Burford Co-op
PRESCHOOL
& Children's Centre

Burford Before & After School Program

PARENT HANDBOOK

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Burford Co-op PRESCHOOL & Children's Centre

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BURFORD BEFORE & AFTER SCHOOL PROGRAM

INTRODUCTION

Welcome to the Burford Before & After School Program. The Burford Before & After School Program is part of the Burford Co-operative Preschool Corporation and provides quality children's programming to Burford and its' surrounding communities.

The Burford Co-operative Preschool Corporation is a non-profit organization. A **non-profit incorporated childcare service** is a service that is incorporated without shared capital and run by a Board of Directors (volunteers) without individual profit. All profit belongs to the childcare service and must be spent for its benefit. Non-profit Incorporated Child Care Services are mandated to fundraise. All money raised is used towards maintenance and program supplies within the Preschool Programs. Fundraising also helps to keep tuition fees to a minimum. The more money we can manage to fundraise, the better it is for our Preschool.

The Burford Co-operative Preschool Corporation is also an approved Charitable Organization. An **Approved Charitable Organization** is a corporation without shared capital (non-profit), run by a Board of Directors, (volunteers), without individual profit and approved for Registered Charitable Status by the Federal Government. This allows the service to give tax receipts for cash donations received from individuals, foundations, and corporations.

All parent/guardians, with children enrolled in the Preschool, are considered members of our Board of Directors. From this Board of Directors, Executive Officers are elected each school year. Executive Officers attend monthly meetings to discuss Preschool business. There are seven positions on the Executive; President, Vice President, Treasurer, Secretary, and three Parent Representatives. Anyone wishing to participate on the Executive is strongly encouraged to do so. Each year, the Preschool holds an Annual General Meeting which is mandatory for one member, from each family, to attend. The Co-op is an organization whose successful operation depends on the participation and sharing of all the Co-op families.

HOURS OF OPERATION

7:00-8:15, 2:50-5:45 Monday-Friday each school day throughout the school year

Burford Co-op PRESCHOOL & Children's Centre

PROGRAM STATEMENT

The Burford Co-operative Preschool Corporation provides quality licensed childcare for children in Burford and its surrounding communities. As a licensed Child Care Centre, the Burford Co-operative Preschool Corporation meets and exceeds all health and safety requirements of the Ministry of Education and local government by-laws. The Burford Co-operative Preschool Corporation offers learning programs that are consistent with the Ministry of Education's policy statement on programming and pedagogy. All classrooms have a minimum of one Registered Early Childhood Educator, who has extensive knowledge of the importance of play, exploration, and inquiry. All Burford Co-operative Preschool employees also have a current certification in Standard First Aid, including Infant & Child CPR. In addition to First Aid and CPR, all Early Childhood Educators are required to obtain a minimum of 8 hours of Professional Development hours per year. The Burford Co-operative Preschool Corporation believes that continuous professional learning is crucial for the continued success of the Educators and children in our care. All educators, students, and volunteers review all Policies & Procedures, including this Program Statement, prior to interacting with the children, annually, and any time the Program Statement, Policies or Procedures, is modified.

Our programs have been set up to fulfill the needs of all children and to provide the foundational conditions of belonging, well-being, engagement, and expression. We feel that health, safety, and nutrition are also incredibly important for children to grow and flourish. Our Early Childhood Educators believe that children are competent, capable, curious, and rich in potential. Our Educators foster the children's exploration, play, and inquiry by observing, engaging with, and listening to the children. This allows educators to be able to plan for and create positive learning environments and experiences in and out of the classroom so that each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans. Early Childhood Educators follow the child's lead as well as provide adult supported experiences. Indoor and outdoor play (weather permitting), active and quiet play, rest time, and group and free choice activities are incorporated into the programs each day giving consideration to the individual needs of the children.

Early Childhood Educators encourage the children to interact and communicate in a positive way and support their ability to self-regulate. Much eye contact, role modelling, and close proximity assist the children while they learn these lifelong skills.

Early Childhood Educators attempt to create their classrooms to be an extension of the child's home. Safety is paramount, but each child also needs to be happy and feel loved while they are at the Centre. If they need snuggles, they get them; if noses are runny, they get wiped, if the zippers on coats begin to slide down, they get done up right away, etc. The children are to be treated, at all times, as if their parent were standing two feet away.

