, are able to develop the ability to self-reflect and communicate more effectively. Expression is a complex and creative process. Many would say that the use of language is our primary way of expressing ideas and feelings; however we believe there are many other ways for children to share themselves with others. The arts (music, dance, song and art), storytelling, conversation and behaviour are all forms of expression. Our educators understand the complexities of communication and work hard to enhance children’s abilities by offering children a variety of ways to explore and develop communication competence.

- Educators respond to children’s efforts to communicate, whether it is pointing, gesturing, requesting, crying, or through body language. Educators are there to interpret, understand and support children’s needs
- Challenging behaviour is often an expression of difficult feelings and/or unmet needs. Our educators seek to understand more deeply what children are expressing and help them to verbalize their feelings and meet their needs
- Educators use visual tools to help communicate with the children
- Educators support language development through the extension of language, modeling and encouragement
- Educators use paraphrasing when responding to children when necessary, encouraging their efforts and helping them to feel listened to and have a sense of belonging
- Ongoing conversations between children and adults, support language development and expression
- Using a variety of open ended materials and art mediums, children are encouraged to express themselves creatively
- Creative expression of ideas and feelings are fostered and encouraged by educators
- If required, referrals for communication support are provided to families
- Dance, music and song are recognized and encourage as expressive outlets

*Quality knowledgeable Educators*

**Support Educators who interact with the children at OPCC in relation to continuous professional learning**

- OPCC provides an annual half day of professional development for all staff
- In house training opportunities are available throughout the year
- Through ongoing information shared in the child care community, information is provided to staff on a regular basis
- Our caring, responsive knowledgeable educators have various qualifications including a passion to providing a stimulating learning environment. Our early childhood educators are registered with the College of ECE and other staff have a wide variety of experiences and qualifications
- All staff have completed a Criminal Reference Check including the Vulnerable Sector Screen and all program staff are required to have a valid certificate in standard first aid with infant and child CPR
- Community agencies support educators working with children with differing abilities which can benefit all children
- As a Quality First participant, we receive ongoing training and support in licensed programs

*Our commitment to quality programs*

**Document and review the impact of the strategies set out above on the children and their families**

- Families are encouraged to provide informal feedback on an ongoing basis
- Families are given the opportunity throughout the year to give feedback both formally and informally
- Reflective observations about the program are discussed among educators regularly. Educators share and debrief their observations with each other and discuss plans for how to build on what the children are interested in and doing
- Policies and procedures and all Licensed Program General Information Booklets are reviewed annually
- This program statement will be reviewed annually by all staff, students and volunteers. Staff, parents, students and volunteers are notified in writing of any revisions to this program statement
- All new staff, students and volunteers review this program statement prior to interacting with children and when the program statement is modified

Through observations in programs, OPCC will ensure that the approaches set out in the program statement are implemented.

Visit <https://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf> to review the full *How Does Learning Happen* document.

## QUALITY FIRST

OPCC's Licensed Childcare Programs are **Quality First** program. Quality First is an early learning initiative providing all licensed childcare programs in Halton region with the opportunity to participate in a developmental model for quality improvement.



### What Quality First means to your child

Quality First helps to create positive, meaningful and sustained change in the design and delivery of quality childcare and learning in the Halton childcare community by:

- Developing the professionalism of individuals involved in the care and education of young children
- Improving the level of quality indicators in children's programs
- Collaborating with local colleges to promote professional readiness of early childhood educators

## INCLUSION POLICY

Our Centre takes pride in offering our programs to all children, regardless of the level of their need. All children are welcomed into our programs and our staff promotes inclusive social play and full participation (same hours and same days) in all routines and activities in the classroom. Our program includes children with extra supports in approximate proportion to their presence in the population (*this means that the number of children with special needs that is enrolled is similar to the number of children with special needs in the community, i.e. the classroom is integrated with children with special needs*). Our philosophy fosters an environment of mutual respect and understanding which supports the whole family during their preschool journey. Working collaboratively with professionals from Children's Resource Services, Halton Region and our community partners, our staff strives to ensure a positive outcome for all families and children.

## GENERAL INFORMATION

**Licensing** - Our Discovery Station, Summertime Fun, Cool Kids Camp and Ready Set School programs are licensed under the Child Care and Early Years Act (CCEYA). Each location is inspected annually by the Ministry of Education – Child Care Quality Assurance and Licensing Branch. The CCEYA contains requirements specific to staff qualifications and ratios, program content and equipment. The Ontario government is committed to increasing transparency and parent access to information about licensed childcare programs across the

province via the Licensed Child Care Website [www.gov.on.ca/ONT/portal61/licensedchildcare](http://www.gov.on.ca/ONT/portal61/licensedchildcare). The Licensed Child Care Website will also provide more detailed licensing information for our centre. Parents are welcome to ask for an explanation of the inspection findings and can review the licensed summary report.

## PROGRAM SCHEDULE

The schedule of the licensed programs that are offered at this time is listed specifically on the **Fee Schedule** which will indicate the start date, days the program is running, times offered and the cost of the programs. Please refer to the **Fee Schedule** for the program you are interested in to find this information.

## REGISTRATION FEE

The Registration Fee will be charged at the time of confirmation for each program. This is a one-time non-refundable administrative fee. Please refer to the **Fee Schedule** for the cost of the Registration Fee which varies depending on the program you are registering for.

