

2020



Occasional Childcare

Quality care when you need it.

Have you ever wished that there was care for your child that would meet the unique needs of your life?

Flexible - only when *you* need it, licensed hourly care



GENERAL INFORMATION BOOKLET

18 months to 5 years of age | Monday to Friday | 8:30am-5:30pm

Oakville Parent-Child Centre

info@op-cc.ca | 905-849-6366 | www.op-cc.ca

Table of Contents

FEE SCHEDULE 2020.....	3
HOW TO REGISTER.....	3
OPCC - WHO WE ARE.....	4
PROGRAM STATEMENT.....	4
Foundation: Belonging	5
Foundation: Well-Being	6
Foundation: Engagement	7
Foundation: Expression	9
QUALITY FIRST.....	11
INCLUSION POLICY.....	11
GENERAL INFORMATION.....	11
ONLINE ACCOUNTS.....	11
SCHEDULING HOURS.....	12
HOURLY FEE.....	12
CANCELLING/CHANGING HOURS.....	12
CHILD CARE WAIT LIST POLICY.....	13
TAX RECEIPTS.....	13
WITHDRAWALS.....	13
INCLEMENT WEATHER & CLOSURES.....	13
PROFESSIONAL DEVELOPMENT TRAINING.....	13
VIDEOTAPING & PHOTOGRAPHS.....	13
SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS.....	14
PROGRAM INFORMATION.....	14
Orientation.....	14
Age Groupings.....	14
Arrival and Pick-Up.....	14
Program Content.....	15
Clothing.....	15
Diapers.....	15
Snack/Lunch.....	15
Naps.....	16
Special Days.....	16

Toys	16
Walks	16
YOUR CHILD'S HEALTH AND WELLBEING.....	16
Sanitary Procedures	16
Health Care Policies	17
Allergies and Administration of Medication	17
Individual Plans	18
CHILD GUIDANCE	18
PARENT ISSUES AND CONCERNS POLICY AND PROCEDURE.....	19
EMERGENCY MANAGEMENT POLICY.....	20
REPORTING PROCEDURES.....	20
Incident/Accident Forms.....	20
Serious Occurrence	20
Concerns about the Suspected Abuse or Neglect of a child.....	21

FEE SCHEDULE 2020

18 months to 5 years	Location	Fees
Annual Registration Fee		\$50 per family
Monday to Friday: 8:30am-5:30pm	NSR-Satellite	\$20/hour per child
<i>(Children can attend for up to a maximum of 5 hours a day)</i>		

HOW TO REGISTER

At the time of registration, please submit:

- Your completed Annual Registration Form**
- Consent form**
- Statement of Immunization** – please report your child’s vaccines at halton.ca and as well **provide a copy** of your child’s immunization record *(for exemptions a Statement of Conscience/Medical Exemption/Religious Belief form is required, please contact the office)*
- Payment of annual non-refundable registration fee \$50 per family**
- Review entire General Information Booklet and sign off on Registration Form**

Once your registration has been received, an online account will be issued to you by email. This account will allow you access to the online booking system where you can choose your booking dates, times and make your payment for the booking. Payments can be made by debit or credit card.

Occasional Childcare Program Start

Occasional Childcare is an ongoing program, please refer to the booking calendar for specific dates and times that the program is being offered.

Annual Registration Fee

This annual non-refundable registration fee of \$50 per family will be paid when completing forms. It will renew automatically however, 30 days in advance of the anniversary month, the family will get a reminder that this will be happening on their credit card – this will prompt families to connect if they no longer want to be registered for access to our program. This reminder will also require families to review and update their accounts and check off to acknowledge that the information is up to date and correct. The renewals of the annual registration fee will be processed on the first business day of the month. If registering an additional child at a later date, please contact the office to have the registration fee waived for the additional child.

Withdrawals

Families will give notice of withdrawal if they no longer want to have access to this care. There is no service charge to withdraw from the program. We do require 5 business days’ written notice in advance of the anniversary month to stop the automatic renewal. There is no refund of the annual registration fee.