Whatever Educators are able to do to make a child feel welcome, they will do. If a stuffed toy, gives the child comfort, the children are able to carry that stuffed toy everywhere; if they have a favourite blanket that gives them comfort, that blanket can be with them. Some children feel more comfortable having a picture of their family close by. That is alright too. Whatever makes the child feel secure and welcome, our Early Childhood Educators will accommodate.

Each day, every child's health will be assessed upon their arrival to the Centre. If ill health develops during the day, parents/guardians will be notified immediately. Symptoms of ill health will be recorded by the staff in the child's file. If the staff is unable to contact the child's parent(s)/guardian(s), the person on the Emergency Contact Form will be called.

The Burford Co-op Preschool Corporation supplies a morning and afternoon snack for our Before and After School Programs. All other classrooms, at the Burford Co-op Preschool & Children's Centre receive a mid-morning snack, lunch, and mid-afternoon snack. A full menu is posted each week. All meals, snacks, and beverages meet the recommendations set out in the Health Canada Document "Eating Well with Canada's Food Guide."

Parents are able to identify special dietary and feeding arrangements for their children. These special arrangements must be provided in writing and the Burford Co-operative Preschool Corporation will ensure that they are carried out. In the event of an anaphylactic allergy in the program, every effort will be made to ensure that the Preschool is free of the allergen, and/or causative agents. The Preschool Cook is able to accommodate the children with special dietary needs by cooking the same foods that are being served to everyone else, but using the particular ingredients that individual children require. The Preschool serves homogenized milk to the infants and toddlers, and 2 % milk for all other children. Parents, of children who require a particular milk, are required to purchase that particular milk themselves. Please make sure that all individual milk supplies are marked with the child's name on it. The Centre Cook is happy to let parents know when the child's milk supply is running low. Drinking water is available at all times.

No child will ever be forced to eat, and food will never be used to reward children. Removal/deprivation of food and drink is prohibited at the Burford Co-operative Preschool Corporation.

The Burford Co-op Preschool Corporation promotes diversity, equity and inclusion in all of our programs. Children develop an element of respect and acceptance for diversity of his/her peers in group settings. The connections they are learning to make, at a young age, will allow the children future success in their everyday lives.

The Burford Co-operative Preschool Corporation does involve local community partners, and allows those community partners to support the children, their families, and staff. Several times each year, the Burford Co-op Preschool & Children's Centre accepts Early Childhood Education students from area Colleges. Assistance from licensed Child Care Centre's is crucial to the learning process for the students. Prior to beginning their placement, each student attends an Orientation session at the Burford Co-op Preschool & Children's Centre whereby they read all Policies & Procedures, and have already completed their Police screenings, Health Clearances, and First Aid/ CPR C Certification. Only Centre Staff members will have direct unsupervised access to children. Direct unsupervised access is not permitted for students or volunteers. Students and volunteers will never be counted into staffing ratios.

Occasionally, area high school students request to complete co-op hours at the Burford Co-op Preschool & Children's Centre. Prior to beginning their placement, each student attends an Orientation session at the Burford Co-op Preschool & Children's Centre whereby they read all Policies & Procedures, and provide copies of their immunization records.

We offer programs where all children, families, and staff are valued as active participants and contributors. Staff, children, parents and childcare providers are strongly encouraged to ensure that all interactions are supportive and responsive. Every family brings unique characteristics and strengths to the program.
Preschool staff do their very best to foster the engagement of ongoing communication with parents. The Lillio app is used as one form of communication for families with children enrolled in the Infant, Toddler, and full day preschool classrooms. A Family Information Board is posted, in the front entrance hall of the Centre, with the purpose of informing parents/guardians of all pertinent licensing information as well as any changes in our daily schedule. The Burford Co-operative Preschool Corporation attempts to email as much information to parents as possible. This includes monthly newsletters, calendars, accident reports, etc.

Monthly newsletters and calendars help to keep parents updated about all pertinent information and activities. A great deal of information is also available on the Preschool website at www.Burford-Preschool.ca.

How Does Learning Happen Boards and binders are in every classroom at the Burford Co-operative Preschool Corporation. Pictures and documentation show activities the children have done as well as explain what interests led to the activity and what the children learned from the activities.
Early Childhood Educators want to make sure every child and family has a successful experience, in all programs, at the Burford Co-operative Preschool Corporation. No concern is ever too small. We want to make sure that families feel as comfortable as the children they leave in our care. Parents are encouraged to call, and email, the Centre as often as they like. We do have an open-door policy. Staff are happy to share updates with families and forward photos to put a concerned parents' mind at ease. Communication with Centre staff members is crucial to a positive relationship between families and the Preschool.