## CHILD CARE WAIT LIST POLICY

Parents are welcome to place their child on our wait list without being charged a wait list fee. At any time, parents are able to check the status of their child's placement on the wait list while maintaining the privacy and confidentiality of children on the list. When a space becomes available, we contact the first person on the wait list that is eligible for that program.

## TAX RECEIPTS

Receipts will be issued at the end of the calendar year and will be mailed to you in February. If you misplace your receipts, please contact the Manager to obtain a duplicate. ***A fee of \$10.00 per receipt will be charged for each duplicate requested. Please ensure that we have the legal name required for processing the tax receipt correctly.***

## WITHDRAWALS

A **\$25.00 administration fee is charged for each withdrawal** from a program. Upon withdrawal from a program, **the Registration Fee will not be refunded**. Thirty days written notice is required for withdrawals. If 30-days written notice is not given, your deposit will be withheld. The 30-day period commences on the date written notice is received by OPCC. If the 30-day notice is received, your deposit will be returned ***less a \$25.00 administration fee***. OPCC holds the right to terminate care immediately if any of the following situations occur; nonpayment of program fees, chronic late pick up and/or other extreme situations. If a child is removed without notice, your payment will be withheld.

## DECLINED PAYMENT SERVICE CHARGE

OPCC will be implementing a service charge for any payments that are made for your child's program fees that are declined when the recurring payment is charged on the first of each month. This service charge will be \$20.00 and will be payable at the time of the reprocessing of the monthly payment.

## INCLEMENT WEATHER & CLOSURES

The program will be cancelled if the **Halton District School Board** cancels transportation or closes the schools for the Oakville area due to weather conditions. You can check their website for up-to-date information at [www.hdsb.ca](http://www.hdsb.ca), listen to your local radio station, watch television news stations or sign up to receive notification via e-mail regarding school closure or bus cancellation information. You can sign up for our email on our website at [www.op-cc.ca](http://www.op-cc.ca) ***Please note that we do not call parents on snow or inclement weather days.*** Parents will not

be reimbursed for cancellations due to weather conditions. OPCC also follows the Board's scheduled closures for two weeks at Christmas and one week at March Break. The Centre is closed for all Statutory Holidays as well as Family Day, Easter Monday, August Civic holiday and National Day for Truth and Reconciliation. **There are no fee reductions for any of these closures.** However, if a program room is closed due to circumstances beyond our control and an alternative room is not available, parents will be reimbursed for each day the class is cancelled except for the first day that the program room is closed.

## PROFESSIONAL DEVELOPMENT TRAINING

OPCC is committed to providing Professional Development training for our staff. We hold a half day training session in October and as a result this may affect your child's program. Our Professional Development training is scheduled for the afternoon of **Wednesday, October 19<sup>th</sup>, 2022**. Parents will not be reimbursed for this time.

For 2022, the Ministry of Education will be providing all educators with two days of Professional Development Training and your child's program might be cancelled. Once we have more information on this, we will let you know, ensuring you have at least 30 days' notice.

## PHOTOGRAPHS

During the program, educators will be taking photos of the children engaged in activities within the classroom. These photos will only be used for the licensed program and will be shared through email to the classroom's families only or posted for the families to see at pick up time. If a parent objects to their child being in a picture, please discuss this with the Manager.

## SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS

Under the CCEYA, OPCC is required to ensure that every child who is in attendance in a day nursery is supervised by an adult at all times. OPCC will ensure that no child is supervised by a person under 18 years of age. Only employees will have direct unsupervised access to children. Occasionally students/volunteers may be part of our program and will be supervised by employees at all times and will not be left unattended with children. Students and volunteers will not be counted as part of the teacher/child ratios.

## PROGRAM INFORMATION

### Meet and Greet

During the first week of September, there will be an opportunity for you and your child to visit the Centre. You will stay with your child as you visit the classroom, meet the Educators, and get a brief overview of the program. A reminder notice will be provided in August with more details and an appointment time will be set up. The parent must wear a mask during this visit and complete the entrance screening. For the summer programs, we will not be able to host a Meet and Greet time.

### Age Groupings

Our standard age groupings are a Toddler program for children 18 to 30 months and a Preschool program for children 2½ to 5 years. In both of these age groupings, we may be able to accept a child who is 17 months in the Toddler group and a child who is between 2 and 2 ½ years in the Preschool group. If you would like more information on these spaces, please contact the Centre before submitting your registration. For alternate age groupings, please view the fee schedule specific to the program you are interested in.

### Arrival and Pick-Up

We are excited to be opening our doors again to our Parents and have you bring your child down to their classroom door. **Please wear a mask at all times when you are in the centre.** When you arrive, take your child to their program room and wait at the classroom door for an educator to receive your child. They will do

a daily entrance screen, verifying that your child is well to come to program. Remember to refer to the **Provincial School Screening to confirm that your child has passed the screening**. Please indicate who will be picking up your child for departure time.

“Departure” from the program is of equal importance, so please be available to collect your child by their pick-up time. **Again, wearing a mask at all times when you are in the centre**. Please wait for your child at their classroom door, and an educator will call your child to come out to you. In the interest of safety, we cannot allow a child to leave the Centre with someone we do not know. Your child will only be released to those people designated on your registration form. We require that any new authorized pick-ups provide photo identification at departure time. In the event of extenuating circumstances, changes to the designated people must be submitted in writing from a parent or guardian to the Educator.

