North Lambton Childcare Centre Parent Handbook

Revised July 2026

Next review date December 2026

Your Program Information:

NLCC Site: _____

Site Supervisor: _____

Site Contact #: _____

Email: _____

www.nlchildcare.ca

Accessible formats and communication supports for our documents and services are available upon request. Ask our staff for assistance.

Head Office
37 Morris St.
Forest, ON N0N 1J0
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Welcome to the North Lambton Childcare Centre

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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.

NLCC is an incorporated, non-profit organization and is governed by a Board of Directors. The Board of Directors meet regularly, and each spring holds the Annual General Meeting (AGM) when 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.

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

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.

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.

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		

Parents will not be charged fees when NLCC is closes for a Public Holiday.

Winter Holidays

All NLCC programs will normally be closed between Christmas & New Years. Parents will not be charged fees for this closure. Exact dates that programs will be closed are posted at each site in the fall.

Inclement 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. Parents will not be charged fees when a centre is closed due to inclement weather.

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

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

East Lambton Site
139 Centennial Street, Watford, ON
226-932-0738

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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

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

Right to Disconnect
NLCC supports employees' rights to disengage from work outside their normal working hours. Please contact the child care program between regular business hours and refrain from contacting individual employees or supervisors outside normal working hours.

AODA
NLCC is committed to excellence in serving all children and families, including those with disabilities. We strive to ensure that services are consistent with the AODA customer service standard principles of dignity, independence, integrity, and equal opportunity. We will work to accommodate, when requested, accessibility challenges. Please let us know how we can help.

NLCC Program Statement

North Lambton Childcare Centre's 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?". NLCC views 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.

Promote the health, safety, nutrition, and well-being of the children.

NLCC 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 always be access to drinking water throughout the day. Healthy eating will be role modelled by the educators.

Support positive and responsive interactions among the children, parents, child care providers and staff.

Children thrive when they feel safe, have trust in their environment, and are treated with respect and dignity. NLCC, staffed by Registered Early Childhood Educators and assistants, promote 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. Educators shall form positive relationships with each child. By listening carefully to the children, educators will focus on the strengths of the individual children and value their ideas. Educators shall encourage children to be respectful of the ideas of others by modelling this with colleagues, parents, and the children.

Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

NLCC 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. The educators will use calm and positive approaches to guide children and give them the tools they need to help them problem solve and communicate effectively. The educators will help the children identify their feelings and encourage them to express themselves effectively and with their peers. When the educators model resiliency and problem-solving skills they help the children identify their feelings, the feelings of others, and possible solutions. For children to learn, they need to feel safe, valued, and that they belong.

Foster the children's exploration, play and inquiry.

Much of children's learning happens through play. When children are given the opportunity to engage in play that interests them, they acquire new skills supporting their development. NLCC creates engaging environments for children to explore and 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. The educators observe the children and engage with them to understand their questions and inquiries. Through program planning, the educators introduce innovative ideas, concepts, and experiences to help the children make meaning of their world. Engaging in open-ended conversations with the children, educators ask thought-provoking questions to help expand the children's learning and deepen the educator's understanding of their explorations. NLCC may occasionally take field trips to enhance their learning experience and make connections as valuable members of the community. As part of the 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.

Provide child-initiated and adult-supported experiences.

Learning happens throughout the day and having an adaptive schedule responds to the needs of each child. The educators set up the environments to be the third teacher (children and educators are the other two). The educators offer experiences that are designed for children to use their creativity and explore their ideas, investigate their theories, and interact with the other children in play. The educators will learn alongside the

children and a balance of child-initiated and adult-supported experiences will be provided. Children, being naturally motivated to learn, become self-motivated learners when the educator provides them with enriched environments, nurturing adult interactions, and are supported with the freedom to explore. The educators will provide children with open-ended materials and provocations to support their learning through play.

Plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans.

The environment is planned carefully to spark joy and wonder in the children. The educators will set up the environment with materials and toys in the classroom to encourage children to work together, talk with each other, and be creative. NLCC provides care and learning opportunities for all children. The environment is inclusive and designed to foster children's well-being and development, for every child to have meaningful participation. The educators will work with the parent, health care providers, and other professionals to develop an individualized support plan for any child who needs one to support their participation and reach their full potential. NLCC will assist families to connect with local community partners for additional support and services through the No Wrong Door initiative. As a component of gaining a more comprehensive understanding of each 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-3's are being administered, and the educators will be available to discuss the results.

Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care.

NLCC's flexible schedules will take into consideration the individual needs of the children. The program will allow children the opportunity to have extended periods of uninterrupted play, both indoors and outdoors. Children will be offered periods of sleep or rest and have opportunities for quiet activities as needed. Teaching with the children involves observing; listening and responding; redirecting and guiding children's actions, reactions, interests, talk and questions. 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. In compliance with the CCEYA, all children are required to play outside for two hours daily. Children should have appropriate seasonal clothing to be comfortable and happy to explore in all kinds of weather.

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

Foster the engagement of and ongoing communication with parents about the program and their children.

NLCC values that parents are their child's primary caregiver and is committed to mutually respectful relationships with all families. The educators will work with the families to expand on the investigations and the learning that is happening in the program and at home. Regular engagement with parents happens. Opportunities include using several types of documentation to make the child's learning visible, as well as newsletters, family events, and daily communication to meet the unique needs of our families. Parents and families are always welcome in our programs. The educators value the insight that children have into the world. These insights will be documented 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, parents and caregivers will see evidence of the 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.

Involve local community partners and allow those partners to support the children, their families, and staff.

In collaboration with outside agencies, we provide resources to help each child achieve success and have a greater sense of belonging within the programs. We will continue to collaborate with other community partners (i.e. therapists, resource teachers, etc.) to better support each child and their unique needs. Pathways Health Centre for children is the agency that provides Special Needs Resourcing to support the inclusion of children with special needs with their peers in licensed child care. NLCC staff and children are active members of our communities and can often be found participating in community events or exploring the neighbourhood.

Support staff or others who interact with the children in relation to continuous professional learning.

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. These discussions will take place regularly both formally and informally (i.e., team meetings, workshops, and seminars). Students and volunteers are valuable members of our teams and will work along side our educators and be mentored, supported, and guided for success.

Document and review the impact of the strategies set out in clauses (a) to (j) (written above in bold text) on the children and their families.

The Quality Reflective Tool (QRT) will be used to document and review the impact of these strategies on the children and their families. Having a deeper understanding of the children's learning and interests will guide program planning, create inspiring environments, and provide opportunities to engage parents and caregivers in the program. In accordance with Ontario Regulation 137/10, NLCC shall ensure that all new staff, students, and volunteers review the program statement prior to interacting with children and at any time when the program statement is modified. NLCC shall review the program statement annually to ensure that the approaches set out in its program statement are implemented in the operation of its program and to ensure that it remains consistent with the Minister's policy statement on programming and pedagogy.

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.
g. sexual abuse, sexual misconduct or engaging in a prescribed sexual act, as those terms are defined in the *Early Childhood Educators Act, 2007*.

What to Bring from Home

Clothing/Footwear

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.

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 Agers:

- Water Bottle
- Indoor shoes

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 (non-base fee) 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.

Age Groupings, Registration, Scheduling, and Child Care Fees
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		
Toddler	15 spaces / Ratio 1:5	Ages 18 – 30 months
Preschool	16 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	30 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
East Lambton 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

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

Registration - Admissions

Prior to admission, NLCC requires parents must complete a Child Registration Package. The information collected and maintained is in accordance with the requirements as set out in the Child Care and Early Years Act, 2014. Parents will be provided with a Parent Handbook (paper or electronic copy), including a schedule of fees. Parents are encouraged to schedule a visit to the program prior to child's first day.

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.

Schedule and Types of Care

North Lambton Childcare Centre offers 2 types of child care:

- Full Time - 5 full days per week
- Part-Time – a minimum of 2 full days per week year-round, or they attend school.

Part-time families are required to submit their 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. Full-time families are not required to submit a calendar unless their daily schedule varies (i.e., arrival/departure times).

School Age Programs

For children in school, there is no minimum number of days that your child must attend per month during the school year. To remain registered with NLCC, school age children must attend a minimum of 8 days per month in July and August. Families who do not require summer care may withdraw from child care services, however, returning in September cannot be guaranteed. As enrolment varies by site, please discuss this with the Site Supervisor. If you withdraw your child for the summer, it is strongly encouraged to place your child on that site's waitlist immediately.
https://onehsn.com/lambton/ux_2_0

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.

Safe Arrivals and Dismissals

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 with information about your individual child's day (i.e., eating habits, sleep patterns, toileting routines, etc.).

Please review the **Safe Arrival and Dismissal Policy** at the end of this handbook. It is very important to contact the child care when your child is not attending a scheduled day and notify the program of any change to their regular pick-up time.

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, 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.

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 Children's Services Department 519-344-2062 or visit www.lambtononline.ca. A family who receives child care subsidy that results in a credit to their account may choose to leave as a credit or be reimbursed the amount of the credit. Refunds are issued as an e-transfer.

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 (non-base 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 the suspension or termination of child care. Any outstanding balances after 30 days will be sent to collections. Any changes to your child's schedule during the month will be credited (if eligible) 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 Site. NLCC will accept a Credit card Authorization to apply fees to a credit card if you are not able to pay in person at the Main Site. There is a $25.00 fee (non-base 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

Please call the program to let them know if you will be late picking up your child/ren. To be respectful of our educators, please ensure you pick up your child/ren before the centre closes. For a parent or caregiver who picks up their child/ren after the centre closes, 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 10 minutes. After 3 warnings the family may be given weeks' notice of withdrawal from our program. For example:
    - A parent who is 1 to 10 minutes late will be charged $15.00
    - A parent who is 11 to 20 minutes late will be charged $30.00
    - A parent who is 21 to 30 minutes late will be charged $45.00
- The late fee (non-base fee) will be added to your next invoice
- After 3 warnings the family may be given weeks' notice of withdrawal from our program.

Withdrawals and Terminations

Two weeks' written 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. Fees paid over and above the two-period will be refunded to the parent or caregiver. Please complete the Notice of Withdrawal Form and submit to the Site Supervisor.

NLCC may suspend or terminate care for your child/ren if policies are not followed, fees are not paid, or we are not able to meet your family's needs. If NLCC terminates care for your child/ren, you will be reimbursed for any overpayment of fees for the days your child/ren did not attend the program after the date care is terminated. Refunds will be processed via e-transfer. Please ensure NLCC has current email address on file.

Refunds/Credits - Vacation and Sick Time

Full-time children (those children not in school and attending five full days per week) are entitled to eight (8) sick days, with no fee charged and ten (10) days of vacation each year. Fees paid for those days will be credited to the child's account.

- Parents/caregivers must call the program by 9:30 am to report absence
- Vacation days must be pre-scheduled and used in one (1) week blocks
- The days are provided each January for the calendar year, and are not accumulated to the next year nor have monetary value
- Children who are enrolled in child care will have their sick and vacation days pro-rated as follows:
    - Children who start after April 1 will be entitled to six (6) sick days in that calendar year
    - Children who start after July 1 will be entitled to four (4) sick days in that calendar year
    - Children who start after October 1 will be entitled to two (2) sick days in that calendar year.
    - Children who start between January 1 and June 30 will be entitled to two (2) weeks' vacation in that calendar year
    - Children who start child care after July 1 will be entitled to one (1) weeks' vacation in that calendar year.

Children who are part-time or in school are not entitled to a refund or credit for absences, including those related to sickness or vacation.

For other refunds and credits please refer to Public Holidays, Winter Holidays, Inclement Weather, Financial Assistance, and Withdrawals and Terminations.

Issuing Tax Receipts

Tax Receipts for all accounts that are not outstanding will be available for pick up at the program your child attends or sent vis email 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 from care with a balance of fees owing, are handled at the NLCC Administrative Offices in Forest.

Your Child's Well-Being

Sick Policy

This policy is intended to protect the well-being of the sick child, and to prevent the spread of infection. Our priority is to minimize the possibility of an illness coming into our programs. Pleas do 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. To minimize the spread of any illness and maintain a safe and healthy environment for all children in our programs, our policies, sanitary practices, and other

guidelines are in accordance with the local health unit. You may receive a call from the program during the day and be asked that you, or someone authorized, come and take your child home if they are not feeling well. 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) 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 arrange 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 our program 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 symptoms of influenza shall be sent home. Children may return when they no longer have a fever for at least 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.

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. With parent consent, NLCC may administer the following without a prescription: sunscreen, lotion, lip balm, bug spray, hand sanitizer, and diaper cream.

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.

Classroom and Behaviour Support Plans (BSP)

NLCC will implement a Behaviour Support Plan (BSP) when it is determined that a child will benefit from additional wellbeing support. All BSP's will be developed in cooperation with a Family Support Team: the parent, educator, supervisor, other community partners (i.e., school, resource supports, etc.) and child (if applicable). BSPs will be put in place to ensure all children and staff feel safe, valued, and connected to the program.

A BSP is a written plan designed to:

- ✓ Target the underlying reason for behaviour,
- ✓ Replace the inappropriate behaviour with an appropriate behaviour that serves the same function, and
- ✓ Reduce or eliminate challenging behaviour.

Benefits of a Behaviour Support Plan

- Clearly stating expectations and planned support for the child in writing demonstrates the commitment of the program to the child's wellbeing.
- Behaviour changes in the child occur more readily when the focus is on support, building the skills needed for pro-social behaviour and increasing the child's wellbeing.
- Problem behaviours are gradually reduced as triggers and cues preceding the unwanted behaviours are identified and addressed.
- Previously unknown problem behaviour caused, or triggers may be identified while gathering information and writing the plan, issues can then be effectively addressed.
- Specialized guidance, indicating how to respond to a child's challenging behaviour, helps to provide boundaries, consistency, and consequences for the child, reducing the need for punishment and in turn reducing stress for educators.
- A sense of harmony and safety to the program may be restored.

Crisis Plan

There are behaviours or circumstances that may lead to the need for a crisis plan to be created and implemented. For example, if the following behaviours are observed and interventions result in escalating behaviours:

- Physical threat.
- Highly agitated (out of control).
- Violent or threatens violence.
- Running away from classroom or out of playground.
- Other behaviours listed in the BSP.

In the event of a crisis, the following actions will be implemented:

- Ensure all other children are safe and away from the situation.

- Alert other program staff (i.e., Supervisor) of the situation.
- The Supervisor or designate shall call a parent to pick up the child immediately.
- Child shall be told that their parent is coming to pick them up.
- If unable to contact a parent, the emergency contacts will be notified immediately.
- If no one can pick up the child, and situation is deemed extreme and uncontrollable, then police will be notified.

Removal from the Child Care Program

After a parent or guardian is called a fourth time to pick up their child due to exhibiting behaviours or circumstances as listed in the Crisis Plan, the child will be permanently dismissed from NLCC.

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.

Excursions

As part of the regular child care program, the children will occasionally leave the property to go on walks in the neighbourhood. During the outings the educators are focused on supervising the children and all NLCC policies apply. Consent for Walking Trips is included in the NLCC Child Care Registration Package. Any larger scale field trips will require written authorization from parent or guardian.

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.

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.

Title: Child Care Safe Arrival and Dismissal	Section 3000 - 22 Pages 3
Effective Date: July 2025	Supersedes Issue of: January 2024
Next Revision Date: September 2028	Approved by: Board of Directors

POLICY

It shall be the policy of North Lambton Childcare Centre (NLCC) to provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care. The procedures include the steps to be taken when a child does not arrive at the centre as expected, and the steps to follow to ensure the safe dismissal of each child.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

PROCEDURES

General

1. NLCC will ensure that any child receiving child care is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization of whom the child care centre may release the child to.

2. NLCC will only dismiss children into the care of their parent/guardian or another authorized individual. NLCC will not release any children from care without supervision.

3. It is the parent/guardian's responsibility to inform the child care centre of any changes/deletions/additions to those authorized to release the child.

4. When a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures as set out below.

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
    - greet the parent/guardian and child.
    - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed in the child's registration form. If the individual is not listed, the parent/guardian shall be asked to provide authorization for pick-up in writing (i.e., note or email).
    - document the change in pick-up procedure in the daily written record.

- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. When a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (i.e., left a voice message or advised the previous day's closing staff at pick-up), the staff in the classroom must:
    - inform the Supervisor or designate and they shall contact the child's parent/guardian no later than 10:00 am. Staff shall call the parent/guardian's cell phone number (or primary phone number as listed on the child's registration form). If there is no response the program staff will message the parent on the SeeSaw App.
2. When a child does not arrive at the child care centre for **Before School Care** and the parent/guardian has not communicated a change in drop-off (i.e., left a voice message or advised the previous day's closing staff at pick-up), the staff in the classroom must:
    - inform the Supervisor or designate and they shall contact the child's parent/guardian once the children are taken to school. Staff shall call the parent/guardian's cell phone number (or primary phone number as listed on the child's registration form). If there is no response the program staff will message the parent on the SeeSaw App.
3. When a child does not arrive at the child care centre for **After School Care** and the parent/guardian has not communicated a change (i.e., left a voice message or advised the previous day's closing staff at pick-up), the staff in the classroom must:
    - Staff shall try to connect with the child's teacher or school office to confirm if the child was present during school day. If school personnel confirm the child's absence, no further action shall be taken, and the absence shall be recorded in the attendance record and the daily written record. If the staff cannot confirm that the child was absent from school, the staff shall inform the Supervisor or designate and they shall contact the child's parent/guardian. The Supervisor or designate shall call the parent/guardian's cell phone number (or primary phone number as listed on the child's registration form). If there is no response the program staff will message the parent on the SeeSaw App.
4. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.
5. The Supervisor or Executive Director may call the police if there is a concern that the child is not safe.