CWELCC

The Burford Co-operative Preschool Corporation is enrolled in the Canada wide Early Learning & Child Care System.

The Canada-wide Early Learning and Child Care (CWELCC) system:

- gives families access to more affordable and high-quality childcare options
- helps lower childcare fees for parents of children under the age of six
- increases childcare spaces
- supports the childcare workforce
- supports inclusive childcare

The Canada-wide Early Learning and Child Care (CWELCC) system will lower average fees for participating licensed childcare programs through a phased approach:

- Reduce childcare fees by an average of 25% for children under the age of six, retroactive to April 1, 2022.
- By the end of December 2022, further reduce childcare fees by 50% on average.
- By September 2025, lower licensed childcare fees to an average of $10 per day.

Burford Co-op Preschool Corporation Waiting List Policy and Procedures

Name of Child Care Centre: Burford Co-operative Preschool Corporation
Date Policy and Procedures: Established: October 10th, 2016
Date Policy and Procedures: Updated: May 17th, 2024

Policy

The Burford Co-operative Preschool Corporation is only able to accept children from the Onelist Wait List, Brantford, at https://brantford.onehsnn.com. This is the only waiting list the Preschool uses for all programs including the Before & After School programs.

All information on the Onelist Waiting List is confidential. Each Centre only sees if a child is looking for care at their particular Centre. Centre's are unable to see what other Centre's, if any, children are on. Parents are welcome to contact the Burford Co-op Preschool & Children's Centre to find out where their child is on the Waiting List.

There is no fee to have a child placed on the Onelist Wait List.

Families who already have children enrolled in the Centre will have first priority if a new sibling requires a space.

Parents of children who already attend the Centre on a part-time basis, but would like their children to attend on a more frequent basis, will have the opportunity to take additional days on first before other children on the waiting list.

If a parent has signed their child up for a full-time space, but a part time space opens up first, the full-time parent will still be contacted. That parent will then have the opportunity to let us know if they want to remain on the waiting list until a full-time space becomes available, or if they want to accept the part time spot in order to get their foot in the door.

Parents will be notified via email or a phone call if a space becomes available for their child. A response will be required from the parent within 24 hours. If the Preschool has not heard from the parents within 24 hours, a second email &/or phone call will be sent leaving a second message including a deadline date before the spot is offered to the next child on the Waiting List.

Privacy and Confidentiality

- The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list.

- Only the child's position on the waiting list will be provided to parents.

Burford Co-op PRESCHOOL & Children's Centre

FEE POLICIES

Tuition Fees

Payments can be made by cheque, cash, or e transfers. All cheques are made payable to the Burford Co-operative Preschool. E transfer payments can be made to invoicebcoopre@outlook.com
All tuition is non-refundable as invoices are emailed out between the 1st and 15th of every month based on your child's scheduled attendance for the previous month.
Payments are due by the 25th of every month. Accounts in arrears by the end of the month are subject to a late payment charge of $35. If payment is not received by the end of a second month, your childcare space may be terminated at the discretion of the Preschool Executive.
Two weeks' written notice is required if your child is going to pull out of the program on a permanent basis. A permanent space cannot be guaranteed if a parent wishes to temporarily withdraw their child(ren).
Exceptions to the aforementioned rule would only be accommodated if no other child was on the waiting list for the specific days in question.
If your child does not attend the Program on one or more of their scheduled days, payment is still required as staff members are scheduled according to daily capacity.

NSF Fees

All NSF cheques will be subject to a fee of $25.00, and a new cheque must be reissued immediately. Burford Co-op Preschool reserves the right to refuse any further cheques should this occur.

Late Fee

Late fees are charged at a rate of $1.00 per minute. This fee is due immediately and can be paid by cash, cheque (*payable to the preschool),* or e transfer to burfordcooerative@bellnet.ca. After three late fees have had to be paid, a meeting with the Supervisor will be necessary to discuss this issue. Termination could be a possibility at this time. Thank you for your co-operation regarding this matter.

Withdrawal Policy

Two weeks written notice of withdrawal is required for tuition refund.

If withdrawal from the program occurs due to a prolonged illness, requiring an absence of more than two weeks, the parent should contact the Supervisor regarding any cheques still to be cashed.