## Screening Procedure

As Covid-19 protocols and procedures continue to evolve, the most recent directives from Halton Region Public Health and the Ministry of Education will apply and override any of the following protocols, guidelines and procedures.

In order to help reduce the risk of respiratory infections (including COVID-19), a health self-screening is in practice. Refer to the [Provincial School Screening before coming to the centre](#), to ensure your child is well and passes the screening. At this time, we are not checking that these screenings are passed upon arrival, and we appreciate Parents completing this screening each day your child comes to the centre.

If your child does not pass the screening, then they cannot enter the building. Please refer to the Ontario Provincial Covid-19 School Screening Tool online which will guide you further; if you have further questions, seek medical direction from your doctor.

If a person has travelled outside Canada, had close contact with a COVID-19 case or had close contact with a person with acute respiratory illness, such as cough, shortness of breath, and/or fever who has been outside Canada in the last 14 days, completion of the Provincial School Screening is required to verify next steps and whether your child can attend program.

## Program Content

Our programming encourages the teaching team to plan and implement the curriculum based upon the children’s interests and development. The Educators will continuously observe and brainstorm in order to provide experiences that will encourage the children to explore and ask questions. The Educators refer to the *Early Learning for Every Child Today (ELECT)* document that provides guidance on children’s development. This document is used to help determine skills we should be working on with children. We will provide a monthly reflection for our programs during the year, in which we will share some of the activities we focused on, what the children observed, as well as interests we may have explored. In all of our programs, educators will prepare learning stories of the children engaged in their activities – this will be shared and posted.

Visit [http://www.children.gov.on.ca/htdocs/English/documents/topics/earlychildhood/early\\_learning\\_for\\_every\\_child\\_today.pdf](http://www.children.gov.on.ca/htdocs/English/documents/topics/earlychildhood/early_learning_for_every_child_today.pdf) to review the *ELECT* document.

The following outlines the program content for our licensed programs and may vary based on the ages of the children and each individual group. Our programs follow the education requirements of the Ministry of Education and aligns with the Halton District School Board curriculum. The standard preschool program is 3

hours while the Toddler program is 2 ½ hours. For the specific length of the program you are interested in, please view the fee schedule.

At the window by the departure door, each group will post;

- Daily Exploration – this will provide families with an overview of what the children did in the morning program
- Snack menu
- Daily schedule
- Free choice of play; an opportunity to explore various learning centres throughout the room. Centres include; dramatic play, building & floor toys, creative, individual playdough, puzzles & cognitive toys, easel activities, quiet book corner, science & special interest table.
- Small group learning discussions which follows the children’s interests (while encouraging physical distancing at least 2 metres between children)
- Washroom Routine and Snack
- Creative projects related to the areas of interest, sensory, cognitive and gross motor activities
- Group activities that may include stories, music and movement (while encouraging physical distancing at least 2 metres between children)

## Walks

Our programs may include walks as part of the program. These are conducted throughout the year, and depend upon how quickly the group settles into routines etc. Educators ensure that safety is the first priority. Teachers are required to complete a walk checklist to make sure all policies and procedures are covered before leaving. The procedure of the walk is discussed with the children, and they are assigned a walking rope handle to hold on to.

Walks typically happen with our preschool groups only; however, again depending on the children, our toddler groups might go on a short walk in the spring. We try to let parents know ahead of time if the groups are going out, but sometimes the weather is wonderful, and we may want to venture outside. If we are planning a nature walk, it will be posted on our bulletin board, but will be dependent on the weather. We take the children to local areas only. This could be to a grassy area near the centre, or to a trail close by. If the children walk to a park, it would be to have snack or play games. Children are not allowed to use any of the park equipment or play structures. Walks are a great way to introduce your child to different signs of the seasons, sounds and a chance to see what is happening in the neighbourhood. We keep the walks short and simple. Please ask your child’s teacher to explain where they might be taking the group, or clarify any other questions you may have.

## Clothing

Children should wear comfortable clothing. Each child should have an extra set of clothing including underwear, socks, T-shirt, pants and an indoor pair of shoes during the winter months (no slippers or flip-flops please). Please provide a backpack with your child’s initials to store the extra clothing (e.g. “JT”). If your child has dirty clothing, we will be sending it home. All creative supplies used in program are non-toxic, safe and washable but not all stains washout!

## Diapers

It is not anticipated that all children will be toilet trained, so if necessary, please provide spare diapers for your child. In all of our programs, both Toddler and Preschool, there is a washroom routine. However, if your child needs their diaper changed outside of this routine it will be attended to. If your child is toilet training, please discuss any special requests with the staff. We’ll be happy to help!

## **Snack**

We provide a nutritious snack along with filtered water in all of our programs. Children's special dietary needs and allergies are posted both in the food preparation area and in the classroom. Monthly menus will be posted on the bulletin board near your child's classroom. We attempt to provide a nut free environment and all of our snacks meet the recommendations set out in Canada's Food Guide.

If a parent/caregiver of a child who has a special diet and they wish to bring in their own food, they may. However, these guidelines need to be followed: any food items that are provided by a parent/caregiver must be labeled with the child's name and the ingredients listed; food items should be part of Canada's Food Guide (e.g. no 'junk' food please); must be nut free and free of other allergens that a child in their class may have an allergy towards, and a plan in place in case a snack is forgotten. Please contact the manager to discuss this special request.

