



Services de garde Champlain /
Champlain Daycare Services

**Politiques à l'intention
des parents
*Parent User Policies**

CHAMPLAIN TOWNSHIP

The Corporation of Champlain Township offers diverse bilingual daycare and some in partnership with local school boards. Here is a list of all our services:

Garderie Champlain Daycare
50 Home Ave., P.O. Box 551,
Vankleek Hill, ON K0B 1R0
Phone: 613-678-2123

License:
15 Toddlers
24 Preschoolers
26 School age JK/SK
30 School age 6 to 12 years

Supervisor: Monique Lamarche

Centre Éducatif Champlain Learning Centre
5355 Hwy34, P.O. Box 551
Vankleek Hill ON K0B 1R0
Tel: 613-872-2397

License:
26 JK/SK
30 School age 6 to 12 years

Supervisor: Shawnie Andrews
Daycare Services Director: Jennifer Drury- 613-678-2123
jennifer.drury@champlain.ca
Web: www.champlain.ca

PHILOSOPHY

Atelier des Petits Champlain et PJP
35 Longueuil Street, P.O. Box 567
L'Orignal, ON K0B 1K0
Phone: 613-675-8888

License:
15 Toddlers
20 Preschoolers
52 JK/SK
30 School age 6 to 9 or/and 12
20 School age 9 to 12 years

Supervisor: Martine Normand

Champlain Daycare Services is a place where children are able to take in many of life's experiences. All educational material is available to children whom, with a little help from teachers, choose those activities which will further their social, cognitive, physical and emotional development. We offer a plethora of activities which will appeal to children in this age range and based on the Ministry of Education's guide *How does Learning happen?*

Our programming steers the child into learning, waiting his turn, putting things away, sharing objects, listening to instructions and respecting friends during the time spent among us. This service aims to promote a positive environment and to stimulate the child's curiosity, develop autonomy, respect for peers and adults, language, physical condition as well as intellect. All this development is done through various activities, namely: crafts, painting, and books, outside play, puzzles and board games, music, psychomotricity as well as other means.

Our service's main goal is to create a family and intimate atmosphere while respecting the needs of each of the children. Above all, we offer a lot of love in order to have an environment in which everyone can grow.

This is accomplished while respecting parents, their values, beliefs and respective culture. We want to foster a partnership by suggesting a host of available resources to parents within our service and within similar ones. The ultimate aim is to allow the child to live in harmony both at home and at the daycare.

**L'ATELIER DES PETITS CHAMPLAIN DAYCARE
CENTRE ÉDUCATIF CHAMPLAIN LEARNING CENTRE
GARDERIE CHAMPLAIN DAYCARE**

Program Statement:

All of our services are licensed under the Ministry of Education's 2014 Child Care and Early Years Act.

We have regular inspections by the Ministry, the local Health Unit and the local fire services.

We offer bilingual services. Children needing services full-time will get priority and if there is still room, we will offer spots to children attending part-time.

Our business hours vary between **7:00 and 7:30 a.m. to 5:30 p.m. and 6 p.m., Monday to Friday.**

These hours could be adjusted, if there is a demand. It is essential that you respect arrival and departure times. **For the Before and After school programs, we offer full day care on PA days and school holidays if, following a survey, the need is there.**

Registration and withdrawal (see attached Waiting List Policy)

An interview will be planned in order for you and your child to become familiar with the daycare service as well as for a meeting with the teachers and to fill out registration forms. During the first week, we ask that you stay with your child for a few minutes in the morning to ease in the transition to this new environment, thereby reassuring your child and minimizing any fears.

***During the Covid-19 pandemic, the method of drop off and pick up will differ.**

A permanent spot cannot be guaranteed if you decide to temporarily withdraw your child. However, your child's name can be added to the waiting list.

Advance notice is required **2 WEEKS** before date of withdrawal from the Service or change the schedule, or payment equivalent to 2 weeks of daycare service, payable at the moment your child leaves.

The Daycare Services reserves the right to temporarily or permanently suspend a child, after consulting with the parent. For parents who have shared custody and wish to register the children on their respective days, each parent must out separate registration forms and will be invoiced accordingly.

