



North Lambton Childcare Centre Parent Handbook

Revised October 2022
Next review date December 2022

Your Program Information:

NLCC Site: _____

Site Supervisor: _____

Site Contact #: _____

Email: _____

www.nlchildcare.ca

Head Office
37 Morris St.
Forest, ON N0N 1J0
Ph. 519-786-6161
Fax. 519-786-5399

Welcome to the North Lambton Childcare Centre

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Contact Information

Main Site

37 Morris Street, Forest
519-786-6161 ext. 9224

Kinnwood Central School Site

63 McDonald Street, Forest (Morris St. entrance)
519-786-6161 ext. 9233

St. John Fisher School Site

44 Main St. North, Forest
519-786-6785

St. Peter Canisius School Site

424 Victoria Street, Watford
519-876-9976

Grand Bend School Site

15 Gill Road, Grand Bend
519-238-1066

www.nlchildcare.ca

Each classroom at the Main and Kinnwood Sites has their own extension. To save time, once you are greeted by our automated answering system, you may immediately enter the extension of the classroom you are trying to reach.

| | |
|---|------|
| Main Site Supervisor | 9224 |
| Main Site Infant Room | 9259 |
| Main Site Toddler 1 Room | 9257 |
| Main Site Toddler 2 & Preschool Rooms | 9258 |
| Kinnwood Site Supervisor & Preschool Room | 9233 |
| Kinnwood Site School Age Room | 9263 |

Hours of Operation

Monday to Friday 6:30 am to 6:00 pm

*Please check with your Site Supervisor to verify operation hours, as they get adjusted from time to time based on children's schedules

Administrative Offices

37 Morris Street, Forest
519-786-6161

Executive Director ext. 9223

Bookkeeper ext. 9221

Child Care Clerk ext. 9228

North Lambton Childcare Centre Board of Directors nlccboard@nlchildcare.ca

Our Organization

The North Lambton Childcare Centre (NLCC) offers quality licensed child care and family supports to children and their families. NLCC has licensed child care and EarlyON Child and Family Centre across Lambton County. A brief introduction of EarlyON is included at the end of this handbook.

North Lambton Childcare Centre is an incorporated, non-profit organization licensed by the Ministry of Education and is governed by a Board of Directors. The Board of Directors meet monthly and each spring an Annual General Meeting (AGM) is held, and new officers are elected for the upcoming year. Families and the community at large are notified in advance of the AGM. We encourage all our families to attend this meeting each year.

*Parents wishing to learn more information on being a board member should contact the Site Supervisor and request an orientation package.

Mission Statement

North Lambton Childcare Centre is a multi-service agency providing high quality early learning and care to young children and support for their families.

Vision Statement

We strive to support children, families, and early years professionals to foster life-long learners within caring communities.

Program Philosophy & Belief Statements

North Lambton Childcare Centre, staffed by Registered Early Childhood Educators and assistants, promotes an Emergent Curriculum in a nurturing and secure environment. There are equal opportunities for children to participate and benefit from their play experiences to promote individual learning and development. Activities are planned with the children and encourage exploration, play, and inquiry.

North Lambton Childcare Centre Quality Statements are the Ontario Early Learning Framework's Statement of Principles:

- ✓ Early child development sets the foundation for lifelong learning, behaviour, and health.
- ✓ Partnerships with families and communities strengthen the ability of early childhood settings to meet the needs of young children.
- ✓ Respect for diversity, equity and inclusion are prerequisites for honouring children's rights, optimal development, and learning.
- ✓ A planned curriculum supports early learning.
- ✓ Play is a means to early learning that capitalizes on children's natural curiosity and exuberance.
- ✓ Knowledgeable and responsive early childhood practitioners are essential to early childhood settings.

Inclusive Programs

At North Lambton Childcare Centre we believe that all children are capable, competent, and rich in potential. As such, we provide care and learning opportunities for all children. In collaboration with outside agencies, we provide the resources required for each child to achieve success and have a greater sense of belonging within the programs. The environment is designed to foster children's well-being and development, for every child to have meaningful participation. Our program staff will work with the parent, health, and other professionals to develop an individualized support plan for each child to participate and reach their full potential.

Program Statement

North Lambton Childcare Centre believes that all our children are capable and competent, curious, and rich in potential.

Our environments are safe, flexible, and engaging for the children. The well-being of the children is vital to everything we do. Children will work and play in an environment that is clean and safe. Children will be provided with healthy meals and snacks in accordance with the Canada's Food Guide and there will be always access to drinking water throughout the day. Healthy eating will be role modelled by the Educators.

Every child shall feel that he or she belongs, and as Educators, we will capitalize on each child's strengths for the opportunity to succeed. Children need educators to support and encourage them as they learn to build trust in their world. Our curriculum promotes healthy child development by emphasizing responsive relationships, stimulating environments, and learning through play.

Our Educators encourage each child's developing sense of self and their ability to self regulate. Children are encouraged and supported to express their emotions and feelings in socially acceptable ways. Children are capable communicators; able to manage their emotions and behaviours. Educators will foster positive relationships with the children. Using positive approaches to guide children, they will learn the tools they need to help them problem solve and communicate effectively.

Creating engaging environments for children to explore, will ensure that the children are active participants in their own learning. Purposeful, play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking. Educators are responsible for introducing new ideas, concepts, and experiences to help the children make meaning to their world.

Our flexible schedule will allow children the opportunity to have long periods of uninterrupted play, both indoors and outdoors. Children will be offered period of sleep or rest and have opportunities for quiet activities as needed. A balance of child-initiated and adult-supported experiences will be provided. Our teaching with the children involves observing; listening and responding; redirecting and guiding children's actions, reactions, interests, talk and questions.

Learning happens throughout the day and having an adaptive schedule is responsive to the needs of each child. Our environments and experiences are designed for children to explore their ideas, investigate their theories, and interact with each other in play. Our Educators will learn alongside our children. Children, being naturally motivated to learn, become self-motivated learners when they are provided with enriched environments, have nurturing adult interactions, and are supported with the freedom to explore.

We will continue to actively involve other community partnerships to strengthen our abilities and to meet the needs of our children and families. Using the knowledge of local experts, children will foster a sense of belonging by learning more about the world around them.

Our Educators and program staff strive to provide the best experiences for children. We understand that being focused on the four foundations: belonging, well-being, engagement and expression ensures optimal learning and healthy development. Our Educators are lifelong learners and use the resource, "*How Does Learning Happen?*" to guide their work. Through professional learning opportunities, NLCC will continue to support all our Educators in the delivery of high-quality experiences and care for our children and families.

The Program Statement is reviewed by all staff, educators, students, and volunteers annually with a mechanism in place to review the effectiveness of each of these approaches with each Educator and program support staff.

Our Staff

North Lambton Childcare Centre has a team of Registered Early Childhood Educators and support staff who are the essential ingredients to offer high quality early learning programs. We are all life-long learners and there are professional learning opportunities for all staff provided either in-house or with other professional agencies.

Keeping all the children safe is of utmost importance. Our staff are required to:

- ✓ have current Vulnerable Sector Police Checks or Criminal Reference Checks
- ✓ have current certification in Standard First Aid and Infant and Child CPR
- ✓ have anaphylaxis training
- ✓ have Safe Food Handlers Certification (our Cook and one staff from each site, at a minimum)
- ✓ meet all other regulatory standards and requirements

Students and Volunteers

Students and Volunteers play an important role in supporting staff in the daily operation of our programs. Our role is to mentor these Students and Volunteers to further strengthen and support our profession. Students and Volunteers are supervised by our staff and are never left alone with the children. Students and Volunteers are required to complete a Vulnerable Sector Police Check or Criminal Reference Check before being in the program. Staff will introduce you to students and volunteers when they join your child's program.

How Children Are Guided

Children are naturally curious and kind-hearted and as early years professionals we recognize and respect the unique interests of your child. We know that children learn and feel a sense of belonging from observing and interacting with others. Our focus is on positive adult-child interactions. Programs are designed to meet the needs of all children and each child's contributions are valued. We believe that children should be guided in a positive manner that is appropriate to their actions and age. It is important for all children to have a safe and enjoyable time at the North Lambton Childcare Centre. All staff are expected to monitor and assess the environment and observe how the children are engaged in it. Educators will adapt the environment, role model appropriate behaviour, offer alternatives or redirection, and assist children in making good choices. Ultimately our goal is to promote a positive approach to the development of self-regulation, empathy, and trust.

Prohibited Practices

The Ministry of Education outlines in the Ontario Child Care and Early Years Act, 2014 (CCEYA), a list of Prohibited Practices for all licensed child care operators. North Lambton Childcare Centre does not permit the following by any employee, student, or volunteer at any of our child care or early years sites:

- a. Corporal punishment of the child.
- b. Physical restraint of children, including but not limited to confining the child to a highchair, 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 him/herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- c. Locking the exits of the child care centre for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency as required as part of NLCC's emergency management policies and procedures.
- d. 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.
- e. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- f. Inflicting any bodily harm on children including making children eat or drink against their will.

Building Relationships – Parents are Partners

As a parent, you know your child best. Your input is valued to help us with the early learning process. We encourage all parents and caregivers to take an active role in their child's education by visiting, observing, reading, documenting, and asking questions.

We are committed to having conversations that are respectful, open, and courteous. Please come to our staff when you have a concern. Our staff and administration will listen and work with you to find a resolution, recognizing that there may be times when concerns are complex.

If you have any questions or concerns about what is happening within the program, please speak with your child's educator first. Our educators will listen to concerns and try to answer any questions. If necessary, the educator will contact the Site Supervisor to help facilitate conversations if issues are not satisfactorily resolved. Families may also seek further assistance to find a resolution after speaking with the Site Supervisor by contacting the Executive Director. Contact information to all our programs and administration is listed on page 1. A copy of the NLCC policy: Parent Issues and Concerns is attached as an appendix to end of this handbook.

Parent Survey

Annually, we ask parents and caregivers to complete a Parent Survey. Feedback is appreciated and is important to enhance the learning opportunities and meet the needs of our families at our sites. A summary of each site's survey is shared with the Centre's Board of Directors and the County of Lambton as part of our purchase of service agreement.

Sharing in the Learning

Our pedagogy (how a child learns) and programming is consistent with the Ministry of Education's Policy Statement as set out in the document "How Does Learning Happen?". We view children as competent, capable, curious, and rich in potential. To ensure high quality experiences that lead to positive outcomes for children, we have embraced the Four Foundations: Belonging, Engagement, Expression and Well-Being into everything we do. Our Educators value the insight that children have into the world. We document those insights to make visible the children's ideas, understandings, misunderstandings, and theories about how the world works. Staff use documentation to learn with the children, about the children, and from the children to create environments and experiences to support children's learning, development, health, and well-being. Whether in individual portfolios, displays in the classroom, or shared through electronic documentation, you will see evidence of your child's learning regularly.