## **Special Days**

We celebrate your child's birthday in our program. Due to the increased number of allergies we have decided to avoid any edible birthday treats in your child's class. Please enjoy the birthday treats at home! Thank you for your continued co-operation.

## **Toys**

Although your child may wish to bring favourite toys from home, we strongly encourage you to leave personal items at home. It is often difficult for children to share special toys and to ensure that the toy is not misplaced. If your child requires a comfort item, please let the Supervisor know and we can make arrangements for this. We will have a "Show and Share" day where your child will be allowed to bring something from home and show it during group time.

## **Connecting with your Child's Educator**

During this time, we will be holding off on having any group celebrations with families at the Centre, other than the drop off and pick up procedure. Parents are welcome to request a meeting or phone call to connect with their child's educator and to get further updates about your child. As well, the educators will be sending home information and updates regularly through documentation and reflections. We welcome any conversations or questions at any time, please keep in touch with us!

## **"Some things about Me"**

The teaching teams will prepare a portfolio and feedback on each child and it will be distributed at the end of the school year. Each group will create a different format to give feedback on your child in areas of the classroom and growth that was observed over the year; this will be developed based on the *ELECT* document. This will be prepared for programs during the school year only.

## **YOUR CHILD'S HEALTH AND WELLBEING**

### **Sanitary Health and Safety Protocols**

Appropriate procedures are followed with regard to sanitary procedures and practices, as required by the CCEYA and the Halton Public Health Department. The following information will be implemented by all staff and these enhanced health and safety protocols will be performed daily.

As **Covid-19** protocols and procedures continue to evolve, the most recent directives from Halton Region Public Health and the Ministry of Education will apply and override any of the following protocols, guidelines

and procedures.

### Policy

Oakville Parent-Child Centre is committed to providing a safe and healthy environment for children, families, employees and visitors. OPCC will take every reasonable precaution to prevent the risk of communicable diseases within all of our sites.

### Definitions:

**Cleaning:** Refers to the physical removal of foreign material (i.e. dust, soil) and organic material (i.e., blood, secretions, microorganisms). Cleaning removes, rather than kill microorganisms. Warm water, detergent and mechanical action (i.e., wiping) is required to clean surfaces. Rinsing with clean water is required to complete the cleaning process to ensure the detergent film is removed.

**Disinfecting:** Describes a process completed after cleaning in which a chemical solution (i.e., a 1:100 bleach and water solution), is used to kill most disease-causing microorganisms. In order to be effective, disinfectants must be left on a surface for a period of time. Contact times are generally prescribed by the product manufacturer. Any items children may come into contact with, require a final rinse after the required contact time is observed.

### Procedure

All products including cleaning agents and disinfectants must be out of reach of children and labelled.

### Cleaning

- Use detergent and warm water to clean visibly soiled surfaces
- Rinse the surface with clean water (warm to tepid temperature preferred) to ensure detergent is removed
- Let the surface dry

### Disinfecting

Staff are to use a 1:100 bleach and water solution (prepared daily) as a disinfectant.

- For general environmental disinfection of high touch surfaces
- Large toys and equipment that cannot be immersed in a disinfectant solution, use a **wet cloth soaked in a 1:100 bleach and water solution**. The contact time for disinfecting is **one minute**
- For all other toy cleaning and disinfecting, first clean toys in a detergent and water solution, followed by soaking in a 1:100 bleach and water solution. The contact time for disinfecting is **one minute**

### Clean and disinfect frequencies for other surfaces and items:

Cleaning and disinfecting routines **must** be increased as the risk of environmental contamination is higher:

- **Tables and countertops:** used for food preparation and food service must be cleaned and disinfected before and after each use
- **Spills** must be cleaned and disinfected immediately
- **Hand wash sinks:** staff and children washroom areas must be cleaned and disinfected daily and as often as necessary (i.e., when visibly dirty or contaminated with body fluids)
- **Floors:** cleaning and disinfecting must be performed as required (i.e., when spills occur, and daily)
- **High-touch surfaces:** any surfaces at your site that has frequent contact with hands (e.g., light switches, shelving, containers, hand rails, door knobs, sinks, toilets etc.). **These surfaces should be**

**cleaned daily and as often as necessary** (i.e., when visibly dirty or contaminated with body fluids)

**Clean and disinfect daily:**

- Low-touch surfaces (any surfaces at your location that has minimal contact with hands), must be cleaned and disinfected daily (e.g. Window ledges, doors, sides of furnishings etc.)
- Carpets are to be vacuumed daily and floors washed at the end of the program

**Clean and disinfect as required:** Blood/Bodily Fluid Spills: Using the steps below, the surface must be cleaned first then disinfected:

1. Isolate the area around the spill so that no other objects/humans can be contaminated
2. Gather all supplies, perform hand hygiene, then put on single-use gloves
3. Scoop up the fluid with disposable paper towels (check the surrounding area for splash/splatter) and dispose of in separate garbage bag
4. Clean the spill area with detergent, warm water and single-use towels
5. Rinse to remove detergent residue with clean water and single-use towel
6. Discard used paper towels and gloves immediately in a tied plastic bag
7. Spray 1:10 bleach and water solution in and around the spill area and allow the appropriate **one minute**
8. disinfecting contact time
9. A final rinse is required if children come into contact with the area
10. Remove gloves as directed and discard them immediately
11. Perform hand hygiene as directed
  - Notes: If the spill includes broken glass, ensure a brush and dustpan is used to pick it up and discard. Disinfect the brush and dustpan after use. NEVER use your hands to clean up the glass
  - If the spill occurs on a carpet, follow the above steps along with professional steam/wet cleaning the carpet.