Statutory Holidays

Our services will be closed during the following days:

New Year's Day

The day after New Year's

Family Day (third Monday in February)

Good Friday

Easter Monday

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day (for holidays between Christmas and New Year's, a survey will be sent to parents to assess need)

Payment/Holidays and Sick Days (see attached fee schedule)

THE DAYCARE IS CLOSE TWO WEEKS IN THE SUMMER AT NO COST TO PARENTS. USUALLY THE FIRST TWO WEEKS OF AUGUST

Daycare Services fees are payable at month's end, preferably by electronic payment online.

Receipts will no longer be distributed for each payment made online. At the end of the year, Champlain will give receipts for tax purposes. Daycare Services fees are payable as per the number of days as spelled out in the **original contract plus 9 of the statutory holidays if these days fall on regular weekdays where children would normally have attended.**

You will need to supply an advance written notice **of TWO WEEKS** prior to making any permanent changes to said contract. Of the holidays listed above, as well as the days during which the Daycare will be closed for some reason or other, only the **highlighted days will be non-payable.**

Vacation and sick days are payable at all times.

For parents with shared custody, the monthly invoice will be given to the parent who has registered the child(ren) unless we have a document signed by both parents for invoicing or a copy of a court order that clearly states invoicing agreement.

For information on subsidies, please contact Social Services at the United Counties of Prescott and Russell at **613-675-4642** or visit www.prescott-russell.on.ca

Arrivals and Departures

During the hours of arrival and departure, we try to be available listen to your daily instructions. It's also an opportunity to share and exchange ideas and relevant comments as they matter to our program and to your child's well-being.

For their own safety, children need a routine. For this reason, we recommend that you keep set arrival and departure hours, and also because we have to honour Ministry ratios. If, for any reason, you must change these hours, we will strive to accommodate you.

It is very important that you leave your child with one of our teachers upon arrival for attendance verification. The same procedure applies upon departure. You are responsible for your child until drop off inside the daycare. You must never allow your child to leave the building alone. Children will only be authorized to leave with the people who have been designated and specified accordingly in the registration file, unless you tell us otherwise.

For parents who have shared custody or sole legal custody, you must supply a copy of the legal document in order to ensure only designated persons in said document may have access to your child.

Nutrition

A nutritious meal and two snacks (one in the morning and one in the afternoon) will be served. Menus for the next three weeks will be displayed prominently in the entrance hall. Exceptions will be made for children with allergies or special diets which are highlighted in the registration file. Accordingly, some parents may have to supply meals for their children. If parents supply meals, the containers must be well marked with child's named and parents must supply detailed written instructions. Peanuts and nuts will not be used in our Daycare so as to prevent any contamination and allergic reaction. For the Before and After program, parents have to supply a peanut free snack for the end of the day and lunch for full days. You are responsible for preparing your child's breakfast and supper at home. Again, containers must be well identified with child's name.

Health and medication

The Child *Care and Early Years Act 2014* requires that each child be immunized and that an immunization file be filled out and presented prior to registering the child to the program.

The law states children should spend two (2) hours outside per day; accordingly, our policy states that a child who is too sick to go outside or to join in activities should be kept at home in order to get better and to prevent contaminating other children.

If your child becomes sick during the day, (fever of 100 F or 38.5 C, diarrhea, indigestion, lice, etc.) temporary care will be extended to him/her while we try to contact you in order to pick him/her up. Your child has to be symptom free for 24 hours and more, depending on diagnosis, before coming back to the daycare and for 48 hours during an outbreak.

Daycare Services teachers can administer prescription and non-prescription drugs if you supply a written authorization to this effect. Medication must be left in its **original container**(s) and handed over to one of the teachers so it/they can be locked under key. Said medication will be administered as spelled out in the form which you will have signed.

As for the use of the EpiPen device or other mandatory medication, your family physician will need to fill out a special form.

Clothing and toys

You are responsible for properly identifying your child's clothes, spare clothes, and to ensure he/she is wearing comfortable shoes or slippers (with anti-slip soles) for inside, as well as ensuring he/she is dressed according to the season and that he/she will be wearing appropriate clothing for outside; you will also be required to supply your child's diapers.

In the summer, we request your child wear socks with sandals in order to prevent any scrapes in the paved yard. In the winter, for safety's sake, we strongly suggest your child wear a neck warmer instead of a scarf and that, if possible, they not wear hoodies or coats with strings.