Parents must follow all of Burford Co-op Preschool's Policies and Procedures. Failure to comply with the guidelines set out in these policies and procedures could result in termination of service. This decision will be made at the discretion of the Board of Directors and the Supervisor.

FEE SCHEDULE effective January 1st, 2025

Reduced Rate for Children Who Are 0 to 5 Years of age. Children who turn 6 between January and June are eligible until June 30th. Children who turn 6 between July and December are eligible until the end of their birth month.

Program	Base Fee Per Day	New Base Fee Per Day Effective January 1st, 2023
Infants *Infants are from 0 to 18 months of age*	$55.84	$22.00
Toddler *Toddlers are from 18 months to 30 months of age*	$45.07	$21.30
Preschool *Preschoolers are from 31 months to 5 years of age*	$40.43	$19.10
Half Day Preschool Program	$28.41	$13.42
After School @ all locations	$11.14	$11.14
Before School @ 11 Mill Street location	$11.14	$11.14
Before School Care @ BDE & Blessed Sacrament	$7.95	$7.95
Before and After School @ 11 Mill Street, BDE & Blessed Sacrament	$16.97	$12.00
School-Age Camp *School-Age are from the time children have entered JK*	$40.85	$19.30
School-Age Camp for children who are 6 years of age and older	$42.08 (effective July 1st, 2023)	$43.34 (effective July 1st, 2024)

Non – Based Fees

NSF Fees	$25.00
Late Pick-up Fees	$1.00 per minute
Late Payment Fees	$35.00 per month

Additional Days

Regular daily rates apply to the same fixed days each week of the year.

Additional days can be accommodated provided that staffing and ratios allow for it. The daily rate will remain the same for those additional days.

JK/SK & School-age children are able to attend the Preschool on P.A. Days and School closures *(i.e.: Christmas closure and March Break)* throughout the school year. Children must be signed up prior to this date in order to ensure their spot. Children can be signed up easily by emailing the Preschool at burfordcooperative@bellnet.ca

Children's Belongings Policy

Upon enrolment, each child will be assigned a cubby/hook to store their extra clothes/coats/boots, etc. Staff will also place any crafts or special items in the cubby/bag on hook to go home. It is the responsibility of the parents/guardians to keep each child's space tidy. If a child shares a cubby with another child, all belongings must go home at the end of every day so there is enough space for the other child.

Parents should be sure to send each child with adequate indoor footwear (i.e. shoes, slippers).

If your child has a special blanket or comfort toy that makes them feel more comfortable, we welcome parents/guardians to send them to the Before & After School Program.

It is the parents/guardians responsibility to supply diapers/Pull-Ups for their child(ren), if their child(ren) require them. Parents/guardians are welcome to bring diapers daily, weekly, or whenever a new pack is needed. Please label all diaper and baby wipe containers to avoid mix-ups. If your child requires cream or baby powder, please feel free to include these items as well.

Please label all of your child's items!

Burford Co-operative Preschool Corporation is not responsible for lost/stolen/broken items.

School Cancellations

School cancellations, due to weather, will be announced on CKPC Radio, Brantford and posted on our Facebook page. (Burford Co-op Preschool & Children's Centre). Unless listed on CKPC Radio, or posted on our Facebook page, the Burford Co-op Preschool & Children's Centre will remain open. Children registered in the Before and After School Programs are welcome to attend the Centre on Snow Days, for the Camp Day Fee.

COMMUNICATION AMONG PARENTS & STAFF

Preschool staff would like to encourage parents/guardians to bring their child (ren) to the Preschool for one (or more) play visits prior to the child's enrolment start date. This helps the child (ren) feel more comfortable in their new surroundings. Staff will also support child transitions as they progress from classroom to another.

"How Does Learning Happen" Bulletin binders are located in all classrooms. Photographs of the children are located in these binders so that parents are able to see how their children spend their days. Brief descriptions accompany each picture. As these photographs are replaced, the older photographs, and descriptions, are moved to a binder, which is also located in each classroom. Please feel free to ask the classroom Early Childhood Educators to show it to you if you are unable to locate it. At the 11 Mill Street location, there are also "How Does Learning Happen" bulletin boards with the most recent photographs.

Daily Program Communication Webs are posted in each classroom. These webs provide parents/ guardians program information about each day. What sensory was available for the children? What was offered at the creative table? What kind of conversations took place? What were the children interested in each day?

