



GLENGARRY INTER AGENCY GROUP INC.

THE LEARNING CENTRE



PARENT HANDBOOK

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Mission Statement

The primary purpose of The Learning Centre is to provide quality child care services to the families it serves by offering the optimum environment for each child's individual development.

Program Statement

The Learning Centre believes in respect for each individual child as being competent, capable, curious and rich in potential. We are committed to providing high quality programs guided by research theories from How Does Learning Happen.

We will ensure:

- a. promote health, safety, nutrition and the well-being of the children;
- b. support positive and responsive interactions among the children, parents, child care providers and staff;
- c. encourage the children to interact and communicate in a positive way and support their ability to self-regulate;
- d. foster the children's exploration, play and inquiry;
- e. provide child-initiated and adult-supported experiences;
- f. plan for and create positive learning environments and experiences in which each child's learning and development will be supported;
- g. 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;
- h. foster the engagement of and ongoing communication with parents about the program and their children;
- i. involve local community partners and allow those partners to support the children, their families and staff;
- j. support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning; and
- k. document and review the impact of the strategies set out in clauses (a) to (k) on the children and their families.

How we will ensure:

- a. Encourage healthy snacks, incorporate daily physical activity indoors and outdoors, post EOHU nutrition guide in our rooms;
- b. Maintain open communication with parents/guardians and children about child's day; provide guidance to parents and refer to outside agencies when necessary;
- c. Encourage self-regulation, body breaks, mini mind masters yoga; encourage team work and group work
- d. Observe children in their environment and tailor the program to their interests and needs;
- e. Observe children in their environment on a daily basis and make adjustments to any programming based on their interests and/or needs;
- f. Create a comfortable, safe environment for each child based on their interests and/or needs;
- g. Incorporate daily outdoor activities such as nature walks, community walks, sports, use of playground equipment; incorporate daily indoor activities such as Just Dance, Yoga, gym time, mini mind masters, body breaks;
- h. Maintain open communication with parents and provide daily verbal reports on their children's progress;
- i. Maintain contact with local Early Years programs and keep information current on each site's facebook page;
- j. Provide opportunities for continuous professional learning for the staff

- k. The Early Childhood Educators maintain open communication with parents on a daily basis to share observations and documentation either verbally or through email. Each childcare site has a facebook page for parents to have access to and is maintained with up to date photos of children in their learning environment. We encourage open communication with parents and welcome and feedback. We also hold monthly staff meetings to discuss these means and whether or not improvements or additions can be made.

Program Details

Programs are developed to address the needs of each child and will work towards the expectations that parents have for their child. Programs are based on child's development and are based on play-based learning.

Programs are re-evaluated regularly to reflect changes within the Child Care and Early Years Act and the ideologies of early childhood education. Staff members participate in professional development to keep informed of these changes.

Specialized Services

The Learning Centre is committed to the integration and inclusion of children with special needs. Our aim is to provide each child with an opportunity to develop in an inclusive learning environment. Community resources may be available to help, please contact the site supervisor for more information.

Facilities and Programs

The Learning Centre has facilities to accommodate the following groupings of children:

BEFORE AND AFTER SCHOOL PROGRAMS:

Site	Kindergarten numbers	School Aged Children numbers
Bridgewood Public School (Cornwall)	26	60
Rothwell-Osnabruck Public School (Ingleside)	26	30
Iroquois Public School	13	30
Laggan Public School (Dalkeith)	0	30
Longue Sault Public School	26	60
Winchester Public School	20	60

(20% of the maximum number of spaces may be used by children between the ages of 3.8 – 5 years of age.)

Days & Hours of Operation

Full-time and **part-time** care is available. Sites are open **Monday** through **Friday** with the exception of Statutory Holidays. See **Appendix B** (page 28) for site hours.

Waiting List

In the case where a parent wants to register their child at one of the Learning Centre sites and there is no space, the Site Supervisor shall take the name and number of the parent. A numbered list will be

maintained by the Site Supervisor. Once space becomes available, the Site Supervisor will contact the parent in the order that they were received (on a first come, first served basis). No fees are required to be on the waiting list. If a parent would like to know where they are on the list, the Site Supervisor will provide the parent with the information as to what position they are at on the waiting list, while maintaining the privacy and confidentiality of others named on the list.

Statutory Holidays

Statutory holidays are included in the calculations of fees payable.

- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day

TLC Programs follow school closure dates.