**Masks and Eye Protection:**

- All staff at OPCC while at the centre are to wear medical grade masks or non-fit-tested N95 mask and (e.g. at all times, while inside the childcare premise, including in hallways) Staff are able to remove masks while they are in their office or when in the designated staff area, maintaining 6 feet distance
- Adults, parents and caregivers are to wear masks which can be cloth masks or medical grade masks
- Medical masks will be discarded daily

**Hand Hygiene Policy and Procedure**

Appropriate procedures are followed with regard to Hand Hygiene as required by the CCEYA and the Halton Public Health Department. The following information will be implemented by all staff and these enhanced health and safety protocols will be performed regularly throughout the program.

As Covid-19 protocols and procedures continue to evolve, the most recent directives from Halton Region Public Health and the Ministry of Education will apply and override any of the following protocols, guidelines and procedures.

**Policy**

Oakville Parent-Child Centre is committed to providing a safe and healthy environment for children, families and employees. OPCC will take every reasonable precaution to prevent the risk of communicable diseases

within all our sites.

**Definitions:** Hand Hygiene is a general term referring to any action of hand cleaning. Hand hygiene relates to the removal of visible soil and removal or killing of transient microorganisms from the hands. Hand hygiene may be accomplished using soap and running water or a hand sanitizer (60 - 90% alcohol based). Hand washing with soap and running water must be performed when hands are visibly soiled.

**Procedure:** Hands carry and spread germs. Touching your eyes, nose, mouth or sneezing or coughing into your hands may provide an opportunity for germs to get into your body or spread to others. Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs.

Staff, children, parents and visitors **must wash hands upon entry** into the program room (or use hand sanitizer)

Ensure that employees and children are always practicing good hand hygiene when hands are visibly dirty and/or after:

- Sneezing, coughing, or blowing your nose
- Using the washroom
- Handling garbage
- Handling raw foods
- Outdoor play
- Toileting/diapering routine
- Handling soiled laundry or dishes
- Handling soiled toys or other items
- Coming into contact with bodily fluids
- Coming into contact with any soiled/mouthed items
- Gardening
- Touching commonly touched surfaces

Hands should be cleaned using soap and water or hand sanitizer before and after:

- Preparing, handling, serving and eating food
- Handling animals
- Touching a cut or open sore
- Changing diapers
- Glove use
- Sensory play activity

When hands are visibly soiled, follow these steps for cleaning hands:

- Wet hands
- Apply soap
- Lather for at least 20 seconds. Rub between fingers, back of hands, fingertips, under nails
- Rinse well under running water
- Dry hands well with paper towel or hot air blower
- Turn taps off with paper towel, if available

When hands are not visibly soiled, follow these steps for cleaning hands:

- Apply hand sanitizer (60-90% alcohol-based)
- Rub hands together for at least 15 seconds
- Work sanitizer between fingers, back of hands, fingertips, and under nails.
- Rub hands until dry

**Hand Sanitizing Information:** When your hands are not visible dirty, a 60-90% alcohol based hand sanitizer can be used. Hand sanitizers can only be used on children who are over the age of two years and must always be used under adult supervision. Adults must ensure that the product has completely evaporated from the child's hands before allowing the child to continue their activity. Please be ensured that written parent consent is obtained before applying hand sanitizer to any child. Using soap and water is still more effective than using hand sanitizer; however, hand sanitizer is a good alternative when needed.

**Glove Use:** Gloves shall be worn when it is anticipated that hands will come into contact with mucous membranes, broken skin, tissue, blood, bodily fluids, secretions, excretions, contaminated equipment or environmental surfaces. Gloves are single use only.

**Gloves and Hand Hygiene:** Hand hygiene shall be practiced before applying and after removing gloves. Gloves shall be removed and discarded after each use.

**Covering Your Cough Procedure:** Germs, such as influenza and cold viruses, are spread by coughing and/or sneezing. When you cough or sneeze on your hands, your hands carry and spread these germs.

Attempt to keep your distance (preferably more than 2 metres) from people who are coughing or sneezing. Follow these steps to stop the spread of germs:

- If you have a tissue, cover your mouth and nose when you cough, sneeze or blow your nose
- Put used tissues in the garbage
- If you don't have a tissue, cough or sneeze into your sleeve, not in your hands
- Clean your hands with soap and water or hand sanitizer (60-90% alcohol-based) regularly and after using a tissue on yourself or others

### Health Care Policies

In order to ensure a safe and healthy environment for children, families, employees and visitors, OPCC has revised the operation of our licensed programs.