In order to further strengthen communication between parents and Centre staff, the HiMama app is used for families with children enrolled in the Infant, Toddler, and full day preschool classrooms. The HiMama app allows ongoing communication with Centre staff throughout each day. Parents are able to contact Centre staff directly if they have any questions regarding their child however staff might not have the chance to respond immediately. Staff will respond to concerns as quickly as possible. The children's safety and well-being if always first priority so most concerns will be answered during sleep time as staff have the time to respond then. This app shares information with parents/ guardians giving them such information as how long their child slept, what they ate, how often diapers were changed, etc. A favourite aspect is that Centre staff can send photographs of the children to the parents/guardians on a daily basis. Communication is key to a successful day for the children. Staff are happy to speak to all parents/ guardians at any time, but do their best to find the time to speak to each parent/guardian individually at drop-off and pick-up times.

Children who attend the After School Programs are outside for a minimum of thirty minutes each day, weather permitting. Children who attend the 11 Mill Street location, are outside for a minimum of two hours each day; one hour in the morning and one hour every afternoon. Please make sure all children come to their respective program with appropriate outdoor clothing for the weather on any given day.

EMERGENCY PROCEDURES

The Burford Co-operative Preschool Corporation Emergency Policies & Procedures are available for parents to read over in detail if they like. If parents/guardians would like a copy, please speak with Mhairi and a copy can be emailed to you. In case of an emergency situation, parents will be contacted by telephone as soon as it is safe to do so.

Ill Health Policy

A child who is not well enough to participate in the program should be kept home until they recover. **Children can return to the Program when they are 24 hour symptom free.**

If a child becomes ill while attending the program the supervisor will isolate the child, wherever possible, and contact the parent or alternate contact person to pick up the child.

If a child is going to be absent the parents are asked to leave a message on the answering machine at the preschool to notify the staff that the child will not be attending. Information regarding their illness is helpful to the Supervisor in order to track any outbreaks of illness in the Program.

Under guidelines established by the Brant County Health Unit a child cannot attend the program if the following symptoms are present:

- red eyes or discharge from the eyes
- undiagnosed skin rashes
- vomiting
- diarrhea
- infected hair or skin

*From the Ministry of Health: Diarrhea is defined as:

- loose/watery bowel movements (conform to the shape of a container) and
- the bowel movements are unusual or different for the patient, and
- there is no other recognized etiology for the diarrhea (for example, laxative use)

Drinking Water Accessibility for Children

Drinking water must be accessible to children at all times.

An empty water jug is to be filled and taken outside whenever children have outdoor play. Dixie cups must also go outdoors, with the water jug, in all seasons.

It is the responsibility of the last staff member in the After School Program to transport the water jug to the main location in order for it to be cleansed properly for use the next day.

Drug & Medication Administration Policy

Parental Authorization to Administer Medication:

- Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.

- Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the childcare centre's Authorization for Medication Administration (the form in Appendix A may be used). The Authorization for Medication Administration form must be accompanied by a doctor's note for over-the-counter medications.

- The authorization must include a schedule that sets out the times the drug or medication is to be given and the amounts to be administered.

- Where a drug or medication is to be administered to a child on an "as needed" basis (i.e. there is no specific schedule or time of the day for administration), the drug or medication must be accompanied with a doctor's note outlining signs and symptoms for administering the drug or medication and the appropriate dosage. In addition, the Authorization for Medication Administration Form must clearly indicate the situations under which the medication is to be given as outlined in the doctor's note, including observable symptoms. Examples may include:

    - 'when the child has a fever of 39.5 degrees Celsius';
    - 'when the child has a persistent cough and/or difficulty breathing'; and
    - 'when red hives appear on the skin', etc.

- Prescription/over-the-counter skin products (with a DIN) that need to be administered for acute or symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration.

- Authorization for Medical Administration Forms will be reviewed with parents every 6 months to ensure the dosage continues to be accurate (e.g. based on the child's age or weight).

- A long as sunscreen, lotion, lip balm, bug spray, hand sanitizer and diaper cream are non-prescription and/or are not for acute (symptomatic) treatment, and due to their longer-term daily usage, these products:

    - must have a blanket authorization from a parent on the enrolment form;
    - can be administered without an Authorization for Medication Administration form; and
    - do not require record-keeping

Burford Co-op PRESCHOOL & Children's Centre

Drug and Medication Requirements

All drugs and medications to be administered to children must meet the following requirements:

- All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.