NLCC is using the See Saw digital documentation App to allow us to share this learning with families. Families are encouraged to participate with their child in this learning process and view updates on their child's Seesaw. Consent for taking pictures and for using the app are included in the Centre's Registration Package.

What to Bring from Home

Clothing/Footwear

In compliance with the CCEYA, all children in our care are required to play outside for two hours daily, weather permitting. All children will need one pair of indoor shoes (or rubber-soled slippers). We request that parents send an extra set of clothes, in the event of an accident or a fun but messy activity. **Labelling** your clothes is an easy way for staff and other parents to identify and return clothing to the right family. For children to enjoy playing outdoors, we recommend:

| | | | |
|---------------------|-----------------------|--------------------|------------------------|
| Spring/Fall: | Splash Pants & Jacket | Rubber Boots | Hat & Mittens |
| Summer: | Sun Hat | Bathing Suit | Towel |
| Winter: | Winter Boots | 2 pairs of Mittens | Snow Pants, Hat & Coat |

Children are always exploring and are very active, so we ask that children (and our program staff) to only wear shoes with closed toe and supportive backs.

NOTE: Children will not go outside when there is a cold weather or heat advisory in accordance with Health Canada guidelines.

Here are some other suggestions to keep in mind:

Infants:

- Diapers and wipes
- Water Bottle
- Blanket and/or cuddly toy
- Any special creams or lotions
- Any prepared formula and food
- Schedule of your child's current daily routine

Toddlers:

- Diapers and wipes
- Water Bottle
- Any special creams or lotions
- Blanket and/or cuddly toy

Preschoolers:

- Diapers and wipes (if needed)
- Water Bottle
- Any special creams or lotions
- Blanket and/or cuddly toy

School Aged:

- Water Bottle
- Indoor shoes or slippers

Sun Protection

North Lambton Childcare Centre recognizes the dangers of children being exposed to the sun. The following steps should be implemented to protect children from the sun:

- ✓ Parents should apply sunscreen of at least 30SPF to children each day before arriving at the program.
- ✓ NLCC offers sunscreen at a cost of \$5.00 per child for the season which is optional; please see your Site Supervisor for further information.
- ✓ If your child has sensitivities, please provide the sunscreen.
- ✓ Children are strongly encouraged to wear sunhats outside.
- ✓ Program will schedule outside time before 11am and after 3pm when the sun rays are lowest in strength during those hot and humid days of summer.

Registration, Age Groupings, Scheduling, and Child Care Fees

Registration

All parents must complete a Child Registration Package prior to your child's first day of care. The information collected and maintained is in accordance with the requirements as set out in the Child Care and Early Years Act, 2014.

Change in Registration Information

PLEASE NOTIFY NLCC IMMEDIATELY IF ANY OF THE INFORMATION PROVIDED ON YOUR REGISTRATION FORM CHANGES. The accuracy of this information is vital to the safety and well-being of your child. Staff will review emergency information periodically with parents to ensure that it is accurate. Please contact the program immediately if your child develops an allergy, there are any changes to the individual plan/treatment of an allergy, or your child outgrows an allergy.

Our Age Groups and Licence Capacity

| NLCC Main Site | | |
|---------------------------------------|------------------------|-----------------------------|
| Infant Program | 10 spaces / Ratio 1:3 | Ages 3 – 18 months |
| Toddler 1 Program | 15 spaces / Ratio 1:5 | Ages 18 – 30 months |
| Toddler 2 Program | 15 spaces / Ratio 1:5 | Ages 18 – 30 months |
| Preschool Program | 16 spaces / Ratio 1:8 | Ages 30 months – 4 yrs. old |
| Kinnwood School Site | | |
| Preschool Program | 24 spaces / Ratio 1:8 | Ages 30 months – 4 yrs. old |
| Kindergarten School Age | 26 spaces / Ratio 1:13 | Ages 3.8 – 6 yrs. old |
| School Age | 30 spaces / Ratio 1:15 | Ages 6 – 12 yrs. old |
| St. John Fisher School Site | | |
| Preschool | 24 spaces / Ratio 1:8 | Ages 30 months – 6 yrs. old |
| Kindergarten School Age | 26 spaces / Ratio 1:13 | Ages 3.8 – 6 yrs. old |
| School Age | 30 spaces / Ratio 1:15 | Ages 6 – 12 yrs. old |
| Grand Bend School Site | | |
| Preschool | 16 spaces / Ratio 1:8 | Ages 30 months – 6 yrs. old |
| School Age | 15 spaces / Ratio 1:15 | Ages 6 – 12 yrs. old |
| St. Peter Canisius School Site | | |
| Preschool | 20 spaces / Ratio 1:8 | Ages 30 months – 6 yrs. old |
| School Age | 15 spaces / Ratio 1:15 | Ages 6 – 12 yrs. old |

Ratio examples 1:3 (1 staff for 3 children) 1:15 (1 staff for 15 children)

Schedule

North Lambton Childcare Centre offers 2 types of child care:

Full Time - 5 days per week Part-Time - minimum 8 days per month

Please note, once they enter school, there is no minimum number of days your child must attend per month during the school year.

Parents are requested to submit the monthly calendar of attendance to the Site Supervisor by the 15th of every month for the following month. Care cannot be guaranteed for late submissions. Please note that while we strive to accommodate everyone, we cannot guarantee specific days for children who do not commit to a schedule upon registration. All families are required to submit a calendar (i.e., full-time, set schedule).

Daily Arrivals and Departures

It is important for maintaining appropriate staff-child ratios that there are regular arrival and departure times for each child. If there is a change, this must be communicated to the Supervisor or Program Staff. Upon arrival we ask that you bring your child(ren) directly to their program room.

- Parents are required to sign their child in upon arrival and out again when they leave.
- Let us know about your child's night, their morning, and their health.

At the end of the day an Educator looks forward to telling you about their observations and activities. Drop off and pick up are important points of the day. We hope you can linger with us, explore what is happening in the program, and talk about your child's learning. All children enrolled in our infant and toddler programs have a communication binder where you will find any information about your individual child's day (i.e., eating habits, sleep patterns, toileting routines, etc.).

Authorization for Release of Children

Please note that NLCC will not release your child to anyone other than those indicated on your registration form, unless otherwise notified by you beforehand. Your child's Educator may request photo ID to allow someone else to pick up your child as per your instruction.

Fees for Child Care

The fee schedule is attached to the end of the paper copy of this handbook and is also posted on the NLCC website. Parents and caregivers are provided with 60 days' notice of any changes to the fee structure.

NLCC is participating in the Canada-Wide Early Learning and Care system for children 0 to 6 years of age. The Ministry of Education is focusing on making child care more affordable for families a priority. As a result, there is a gradual reduction of eligible child care fees. The fee schedule is attached to the end of this handbook and is also posted on the NLCC website. This fee schedule will show the NLCC base fees and the fees with the current fee reduction.

Financial Assistance

Financial assistance in the form of child care subsidy may be available to those families who qualify. For more information contact: Lambton County Homelessness Prevention and Children's Services Department 519-344-2062 ext. 2201 or visit www.lambtononline.ca

Billing of Fees

Parents and caregivers are normally billed for child care fees by the 5th business day of each month for the month of care in which the billing occurs. Payment in full is due by the 15th of each month (i.e., May billing is completed by May 5th for any scheduled child care in May. Payment is due by May 15th). Payments not made by the 15th will be subject to a \$25.00 late fee and is automatically billed to your account. A reminder to make a payment will be provided at this time. Failure to pay in full or to arrange a payment plan may result in suspension or terminating child care until payment is received in full. Any outstanding balances after 30 days will be sent to collections. Any changes to your child's schedule during the month will be credited or debited in the next billing. If you have any questions or concerns about your invoice, please contact the Site Supervisor at your program.

Making a Payment

Payments are due in full by the 15th of the month. Payments can be made at any of our sites by e-transfer and cheque. NLCC also accepts MasterCard, Visa, or Debit at our Main and Watford sites. There is a \$25.00 fee for any cheque returned from a financial institution due to insufficient funds (NSF). Payments in cash are not recommended. Currently, online bill payments can be made through CIBC and Libro financial institutions.

Late Pickup Policy

A parent or caregiver who is late in picking up their child, the following procedure will be followed:

- On the first incident a reminder will be given to the parent and documented in the child's file.
- Each subsequent offense, parents will be charged \$15.00 for each part of 15 minutes. For example:
 - A parent who is 10 minutes late will be charged \$15.00
 - A parent who is 15 minutes late will be charged \$15.00
 - A parent who is 17 minutes late will be charged \$30.00
 - A parent who is 23 minutes late will be charged \$30.00
- The late fee will be added to your next invoice

Withdrawals

Two weeks' notice is required when a child is being withdrawn from any program. Fees will be charged for the two-week period regardless of whether your child attends. Please ask your child's educator for a Notice of Withdrawal Form. When complete, please submit the form to the Site Supervisor.

Vacation and Sick Days

Full Time - (5 days per week) 5 Sick Days & 2 Weeks' Vacation

Part-Time - (less than 5 days per week, more than 8 days per month) 3 Sick Days & 1 Week Vacation

Vacation days must be taken in week-long blocks. Part time children will use their vacation days in accordance with their regularly scheduled days of attendance. Vacation days cannot be split up and used over several months. Two weeks written notice must be provided for all vacation time to avoid being charged. Sick days and/or vacation time is not accumulative and shall be reset on January 1st of each year. Parents must call the centre by 9:30 am or regular fees will apply. Children who withdraw and re-register in the same calendar year will not receive a new set of sick days/vacation days. Once all your child's sick days have been used, your account will be charged regular fees for any day that your child is scheduled to attend, whether present or not.

Issuing Tax Receipts

Tax Receipts for all accounts that are not outstanding will be available for pick up at the program your child attends by the end of February of each year, regardless of whether your child remains enrolled in our program or has withdrawn part way through the year. Tax Receipts for accounts where the child has been withdrawn and there is a balance of fees owing, are handled at the NLCC Administrative Offices in Forest.

Public Holidays

North Lambton Childcare Centre will be closed to observe the following holidays:

| | | | |
|----------------|---------------|-------------|------------------|
| New Year's Day | Family Day | Good Friday | Victoria Day |
| Canada Day | Civic Holiday | Labour Day | Thanksgiving Day |
| Christmas Day | Boxing Day | | |

Christmas Holidays

Current policy states that all NLCC programs will normally be closed between Christmas & New Years. Parents will not be charged fees. Exact dates that programs will be closed are posted at each site in the fall.

Incident Weather

NLCC will be closed if the Site Supervisor cannot successfully get a staff member to open the site safely by 6:15 am. If the program is closed, the Site Supervisor will ensure that there is an announcement on SeeSaw stating that the program will be closed that day. Programs that operate in schools will be closed if the school is closed.

Every attempt will be made to ensure that this occurs before 6:30 am. All decisions made to close the centre are final.

Transitions to the Next Age Groups

Parents and caregivers shall be notified when it is time for their child to move up to the next age group. There are guidelines that are normally followed but each child shows signs of readiness at different points in time. We will do our best to meet each individual child's needs as they transition to the next group. Starting in a new room is a gradual transition that usually occurs over two weeks. During this time, we stay child-focussed, taking our cues from them and trying to adapt to meet their needs. Educators will discuss this with you when it is time.

Developmental Screening

As a component of gaining a more comprehensive understanding of your child's development, NLCC completes regular screening and monitoring of each child enrolled in our programs until they enter school. The County of Lambton adopted the Ages and Stages Questionnaire, Third Edition (ASQ-3) as the screening tool to be used by licenced child care programs. Parents and caregivers will be notified when the ASQ's are being administered and the program staff will be available to discuss the results.

Your Child's Well-Being

Sick Policy

NLCC's Sick Policy is intended to protect the interests of the sick child, and to prevent the spread of infection. Our priority is to minimize the possibility that an illness will be brought into our programs. We ask that you not bring a sick child to our programs. If a child is too sick to fully participate in the program (including outdoor play), they are too sick to be at NLCC. We recognize that it is not always possible to know if your child is sick or just having an 'off' day. Please discuss any concerns with your child's educator when you come in. We will be better able to monitor your child's activities throughout the day and appropriately meet your child's needs.

Secondly, we need to minimize the spread of any illness that is in our programs. Our policies, sanitary practices, and other guidelines are in accordance with the local health unit and are designed to maintain a safe and healthy environment for all children. We understand that there is an impact on a parent's schedule, but all policies must be abided to. You may receive a call from the program during the day and be asked to come and take your child home because they are not feeling well. You or someone you have authorized will be asked to pick up your child.

In compliance with local health authorities, NLCC requests that you keep your child at home if they are exhibiting any of the following symptoms (without a known cause):

- Fever
- Vomiting
- Red eyes
- Cough
- Diarrhea
- Unusual irritability
- Runny nose
- Rash
- Poor appetite

Children may return when the symptoms have subsided, the child is well enough to participate in activities, and any applicable exclusion periods have been observed.

Diarrhea

Diarrhea is defined as an increase in frequency in stools and/or change to unformed, loose, or watery stool. Nausea and vomiting may sometimes accompany diarrhea. Infants and toddlers can become critically ill with severe diarrhea due to dehydration.

A child having one episode of diarrhea but otherwise feels well (i.e., no fever, nausea, or vomiting): the child will be monitored for further signs of illness for the remainder of the day. If there is no further diarrhea and the child does not appear to be ill, parents will be informed at the end of the day. The child can return the following day, providing there have been no further episodes. If more than one episode occurs that day, parents will be contacted as soon as possible to arrange to have their child picked up. The child must remain at home until stools are normal for at least 48 hours.

Vomiting

Should a child have one episode of vomiting but otherwise feels well (i.e., no fever, diarrhea, pain), they will be monitored for signs of illness for the remainder of the day. If there are no further episodes of vomiting and the child does not appear to be ill, parents will be informed at the end of the day. The child can return the following day if there have been no further episodes. If more vomiting occurs during that same day, parents will be contacted as soon as possible to make arrangements to have their child picked up. The child must remain at home until there are no further episodes of vomiting for 48 hours.

Fever

A parent will be called to arrange to have their child picked up as soon as possible when their child has a temperature of 101°F or higher and has symptoms of ill health.

Note: NLCC is not permitted to administer any fever-reducing medication. It is also at no time acceptable for a parent or other adult to come to the centre to administer any other fever suppressant.

In respect for the other children and the staff, we ask that parents refrain from 'masking' their child's symptoms by administering a fever-reducing medication and sending the child to child care or school.

Skin Rash

Upon the discovery of an unexplained rash, we will attempt to contact the parents to discover the possible cause of the rash. It will be up to the discretion of the Site Supervisor or designate to determine whether the child must be excluded from care and recommend that the child is examined by a health care professional.

Influenza

Influenza (flu) is a common respiratory illness that typically peaks in the winter months. Common signs and symptoms of the flu include cough, fever, sore throat, headache, muscle aches and tiredness. Those at highest risk for complications from influenza are young children, the elderly, and those with pre-existing medical conditions.

A child with influenza shall be sent home. Children may return to the centre when they no longer have a fever for 24 hours (without the use of medication), are feeling better, and are able to participate in activities.

NLCC must report outbreaks of Influenza to Lambton Public Health. Parents should report if their child has influenza to the child care. Staff are also required to report this to the centre.

For additional information on childhood illnesses, please visit [guide-to-common-infections \(1\).pdf](#)

Safe Sleep Policy

In accordance with the CCEYA and the “Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada”, infants less than one year of age will be placed on their backs to sleep. This will be discussed with the individual families at time of registration.

Sleep Preferences

While not all children need a mid-day nap, young children benefit from periods of quiet relaxation to balance their active play. Children birth to 18-months normally have irregular sleep schedules and the program allows children to rest as needed. NLCC supports the children’s well-being by respecting each child’s needs for active play, rest, and quiet time. Please provide regular updates on changes to your preferences for your child’s sleep and rest. Although these instructions shall be followed closely, the program staff will take into consideration the needs of your child on any given day. If there is a change to your child’s normal sleep/rest, the program staff will communicate this to you.