Inclement Weather Policy

The Learning Centre will remain open despite most inclement weather conditions. Parents should note that if school buses are cancelled due to poor weather conditions, we will make every attempt to accommodate as many children as possible; however, spaces are limited.

The Learning Centre will close in circumstances where there is no hydro (for an extended period of time), which is necessary for heat and lights, running water and operation of toilets. We will also close as a result of Acts of God that jeopardize the health and safety of the children and the staff.

Arrivals and Departures

Regular attendance encourages your child to develop a sense of trust and belonging with the other children and staff. Having developed a sense of belonging, your child will feel more secure in the childcare setting and will be able to benefit more fully from the program.

Please notify the centre as early as possible if your child is unable to attend.

We assume responsibility for the care and safety of your child after he/she is met by a staff member. When your child arrives, notify a member of the staff as to your child's presence. Similarly, when picking up your child, make sure a staff member knows your child is leaving.

If your child will be leaving the program early for any reason, please inform the centre as soon as possible so they can assist in preparing the child for his/her departure.

Late arrivals affect your child's ability to fully participate in the daily program and late departures (see next section on fees for late pick-up) can affect his/her sense of security. For these reasons, we would urge you to maintain a consistent schedule wherever possible.

If an emergency should prevent you from coming for your child at closing, please notify The Learning Centre as soon as possible.

Fee for late Pick-up

Children must be picked up and have left the premises by closing time or a late pick-up fee will be charged.

If at closing time your child has not been picked up, your emergency contacts will be called to pick up your child(ren). Please ensure that your list is up-to-date with contacts that are available on short notice, and are near the centre for quick pick up.

\$10.00 for every 10 minutes late!

Extenuating circumstances will be considered. The Learning Centre is not asking families to drive carelessly in inclement weather.

Enrolment at The Learning Centre

When a child is accepted for a position at The Learning Centre the parent must complete a registration form. Included on the form is pertinent information regarding the child(ren) enrolling, such as emergency information, emergency telephone numbers, immunization and allergies.

There is no waiting list for child care and enrolment is based on a first come, first served basis.

This registration form must be completed and returned before your child(ren)'s start date.

Fee Policy

The Learning Centre requires families to pre-pay for their childcare and paying one week in advance is required at all times, however, can include bi-weekly or monthly pre-payment.

See **Appendix A** (page 27) for fee Schedule.

Payment Method:

- **Cheque and cash. Cheques are preferable and post-dated cheques are accepted. Please make cheques payable to Glengarry Inter-Agency Group Inc.**

Non-payment fees

The Learning Centre reserves the right to render two weeks' notice of termination of childcare services to parents based on non-payment of fees.

Should circumstances arise that there is non-payment of fees (e.g. no cheque submitted, cheque is NSF) the following policy will be in effect. No more than one week's fees will be owed to the centre. Parents will receive an invoice requesting payment of outstanding fees. This invoice will also notify parents that payment of the account must be received in 10 working days from receipt of the outstanding fees invoice. This invoice will also serve two weeks' notice of termination of childcare services in the event the payment is not received. If payment is received, the fee contract will be re-instated.

A \$20 NSF Charge will apply.

Absences from the Program

If your child is scheduled to attend the program (as outlined in the registration form) and is absent from the program, payment is expected.

Subsidy

Subsidy for child care fees may be available to your family. For more information or to apply for child care fee subsidy, call the Child Care Services Division of the City of Cornwall at 613-933-6282 extension 3310.

Income Tax Receipts

Income Tax receipts will be issued for amounts received on an annual basis.

Admission & Withdrawal Policy

An interview with the site staff at The Learning Centre will familiarize you and your child with the Centre's Program, staff and policies. Any questions you may have will be answered and you will be asked to complete the necessary registrations forms prior to your child's enrolment. A list of these forms and brief explanation of each one is included in the registration package.

A non-refundable registration fee per child is required upon registration.

Written notice of permanent withdrawal must be given two weeks in advance. If you withdraw your child without giving adequate notice, you will be billed for two weeks fees as per the existing contract.

If you temporarily withdraw your child from the program, your permanent space cannot be guaranteed. Your child will be placed on a waiting list and every attempt will be made to meet your needs when enrolment permits.

Dismissal Policy

Some extreme situations may result in a family being asked to leave The Learning Centre. Such circumstances include but are not limited to:

- Families not in good standing; fees not paid;
- When the program no longer meets the child's needs and their behaviour is disruptive to the point where the program is in jeopardy;
- In situations where the health and or safety of the child, the other children and or the staff is compromised;
- When by-laws and policies of the corporation have not been followed.