- All drug or medication containers must be clearly labelled with:

  - The child's full name;
  - The name of the drug or medication;
  - The dosage of the drug or medication;
  - Instructions for storage;
  - Instructions for administration;
  - The date of purchase of the medication for prescription medications; and
  - The expiry date of the medication, if applicable.

- The information provided on the written parental authorization must match with all the requirements listed above.

- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labelled container, the childcare centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.

- Over-the-counter epinephrine purchased for a specific child can be administered to a child with an individualized plan and emergency procedures for an anaphylactic allergy as long as it is accompanied by a doctor's note and is clearly labeled with the child's name, the name of the drug or medication, the dosage, the date of expiration and the instructions for storage and administration.

- Drugs or medications purchased by staff, students or volunteers for their own use will be kept inaccessible (e.g. stored in locker versus left in a purse in the classroom) to children and will not be administered to children at any time, except where written parental authorization to administer has been obtained (e.g. hand sanitizer).

Allergy Policy

In the event of an allergy in the program, every effort will be made to ensure that all Preschool locations are free of the allergen, and/or causative agents. A food allergy list will be posted in the office, kitchen, all classrooms, and all classroom binders to ensure that the Allergy List is available wherever children are present. The list will include:

- Child's name
- Child's Classroom
- The allergen or causative agents

Anaphylactic Policy

This policy aligns with Sabrina's Law, 2005 legislation.

In the event of a child enrolling in the program with any risk of an anaphylactic reaction, all staff, including volunteers, will take all steps necessary to reduce any possible risk of exposing a child to the allergen, and/or causative agents.

- In the case of an anaphylactic reaction**,** a Consent for Intervention during an Emergency Allergic Reaction Form must be completed, including a photo of the child, before the child begins the program. The parent/guardian and physician of an enrolled child with an anaphylactic allergy are required to provide input on the child's individual emergency procedure plan. This form will be posted in the office, kitchen, and all classrooms.
- All staff, students, and volunteers, must be trained to recognize a reaction, to administer the Epi-pen, and to ensure proper storage of the epi-pen.
- Training must be provided by a physician, or the child's parent, to all staff, students, and volunteers, prior to the child beginning the program. This training is to include: the procedures to be followed in the event of a child having an anaphylactic reaction, how to recognize the signs and symptoms of anaphylaxis and how to administer medication. Confirmation must be on file that all staff, students, and volunteers, have received this training.
- All staff, student, and volunteer files confirm the anaphylactic policy, and the children's individual emergency procedures have been reviewed prior to employment, annually, prior to the start date of any new children enrolled, and reviewed every six months thereafter.
- **All food items brought into the Centre must be nut free.** This includes snacks and lunches brought by children, with medical conditions.

Supporting Children To Self-Regulate

1.) Children will be guided in a positive manner.

2.) Children will be assisted to learn self-regulation and acceptable behaviours.

3.) Limits and rules of an activity, or play area, will be clearly outlined to all children.

4.) Adult intervention will be indicated through praise, hugging, and encouraging verbal interaction.

5.) Adults will use supportive voices, model appropriate behaviour, and refrain from discussing children's inappropriate behaviour, in front of the children.

6.) Children will be supervised by an adult at all times.

7.) Children will be assisted through washroom routine, with the help that they require.

8.) During snack time, children will be encouraged to taste the food. Children will not be forced to eat, nor will food or drink be withheld.

9.) In the event that a child exhibits inappropriate behaviour the following methods will be used

- Limits are explained in a way that it is easy for the children to understand
- Children unable to comply will be redirected to another activity
- Children will be given a choice of 2 or 3 alternate activities
- If the child is unwilling to make a choice, then the teacher will make a choice for him/her
- Focus of intervention will be on the deed, not on the child
- Time Out will NOT be used

PROHIBITED PRACTICES

- corporal punishment of the 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 a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent

- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures

- 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

- or inflicting any bodily harm on children including making children eat or drink against their will.

Meals From Home for Children with Medical Conditions

Although the Preschool supplies meals and snacks for children of all ages, children with medical conditions, such as diabetes, may bring their own lunch and snacks. When this is the case, an Individualized Plan For A Child With Medical Needs Form must be filled out beforehand so that all staff are aware of the child's condition. These particular lunches and snacks must be nut free and educators must be told each morning whether any items must be refrigerated or not. The children's names and dates must be on the food items. Any uneaten food items will be sent home or tossed in the garbage, at the end of every day.