- Group time snack will replace self-serve snack at this time, spacing children 2 metres apart, individual portions to the children, - no family style serving, no sharing of serving spoons
- Staggering arrival and departure of the different classroom groups
- Medical masks will be used by all staff and parent and visitors will be required to wear a mask (can be a cloth mask)

### COVID-19 Exclusion Policy

Appropriate procedures are followed with regard to COVID- 19 Exclusion Policy as required by the CCEYA and the Halton Public Health Department. The following information will be implemented by all staff and these enhanced health and safety protocols will be adhered to for our licensed programs.

As Covid-19 protocols and procedures continue to evolve, the most recent directives from Halton Region

Public Health and the Ministry of Education will apply and override any of the following protocols, guidelines and procedures.

**Policy**

Oakville Parent-Child Centre is committed to providing a safe and healthy environment for children, families, employees and visitors. OPCC will take every reasonable precaution to prevent the risk of communicable diseases within all our sites.

**Purpose**

To ensure that all staff are aware of and adhere to the directive established by Halton Region Public Health, and Children's Services Division regarding the exclusion of sick staff and/or children attending the centre.

**Application**

This policy applies to all employees, parents/guardians, children and any visitors coming to the centre.

**Procedure**

**NOTE:** Children and staff must not attend the program if they are sick, even if symptoms resemble a mild cold. As required by the Child Care and Early Years Act, 2014 (CCEYA), childcare employees must separate children of ill health and contact parents/guardians to **pick up their child immediately**. When children are ill and/or exhibit COVID-19 related symptoms, staff will ensure the following:

- An ill or symptomatic child will be brought to the designated exclusion room to be removed from other children, and will be monitored by a staff until parent/guardian picks up the child
- Symptoms of illness will be recorded in the daily log book
- **The parent/guardian of the ill child will be notified to pick up their child immediately; or**
- If it appears that the child requires immediate medical attention, the child will be taken to the hospital by ambulance and examined by a legally qualified medical practitioner or a registered nurse

If you suspect a child has symptoms of a reportable communicable disease, (refer to Halton Child Care Health Resource), please immediately report it to Halton Region Public Health at 905-825-6000.

**When to Exclude**

Staff and children should be excluded when there are signs and/or symptoms that are greater than normal, or if a child is unable to participate in regular programming because of illness.

Common symptoms of COVID-19 include:	Other symptoms of COVID-19 can include:
<ul style="list-style-type: none"> <li>• Fever (temperature of 37.8°C or greater) or chills</li> <li>• New or worsening cough (barking cough – croup)</li> <li>• Shortness of breath (dyspnea)</li> <li>• Decrease or loss of smell or taste</li> </ul>	<ul style="list-style-type: none"> <li>• Sore throat or difficulty swallowing</li> <li>• Runny nose or stuffy/congested nose</li> <li>• Headache that’s unusual or long lasting</li> <li>• Nausea/vomiting and/or diarrhea</li> <li>• Extreme tiredness that is unusual</li> <li>• Muscle aches or joint pain</li> </ul>

- Please refer to the Ontario Provincial Screening Tool for an **up-to-date list of signs and symptoms**

**How to Exclude**

- Supervise the child in a designated room with hand sanitizer available following appropriate hand hygiene procedures

- Notify parents/caregivers of the sick child and **requires immediate pick up**
- Only one staff should be in the designated room and attempt physical distancing from the ill child maintaining a distance of 2 meters. If physical distancing of 2 meters cannot be maintained, staff should wear a medical mask, eye protection and gloves, should perform hand hygiene and attempt to not touch their face with unwashed hands. The ill child should also wear a mask if it is tolerated and if the child is above the age of two years
- Staff should not interact with others while waiting with ill child
- Staff should avoid contact with the child's respiratory secretions
- Tissues should be provided to the child for proper respiratory etiquette, with proper disposal of the tissues and proper hand hygiene
- Increase ventilation in the designated exclusion room if possible (e.g., open windows)
- Clean and disinfect the area, along with any toys, immediately after the child has been sent home
- Children with symptoms must contact their doctor for further direction, or as directed by Halton Region Public Health
- Staff and children who were in the same room with the ill child will be monitored for symptoms
- Currently, there is no requirement to report a positive Covid-19 PCR or Rapid Antigen Test to Halton Region Public Health. However, OPCC will continue to seek direction regarding the information that should be shared with parents of children in the program
- Children or staff who have been exposed to an individual in program with Covid-19 symptoms or a positive test result should follow the guidance by Halton Region Public Health and the Provincial website.
  - Those who are not fully vaccinated and under 12 years old should isolate for 5 days when exposed to someone with symptoms of Covid-19 or who has received a positive Covid-19 test result. However, individuals who come into contact with positive/symptomatic children or staff in a childcare setting are not generally considered close contacts.
  - At this time, Halton Region Public Health will not be managing cases or contacts in childcare settings and therefore, will not be closing any classrooms or dismissing cohorts. OPCC may make the decision to close a cohort in certain circumstances and if operational needs require due to staffing concerns.
  - If you have a child or staff test positive, the rest of the cohort may continue to return to centre as long as they remain asymptomatic and continue to pass the daily screening. Children and staff are to monitor for symptoms for 10 days and if they have symptoms, they are to stay home for a minimum of 5 days from their symptoms onset date. An ill individual who has a known alternative diagnosis provided by a health care provider may return to the centre if they do not have a fever and their symptoms have been improving for at least 24 hours

### Reporting

Currently, the directions outlined below will be followed for any **confirmed** cases of COVID-19 with a PCR test only to the Ministry of Education for the following individuals:

- a child enrolled at Oakville Parent-Child Centre
- a staff of Oakville Parent-Child Centre

As of January 24, 2022, the Ministry of Education requires childcare centres to report when absenteeism increases to a level of approximately 30% or more above the baseline, to Halton Region Public Health using the online system. If appropriate, a letter will be provided to be distributed to the families. Halton Region Public Health will contact the centre by phone to provide guidance and support regarding any Infection

## Prevention and Control concerns.

When becoming aware of any confirmed cases of COVID-19 for any of the above individuals:

- Halton Region Public Health no longer requires a report of a positive Covid-19 test
- Notify the Child Care Quality Assurance and Licensing Branch **Regional Manager** (Ministry of Education) if a positive case is confirmed by PCR test only
- Follow Halton Region Public Health’s advice with respect to the appropriate process for notifying parents with children enrolled at the centre; at this time, Halton Region is no longer managing cases or contacts
- Follow the regular **Serious Occurrence (SO)** reporting requirements (including submitting a SO report in the Child Care Licensing System and posting the SO notification form) when required
- Halton Region Public Health will be contacted to report a disease of public health significance, when the number of children or staff with gastrointestinal symptoms, such as diarrhea or vomiting, of 2 or more unexpected cases within a 48-hour period

## Testing for COVID-19

- Symptomatic staff and children should be referred to their doctor or call 311 for direction on whether to be tested or not. Testing of asymptomatic person should only be performed as directed by Halton Region Public Health as part of outbreak management.
- Those who test negative with two tests for COVID-19 must be excluded until 24 hours after symptoms resolution or symptoms are improving and are able to pass the entrance screening tool/provincial school screening tool
- Those who test positive for COVID-19 must be excluded from the centre for 5 days after the onset of symptoms and are able to pass the Provincial School Screening Tool in order to be able to return
- Asymptomatic contacts of a confirmed case may consider going for testing for COVID-19 within 14 days from their last exposure. If they test negative and become symptomatic after the negative test, they should contact Public Health for further instruction as necessary. At this time, testing is limited and will only be performed on specific individuals – contact your doctor for further information and direction
- Staff who test positive for COVID-19 inform their manager of the positive test result; the manager will direct the staff member to isolate and follow the direction of the Provincial School Screening tool; Outbreaks may be declared in collaboration with the centre and Halton Region Public Health

**NOTE:** Childcare staff who are tested as part of the surveillance screening are not required to self-isolate and may return to work as long as they pass the daily entrance screen for the centre or as directed by public health

## Surveillance

Ensuring that all environmental conditions are constantly monitored is essential in preventing and reducing illness. Staff must monitor for an increase in above normal amount of illnesses among other employees and children by looking at the normal occurrence of illness at that location and during the specific time period. When absenteeism increases to a level of approximately 30% or more above the baseline, OPCC must report this to Halton Region Public Health through the online reporting tool

Ensure surveillance includes the following:

- Observe children for illness upon arrival
- Self screening is required for children entering the program. Anyone who fails screening criteria will not be allowed into the program

- Record symptoms of illness for each child including signs or complaints the child may describe (e.g., sore throat, stomach ache, head ache) in the log book
- Record the date and time that the symptoms occur
- Record the program room the child attends (e.g., classroom/description)
- Record attendances and absences on attendance sheet; as well as indicating absences in the log/daily journalbook
- The Manager will contact families of absent children in licensed programs to inquire about their health; a tracker will be kept of these illnesses

### **Returning from Exclusion Due to Illness**

Staff/children will no longer be managed by Halton Region Public Health (e.g., confirmed cases of COVID-19, household contacts of cases). Individuals should follow the Provincial School Screening Tool for the next steps for the individual and the household contacts; including when it is safe to return to the centre.

As well as the above information on COVID-19 signs and symptoms, parents are required to keep their child at home if they display any of the following:

- ❖ Fever (anything over 37.8° C)
- ❖ Respiratory symptoms
- ❖ Diarrhea/vomiting
- ❖ Skin problems(undiagnosed)
- ❖ eye/Nose drainage- thick mucus or pus draining from an eye or nose
- ❖ Sore throat
- ❖ Cough
- ❖ Itching (persistent of body or scalp)
- ❖ Head lice– *a medical note is required stating your child is clear of lice and/or nits before he or she can return to program*

OPCC, at the discretion of the Manager or Executive Director, may require a doctor’s note for a child to return to the program. The information being collected is for the sole use of OPCC (including staff and representatives). Personal information will not be shared or sold to any third parties, without your consent, except in instances where we are required to do so in accordance with health and safety requirements or other legal obligations.

In the event that your child becomes sick during a program (other than signs and symptoms of COVID-19), the parents are called first and then, if the parents cannot be reached, we call the emergency contact to pick up your child. Appropriate care is provided until the parents or emergency contact arrives. If your child is ill or will be absent from the program, please inform the teacher at departure time on the previous day or contact our office at 905-849-6366. A first-aid kit is kept in the classroom and accessible to all staff. Parents will be required to sign off on the accident/illness form when need be, and a copy will be provided. All program staff are required to have a valid certificate in standard First Aid, including infant and child CPR

**Exemptions from immunization** – if your child is exempt from immunization, then a Statement of Conscience form or Religious Belief form must be completed by a “commissioner for taking affidavits” (i.e. must be notarized). A Statement of Medical Exemption form for medical exemption to immunization must be completed by a doctor.