Personal toys or objects must be left at home with the exception of the occasion special day when the child may bring one. This policy

is to prevent loss of these objects. Toy guns or weapons or any other violence related objects are prohibited. However, the child is allowed to bring one blanket or his/her stuffed toy for the nap.

Discipline and safety

For the sake of promoting a safe environment, each child must follow some rules. For instance, we ask that the children walk at all times while indoors, that they play in designated areas and that they inform us if they need to leave the room. Indoors and out, we count children on a regular basis to ensure they are all accounted for.

When a problem arises between two children, the teacher observes and waits to see if the children will be able to solve the matter between them but she will intervene, if needed. She will talk to them and try to help them resolve their conflict by themselves. If this is not successful, the teacher will redirect the children to another activity. If the conflict is somewhat more complicated, she will place the child to partake in a quieter activity and to chat with him/her. When the problem is sorted out, the child will be able to re-join in the activities.

Personnel, volunteers and students annually review and follow at all times the policies on discipline and security including the following prohibited practices as per the *Child Care and Early Years Act 2014*:

- 1) A corporal punishment of a child;
- 2) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else and is used only as a last resort and only until the risk of injury is no longer imminent;
- 3) Locking the exits of the child care centre for the purpose of confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of a licensee's emergency management policies and procedures;
- 4) 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;
- 5) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- 6) Inflicting any bodily harm on children including making children eat or drink against their will.

*** For the Before and After school program, we have to let the school principal know if your child's behaviour infringes school

policies which could result in a suspension or withdrawal.

We are also fortunate to have access to the services of a resource teacher from the integration program with the Centre de la Petite Enfance of Prescott-Russell who offers suggestions and recommendations, as needed. For more information on this subject, you can discuss it with supervisor or contact the Prescott-Russell integration service at: 613-675-4642.

Outings

Occasionally, the children will be taking part in local excursions in town (signed authorization in registration form). If there are any special activities for the daycare, a letter will be sent home giving all the information and requesting a written permission. If ever you do not want your child to attend the event, you will need to make other daycare arrangements for that day.

Policy - Posting a Serious Incident Notice:

As of November 1st, 2011, a new Ministry policy requires that serious incident notices be posted at the entrance of the Daycare for a period of ten (10) business days. This notice shows the location, date, time and duration of said incident. No information is given as to reveal the identity of persons involved. The Daycare must post this form within 24 hours of the occurrence. For more information, please refer to <http://www.edu.gov.on.ca/childcare/SeriousOccurenceFactSheet.html>.

Policy - Child Care Supervision for Volunteers and Students:

Effective September 6, 2011, Champlain Daycare Services will abide by a new policy for the supervision of volunteers and placement students in our licensed child care programs. (See attached complete policy) The policy contains:

- Direct unsupervised access is not authorized for persons who are not employees of the Champlain Daycare Services;
- No child will be supervised by a person aged less than 18 years;
- Volunteers and students do not count in staffing ratios.
- All students and volunteers will have to provide a recent Criminal Reference Check and be CPR trained before they start working.
- All other policies and procedures pertaining to employees will apply to students and volunteers, including the annual review and the signing of documents attesting that they understand and that they will abide to said policies and procedures.

It is in this warm, safe and professional atmosphere that we hope to offer your children a venue by virtue of which they will fully develop their potential and become mature and independent adults.

EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

In case of an emergency situation, we will follow our emergency management policy. Staff will contact parents **by phone or email** to let them know what has happened. If a pick-up of children is required and we cannot contact the parent or designated emergency person, staff will be staying with the children at the designated area till someone is contacted to come and pick up the child. The message will be changed on our voice mail to confirm the designated site. Our designated areas are different depending on the daycare service you have chosen. For more information, contact the daycare Director for the full policy.

TYPICAL SCHEDULE DAILY ACTIVITIES

7:00 to 8:45	-Arrival of children and free play
8:30 à 8:45	-Body hygiene routine, toddlers
8:45 à 9:00	-Snack for toddlers

Toddlers:

9:00-9:15	-Body hygiene routine & dressing
9:15-10:15	-Outdoor games
10:15-11:00	-Hygiene routine
11:00-11:15	-Circle
11:15-11:45	-Lunch
11:45-12:00	-Hygiene routine
12:00-12:15	-Reading and getting ready for nap
12:15-2:15	-Nap
2:15-2:30	-Waking from nap and hygiene routine
2:30-2:45	-Snack
2:45-2:45	-Outdoor games
3:30-2:00	-Back inside, hygiene routine
4:00-5:30 or 5:30/6:00	-Free and organized activities. Children gradually leave and head home.