OPCC - WHO WE ARE

Oakville Parent-Child Centre (OPCC) has been serving the Oakville community since 1980. As a not for profit centre, we offers a variety of programs and services including drop-ins, parenting support & workshops, Discovery Station Emergent Learning, Occasional Childcare 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

<i>Goals for Children:</i> 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
<i>Goals for Children:</i> 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 child care

- 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

<i>Goals for Children:</i> 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 Occasional Care program is a **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 child care and learning in the Halton child care 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 Occasional Care program is licensed under the Child Care and Early Years Act, 2014 (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 child care programs across the province via the Licensed Child Care Website 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.

ONLINE ACCOUNTS

Purchasing, changing and booking hours can all be completed online through your OPCC Occasional Childcare account. While we may periodically ask you to verify your profile, parents are responsible for keeping their information up to date and will be asked to review the account annually.

Each family is required to have an online account to access the booking calendar which will be issued to you once the registration forms are completed and the annual registration fee has been paid. Once booking, you will need to choose which child will be attending the Occasional Childcare program. Access to log in to your account can be found at www.op-cc.ca.

SCHEDULING HOURS

All hours must be scheduled using the online system (except for emergency care hours and extended pick – up). Hours can be booked up to 2 months in advance, in increments of 1 hour up to a maximum of 5 hours of care per child, per day. Hours of care are booked on the half hour e.g. 9:30 - 10:30, 10:30 – 11:30 etc. and the online booking calendar will stay open and available for booking **until noon the day** before care.

There are 3 opportunities to book:

- At 9:00 am, on the first business day of the month, 2 months in advance, 10 spots are made available for each hour of the day
- At 9:00 am, three business days in advance, 3 more spots are released for each hour
- For day of emergencies, one final spot will be available – please refer to Emergency Care Hours below.

HOURLY FEE

Hourly fees are charged at a rate of \$20 per hour per child. All bookings can be made once the annual registration fee is paid, and forms are completed and the online account number has been given. All hours must be purchased online through your OPCC account except for emergencies care hours and extended pick-up.

EMERGENCY CARE HOURS

The hourly fee of \$20 per child will still apply. However, this care can only be **booked by phone** by calling into **the office, 905 849-6366, starting at 9:00 am on that day** care is required and if the space is available. There will be only one space available for each hour. Credit cards will be processed on the phone, at the time of booking. The intention of emergency care is for parents that are needing last minute care for an appointment etc. This care is not to provide care for children that are ill.

EXTENDED PICK-UPS

We all know how stressful it can be when you are stuck in traffic or at an appointment and are trying to pick up your child on time. If you are running into this situation, please give us a call to see if we have a space to add an additional hour of care for your child. \$20 per hour per child will be processed by credit card the next day after the extended hour has been added. There are no partial hours; it is only a full hour of care that can be added and is not available after 4:30 p.m. (centre closes at 5:30 p.m.)

CANCELLING/CHANGING HOURS

Families can change their bookings up to 72 hours before care. If less than 72 hours, there will not be a refund for the booked hours; this includes if your child is not able to come due to illness. Before the 72 hours, the family can cancel their booking and it can be held as a credit (“care credit”) and booked at a later date. However, ‘care credit’ hours **must be used within three months of the purchase date** or they will be lost.

Please note: Once a family cancels or if they do not renew their membership before using any ‘care credit’ hours, the ‘care credit’ hours will be lost and will not be refunded.

Unless we hear otherwise, if your child is booked for care, we will assume you are on your way. Please contact us if your child is ill or plans have changed for the day and they are not coming in for the hours booked that day. All hours must be cancelled or changed through the OPCC online booking calendar. Please note that we cannot accept cancellations or changes via email or voice mail.

CHILD CARE WAIT LIST POLICY

At this time we do not offer a wait list. All spots are available on a first-come-first-served basis after the initial registration has been accepted and processed. Once all spots are full, we recommend checking the website when new spots are released and/or for any cancellations.