Burford Co-op PRESCHOOL & Children's Centre

POSTING OF SERIOUS OCCURENCES

The safety and well-being of all children who attend the Burford Co-operative Preschool Corporation is a highest priority. Staff work diligently to provide a safe, creative, and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

To support increased transparency and access to information, a "Serious Occurrence Notification Form" must be posted at the Centre or Home Location in a visible area for 10 days. At the Burford Before & After School Program, this form will be posted on the Parent Bulletin Boards at the side entrance to the kindergarten classrooms.

The following definitions/categories are considered Serious Occurrences:

- any death of a child who received child care at a child care premises or Child Care Centre
- abuse, neglect, or an allegation of abuse or neglect of a child while receiving child care at a home care premises or Child Care Centre or mistreatment of a child
- a life-threatening injury to or a life-threatening illness of a child who receives child care at a home care premises or Child Care Centre
- an incident where a child who is receiving child care at a home child care premises or Child care Centre goes missing or is temporarily unsupervised. Report must include if:
  A.) Child was found
  B.) Child is still missing
- an unplanned disruption of the normal operations of a home child care premises or 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. Unplanned disruption of normal operations include:
  A.) Fire
  B.) Flood
  C.) Gas Leak
  D.) Detection of Carbon monoxide
  E.) Outbreak
  F.) Lockdown
  G.) Other emergency relocation or temporary closure

Licensed Child Care Centres and Private Home Day Care Agencies are already required to report Serious Occurrences to the Early Learning Division of the Ministry of Education, as it is this division which is responsible for Child Care licensing.

Many factors can lead to a Serious Occurrence Report. A Serious Occurrence Report does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the Child Care Program.

This policy supports the government's efforts to increase access to information about licensed Child Care programs in Ontario. This includes the recent launch of Child Care licensing inspection findings on the Licensed Child Care Website which is available at:
http://www.ontario.ca/ONT/portal61/licensedchildcare.

Field Trip & Off-Site Activities Policy

Permission Forms must be signed by a parent/guardian prior to the child being able to attend any field trip. Permission Forms must state the destination of the field trip, any cost incurred by the parent/guardian, arrival and departure times of field trip, means of transportation to and from field trip, and any belongings the child will require.

All walks with Centre children will take place with a minimum of two staff members present. Otherwise, Staff/child ratios will remain the same as required by the Child Care & Early Years Act.

Children will walk, on the side of the road, facing traffic. When a car is in sight, all children will step onto the grass, and stop walking until the car has passed. When crossing the street is necessary, this will be done at a time when absolutely no traffic is coming in any direction. Staff members should have a cell phone, and emergency contact numbers, with them at all times to ensure assistance, if needed.

Separated/Divorced Parents

In situations of separated/divorced parents, copies of the court papers are required for our records to prove legal custody and visitation arrangements. Information about the child will only be given to the custodial parent. If non-custodial parent(s) are requesting information regarding the child's daily activities at the Preschool, written permission must be given from the custodial parent(s). In the interest of all our children and parent families, all parents are asked to conduct themselves appropriately and, if they cannot, they will lose their privileges at the Preschool immediately.

Alcohol Policy

If alcohol is detected on any adult that comes to pick up a child at any program operated by the Burford Co-operative Preschool Corporation, the staff will attempt to discourage the person from driving. The staff may offer to call a cab or encourage the adult to call a friend or family member for a ride. If the adult disregards the staff members suggestions, staff will then notify the police of the situation after the adult leaves the building. When warranted, the Children's Aid Society will be contacted. The person's license plate, colour and model of the car will be noted and given to police.

Smoking Policy

In accordance with the **Smoke-free Ontario Act,** smoking is strictly prohibited on the property of Burford District Elementary School.

Burford Co-op PRESCHOOL & Children's Centre

Safe Arrival & Dismissal Policy & Procedures

Purpose: This policy and the procedures within help support the safe arrival and dismissal of children receiving care.
This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare centre as expected, as well as steps to follow to ensure the safe dismissal of children.
This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Policy

General

The Burford Co-operative Preschool Corporation will only dismiss children into the care of their parent/guardian or another authorized individual. The Centre will not release any children from care without supervision.
Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

Procedures

Accepting a child into care

1.) When accepting a child into care at the time of drop-off, program staff in the room must:

- Greet the parent/guardian and child
- Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (e.g.: other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the ***Enrolment Information Form*** under ***Authorized person(s) who may pick up the child,*** or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email. If it is a verbal notification, please write that parent/guardian gave a verbal notification in the Communication book.)
- Document the change in pick-up procedure in the daily written record
- Sign the child in on the classroom attendance record

Where a Child has not arrived in care as expected

1.) Where a child does not arrive at the preschool program and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- Inform the Supervisor, Assistant Supervisor, or delegate in charge and they must commence contacting the child's parent/guardians no later than 10:00 a.m. (e.g., Call parent/guardians, email parent/guardians, text parents/guardians. If no response is received within 60 minutes, please contact emergency contacts as listed on the Enrolment Information Form.