### **Allergies and Administration of Medication**

The Centre will not administer any medication (prescription or non-prescription ie; Tylenol etc.), except in the event a child requires emergency medication in response to an allergic or life-threatening condition. If your child has an epinephrine auto injector or a rescue reliever inhaler, **please contact the Manager to complete the required forms. This package must be completed before your child can start the program.** If there are any changes in a child’s medical condition, it is the parent’s responsibility to contact the Manager immediately. OPCC, at the discretion of the Executive Director, may refuse to undertake responsibility for administering medications or procedures, which staff does not have the expertise to administer.

## Individual Plans

OPCC will create individualized plans for children with special needs and/or medical plans and/or anaphylaxis plans. All Educators and visitors are to review, understand and adhere to children’s individualized plans. These will be signed off annually and/or when plan is modified. The Manager will review individual plans with staff, students and volunteers. If you have any questions, please let us know.

## CHILD GUIDANCE

It is the purpose of OPCC and this program to provide a warm, caring environment in which each child feels safe and secure. Consistent limits for behaviour have been set, appropriate to the developmental level of the child and deal with health and safety, appropriate use of the equipment and the rights of each individual. We believe that the child responds best to positive direction, using encouraging language and tone of voice. The child learns respect for others by being given respect for himself/herself. Our child guidance policies reflect this philosophy. Methods used include:

- Redirection – guiding a child into an acceptable option when engaged in an unacceptable activity
- Natural and Logical Consequences
- Limit Setting – boundaries are developed by the teachers for the children as a group or for individual children, according to each situation
- Modeling
- Providing choices
- Anticipating conflict – planning and preparation of the environment
- Positive reinforcement and encouragement

If a difficult situation arises with the child, the teacher may discuss appropriate solutions in co-operation with the parent. Any disciplinary practice based on negative control technique is not allowed. The provision of Prohibited Practices forbids corporal punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. These practices are never permitted in our Centre.

All employees, program staff, students and volunteers are required to ensure that the following list of prohibited practices are not committed:

- corporal punishment of the child; including but not limited to any harsh discipline of any kind; Spanking, hitting, slapping or other abusive physical control
- physical restraint of the child, such as confining the child to a highchair, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures;

- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- inflicting any bodily harm on children including making children eat or drink against their will and any type of behaviour that is sexually abusive

## **PARENT ISSUES AND CONCERNS POLICY AND PROCEDURE**

Parents/caregivers are encouraged to take an active role in our licensed programs and regularly discuss what their child is experiencing with our program. As stated in our program statement, we support positive and responsive interactions among the children, parents/caregivers and educators, and foster the engagement of and ongoing communication with parents about the program and their child. Our educators are available to engage parents in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents are taken seriously by OPCC 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. When necessary, a meeting will be arranged in a timely manner that is suitable to all, in order to have an open discussion between the parents, educators and Manager. This meeting will help support communication and positive relationships.

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 will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents 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. Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents, children, educators, 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).

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, educator or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Manager or the Executive Director. As well, if a parent is not satisfied with the response or outcome of an issue or concern, they may also address the issue/concern with the Executive Director or OPCC's Board of Directors. Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act.*, can 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, etc.) where appropriate.

## **EMERGENCY MANAGEMENT POLICY**

OPCC takes pride in the fact that safety is a priority in our licensed programs and all of our other programs too. OPCC has emergency management policies and procedures in place if an emergency arises while children are

in our care. If necessary, we will evacuate the children to our safe place and once children are settled safely, parents/caregivers will be notified.

Our safe place for our NSR-Main site is our NSR-Satellite location, at 481 North Service Rd W., #25.

**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.**

As soon as possible, OPCC must notify parents of the emergency situation and when the all-clear has been given. Where emergencies have occurred that did not require evacuation of the childcare centre, OPCC must provide a notice of the incident to parents.

If normal operations do not resume the same day that an emergency situation has taken place, OPCC will provide parents with information as to when and how normal operations will resume as soon as this is determined.

If staff, parents and/or children have experienced distress from a crisis situation that occurred at OPCC, then the Executive Director/Manager will support and work with the appropriate agencies to assist in the recovery process to ensure help is given to those that require it.

Please contact the Manager if you have any questions at any time.

## **REPORTING PROCEDURES**

### **Incident/Accident Forms**

OPCC is required to complete an Incident/Accident Form in the event of an injury. These forms are shared with the parents and must be signed by the parent at pick-up and given a copy. The original forms are then kept in the child's file.

### **Serious Occurrence**

A severe situation or injury warrants immediate attention and action. It is the responsibility of the Teacher to report immediately any occurrence, or suspected occurrence, to the Manager and/or the Executive Director. A preliminary report will be completed by the Manager/Executive Director, and the occurrence will be reported to the Ministry of Education-Child Care Quality Assurance and Licensing Branch. Part of our serious occurrence procedure is to post the Serious Occurrence Notification form at the site of the incident so parents can have access to this information. This will be posted in a visible area for 10 days.

### **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/caregiver 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*.

*This booklet has been designed to provide you with detailed information regarding our licensed programs. If you have any questions or concerns, please give us a call at 905 849-6366.*