Pre-school:

8:30-9:00	-Snack and hygiene routine
9:00-9:30	-Third group circle time
9:00-10:30	-First group outdoor playtime
9:00-10:45	-Second group hygiene routine & outdoors
9h30-11:00	-Third group hygiene routine & outdoors
10:30-11:15	-Indoor activities before lunch and hygiene routine
11:15-11:45	-Lunch, hygiene routine
11:45-12:15	-Quiet games and getting ready for nap
1:15-2:15	-Early risers and bathroom routine
2:15-2:30	-Snack
2:45-3:45	-Outdoor activities
3:45-4:30	-Indoor activities
4:30-5:30 or 6:00	-Free activities. Children gradually leave and head home.

BEFORE AND AFTER SCHOOL PROGRAMS:

7H00 (7H30) - Arrivals

Programming based on Ministry's new pedagogy *How does Learning happen?* and on children's needs and interests. Can include activities at the gym, at the library and the computer room.

9:05	-School bell and preparation to leave for school
3:25 to 3:45	-School bell and back to daycare
3:45 to 4:45	-Snacks, activities indoors or outdoors
4:45-5:30 or 6:00	-Free play, and departures.

You will find included in this handbook a copy of our program statement, the waiting list policy and the rates for this year.

**CHAMPLAIN DAYCARE SERVICES
SERVICES DE GARDE DE CHAMPLAIN**

WAIT LIST POLICY

The wait list policy and procedures for our services are based on directives from the Champlain Township Municipal Council and the requirements under *the Child Care and Early years Act, 2014*. This policy is intended to reflect transparency and clear communication with the parents.

Parental procedures:

- 1) Place a call to main office at: 613-678-2123 and discuss the interest of placing child in our services.
- 2) The designated person will then ask pertinent information;
 - a) The child's name and date of birth.
 - b) The numbers of days needed, the hours of arrival and departure and the service needed. (Toddler, preschool or school age)
 - c) The parent's name and phone number and address.
 - d) Any other important information ex: special needs, shared custody, allergies, subsidy, etc.
- 3) The designated person will give the information on available spaces, explain the wait list policy and give out the subsidy information from United Counties.
- 4) The designated person will answer all the parent's questions and suggest a visit of the chosen service.
- 5) If the available spaces do not correspond to the present need of the parent, their name will be put on the wait list and they will be called as soon as there is space in the chosen service.
- 6) When a space becomes available and the parent is called, they have a choice of taking up the space, remove their name from the wait list or ask to be kept on wait list for a longer period.
- 7) For the parent already using the service and needing to leave for a set period of time, maternity leave, sick leave or other, the parent needs to give the 2 weeks written notice and ask that the child be put on the wait list. The parent can meet with the Director to discuss other arrangements.
- 8) The parent that is on the wait list can call anytime to verify his current status confidentially.

Admission priorities and criteria;

- 1) The daycare services are a department of Champlain Township therefore priority is given to the residents of Champlain according to space availability.
- 2) Second priority is given to parents needing service 5 days a week.
- 3) Third priority is given to a brother or sister of a child already in the program.
- 4) Finally, depending on arrangements made before hand with Director, a child that was in the service previously.

Costs: Effective September 1st, 2016, the *Child Care and Early Years Act, 2014* has prohibited child care agencies to charge fees to place a child on wait list.

CHAMPLAIN DAYCARE SERVICES/SERVICES DE GARDE CHAMPLAIN

PROGRAM STATEMENT/ÉNONCÉ DE PROGRAMME

Champlain Daycare Services have been in operation since 1972, and offer group settings for children aged 12 months to four years, as well as before and after school services at different schools for the 4-to-12 age group. Our bilingual services are offered on the premises and are inspected yearly by the Ministry of Education. Our staff's competency is regulated under the *Child Care and Early Years Act of 2014*.