2.) Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.
3.) If no one is able to confirm the child's whereabouts, educators are to reach out to close friends, that we are aware of, to see if anyone is aware of where the family is. If no one can confirm the whereabouts by noon, the supervisor will contact police and follow police instruction.
4.) In the case of a child who does not show up at the **After School Program**, educators are to speak with classroom teachers to find out if the child attended school that day or not. If a teacher states that a child was in their classroom all day, but has not shown up at the After School Program, educators are to begin calling the parents and emergency contacts, immediately, to find out where the child is. If no one is aware of the child's whereabouts, educators are to contact the Director and police to let them know that a child is unaccounted for. Educators will follow through with police direction at that point.
5.) If a school-age child has been put on a bus, by mistake, please ask the school to follow-up as to the child's whereabouts. Usually, the school-agers are driven back to the After School program, by the bus driver. **After school** staff are to stay in touch with the school officials, (principal, Vice Principal, etc., until confirmation is made as to what will be happening with the child. Be sure to document all information.
6.) If a school-age child does not arrive at the **Before School Program** by the time the Before School Program ends for the morning, one school-age staff member is asked to remain at the school to confirm if a child shows up at school for the day, or to ask the secretary if they have heard from the parent. Before School staff and the school secretary will ascertain the child's whereabouts. Again, be sure to document all information.

Releasing a child from care

1.) The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual)

- Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual
- Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the ***Enrolment Information Form*** under ***Authorized person(s) who may pick up the child*** or the communication book

Where a child has not been picked up as expected (Before the Centre closes)

1.) Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up after thirty minutes of that timeframe, the Supervisor, Assistant Supervisor, or designate will contact the parent/guardian to confirm pick-up or leave a voice message to contact the Centre.

- Where the Supervisor, Assistant Supervisor, or designate is unable to reach the parent/guardian, the Supervisor, Assistant Supervisor, or designate will email and text the

parent/guardians. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the Centre.

- Where the Supervisor, Assistant Supervisor, or designate has not heard back from the parent/guardian or authorized individual sixty minutes since the first phone call, the Supervisor, Assistant Supervisor, or designate shall call, email, and text leaving a second message that the child's emergency contacts will be contacted thirty minutes before closing time so that the child is picked up by closing time.
- Where no contact has been made by the parent/guardian, or authorized individual or emergency contacts at closing time, refer to procedures under "Where a child has not been picked up and program is closed").

Where a child has not been picked up and the Centre is closed

1.) If the parent/guardian has not already contacted the Centre by closing time, staff members should phone the parent/guardian to inquire about pick-up time and remind the parent/guardian about the late fee policy.
2.) Where a parent/guardian or authorized individual who was suppose to pick up a child from care and has not arrived within 30 minutes of the Centre closing time, staff shall ensure that the child is given a snack, a drink, and activity, while they wait for their pick-up.
3.) One staff member shall stay with the child, while the second staff member proceeds with calling the parent/guardian to advise that the child is still in care and that the Centre has been closed for thirty minutes. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
4.) If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the emergency contacts listed on the ***Enrolment Information Form*** under ***Emergency Contacts.***
5.) Where staff members are unable to reach the parent/guardian or any authorized individual listed on the child's file within 15 minutes of closing time, messages can be left stating that emergency contacts will now be contacted to figure out who will be picking the child up.
6.) Once the Centre has been closed for sixty minutes, the staff member shall proceed with contacting the local Children's Aid Society (CAS) and follow CAS's direction with respect to next steps.

Burford Co-op PRESCHOOL & Children's Centre

PARENT ISSUES & CONCERNS POLICY and PROCEDURES

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare 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 childcare centre it operates (i.e. the operator).

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

Policy

Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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 Burford Co-operative Preschool Corporation 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 two business days. 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

The Burford Co-operative Preschool Corporation 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 local Children's Aid Society (CAS) directly.

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

For more information, visit
http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx