



Blessed Sacrament Before & After School Program

PARENT HANDBOOK

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Blessed Sacrament Before & After School Program

Introduction

Welcome to the Blessed Sacrament Before & After School Program. The Blessed Sacrament 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 child care 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 child care service and must be spent for its benefit. Non-profit Incorporated Child Care Services are mandated to fundraise.

The Burford Co-operative Preschool Corporation is 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.

The Burford Co-operative Preschool Corporation has opted in to participate in the Canada wide Early Learning & Child Care System. CWELCC means that Canada and Ontario are working together to build a community-based system of quality, licensed early learning and child care, aiming for all families to have access to high-quality, affordable, flexible, and inclusive early learning and child care no matter where they live.

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

Program Statement

The Burford Co-operative Preschool Corporation provides quality licensed child care 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 ant 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 Centres 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 child care 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 HiMama 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.

Waiting List Policy

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 add additional days before children on the waiting list are offered those specific days.

All parents who want their children placed on the Waiting List must complete all information on the Onelist Wait List, Brantford, at <https://brantford.onehsnn.com>

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.

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.



Fee Policies

Tuition Fees

All forms and cheques are to be completed and returned before the children start in any of our programs. All cheques are to be payable to the Burford Co-operative Preschool. All cheques are due the 1st of each month. If parents choose to pay bi-weekly, then post-dated cheques must be submitted by the 1st of the month and be dated no later than the 15th. If paying with one cheque, it must be dated for the 1st of the month. Accounts in arrears by the 15th of the month are subject to a late payment charge of \$35. If payment is not received by the end of the month, your child care 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, otherwise full program fees will continue to be charged.

A permanent space cannot be guaranteed if a parent wishes to temporarily withdraw their child(ren). In this case, the child(ren) would be placed on a waiting list, and the registration fee would be paid again. **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 Policy

Parents are reminded that the Blessed Sacrament Before & After School Program closes at 5:45 p.m. each day. It is very important that parents/guardians make every effort possible to contact the Centre in the event of any emergency that may delay your child (ren)'s pick-up. If the child is still at the Program 30 minutes after the Program has closed, and staff have not been notified, the emergency contact person provided in the enrolment package will be contacted. If staff cannot locate parents/guardians or emergency contacts after 60 minutes, the Child Care & Early Years Act states that the Children's Aid Society must be notified.

Late fees are charged at a rate of \$1.00 per minute. This fee is due immediately and can be paid by cash or cheque, payable to the preschool. 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. Two weeks of tuition will be withheld if two weeks' notice is not given to the Supervisor.

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.



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.



FEE SCHEDULE effective January 1st, 2023

NOTE: Burford Co-op Preschool reserves the right to alter this schedule at any time, as deemed necessary.

Program	Base Fee Per Day	Non-Base Fee Per Day Effective November 1st, 2022	Non-Base Fee Per Day Effective January 1st, 2023
Infants <i>Infants are from 0 to 18 months of age</i>	\$55.84	\$41.88	\$26.38
Toddler <i>Toddlers are from 18 months to 30 months of age</i>	\$45.07	\$33.80	\$21.30
Preschool <i>Preschoolers are from 31 months to 5 years of age</i>	\$40.43	\$30.32	\$19.10
Half Day Preschool Program	\$28.41	\$21.31	\$13.42
After School @ all locations	\$11.14	\$11.14	\$11.14
Before School @ 11 Mill Street location	\$11.14	\$11.14	\$11.14
Before School Care @ BDE & Blessed Sacrament	\$7.95	\$7.95	\$7.95
Before and After School @ 11 Mill Street, BDE & Blessed Sacrament	\$16.97	\$12.73	\$12.00
School-Age Camp <i>School-Age are from the time children have entered JK</i>	\$40.85	\$30.64	\$19.30

When children who have set days in place require additional days, the daily rate will remain the same as the set day fees.

Regular daily rates apply to the same fixed days each week of the year. Calendar daily fees apply to those schedules that require flexibility from week to week.

Monthly invoices for JK/SK and school-age children include only their regularly scheduled days that they are to attend the Preschool. The monthly invoices do not include PA Days, those are invoiced separately. There is a list, in the hallway going downstairs, for parents of JK/SK & School-age children to sign their children up for PA Days and School closures (*i.e.: Christmas closure and March Break*) throughout the school year. It is from these lists that children are added to the attendance and that parents are invoiced for the additional days. Children must be signed up prior to this date in order to ensure their spot.

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?

Scholastic Book Orders & fundraising brochures, etc., can be found in the family mailslots located in the front hallway.

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 is 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 11 Mill Street location, are outside for a minimum of two hours each day; one hour in the morning and one hour every afternoon. Children who attend the After School Programs are outside for a minimum of thirty minutes each day, weather permitting. 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.

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.

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

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 child care 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).
- As 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

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 child care 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 the Preschool is 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 Program 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.

Posting of Serious Occurrences

The safety and well-being of all children, who attend programs at 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 Co-op Preschool & Children’s Centre, this form will be posted on the Parent Bulletin Board.

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>



Arrival/Departure and Release of Children from the Program

Parents are responsible for retrieving their child(ren)'s belongings from their cubbies/hooks at the end of the day.

Parents are responsible for informing the staff of who will be picking up their child at the end of the day on the occasion that it is someone other than those individuals specified on the enrolment forms.

It is the responsibility of the staff to verify identification and/ or check the pick-up list to ensure that the person has the proper authorization

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-op 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 Blessed Sacrament School.

Parent Issues & Concerns Policy & Procedures

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).

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

Policy

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

All issues and concerns raised by parents/guardians are taken seriously by the 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/childrensaidd/reportingabuse/index.aspx>