The main office is located at:

Garderie Champlain Daycare
50 Home Avenue, P.O. Box 551
Vankleek Hill, ON K0B 1R0
Tel: 613-678-2123

Director: Jennifer Drury RECE
E-mail: jennifer.drury@champlain.ca
Supervisor: Monique Lamarche RECE

Our program runs from Monday to Friday – 7:30 (7:00) a.m. to 5:30 p.m. (or 6 p.m. depending on demand) (PA Days, school holidays and summer program upon request)

Our second location is:

Atelier des Petits Champlain
35 Longueuil Street, P.O. Box 567
L'Orignal, Ontario K0B 1K0
Tel: 613-675-8888

Director/Supervisor: Jennifer Drury RECE

Designated Teacher: Martine Normand RECE

Our program is situated at *École Saint-Jean-Baptiste* and our operating hours are from Monday to Friday – 7:00 a.m. to 5:30 p.m. (or 6 p.m. depending on demand) (PA Days, school holidays and summer program upon request)

Our third location is:

Centre Éducatif Champlain Learning Centre
5355 Highway 34, P.O. Box 551
Vankleek Hill, Ontario K0B 1R0
Tel: 613-872-2397

Director: Jennifer Drury RECE
Supervisor: Shawnie Andrews RECE

Our program is situated in the Saint Jude Catholic School and we are opened Monday to Friday from 7:00 a.m. to 5:30 p.m. (or 6 p.m. depending on demand)

OUR VISION:

Our services believe that children are competent, full of wonder and ideas; eager to learn and that they are entitled to a quality, integrative and non-prejudiced learning environment that reflects the needs of children and brings support to their family. We acknowledge that the well-being and education of the children are primarily the responsibility of the parents. What we strive to offer is a program that is safe, secure, and that corresponds to the families' needs and we more than welcome the parent's input and offer support when needed.

Our staff constitutes the central element of the learning environment and care of the children. They have the important task and hold responsibility to create developmental opportunities for the children. Their work involves their right to dialogue, specific job descriptions, yearly evaluations, decent wages, and access to up-to-date training and contribution in decision making and planning.

OUR GOALS:

We view curriculum as opportunities to share with the children and their families; our pedagogical ideas are implemented through

open-ended and child-led activities.

We believe that each moment spent with the children is an opportunity to build positive relationships and create an atmosphere of trust and respect for the children, their families and educators.

Time is spent in our centre-based and school age programs furthering the pedagogy of the curriculum from the Ministry of Education- ** How does learning happen?** based on learning-through-play activities.

Read more on the Ministry's website www.edu.gov.on.ca/OntarioEarlyYear

OUR OBJECTIVES:

Our programming and approach to the ** How does learning happen?** and to the other guides and documents from the Ministry of Education are based on the four foundations that are important for the growth and emancipation of children in our services.

These are the four elements:

- 1) **Belonging** – This means building relationships between children, families and educators and learning how to work together and feel as we contribute to the well-being of the community.
- 2) **Well-being** – This means acquiring self-regulation skills that will enable the children to develop physically as well as mentally.
- 3) **Engagement** – This means creating activities that promotes problem solving, creativity and innovation while exploring the world around them. We want to make the child feel involved in decision making while attaining positive objectives.
- 4) **Expression** – This means that the child gets to be heard and as well as listen through the use of words, bodies and materials. We also want to create activities that support all these means of communication in a language-rich environment.

Developing programming focusing on these four foundations will ensure that the children have equal opportunity in growing and learning in all of the stages of their development.

Strategies:

The strategies used in our programming will help in reaching the following goals and approaches: (as per subsection 6.2 Ontario regulation 137/15 – Ministry policy subsection 55(3) of the *Act*).

- a) Goal: Promoting the health, safety and well-being of the children
Approach: Making sure our premises are secure, our menus are based on the *Canada Food Guide* and that all of our staff and children have received the appropriate immunization.
- b) Goal: Supporting positive and responsive interactions among children, parents and staff.
Approach: Special morning greetings and being available to answer questions and report incidents and concerns on a daily basis.
- c) Goal: Encouraging children to interact and communicate in a positive way and support their ability to self-regulate.
Approach: Help them to use words when dealing with conflict situations and interacting with their peers.
- d) Goal: Fostering the children's exploration, play and inquiry.
Approach: Creating play centers that have a diverse array of materials for creative development where we can build new experiences by adding more material has the children's interest develops.
- e) Goal: Providing child-initiated and adult-supported experiences.
Approach: Be flexible in creating environments that are suggested by the children's interest on that specific day and that can evolve as the day progresses.
- f) Goal: Planning for and creating positive learning environments and experiences in which each child's learning and development will be supported.
Approach: By making written observations of the children's interest and developmental capacities, we can then create learning activities that are more appropriate and stimulating and where the outcome will lead to the success of the children and elevate their self-worth.
- g) Goal: Incorporating indoor and outdoor play, as well as active play, rest and quiet time, and giving consideration to the individual needs of the children.
Approach: Giving them access to a natural outdoor setting with appropriate materials to stimulate their imagination. Quiet time and rest are also an important component of the day and by communicating these needs to the parents and getting their input, we can make this period more agreeable for the children.
- h) Goal: Fostering the engagement of and ongoing communication with the parents about the program and their children.
Approach: Sharing the events of the day through photos taken of the activities and posted in the main hall close to the lockers so that the parents can look at them while helping the children get dressed. Staff is always available to discuss and answer any questions the

parent might have.

- i) Goal: Involving local community partners and allowing those partners to support the children, the families and staff.
Approach: One of our community partners is the Eastern Ontario Health Unit which comes for inspections of the premises and also shares all kinds of information with the parents. EOHU employees are also available to answer questions regarding immunization records and any other health inquiries. Another partner is the United Counties Integration Services which facilitate the entry of special needs children to our services and also to help the staff deal with specific situations pertaining to programming.
- j) Goal: Supporting staff that interact with the children in relation to continuous learning opportunities.
Approach: Through the United Counties Early years Department and the Catholic School Board of Eastern Ontario, our staff is invited to numerous workshops and training sessions throughout the year.
- k) Goal: Documenting and reviewing the impact of the strategies set out in the above clauses, on the children and the families.
Approach: On a regular basis, staff meets to discuss strategies, review the goals and document changes they would like to see. They also document the photos that are taken and describe the goals of the activities to the parents.

All of the staff, students and volunteers will review this program statement and all the policies pertaining to the program before having access to the program and from then on, on a yearly basis and anytime there are modifications made to this program statement.

Parents will be able to review all of the policies in place that regulate the licensing and operation of our services. The documents will be available on the premises and will be discussed with the families prior to their children starting the program.

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“Children are unique individuals and their survival depends entirely on how we help them develop their full potential. We want them to be proud, self reliant and resilient and they can achieve this by being provided with equal opportunities.”

CHILD CARE SUPERVISION FOR VOLUNTEERS AND STUDENTS POLICY

Effective September 6, 2011, the Champlain Daycare Services will abide by this new policy for the supervision of volunteers and placement students in our licensed child care programs.

The policy involves these items:

- Direct unsupervised access is not permitted for persons who are not employees of the Champlain Daycare Services.
- No child is supervised by a person less than 18 years of age.
- Volunteers and students may not be counted in the staffing ratios.
- All students and volunteers will have to provide a recent Criminal reference Check/Vulnerable sector check before starting volunteering.
- All other policies and procedures pertaining to employees will apply to students and volunteers including annual review and signing of documents attesting to understanding and abiding to these.

Roles and responsibilities for Operator:

- The operator, through the Director and program supervisors will make sure that all new volunteers and placement students go through the orientation process that consists of an interview and verification of Criminal Reference Check/Vulnerable sector check, the review of all policies and procedures, a visit of the premises, health and safety measures and all other information pertaining to their well being and to the children's safety before starting work in the program and that these policies are reviewed annually and every time there are changes during their stay at the daycare.
- The operator through the Director, will assign an ECE qualified staff to oversee the orientation and mentoring of the student/volunteer and make sure that said person adheres to all of the policies and procedures and will make person aware of who will be supervising him/her. Every licensee shall ensure that every volunteer or student at a child care centre it operates is supervised by an employee at all times and is not permitted to be alone with any child who receives child care at the child care centre.
- The operator has insurance to cover for volunteers and usually the school boards have their own insurance that covers the students

during their placements.

- The volunteer/student will be treated as a regular employee for dismissal policies.