TAX RECEIPTS

Receipts will be issued at the end of the calendar year and will be emailed to you in February. If you misplace your receipts, please contact the Supervisor 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

Families will give notice of withdrawal if they no longer want to have access to this care. There is no service charge to withdraw from the program. We do require 5 business days' written notice in advance of the anniversary month to stop the automatic renewal. There is no refund of the annual registration fee. OPCC holds the right to terminate care immediately if any of the following situations occur; nonpayment of program fees and/or other extreme situations. **Please note:** Once a family cancels or if they do not renew their membership before using any 'care credit' hours, the 'care credit' hours will be lost and will not be refunded.

INCLEMENT WEATHER & CLOSURES

The program will be cancelled if the **Halton District School Board** 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, listen to your local radio station, watch CHCH television station or sign up to receive notification via e-mail regarding school closure information. You can sign up for our email on our website at www.op-cc.ca ***Please note that we do not call parents on snow days.*** Parents will not be reimbursed for cancellations due to weather conditions. Closures due to situations beyond our control (e.g. no heat in the building) will be given 'care credit' for their time booked; care credit hours will need to be used before the anniversary month or the care credit hours will be lost.

OPCC also follows the Board's scheduled closures at Christmas, and all Statutory Holidays. Please refer to the online booking calendar for available days to book.

PROFESSIONAL DEVELOPMENT TRAINING

OPCC is committed to providing Professional Development training for our staff. We hold a half day training session in the fall and as a result this time period will not be available for booking hours of care. Our Professional Development training is scheduled for the afternoon during the month of October – date to be confirmed.

VIDEOTAPING & PHOTOGRAPHS

OPCC will only permit parents or guardians to use their cameras or video cameras at Occasional Childcare program special events when parents are invited to participate i.e. Holiday parties etc. If a parent objects to

their child being in a picture or being videotaped at this time, it is their responsibility to make staff aware of their concern -- then we'll make a decision about the use of videotape or photos. As well, OPCC will obtain consent for permission to photograph their child for use of learning stories, documentation and to capture an activities that may take place in our classroom. These photos will only be used for sharing purposes and not for promotional items.

SUPERVISION POLICY FOR VOLUNTEERS AND STUDENTS

Under the CCEYA, OPCC is required to ensure that every child who is in attendance in a licensed childcare facility 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

Orientation

Once you have registered, you will be given a promotional code for your child in your confirmation email. This code will allow you to book at a discounted rate (\$10/hour), **for one hour of care per day for 3 days** – this will allow your child time to adjust to the program and get to know the educators and the environment. The promotional code will only be valid on your first booking. Depending on your child, the first hour may be with the parent in the class, the next may be with the parent on site but out of the class etc. We recommend that these orientation hours take place within the first 2 weeks once registering and before regular hours are booked.

Age Groupings

Our Occasional Childcare program is currently offered for children between the ages of 18 months and 5 years. We have a maximum capacity of 15 children per hour between the ages of 18 months and 5 years of age and we can only book 6 children between the ages of 18 – 24 months for each hour. Our family age grouping allows for the opportunity to interact with other children of varying ages and also for siblings to be in the same room.

Arrival and Pick-Up

When you arrive, please notify a member of the program staff that your child has arrived and is signed in prior to leaving the Centre. Please indicate who will be picking up your child for departure time.

“Departure” from Occasional Childcare is of equal importance, so please be available to collect your child by their pick-up time. When you pick-up your child, notify the educator that you are receiving your child and you are leaving. In the interest of safety, we cannot allow a child to leave the classroom 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 educators.

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 reflect 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.

Visit 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 Occasional Childcare program and may vary based on the ages of the children and each individual group. Our Occasional Childcare program follows the requirements of the Ministry of Education and aligns with the Halton District School Board curriculum. Daily Explorations for each group are posted on the Occasional Childcare bulletin board at the classroom:

- Free choice of play; an opportunity to explore various learning centres throughout the room. Centres include; dramatic play, building & floor toys, free choice creative, playdough, puzzles & cognitive toys, easel activities, quiet book corner, science & special interest table.
- Small group learning discussions which follows the children's interests
- Washroom routines, snack and lunch
- Creative projects related to the areas of interest, sensory, cognitive and gross motor activities
- Large group activities that may include stories, music and movement
- Occasionally we have special visitors that visit our classroom (e.g. Humane Society)

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 (no slippers or flip-flops please). Please provide a backpack on a daily basis with your child's initials to store the extra clothing (e.g. "JT"). All creative supplies used in program are non-toxic, safe and washable, but not all stains wash out!

