



North Lambton Childcare Centre Parent Handbook

Revised February 2019
Next review date December 2019

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

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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.

Site Supervisor	9224
Infant Room	9259
Toddler Room (1)	9257
Toddler Room (2) & Preschool Room	9258
Kinnwood Preschool Room	9233
Kinnwood School Age Room	9263

Hours of Operation

Main Site Hours

Monday to Friday 6:30 am to 6:15 pm

All Other Sites

Monday to Friday 6:30 am to 6 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 the Ontario Early Years Centre for Lambton-Kent-Middlesex. A brief introduction of the Ontario Early Years 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 of 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 (NLCC) is a multi-service children's centre, dedicated to providing high quality inclusive education and developmental opportunities to the diverse children and families in our communities.

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, 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 are dedicated to providing the resources required in order for the 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 you, the parent, health and other professionals to develop an individualized support plan for each child to participate and reach his/her 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 access to drinking water at all times 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 involve 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 of 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 offering high quality early learning programs. We are all life-long learners and as such there are learning opportunities for all staff provided either in-house or with other professional agencies. Keeping all of 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 high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting 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 at all times. 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 educator will listen to concerns and try to answer any questions from the family's perspective. If necessary, the educator will contact the Site Supervisor to help facilitate conversations if issues are complex or 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 Program Locations 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 "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 that documentation to learn with the children, about the children and from the children and 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.

North Lambton Childcare Centre 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 with this invitation to view updates to their child's Seesaw journal. Consent for taking pictures and for using the app are included in the Centre's Registration Package.

Communication Files

At each site, communication files are used for parents to locate information such as invoices, calendars and program updates. The Site Supervisor will let you know where to find the communication files. Please check these files regularly for any important notices or information. Regular communication is important and valued. Please discuss any questions or concerns with your child's teacher or the Site Supervisor.

What to Bring from Home

Clothing/Footwear

In compliance with the Child Care and Early Years Act, all children in our care are required to play outside for 2 hours daily, weather permitting. All children will need one pair of indoor shoes (or rubber-soled slippers). We also request that parents send an extra set of clothes, which their children can change into in the case 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	Hat	2 pairs of Mittens	Snow Pants & Coat

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

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.
- ✓ North Lambton Childcare Centre offers the provision of sunscreen at a cost of \$5.00 per child for the season which is optional; please see your Site Supervisor for further information.
- ✓ Arrangements can be made if your child has sensitivities and you would like to provide your own 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.

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, 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, exploring what is happening in the program and talking about your child's learning.

All children enrolled in our infant and toddler programs have a communication binder located on top of their cubbies. Here, you will find any information about your individual child's day (i.e. eating habits, sleep patterns, toileting routines etc.).

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.

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's time.

Developmental Screening

As a component of gaining a more comprehensive understanding of your child's development, the North Lambton Childcare Centre completes regular screening and monitoring of each child enrolled in our programs until he/she enters 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.

Registration, Age Groupings, Waiting List, 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.

Our Age Groups and Licence Capacity

NLCC Main Site		
Infant Program	10 spaces / Ratio 1:3	Ages 3 – 18 months
Toddler Program	15 spaces / Ratio 1:5	Ages 18 – 30 months
Toddler 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
JK/SK School Age	20 spaces / Ratio 1:13	Ages 3.8 – 6 yrs old
School Age	20 spaces / Ratio 1:15	Ages 6 – 12 yrs old
St. John Fisher School Site		
Preschool	16 spaces / Ratio 1:8	Ages 30 months – 6 yrs old
JK/SK School Age	20 spaces / Ratio 1:13	Ages 3.8 – 6 yrs old
School Age	15 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 3 types of Childcare:

Full Time - 5 days per week

Part-Time - minimum 8 days per month

Flex Care - Anything less than 8 days per month

Please note, there is no minimum number of days your child must attend per month once he/she enters school. Parents are requested to submit their monthly schedule of attendance to the Site Supervisor by the 20th of every month, for the following month. Please note that while we strive to accommodate everyone, we cannot guarantee a spot for children who do not commit to a schedule upon registration.

Waiting List

Not all of our programs have a wait list but if there is, there is no cost to a parent to place their name on any of our lists. Should your family need to be placed on a wait list, the NLCC waiting list will be organized using the following information:

- The date the application for admission is completed on OneList
- The required date for care to commence
- The age group care is required for:
 - Infant: 3 – 16 months
 - Toddlers: 16 – 30 months
 - Preschool: 30 months – eligible for JK
 - School Age: 4 to 12 years of age
- The priority groups:
 - Children of staff working at NLCC
 - Children already enrolled (part-time requiring full-time care)
 - Siblings of children currently enrolled
 - Children not currently affiliated with NLCC requiring full time care
 - Children not currently affiliated with NLCC requiring part time care

When a space becomes available, management assigns the space to the first child on the wait list.

- A family will have 5 business days upon receiving notification to accept or refuse the space offered. It is the family's responsibility to ensure that contact information is current.
- A family may choose to refuse a space one time to retain its priority on the wait list.
- 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.
- A family who refuses care the third time will be removed from the wait list.

A family can ask to be removed from a wait list at any time. 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 will be discussed with each family.

Fees for Child Care

As the fee schedule may change, 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.

Billing of Fees

Although North Lambton Childcare Centre is fortunate to receive financial support through the County of Lambton, the main source of revenue is through parent 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 will result in suspension, 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.

Fee Reduction

There is a 10% discount available for families with more than one child enrolled in our part-time and full time Toddler, Preschool and School Age programs. This discount applies to the oldest child(ren). Please note: this discount does not apply to Infant Care, children enrolled in Flex Care, PELP rates, or full or partial daily/monthly fee subsidized rates.

Financial Assistance

Financial assistance in the form of childcare subsidy may be available to those families who qualify. For more information contact: Lambton County Social Planning and Child Care Services Department 519-344-2062 ext. 2201 or visit www.earlyonlambton.ca

Late Pickup Policy

For a parent that is late in picking up his/her 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

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, Grand Bend and Watford sites. There is a \$25.00 fee for any cheque returned from a financial institution due to insufficient funds (NSF). In some circumstances, cash will be accepted but not recommended. Currently, CIBC and Libro are set up to accept North Lambton Childcare Centre for on-line banking. NLCC continues to explore other options for making payments that is convenient for families in a cost-effective manner to the organization. Should more options become available, this will be communicated to all families.

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 Administrative Offices of the North Lambton Childcare Centre in Forest.

Cancellation

Parents are able to change their child's schedule provided two weeks' notice is given. Without sufficient notice, fees will be charged for those days scheduled.

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 or not your child attends. Please ask your child's teacher 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

Flex Care - No sick days and no vacation days

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. Children who withdraw and re-register in the same calendar year will not receive a new set of sick days/vacation days. Once all of 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 he/she is present or not.

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 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.

Inclement Weather

North Lambton Childcare Centre 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 over the radio (FOX 99.9FM) 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.

Your Child's Well-Being

Sick Policy

Our Sick Policy is intended to protect the interests of the sick child and, and to prevent the spread of infection. Our first priority is to minimize the possibility that an illness will be brought into our programs. We ask that you not bring in a sick child to our programs. If a child is too sick to fully participate in the program (including outdoor play), they're too sick to be at the Centre. 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 educators 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 local health authorities 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 at all times. You may receive a call from the program during the day and be asked to come and take your child home because she/he is not feeling well. You yourself 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 he/she is exhibiting any of the following symptoms:

Diarrhea

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 no further diarrhea occurs 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, provided that there have been no further episodes. If more than

one episode of diarrhea occurs during the 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 have been no further episodes of diarrhea for a 24-hour period.

Vomiting

Should a child have one episode of vomiting but otherwise feels well (i.e. no fever, diarrhea, pain), he/she 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, provided that there have been no further episodes. If more vomiting occurs during the same day, parents will be contacted as soon as possible to make arrangement to have their child picked up. The child must remain at home until there are no further episodes of vomiting for a 24 hour period.

Fever

A parent will be called to make arrangements to have their child picked up as soon as possible when their child has a temperature of 101°F or higher that persists for 30 minutes.

Note: NLCC is not permitted to administer Tylenol or any other fever-reducing medication. It is also at no time acceptable for a parent or other adult to come to the centre to administer Tylenol or 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 Tylenol, Tempera, etc. and sending their child to our program.

Chicken Pox

A child displaying any symptoms of chicken pox, parents will be called to make arrangements to have their child picked up as soon as possible. The child will only be able to return to NLCC when the spots have scabbed over.