In the Event of an Emergency

At NLCC, we strive to create the safest environments possible for your child. In the event of an emergency, we will follow the Emergency Management Policies and Procedures. This may include evacuating from the centre or school to a pre-designated shelter. Every effort will be made to contact you by phone as soon as possible using the phone numbers you have provided us. It is important that the numbers where we can reach you are current. NLCC conducts monthly fire drills with all children and staff. Each NLCC site has a designated evacuation site. Please ask a staff at your child’s site for more information.

Medical Plans

NLCC will work closely with families of a child with chronic or acute medical conditions and requiring additional supports or accommodations. An individualized plan will be developed in consultation with parents and any regulated professionals involved. A child with an anaphylaxis allergy will be supported through a separate plan. Please speak with the Site Supervisor for more information.

Medication

NLCC shall safely administer medications to those children requiring medication as authorized in writing by a physician and the parent. Our policies, available to review at any time, are in accordance with the guidelines set out by local health authorities and the CCEYA. Medication will be administered by a designated staff member. Please note NLCC will only administer medication that is in the original container. Please bring in a dispenser for administering the medication. Parents will be required to fill out a Medication Administration Form upon arrival in the morning. Staff will administer medication in accordance with the instructions provided. Written instructions must match those prescribed on the bottle. It is the responsibility of the parent to hand any medication to a staff member for it to be stored safely away from children. Please do not leave any medications on the counters or in your child’s bag. Please take home any unused medications.

It is strongly recommended by the local health unit that the initial dose or doses of any medication be administered by the parents at home, and that the child remains home for the first 24 hours after a new medication is started. This will allow the medication to take effect, give your child ample time for rest, and monitor for an adverse or allergic reaction. Please notify NLCC if your child is taking any prescription or non-prescription medications. The administration of non-prescription medicines is not normally practiced within our programs.

Accidents

Should your child get hurt while at NLCC, staff will complete an Accident Report Form which will be shown to you when you pick up your child. You will be requested to sign the form, indicating that you

have been informed of the nature of the accident, and that you are provided with a copy. A copy of the form will be kept on file. You will be notified immediately if:

- your child receives an upper body/head injury.
- there is a serious incident that results in the need for medical attention.

NLCC will attempt to contact the parents as soon as possible and to arrange for you to pick up your child or to meet the Site Supervisor or designate at an emergency facility. If you cannot be reached, we will contact your emergency numbers. All our program staff are trained and remain current in Standard First Aid and Infant/Child CPR.

Food and Nutrition

Adequate and appropriate nutrition is vital to children's health, growth, development, and well-being. Nutritious food and snacks are provided (except for baby foods, infant formula, and bottles). Each child under one year of age will be fed in accordance with written instructions from the parent.

Children over the age of one, will receive one meal and two snacks during the day. Drinking water will always be available. All meals, snacks, and beverages shall meet the recommendations as set out in the Health Canada document "Eating Well with Canada's Food Guide".

Food service and nutrition programs in our child care and early years programs shall provide:

- ✓ Nutritionally adequate meals and snacks
- ✓ Opportunities for children to develop positive attitude toward a wide variety of foods
- ✓ Opportunities for children to prepare and serve foods
- ✓ Opportunities to develop and enhance socialization skills, self-regulation, and language skills.

Menus

A rotational menu will be posted at all programs. We strive to provide a menu that is healthy and child-friendly in nature, while encouraging children to explore a variety of different flavours. The child care programs in Watford and Grand Bend use a catering company for the children's lunches. The programs in Forest have a cook and meals and snacks are prepared in-house.

Food from Home and Anaphylaxis

It is a policy that an individualized plan with emergency procedures is developed for any child with a life-threatening anaphylactic allergy/allergies. This process will be completed and in place prior to the child attending the program or as soon as it is discovered that a child has an anaphylactic allergy. Parents are encouraged not to bring foods that contain ingredients to which children may be allergic. Parents and families will be informed about anaphylactic allergies and all known allergens at the NLCC site through various communication strategies, including monthly newsletters, postings at entrance, postings on the Seesaw App, etc. Strategies to reduce the risk of exposure to anaphylactic causative agents include:

- In cases where a child has food allergies and the meals and snacks provided by NLCC cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- NLCC provides snacks and meals for all children in our programs. However, there may be circumstances that a family would supply their child(ren) with meals and snacks from home. NLCC will ensure that parents label food brought from home with the child's full name, the date the food arrived at NLCC, and that parents advise of all ingredients.
- When food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Home made snacks or treats shall not be permitted on the premises. Unopened, store-bought, nut-free treats shall be permitted.

Exploring our Communities and Outdoor Play

NLCC may occasionally take field trips to enhance their learning experience and make connections as valuable members of the community. As part of our regular program, the children will occasionally leave the property to explore the neighbourhood or visit points of interest. These walking trips will always be near the child care program and children are always closely supervised.

Children thrive in outdoor play and there is a growing body of research that suggests that connecting to the natural world contributes to children's mental, physical, emotional, and well-being. There will be regular opportunities to experience nature to enhance the children's sense of wonder and joy in the world around them. Each day the children will spend time outdoors unless a special weather advisory has been issued by the local health unit. Please ensure that your child has appropriate seasonal clothing for her/him to be comfortable and happy to explore in all kinds of weather.

EarlyON Child and Family Centres

EarlyON Centres offer free drop-in programs for caregivers and children from birth to 6 years old. You can learn and play with your child, meet people, or get advice. Our welcoming places offer a range of services:

- join fun activities – reading, storytelling, sing-alongs, games and more
- get advice from professionals trained in early childhood development
- find out about other family services in your community
- connect with other families with young children

Please visit us at:

Forest EarlyON

Kinnwood Central School
63 MacDonald St.
(Morris St. entrance)
519-786-6161 ext. 9230

Petrolia EarlyON

LCCVI
4141 Dufferin Ave.
519-882-2100

For more information on EarlyON Centres in Lambton County please visit www.earlyonlambton.ca

Please email earlyon@nlchildcare.ca for more information on schedule, locations, etc.

**NORTH LAMBTON CHILDCARE CENTRE
POLICY AND PROCEDURES MANUAL**

| | | | |
|-----------------------------------|--|-------------------------------------|--|
| Title: Parent Issues and Concerns | | Section 4000 – 2 Pages: 3 | |
| Effective Date: October 2020 | | Supersedes Issue of: September 2017 | |
| Next Revision Date: November 2023 | | Approved by: Board of Directors | |

POLICY

It shall be the policy of North Lambton Childcare Centre (NLCC) to address all issues and concerns raised by parents and caregivers. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible. Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents, guardians, caregivers, children, staff, students, volunteers, and community partners; except when information must be disclosed for legal reasons (i.e., Ministry of Education, College of Early Childhood Educators, law enforcement authorities, or a Children’s Aid Society). This policy shall be attached to the Parent Handbook in its entirety as an appendix.

The following procedures are in place to address any issues/concerns and to provide a transparent process for responding to issues and concerns in a timely and professional manner.

PROCEDURES

Parents and caregivers are encouraged to take an active role in our child care and early years programs and regularly discuss what their child(ren) are experiencing with our programs. NLCC values feedback from parents/caregivers regarding its programs. As supported by our Program Statement, we support positive and responsive interactions among the children, parents/caregivers, and our staff. We foster the engagement of and ongoing communication with parents and caregivers about the programs and their children. Our staff are available to engage with parents and caregivers in conversations and will support a positive experience during every interaction.

1. Issues and 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 parents/caregivers will respect and maintain the confidentiality of all parties involved.
2. An initial response to an issue or concern will be provided to parents/caregivers normally within two (2) business days. The person who raised the issue/concern will be kept informed throughout the resolution process.
3. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.
4. NLCC maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

5. If at any point a parent, caregiver, staff, or community partner feels uncomfortable, threatened, abused, or belittled, they shall immediately end the conversation and report the situation to the Supervisor or Executive Director.
6. Specifically, for parents/guardians, the Parent Handbook shall include:
 - Issues/concerns related to compliance with the requirements set out in the Child Care and Early Years Act, 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.
 - Issues/concerns may also be reported to other relevant regulatory bodies (i.e., local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, etc.), where appropriate.

Concerns about the Suspected Abuse or Neglect of a Child

7. 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 concern that a child is being abused or neglected, the parent is 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*.

Escalation of Issues or Concerns

8. When parents/guardians are not satisfied with the response or outcome of an issue or concern, they may relay the issue or concern verbally or in writing to the Executive Director.
9. Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.
10. Issues/concerns may also be reported to other relevant regulatory bodies (e.g., local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) when appropriate.
11. The Parent Handbook shall list all NLCC child care sites and contact information. The Handbook shall also include the Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca.

Procedures

| Nature of Issue or Concern | Steps for Parent and/or Guardian to Report Issue/Concern: | Steps for Staff and/or Licensee in responding to issue/concern: |
|--|---|---|
| <p>Program Room-Related</p> <p>i.e., schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p> | <p>Raise the issue or concern to the classroom staff directly or the Site Supervisor.</p> | <ul style="list-style-type: none"> • Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> • Arrange for a meeting with the parent/guardian within 2 to 5 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> • the date and time the issue/concern was received. • the name of the person(s) who received the issue/concern. • the name of the person(s) reporting the issue/concern. • the details of the issue/concern; and • any steps taken to resolve the issue/concern and/or information given to the parent(s)/guardian(s) regarding next steps or referral. |
| <p>General, Centre- or Operations-Related</p> <p>i.e., child care fees, hours of operation, staffing, waiting lists, menus, etc.</p> | <p>Raise the issue or concern to the Site Supervisor.</p> | |
| <p>Staff, Supervisor, and/or Licensee-Related</p> | <p>Raise the issue or concern to the individual(s) directly, to the Site Supervisor or the Executive Director.</p> <p>All issues or concerns about the conduct of a program staff that puts a child's health, safety and well-being at risk should be reported to the Site Supervisor as soon as parent(s)/guardian(s) become aware of the situation.</p> | <p>Provide contact information for the appropriate person(s) if the person(s) being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within two (2) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p> |
| <p>Student- / Volunteer-Related</p> | <p>Raise the issue or concern to the staff responsible for supervising the volunteer(s) or student(s) or the Site Supervisor.</p> <p>All issues or concerns about the conduct of student(s) and/or volunteer(s) that puts a child's health, safety and well-being at risk should be reported to the Site Supervisor as soon as parent(s)/guardian(s) become aware of the situation.</p> | |

TRAINING AND CONSENT

Individualized Plan and Emergency Procedures for a Child with an Anaphylactic Allergy

I [Click here to enter text.](#) (parent/guardian) hereby confirm that:

- (a) I have trained the person(s) named in the Trainee Confirmation below (Table 1) on my child's Individualized Plan and Emergency Procedures on [Click here to enter text.](#) (date), and
- (b) I give consent to the person(s) named in the Trainee Confirmation (Table 1) below to train any other staff, students, and volunteers (Table 2) who may be interacting with my child to perform the procedures detailed in my child's Individualized Plan and Emergency Procedures.

Parent/Guardian Full Name: [Click here to enter text.](#)

Parent/Guardian Signature: _____

Date (yyyy/mm/dd): [Click here to enter text.](#)

Table 1: Trainee Confirmation

| Name of Trainee | Position | Signature of Trainee: | Date Training Received (dd/mm/yyyy): | Date Signed (dd/mm/yyyy): |
|---|---|-----------------------|---|---|
| Click here to enter text. | Click here to enter text. | | Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. | | Click here to enter text. | Click here to enter text. |
| | | | | <add rows as needed> |

Table 2: Training Log for Staff, Students, and Volunteers

| Name of Individual | Position | Signature of Individual: | Date Training Received (dd/mm/yyyy): | Date Signed (dd/mm/yyyy): |
|---|---|--------------------------|---|--|
| Click here to enter text. | Click here to enter text. | | Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. | | Click here to enter text. | Click here to enter text. <add rows as needed> |

**NORTH LAMBTON CHILDCARE CENTRE
POLICY AND PROCEDURES MANUAL**

| | |
|------------------------------------|-------------------------------------|
| Title: Wait List | Section 4000 - 17 Pages 1 |
| Effective Date: September 2022 | Supersedes Issue of: September 2019 |
| Next Revision Date: September 2025 | Approved by: Board of Directors |

POLICY

It shall be the policy of the North Lambton Childcare Centre (NLCC) to develop and maintain fair practices utilizing the Sarnia and Lambton County centralized wait list system. There shall not be a fee to current or prospective families to place their child on a NLCC wait list. NLCC aims to have wait list practices that are transparent, fair, and consistent.

PROCEDURES

1. When a family contacts one of the NLCC sites to inquire about childcare and there is a wait list for that program, the family will be directed to apply to OneList to be added to NLCC's wait list. For a program that does not have a wait list, and those children can be immediately enrolled in the program, the family is not required to apply through OneList.
2. When NLCC receives an application for admission through OneList, the Site Supervisor or designate shall contact the family. Should the family wish to be placed on NLCC's wait list, the following procedures are in place and organized using the following information:
 - A. NLCC Site
 - B. Registration Date
 - C. Required date for care to commence
 - D. Age Group:
 - Infant: 3 – 16 months
 - Toddlers: 16 – 30 months
 - Preschool: 30 months – eligible for JK
 - School Age: 4 to 12 years of age
 - E. Priority Groups:
 - i. Children of staff working at NLCC
 - ii. Children already enrolled (part-time requiring full-time care)
 - iii. Siblings of children currently enrolled
 - iv. Children not currently affiliated with NLCC requiring full-time care
 - v. Children not currently affiliated with NLCC requiring part-time care
3. When a space becomes available, management assigns the space to the first child on the waitlist. A family will have five (5) business days upon receiving notification to accept or refuse the space offered. It is the family's responsibility to ensure their contact information is current.
4. A family may choose to refuse a space one time and retain their priority on the wait list.
5. A family who fails to return a phone call and/or refuses a space the second time will be placed at the end of the wait list.
6. A family who refuses care the third time will be removed from the wait list.
7. A family can call at any time to inquire about their position on a wait list. There are many factors to be considered when determining placement on the wait list and this will be discussed with each family.
8. The Site Supervisor or designate shall not disclose any identifying information of the other families on the wait list. The privacy and confidentiality of the children and families will be maintained.
9. These procedures shall be included in the NLCC Parent Handbook.

Effective October 1, 2022, under the Canada-Wide Early Learning and Care (CWELCC) System, NLCC is reducing its base fees for eligible children by 25% retroactive to April 1, 2022.

NLCC Fee Schedule

| Program | Full Day | | Half Day | | Flex Care (available until Dec 31, 2022) | |
|-------------|----------|----------|----------|---------|---|----------|
| | Base Fee | CWELCC | Base Fee | CWELCC | Base Fee | CWELCC |
| Infant | \$ 46.25 | \$ 34.69 | N/A | | \$ 52.45 | \$ 39.34 |
| Toddler | \$ 43.90 | \$ 32.93 | N/A | | \$ 52.45 | \$ 39.34 |
| Preschool | \$ 41.40 | \$ 31.05 | \$29.00 | \$21.75 | \$ 52.45 | \$ 39.34 |
| PELP Before | \$ 7.00 | \$ 5.25 | N/A | | N/A | |
| PELP Lunch | \$ 7.00 | \$ 5.25 | N/A | | N/A | |
| PELP After | \$ 7.00 | \$ 5.25 | N/A | | N/A | |

School Age Care Options

| Option | Base Fee | CWELCC |
|-------------------------|----------|----------|
| Before school* | \$ 9.00 | N/A |
| After School** | \$ 13.00 | \$ 12.00 |
| Before and After School | \$ 19.75 | \$ 14.81 |
| Full Day JK/SK Age | \$ 39.25 | \$ 29.44 |
| Full Day School Age | \$ 37.00 | \$ 27.75 |