Diapers

It is not anticipated that all children will be toilet trained, so if necessary please provide diapers and wipes for your child. In this program, there are washroom routines; 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 educators. We'll be happy to help!

Snack/Lunch

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 are posted on the Occasional Childcare bulletin board. We attempt to provide a nut free environment. If a parent or caregiver of a child who has a special diet wishes to bring in their own food, they may. Any food items that are provided by a parent/caregiver must be labeled with the child's name and the ingredients. A nutritious lunch will be provided by a catering company along with milk during the 11:30-12:30 timeslot. All of our snacks and lunches meet the recommendations set out in Canada's Food Guide.

Naps

Depending on the time of day that the children visit the program, they may feel tired and need an opportunity to have some quiet time and a nap. We do have cots and bedding that are available if need be. Children can have a nap within the classroom, in an area off to the side, allowing other children to continue to engage in quiet activities. All cots and bedding will be disinfected after each use to allow for a fresh bed to be available each day for each child. Educators will complete direct visual checks regularly during the napping period for each child, which will be documented. If a parent requests, a crib can be provided for their child 18-24 months.

Special Days

We will 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 the classroom. 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 or in your child's backpack. It is often difficult for children to share special toys and to ensure that the toy is not misplaced. However a blanket or favourite item is welcome. We know how important a comforting or familiar item can be!

Walks

The Occasional Childcare program may go on a short walk as part of the program; however, this is depend upon how quickly the children settle into routines etc. Educators ensure that safety is the first priority. Educators 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. 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; a grassy area near the centre or the walking trail nearby. 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.

YOUR CHILD'S HEALTH AND WELLBEING

Sanitary Procedures

Appropriate procedures are followed with regard to sanitary procedures, as required by the CCEYA and the Public Health Department.

Toys - Toys will be washed and disinfected on a weekly basis, or more often, depending on use.

Washroom Routine - Each child will wash his or her hands before snack and after toileting. Liquid soap and paper towels are available for hand-washing.

Furnishings - The washroom is tidied and disinfected, the floor is damp-mopped, and the carpet is vacuumed after each program.

Health Care Policies

Parents are required to keep their child at home if they display any of the following:

- ❖ Fever (anything over 38.5° C)
- ❖ Respiratory symptoms
- ❖ Diarrhea/vomiting
- ❖ Skin problems(undiagnosed)
- ❖ Eye/Nose drainage- thick mucus or pus draining from an eye or nose
- ❖ Sore throat
- ❖ Cough (persistent)
- ❖ 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*

For your information, a list of communicable diseases and incubation and isolation periods are posted on the Occasional Childcare bulletin board. OPCC, at the discretion of the Supervisor, 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.

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.

In the event that your child becomes sick during a program, 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 educator 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.

Allergies and Administration of Medication

The Centre will not administer any medication (prescription or non-prescription ie; Tempra 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 Supervisor/Manager to complete the required forms. This package must be completed before your child can start in the program.** If there are any changes in a child's medical condition, it is the parent's responsibility to contact the Supervisor 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 Supervisor 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 educators 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 educator 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 high chair, 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 Occasional Childcare program and regularly discuss what their child is experiencing within 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 Supervisor/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 Supervisor/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 Occasional Childcare program and all of our programs. 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-Satellite site is our NSR-Main location, at 461 North Service Rd W., #17.

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 child care 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 Supervisor/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 educator to report immediately any occurrence, or suspected occurrence, to the Supervisor/Manager and/or the Executive Director. A preliminary report will be completed by the Supervisor/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 business 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 Occasional Childcare program. If you have any questions or concerns, please give us a call at 905 849-6366.