Staff

TLC staff are trained professionals in the field of Early Childhood Education and/or equivalent, First Aid, and CPR. The staff receive ongoing professional development to keep them informed of the changing trends in this field.

All staff must have a current and clean Criminal Record Check with vulnerable check screening upon hiring.

A signed Offence Declaration may be submitted for two years with a new Criminal Record Check being completed a minimum of every three years.

Volunteer and Student Placement

ROLE OF VOLUNTEERS/STUDENTS:

- Must be in the presence of a paid-employee at all times and will not have direct unsupervised access to the children.
- Will not be counted in staffing ratios.
- Required to report to the Site Supervisor and/or RECE upon arrival to the Centre and assist the Site Supervisor and/or RECE in the day to day operations of the before and after program.
- Required to read the policies and procedures as well as sign off that they have read and understood them prior to working in the Centre.
- Read the parent manual.
- Maintain confidentiality at all times.

ROLE OF SITE SUPERVISOR IN SUPERVISION OF VOLUNTEERS/STUDENTS:

- Review and ensure that students and volunteers sign policies and procedures prior to their start date and annually thereafter.
- Ensure the volunteers/students over 18 provide a current, clear vulnerable sector check.
- Conduct a tour of the school and explain the fire procedure.
- Provide a copy of the Parent Handbook
- Coach/mentor the volunteers/students ensuring they are engaged in the children's activities/learning and address any concerns with them as they arise. On-going monitoring of the volunteers/students and addressing areas of concern as they arise. Should the Site Supervisor not be able to handle the concern, it is their responsibility to advise the TLC Program Supervisor which will result in disciplinary action and/or dismissal.
- No notice is required for a volunteer to terminate the volunteer relationship with TLC programs nor is TLC required to provide notice to a volunteer to terminate their volunteer relationship. In the case of concerns with a placement student, the situation will be discussed with the student and possibly their Placement Supervisor and dealt with accordingly with the possibility of termination of placement.

All Volunteers/Students will review and sign off on individual plans of anaphylactic children.

Criminal Record Checks

It is the policy of The Learning Centre that all staff, students and volunteers (including parents offering to volunteer) have criminal reference checks with a vulnerable sector check completed prior to commencing employment.

Confidentiality

All staff, volunteers, students and members of the Board of Directors have taken an oath of confidentiality. Information about your family is held in confidence. As well, staff members are not at liberty to discuss with you the issues regarding other families at the site. Please adhere to proper channels of communication for all inquiries.

The Health and Safety of Your Child / Authorization to Pick-up

You may wish to have a responsible person other than yourself pick-up your child either on a regular basis or on occasion. The following procedures must be observed.

If the pick-up, at any time, is to be done by someone other than yourself, please supply that person's name and telephone number in the Emergency Contact section of the registration form. **Under no circumstances will the child be released to any person non-designated in writing by the parent.** Until we get to know the person picking up the child, staff will ask for personal identification, e.g. driver's license. The person picking up the child must be 18 years of age or older.

In the event that there is a Court Order in effect denying access to your child, a copy of the order must be on file at The Learning Centre. Otherwise, we cannot comply with the order. When a court order is in place and an attempt is made to pick-up a child by the non-custody parent we will do our best to comply with the court order. We will attempt to contact the custody parent and/or the police.

Visitation rights of a parent engaged in joint custody must be exercised outside of daycare hours.

Hand Washing and Personal Hygiene

It is important to teach children at an early age proper hand washing and good personal hygiene habits. Children in a group setting will be exposed to germs and communicable illnesses, much of which can be avoided with proper hand washing.

Winter/Summer Protection

We are required under the Child Care and Early Years Act to spend time outdoors. The amount of time spent outside depends on the temperature that particular day. In cases where excessive wind or wind chill is a factor, excessive heat or humidity, the children will remain indoors.

Safety factors relating to your child playing outdoors in the fall, winter, spring and summer:

- **Fall/Winter:**

Certain areas will be closed within the playground as the ground becomes frozen when the temperature drops. However, enhancements such as wagons, sleds, and other "sand-type" toys will be offered.

In winter, your child should be dressed in warm, comfortable clothing that will allow them the freedom to enjoy the snow. We strongly recommend a snowsuit, hat, mittens and boots. The drawstrings or cords on hoods, hats, jackets, or mittens should be taken off if possible, or tied-up or tucked-in. Your child's jacket should be zipped securely, and scarves should be tucked inside their coats.

Neck warmers are recommended rather than scarves. Winter boots should fit securely.

- **Spring/Summer:**

From time to time areas of the playground will be closed, e.g. with the excessive heat we will seek other fenced areas that offer shade from the sun.

We strongly recommend your child be protected from the sun by wearing a sun hat, cool cotton clothing, and sunscreen.

Playground Safety

Running shoes are flexible and provide a good grip on the climber. If sandals are worn, they should be buckled securely in place. We discourage you from sending your child in vinyl dress shoes or flip-flops, as they can be quite slippery.

Sunscreen

You will be asked to send a bottle of sunscreen, labelled with your child's name, which can remain at the centre. Please check expiry dates on all bottles.

Staff members will apply sunscreen to your child a ½ hour prior to going outside.

Illness

We ask that you keep sick children at home, especially children in the communicable stages of illness and those who are not feeling well enough to participate fully in the program.

Please let us know as soon as your child contracts an infectious disease. If the staff find that a child is sick during the day, parents will be asked to take the child home as soon as possible. If you cannot be reached at your usual number during the day, please leave an alternate telephone number.

Due to staffing requirements, children too ill to go outside should be kept home. Outdoor play is a daily part of our program.

Administration of Medication

We have attached at the back of this handbook a reference sheet as a "Summary of Exclusion Recommendations." This information was compiled from the recommendations of the Eastern Ontario Health Unit.

Medication (prescription and non-prescription), variation in diet or any special medical procedures will only be administered upon the written order of a physician or parent or guardian of the child.

Prescribed medication will be administered for the duration as per instructions of a physician.

Non-prescription medication will be administered for three days only. To continue administration of non-prescription medication thereafter will require the written instructions of a physician.

Furthermore, centre staff will not administer medications, which are considered intrusive to the child or medications involving excessive demands, which would interfere with supervision duties of the staff. Intrusive medications are defined as, but not limited to suppositories, such as Gravol or those that correct constipation. Intrusive procedures are defined as, but not limited to taking a child's temperature rectally.

The drug or medication to be administered must be in the original container as supplied by the pharmacy.

“Administration of Drugs Permission” forms are available from the staff. The parent or guardian must complete forms. Staff will administer both prescription and non-prescription drugs.

Health Check

Each day as children arrive, staff will do a brief health check. Children will not be accepted for care should they have signs and symptoms that they are not able to participate in the program. This includes if they have been vomiting or have had diarrhea within the last 24 hours

Children will be dismissed immediately when they develop conditions such as:

- Fever (flushed skin, glassy eyes, pale complexion, hot to touch),
- Diarrhea (continuous or frequent bowel movement which cannot be contained),
- Vomiting,
- Rash (which might indicate contagion, ringworm, impetigo, chicken pox),
- Signs and symptoms of other common childhood diseases.

Young children are very susceptible to Chicken Pox, Pink Eye, Strep Throat, Fifth Disease, Hand Foot and Mouth Disease as well as the Common Cold.

Short-Term Illness

Every attempt is made to cope with minor illness; we appreciate that you cannot leave work on a whim. However, there could be times where your child's symptoms could be life threatening to themselves or others. Therefore, you must arrange for alternate care for instances when your child is ill and cannot participate in our program and you are not in a position to leave work.

There must be an “Administration of Drugs Permission Form” completed for each medication found in the medicine box. If forms are not completed, medication will not be provided to your child.

In the case of an ongoing illness such as Asthma where wheezing may develop without notice and the child may require the administration of bronchial dilators, the parent may bring in the required puffers and specify on the “Administration of Drugs Permission” form that medication is to be given if the child begins to wheeze. The exact instructions will be completed in case of an asthma attack.

Ongoing Illness

In cases where an illness develops while the child is at the program, staff will call the parent immediately. Centre staff will not take direction from a parent or guardian over the telephone to administer medication from another source.

In the case where a fever develops and no medication form has been completed by the parent or guardian, Centre staff will take measures to reduce the fever until the parent arrives i.e. the child's excess clothing will be removed, we will encourage the child to drink fluids liberally and we will sponge child with tepid water.

ASA (e.g. Aspirin) will not be administered unless written consent has been given by a physician. Children under the age of 19 who have a fever and are given ASA may develop Reye's Syndrome.

Emergency Information

General emergency information is collected during the enrolment process. Please ensure that The Learning Centre has an alternate person to contact in case of an emergency.

This emergency information will be updated when necessary.

Please inform the staff immediately if:

- A. your telephone or emergency number changes;
- B. you move to a different address;
- C. you change your job or leave your place of employment;
- D. you wish to change the persons authorized to pick up your child.

Should your child require emergency medical treatment, arrangements will be made for the child's transportation. Staff will not transport children in their vehicles to the hospital or the Doctor's office. Should your child require medical treatment that is not of an urgent nature, you will be called to transport the child for medical assistance. If you are not available, your alternate contact person will be called.

Serious Occurrence Reporting Procedures

All serious occurrences that occur at The Learning Centre will be reported to the Ministry of Education and posted at the Centre for parents to see.

A serious occurrence is described as:

- (a) the death of a child who received child care at a child care centre, whether it occurs on or off the premises,
- (b) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
- (c) a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
- (d) an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
- (e) an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre

Fire Safety and Emergency Evacuation Procedure

Fire drills and emergency evacuation procedures have been written in conjunction with the local fire department and are approved by the Fire Chief. A fire drill is performed each month to practice our evacuation techniques.

Children must have proper foot wear on at all times. In cases where shoes are forgotten, they will be asked to wear their boots.

Child Abuse & Neglect

Under existing legislation, The Learning Centre is required by law to report suspected child abuse or neglect to Children's Aid Society (CAS). The Learning Centre staff are not permitted to contact the family before calling CAS. It is the responsibility of CAS to verify whether such abuse or neglect has occurred.

During times of celebration, it is not uncommon to find oneself in a position where the enthusiasm clouds our better judgment. We would like to remind you that our Corporation is committed to the well-being of its members.

The Learning Centre maintains a **ZERO TOLERANCE** level with respect to the endangerment of your children's safety.

With respect to picking up your children from our facilities and partaking in celebrations with alcohol or any other stimulant there are three choices:

A) Do not use drugs or alcohol;

B) Call an alternate to pick up your child(ren), or

C) We will contact the police.

We appreciate you not placing us in this difficult position.

Nutrition

Good nutrition is important to your child's health. We recommend that Canada's Food Guide (<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>) is followed when preparing your child's snacks. Snack time provides opportunities for children to socialize while establishing good eating habits. Please send a nutritious snack each day for the Before & After School Program.

Peanut Allergy

PLEASE ADVISE US OF ANY ALLERGIES YOUR CHILD MAY HAVE.

Our Centre is deemed **peanut-free**. Information will be posted regarding peanut allergies in order to ensure the safety of the child who has the nut allergy. In some cases, this allergy can be life threatening. We ask that everyone, staff, children and visitors, refrain from eating peanut products prior to coming to the Centre and while on site. Children will not be allowed to eat items that are not peanut-free if they are brought in their snacks or lunches.

Child Guidance

Child Guidance is the process by which adults help children develop the skills necessary to function as members of a group in a co-operative and amicable manner. Staff will provide appropriate behaviour models for the children as well as help the children develop their own skills. The following is a list of practices that are prohibited by anyone on site: staff, volunteer, students, and/or parents.

- corporal punishment of child,
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing the 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 premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- inflicting any bodily harm on children including making children eat or drink against their will

Child Guidance practices used in guiding the children will be:

- A) Used in a positive and consistent manner;
- B) Implemented as soon as possible after troublesome behavior;
- C) Appropriate to the developmental level of the child;
- D) Related to the inappropriate behavior;
- E) Designed to assist the child in learning appropriate behaviors;
- G) Discussed with parent or guardian if the behavior becomes problematic.

Should the troublesome behaviour continue in a manner that is disruptive to the point where the Centre's program is in jeopardy; and or, in situations where the health and or safety of your child, the other children and or the staff are compromised; the parents will be called to a meeting with the Supervisor to seek a resolution.



Policy

General

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

All issues and concerns raised by parents/guardians are taken seriously by the staff, students and management of GIAG – The Learning Centre (TLC) and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 - 2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a Child

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

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

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, indoor/outdoor program activities, etc.	Raise the issue or concern to - the classroom staff directly or - the Site Supervisor or Program Supervisor	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 1 – 2 business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information
General, Centre-or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, etc.	Raise the issue or concern to - the Site Supervisor or Site Supervisor	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the Site Supervisor or Program Supervisor <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Site Supervisor as soon as parents/ guardians become aware of the situation.</p>	<p>given to the parent/guardian regarding next steps or referral.</p> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
Student- / Volunteer-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the Site Supervisor or Program Supervisor <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Site Supervisor as soon as parents/ guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the TLC Program Supervisor, within 1 – 2 business days. If still not satisfied, the GIAG Executive Director.

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

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

Contacts:

tlcinfo@giag.ca

Bridgewood TLC, 850 Nick Kaneb, Cornwall, ON
Site Supervisor: Carley Stefik 613-551-6597

Longue Sault TLC, 13 Bethune, Long Sault, ON
Site Supervisor: Kelsey Larocque 613-551-0199

Laggan TLC, 20345 County Road 34, Dalkeith, ON
Site Supervisor: Nina O'Flaherty 613-930-3605

R-O TLC, 1 College Street, Ingleside, ON
Site Supervisor: Trisha Hartle-St. Thomas 613-930-3614

Iroquois TLC, 6 Lakeview Dr, Iroquois, ON
Site Supervisor: Erin Jarvo 613-557-1433

Winchester TLC, 547 Louis Street, Winchester, ON
Site Supervisor: Brandon Mayer 613-223-0243

GIAG The Learning Centre (TLC)
Program Supervisor: Jacqueline Menard: 1-613-525-4802 x234

Glengarry Inter-Agency Group Inc. (GIAG)
Executive Director: JoAnn Trottier: 1-613-525-4802 x224

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

Regulatory Requirements: Ontario Regulation 137/15**Parent issues and concerns**

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

Emergency Management

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

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

TLC Bridgewood Public School (Cornwall) Meeting Place: north east corner of school yard

TLC Iroquois Public School Meeting Place: Field/track behind the school

TLC Laggan Public School (Dalkeith) Meeting Place: Kindergarten yard

TLC Longue Sault Public School Meeting Place: Side school yard: Primary yard

TLC Rothwell-Osnabruck Public School (Ingleside) Meeting Place: St. Matthew's Presbyterian Church (15 Memorial Square, Ingleside)

TLC Winchester Public School Meeting Place: Under the tree in the East yard

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

TLC Bridgewood Public School (Cornwall) **Evacuation Site**: St. Lawrence High School (1450 Second St. E., Cornwall)

TLC Iroquois **Evacuation Site**: Seaway High School (2 Beach St., Iroquois)

TLC Laggan **Evacuation Site**: Glengarry District High School (212 Main St. N., Alexandria)

TLC Long Sault **Evacuation Site**: Long Sault Arena (60 Milles Roches Rd., Long Sault)

TLC Rothwell-Osnabruck **Evacuation Site**: St. Matthew's Presbyterian Church (15 Memorial Square, Ingleside)

TLC Winchester **Evacuation Site**: EarlyON Centre (530 Fred Street, Unit C, Winchester)

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.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Site Supervisor, in consultation with the TLC Program Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Site Supervisor in the daily written record.

Drills

In preparation of the possibility of an emergency situation, regular drills will be practiced with staff on a monthly basis. These drills will be timed and staff will evacuate the premises to the meeting place. The Site Supervisor will have a list of all personnel (and children) that are on the premises to do a head count after the drill.

Emergency Bag

An emergency bag will be prepared that will include:

- First Aid kit
- List of emergency contacts
- All non-emergency medications
- Names and responsibilities of members of the TLC program
- A communication plan
- A transportation plan, if required
- A plan for the management of tragic events

Procedures

Roles and Responsibilities of Staff During an Emergency	Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation. School authorities will immediately close and lock all child care centre entrance/exit doors, if required during an emergency
Providing Additional Support for any Child or Adult who Needs it in Case of an Emergency (including the consideration of special medical needs)	For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed. In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff will inform emergency personnel of severe injuries requiring immediate attention and assistance.
Ensuring Children's Safety and Maintaining Appropriate Levels of Supervision During an Emergency	Throughout the emergency, staff will: <ul style="list-style-type: none">• Help keep children calm;• Take attendance to ensure that all children are accounted for;• Conduct ongoing visual checks and head counts of children;• Maintain constant supervision of the children; and• Engage children in activities, where possible.
Communication with Parents	<ol style="list-style-type: none">1) Upon arrival at the emergency evacuation site, the Site Supervisor or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.2) Where possible, Site Supervisor or designate will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.
Contacting Appropriate Emergency Response Agencies	<ol style="list-style-type: none">1) Where emergency services personnel are not already aware of the situation, TLC staff or school authorities must notify emergency services personnel (911) of the emergency as soon as possible.2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
Addressing Recovery from an Emergency	The TLC Program Supervisor will inform the Ministry of Education that the site has re-opened and normal activities have resumed.

Debriefing Staff, Children and Parents After an Emergency	<p>The Site Supervisor on the advice of the TLC Program Supervisor must debrief staff, children and parents/guardians after the emergency.</p> <p>The Site Supervisor will debrief with staff at the evacuation site and then discuss with the children in a group. Site Supervisor and staff will (on an individual basis) debrief with parents/guardians as they pick up their children.</p>
Resuming Normal Operations of the Child Care Centre	<ol style="list-style-type: none"> 1) The individual who receives the 'all-clear' from an authority must inform all staff that the 'all-clear' has been given and that it is safe to return to the child care centre. 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre. 3) Staff must: <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. 4) The Site Supervisor in consultation with the school authority and TLC Program Supervisor will determine if operations will resume and communicate this decision to staff. 5) The Site Supervisor or designate will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has resumed operations.
Advising that Normal Operations of the Child Care Centre will not resume as it is 'Unsafe to Return'	<ol style="list-style-type: none"> 1) The individual who receives the 'unsafe to return' notification from an authority must inform all staff of this direction. 2) The Site Supervisor or designate will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so. 3) The Site Supervisor or designate will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message. 4) When an "unsafe to return" notification is given, staff will notify parents/guardians to advise that the child care centre will not resume normal operations as it is 'unsafe to return'. Parents/guardians will be urged to pick up their children as soon as possible as regular programming is unavailable.
Supporting Children and Staff Who May Have Experienced Distress During an Emergency	<p>TLC Program Supervisor will ensure professional support is provided and available to those who require it (ie: grief counselling, EAP)</p>

Regulatory Requirements: Ontario Regulation 137/15

Emergency management

68.1 (1) In this section,

“emergency” at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. O. Reg. 126/16, s. 42.

(2) Subject to subsection (3), every licensee shall ensure that each child care centre it operates has written policies and procedures regarding the management of emergencies that,

- (a) set out the roles and responsibilities of staff in case of an emergency;
- (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
- (d) set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;
- (e) set out requirements regarding communications with parents;
- (f) set out requirements regarding contacting appropriate local emergency response agencies; and
- (g) address recovery from an emergency, including,
 - (i) requiring that staff, children and parents be debriefed after the emergency,
 - (ii) setting out how to resume normal operations of the child care centre, and
 - (iii) setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.

(3) Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,

- (a) the child care centre is located in a school, the licensee uses or adopts the school’s emergency management policies and procedures and those policies and procedures address the same matters as described in subsection (2); or
- (b) the licensee is otherwise required to have a plan that addresses the same matters as described in subsection (2). O. Reg. 126/16, s. 42.

Intent

The intent of this provision is to require licensees to have policies and procedures that protect the health and safety of children and staff in the event of an emergency.

The provision requires that staff roles and responsibilities be clearly outlined in the event of an emergency.

Field Trips

Throughout the year, trips are made to places of special interest. A permission slip will be given to parents to sign in advance of the excursion informing you of the destination, time and date. A notice will also be posted on the **parent bulletin board** as a reminder before the trip. You are welcome to accompany us if space is available. The families are asked to contribute to the cost of the trip. We make every effort to keep the costs affordable for all families.

Toys from Home

Except for toys that are needed to ease the transition from home to Centre, please encourage your child to leave his/her toys at home.

We will not accept guns, swords, war toys or any toys that promote aggression in their use. Should these toys be brought into the Centre, you will be asked to remove them immediately. Should these toys be left at the Centre they will be stored in a secure space. Your child will not have access to these toys during the program under any circumstances.

Specialized Services

Specialized services are available through The Learning Centre in conjunction with the family, children who require these services will be referred to the appropriate agency. Individual Program Plans will be provided as required in the case of a child with identified special needs.

Water Testing

The Upper Canada District School Board's policy is that the water within the school must be tested every day when there are children under the age of 18 in the building. The water is tested first thing in the morning by trained Upper Canada District School Board staff before children arrive at the Centre.

Parent Involvement

Daily contact with parents and staff can be supplemented with individual interviews if requested. Parents are encouraged to visit our programs at any time during the day. Also, we encourage you to become aware of **our curriculum and your child's daily schedules as much as possible through Notices, Newsletters, website, facebook page and our Parent bulletin board.**

We welcome your participation on any of the various committees. Committees often require only a short-term commitment. We appreciate all volunteers. As well, when space allows, you are always welcome to join us on field trips and other special events, making the day extra special for your child.