Releasing a child from care

1. The staff member who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. If the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
    - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
    - when the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. When a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up thirty (30) minutes after scheduled to pick up, the program staff shall contact the parent/guardian and advise that the child is still in care and has not been picked up.
    - When the staff is unable to reach the parent/guardian, staff shall call the cell phone number (or primary phone number as listed on the child's registration form). When the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact NLCC.
    - When the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall contact emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed".

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

1. When a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 pm (unless the child(ren) are scheduled to be picked up at closing time), staff shall ensure that the child is given a snack and activity while they await their pick-up.
2. One (1) staff member shall stay with the child, while a second staff member proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact all individuals listed on the child's file as emergency contacts.
4. If the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (i.e., the emergency contacts) by 6:10 pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) at 519-336-0623. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

NORTH LAMBTON CHILDCARE CENTRE
POLICY AND PROCEDURES MANUAL

Title: Parent Issues and Concerns	Section 4000 – 2 Pages: 3
Effective Date: February 2025	Supersedes Issue of: November 2023
Next Revision Date: November 2027	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. Staff shall be available to engage with parents and caregivers in conversations. In some situations, scheduling a time to meet or a time to have a phone conversation may be preferable.

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. 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.

5. NLCC maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. NLCC reserves the right to terminate child care, at its sole discretion, for any of the following:
    - Inappropriate behaviour that is not conducive to an early years environment
    - Harassing, threatening, and/or bullying behaviours that compromise the educators, support staff, students, or volunteers.

    Terminating child care or early years services is at the discretion of the NLCC Executive Director or designate.

Concerns about the Suspected Abuse or Neglect of a Child

6. 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 or 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. Any person is aware of such concerns is 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

1. 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.

2. 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.

3. 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.

4. 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

<table>
<tr><th>Nature of Issue or Concern</th><th>Steps for Parent and/or Guardian to Report Issue/Concern:</th><th>Steps for Staff and/or Licensee in responding to issue/concern:</th></tr>
<tr><td>Program Room-Related

i.e., schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</td><td>Raise the issue or concern to the classroom staff directly or the Site Supervisor.</td><td rowspan="4">• Address the issue/concern at the time it is raised
or
• Arrange for a meeting with the parent/guardian within 2 to 5 business days.

Document the issues/concerns in detail. Documentation should include:

• the date and time the issue/concern was received.
• the name of the person(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.

Provide contact information for the appropriate person(s) if the person(s) being notified is unable to address the matter.

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.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</td></tr>
<tr><td>General, Centre- or Operations-Related

i.e., child care fees, hours of operation, staffing, waiting lists, menus, etc.</td><td>Raise the issue or concern to the Site Supervisor.</td></tr>
<tr><td>Staff, Supervisor, and/or Licensee-Related</td><td>Raise the issue or concern to the individual(s) directly, to the Site Supervisor or the Executive Director.

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.</td></tr>
<tr><td>Student- / Volunteer-Related</td><td>Raise the issue or concern to the staff responsible for supervising the volunteer(s) or student(s) or the Site Supervisor.

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.</td></tr>
</table>

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.

North Lambton
CHILDCARE CENTRE

NLCC Daily Base Fees

Program	Full Day CWELCC
Infant	$ 21.85
Toddler	$ 20.75
Preschool	$ 19.60

Kindergarten (under age 6)		School Age (over age 6)	
Option	**CWELCC Base Fee**	**Option**	**NLCC Daily Fee**
Before school*	$ 9.00	Before school	$ 9.50
After School**	$ 12.00	After School	$ 13.00
Before and After School	$ 12.00	Before and After School	$ 20.25
Full Day JK/SK Age	$ 18.55	Full Day School Age	$ 37.50

Note:
* CWELCC Fee reduction does not apply to Before School rate (rate is less than $12.00)
** After School and Before and After School CWELCC rates are capped at $12.00 per session

Eligibility
CWELCC applies to all children under the age of 6. A child who turns 6 between Jan. 1 and June 30 are eligible for CWELCC until June 30th. A child who turns 6 after June 30 will be eligible for CWELCC until the end of the month they turn 6 (i.e., child turns 6 on February 28, is eligible for CWELCC until June 30th of that year. A child who turns 6 on September 16, is eligible for CWELCC until September 30th).

Other fees charged by NLCC (i.e., sunscreen, field trips, late fees, NSF fees) are considered a non-base fee and ineligible for the CWELCC rebate.