Conjunctivitis (Pink Eye)

Any child with a suspected case of Pink Eye will be required to be examined by a Physician. Any child with a confirmed case of Pink Eye will be required to be on antibiotics for 24 hours before they are able to return to care.

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 or not the child must be excluded from care until examined by a doctor.

A Note on Head Lice

Head lice are tiny insects that live on the scalp where they lay eggs, or 'nits'. Head lice spreads easily in groups of children and are very common in child care and school settings. Many children with head lice have no symptoms other than an itchy scalp. Head lice is difficult to diagnose as they are very difficult to see. Head lice are found on the hair very close to the scalp, the bottom of the neck and behind the ears. Head lice must be treated. If staff suspect your child has head lice or nits, the parent will be notified to verify whether the child has lice and to consult a doctor or pharmacist about treatment, which is available without a prescription. Should there be cases of lice in a program, the Supervisor shall post a notice for all families to be aware and watch for signs of lice (itchy scalp) with their children. Children with head lice should be treated and can attend the program as usual. Exclusion, common in the past, is ineffective and unnecessary. The local public health unit will be contacted if there is an outbreak that cannot be controlled and if guidance is needed.

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. North Lambton Childcare Centre 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 North Lambton Childcare Centre, 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. North Lambton Childcare Centre 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

North Lambton Childcare Centre 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

The North Lambton Childcare Centre 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 keeping 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 to 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 the Centre if your child is taking any prescription or non-prescription medications. The administration of non-prescription medicines are not normally practiced within our programs. Please speak to your program’s Site Supervisor to discuss exceptions and requirements.

Accidents

Should your child get hurt while at the Centre, staff will complete an Accident Report Form, and 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 receiving a copy. A copy of the form will be kept on file. You will be notified if your child receives an upper body/head injury. If 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 arrangements will be made 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 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 (with the exception of baby foods, infant formula and bottles). In our programs, each child under one year of age will be fed in accordance with written instructions from a parent of each child. For children over the age of one, children will receive one meal and two snacks during the day. Drinking water will be available at all times. 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; and
- ✓ Opportunities to develop and enhance socialization skills, self-regulation, and language skills.

Menus

A four-week 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

Due to the increasing prevalence and serious nature of food allergies among young children, it is the policy of North Lambton Childcare Centre to restrict the practice of families bringing food into the centre. **Children are not permitted to bring in any food from home, including breakfast items.**

There are a few exceptions to this rule:

- Parents of children in the **Infant Program** may bring in food and bottles for their children, as we understand that children at this age are on individual diets. Each parent is provided with an Infant Food Checklist upon registration to fill out, so that staff are aware of their eating routines. Please update this checklist as more foods are introduced.
- For children with severe food sensitivities. Our cook or catering facilities will attempt to accommodate some food sensitivities and dietary restrictions. However, if a parent feels more comfortable providing the substitutions themselves, they may elect to do so. This must be discussed with the Site Supervisor beforehand.
- In the event that your child is diagnosed with a life-threatening food allergy, families shall supply allergy friendly foods for their child.

Exploring our Communities and Outdoor Play

North Lambton Childcare Centre may occasionally take field trips away from the Centre 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 in close proximity to the child care program and children are always closely supervised at all times.

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

St. Philip School
420 Queen St.
519-882-2100

Mobile Sites: Alvinston, Camlachie, Arkona, Thedford, Watford, Wyoming, and Grand Bend

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

EarlyON Child and Family Centres also located in Strathroy, Parkhill and Glencoe. Please email nlcreception@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 2017	Supersedes Issue of: July 2017	
Next Revision Date: September 2020	Approved by: Board of Directors	

PREAMBLE

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. The North Lambton Childcare Centre 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. The following policy has been implemented in order to address any issues/concerns and to provide a transparent process for responding to issues and concerns in a timely and professional manner.

POLICY

It shall be the policy of the North Lambton Childcare Centre 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 and 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.

PROCEDURES

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 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. Our organization 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. Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate 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.) where appropriate.
11. The Parent Handbook shall list all 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 who received the issue/concern; • the name of the person reporting the issue/concern; • the details of the issue/concern; and • any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>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>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 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>Staff, Supervisor, and/or Licensee-Related</p>	<p>Raise the issue or concern to the individual 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 parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 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 or student or the Site Supervisor.</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Site Supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>