Roles and responsibilities of volunteers and students:

- The volunteer/ student will come in for an interview and bring a current Criminal Reference Check/Vulnerable sector check, an up to date resume and letter of reference or contract from the school (for placement student).- The volunteer/student will go through the orientation process that includes reading and signing the Policies and Procedures Manual, including prohibited practices policy, anaphylaxis and emergency procedures, and review it annually before starting work directly with children.

- The volunteer/student will respect all rules and regulations and will make sure never to be left alone with a child and /or group of children and make sure that he/she is not counted in the ratios.

- The volunteer/student will respect all directives given by the personnel assigned as mentor and also from any other members of the staff and will be evaluated. If he/she does not respect the policies, he/she will be treated as regular employees as per dismissal policy.

Implementation of policy:

- This policy will be reviewed annually by the director and all staff, volunteers and students.

- The Parent Handbook will contain information on this policy

- This policy will be included in the Policy and Procedures Manual that is read and reviewed annually by all employees/students/volunteers.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Name of Child Care Centre: Champlain Daycare services
Date Policy and Procedures Established: September 1st 2017
Date Policy and Procedures Updated: January 24 2020

Purpose

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

Definitions

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

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

Supervisor: Individual designated by Daycare Director to supervise the program on a daily basis.

Policy

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) is/are experiencing in 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 is available to take part in parents/guardians conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Daycare Director and program staff 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 one (1) business day. 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.**

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 (CAS) directly.

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

For more information, visit <https://valorispr.ca/en/91-childrens-aid>

Procedure

<p>Nature of Issue or Concern</p>	<p>Steps for Parent and/or Guardian to Report Issue/Concern:</p>	<p>Steps for Staff and/or Licensee in responding to issue/concern:</p>
<p>Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to classroom staff directly or supervisor or licensee.</p>	<p>Address the issue/concern at the time it is raised Or ask for a meeting with the parent/guardian within 1 business day. Document in writing the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> • 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 given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within [2] business days or as soon as reasonably possible thereafter. Note reasons for delays. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>General, Centre or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to supervisor or licensee.</p>	
<p>Staff, Duty Parent, Supervisor, and/or Licensee-Related</p>	<p>Raise the issue or concern to the individual directly or supervisor or licensee.</p> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

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:
Student/ Volunteer-Related	<p>Raise the issue or concern to staff responsible for supervising volunteer or student or supervisor and/or licensee.</p> <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 supervisor as soon as parents/guardians become aware of the situation.</p>	

Next Steps for Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may contact verbally or in writing to Jennifer Drury Daycare Director or to Paula Knudsen CEO Champlain Township.

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:

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333

[Jennifer Drury - Daycare Director: jennifer.drury@champlain.ca](mailto:jennifer.drury@champlain.ca) Phone: 613-678-2123

Paula Knudsen – Champlain Township CEO – paula.knudsen@champlain.ca Phone: 613-678-3003

College of Early Childhood Educators – 1-416-961-8558

Eastern Ontario Health Unit – local branch – 613-632-4355

Valoris (CAS Prescott-Russell) – 1-800-675-6168

OPP- Hawkesbury Detachment – 613-632-2729

Champlain Fire department – 613-678-3003

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.

TARIFS/RATES

Service / Rate		2020 (resident)	2020 (non-resident)
Toddler/Bambin		\$39.50	\$41.00
Preschooler/Préscolaire		\$37.50	\$38.50
Before & After/Parascolaire		\$20.50	\$21.50
Daycamp & full day B&A/Camp été et pleine journée parascolaire		\$31.00	\$31.00

PLEASE NOTE THAT, TO RESPECT RATIOS, PARENT ARE ENCOURAGED TO HAVE A DROP-OFF AND PICK-UP TIME. SOMETIMES SCHEDULES CAN CHANGE BUT IN GENERAL PARENTS MUST RESPECT THEIR SCHEDULE. THOSE WHO DROP OFF CHILDREN TOO EARLY OR PICK THEM UP TOO LATE WITHOUT WARNING WILL BE CHARGE 1\$ PER EXTRA MINUTE.

Document produced and reviewed by: Marie Pageau Handfield RECE C
Reviewed by: Jennifer Drury RECE, BA, BEd, OCT
Reviewed by: Jennifer Drury RECE, BA, BEd, OCT

January 7, 2019
February 18, 2020
January 4 2021