GIAG

Glengarry Inter-Agency Group Inc. (GIAG) is a non-profit organization that was incorporated in 1976. It has a volunteer Board of Directors, made up of eight community minded individuals. Since its inception the Agency has sponsored several federal and provincial programs. Today it sponsors the Employment Services Program, the Glengarry and Dundas Youth Program, the Senior Day Away Program and Seasonal Home Maintenance Program, the EarlyON Child and Family Centres across SD&G and The Learning Centre Child Care Program.

Charitable Status

GIAG also has its' charitable status. This means that we can accept financial donations and in return a charitable receipt for income tax purposes will be issued.

If you or someone you know may be interested in supporting GIAG through charitable gifts, please speak to your Site Supervisor.

GIAG Contacts

Administrative Assistant

Accounts Receivable 613-525-4802 ext. 234 accountsreceivable@giag.ca

Program Supervisor

Jacqueline Menard 613-525-4802 ext. 234 jmenard@giag.ca

Executive Director

Jo-Ann Trottier 613-525-4802 ext. 224 jtrottier@giag.ca

See **Appendix B** for site contact information.

Summary of Exclusions Recommendations

- In all cases, frequent hand washing and good personal hygiene habits are encouraged.
- Teaching children to cover their nose and mouth when coughing or sneezing is helpful.
- Children must be well enough to participate normally in all daycare activities.

Chicken Pox	To protect your child from skin infections, we ask that they return when all blisters are dry and crusted.
Common Cold	Children must be well enough to participate normally in all daycare activities.
Croup	Children must be well enough to participate normally in all daycare activities.
Fever	When fever has subsided.
Fifth's Disease	Children must be well enough to participate normally in all daycare activities.
Gastro-Intestinal Infections	When child no longer has diarrhea and bowel movements have returned to normal.
German Measles	7days after the onset of the rash.
Hand, Foot & Mouth	No need to exclude unless blisters are weeping or cracked.
Head Lice	When the child has been treated with an approved head lice shampoo and all of the nits have been removed.
Hepatitis A	By the time of diagnosis, the child is no longer contagious and may return when well enough to participate normally in all daycare activities.
Hepatitis B	No need to exclude. Children must be well enough to participate normally in all daycare activities.
Impetigo	24 hours after treatment prescribed by a doctor has begun.
Influenza – The Flu	When symptoms have subsided. Children must be well enough to participate normally in all daycare activities.
Meningitis (Viral)	Children must be well enough to participate normally in all daycare activities. – Not contagious
Meningitis (Hib)	24 hours after treatment by a doctor has begun. Child will probably not be well enough to attend for several days.
Meningitis (meningococcal-bacterial)	24 hours after treatment by a doctor has begun. Child will probably not be well enough to attend for several days.
Mumps	9 days after the onset of swelling.
Pink Eye	24 hours after the treatment by a doctor and eye has stopped weeping.

Pinworm	No need to exclude; should be treated.
Ringworm	1 day after treatment prescribed by a doctor has been started.
Scabies	24 hours after treatment prescribed by a doctor has begun.
Scarlet Fever	24 hours after starting antibiotics therapy, provided that the fever has subsided.
Thrush	Children must be well enough to participate normally in all daycare activities.
Whooping Cough	5 days after a 10-day course of treatment prescribed by a doctor has begun.

APPENDIX A

Part time rates: \$9 Before School, \$9 After School, \$15 Before and After School

Full Time Rates	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
Before (\$8)	\$144	\$168	\$168	\$120	\$144	\$152	\$128	\$152	\$168	\$152
After (\$8)	\$144	\$168	\$168	\$120	\$144	\$152	\$128	\$152	\$168	\$152
Before & After (\$13)	\$234	\$273	\$273	\$195	\$234	\$247	\$208	\$247	\$273	\$247

PA Days: \$35 for a full day; \$20 for a half day (less than 5 hours)

Sibling Discount on PA Days: \$30 per sibling for a full day

APPENDIX B

Contacts:

TLCinfo@giag.ca

Bridgewood TLC, 850 Nick Kaneb, Cornwall, ON
Site Supervisor: Carley Stefik 613-551-6597

Longue Sault TLC, 13 Bethune, Long Sault, ON
Site Supervisor: Kelsey Larocque 613-551-0199

Laggan TLC, 20345 County Road 34, Dalkeith, ON
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