

**Email address:** [**waterview@bellnet.ca**](mailto:waterview@bellnet.ca)

**PARENT HANDBOOK**

**MISSION STATEMENT**

THE MISSION OF WATERVIEW IS TO PROVIDE THE HIGHEST STANDARD OF CHILDCARE IN WHICH INDIVIDUAL CHILDREN’S NEEDS WILL BE NURTURED THROUGH BUILDING THEIR CONFIDENCE AND SELF ESTEEM

**HISTORY**

WATERVIEW IS A NON PROFIT CHARITABLE ORGANIZATION OPERATED BY A VOLUNTEER BOARD OF DIRECTORS.

WATERVIEW WAS FIRST ESTABLISHED IN APRIL 1988 AS; THE GORDON STREET CHILDREN’S COTTAGE CHILD CARE CENTRE.

IN MARCH OF 1997 WE HAD TO RELOCATE AND WITH THE HARD WORK OF STAFF, PARENTS AND VOLUNTEERS WATERVIEW CHILD CARE CENTRE WAS DEVELOPED. WE TAKE PRIDE IN CONTINUING TO BE ABLE TO OFFER THE BEST QUALITY CHILDCARE IN DURHAM REGION.

WATERVIEW CHILDCARE STAFF WOULD LIKE TO WELCOME YOU AND YOUR CHILD TO OUR SPECIAL PLACE. WE BELIEVE THAT EARLY CHILDHOOD EDUCATION SETS THE FOUNDATION OF LIFE LONG BEHAVIOUR. USING THE DOCUMENT, “HOW DOES LEARNING HAPPEN? ONTARIO’S PEDAGOGY FOR THE EARLY YEARS (2014) AS A GUIDELINE; OUR KNOWLEDGEABLE PROFESSIONALS DEVELOP PROGRAMS THAT MEET THE NEEDS OF THE CHILDREN. EACH CHILD IS RESPECTED AS AN INDIVIDUAL AND ALL PLANNED AND SPONTANEOUS ACTIVITIES ARE BASED ON INDIVIDUAL NEEDS.

**HOURS OF CARE**

6:00AM TO 6:00 PM, MONDAY – FRIDAY

**VARIOUS SCHEDULES**

IF YOUR CHILD HAS A VARIOUS SCHEDULE (ALTERING TIMES, DAYS ETC.), PARENTS ARE REQUIRED TO PROVIDE THE CENTRE WITH A SCHEDULE TO HELP ENSURE RATIOS ETC. ARE MET ON A RFEGULAR BASIS.

**AGES OF CHILDREN**

INFANTS – 6 WEEKS TO 18 MONTHS

TODDLER 18 MONTHS – 2 ½ YEARS

PRESCHOOL 30 MONTHS – 5 YEARS

**ENROLLING YOUR CHILD**

APPROXIMATELY 1 WEEK BEFORE YOUR CHILD STARTS VISITS ARE BOOKED. THE VISITS GIVES YOUR CHILD AN OPPORTUNITY TO OBSERVE, PLAY AND BECOME FAMILIAR WITH THE SURROUNDINGS BEFORE THEY ATTEND ON A REGULAR BASIS. THE VISIT TIMES VARY FROM PROGRAM TO PROGRAM AND WILL BE DISCUSSED ON AN INDIVIDUAL BASIS. WATERVIEW RECCOMENDS 2 VISITS, HOWEVER, WE UNDERSTAND SOMETIMES TIME IS AN ISSUE AND THIS IS ONLY A RECCOMENDATION.

**OUR PROGRAM**

THE CHILDREN’S DAILY SCHEDULE INCORPORATES INSIDE AND OUTSIDE ACTIVITY TIME WITH FREE CHOICE ALLOWING CHILDREN TO EXPRESS THEIR INTERESTS AND IDEAS. THE STAFF WILL USE THESE INTERESTS AND IDEAS TO ALLOW THE CHILDREN TO EXPLORE THE WORLD AROUND THEM.

OUR PROGRAMS INCLUDE THE SIX PRINCIPLES OF EARLY LEARNING FOR EVERY CHILD TODAY” (ELECT):

* EARLY CHILDHOOD DEVELOPMENMT SETS THE FOUNDATION FOR LIFELONG LEARNING, BEHAVIOUR AND HEALTH.
* PARTNERSHIPS WITH FAMILIES AND COMMUNITIES STRENGTHEN THE ABILITY OF THE 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 CURIOUSITY AND EXUBERANCE.
* KNOWLEDGEABLE, RESPONSIVE EARLY CHILDHOOD PROFESSIONALS ARE ESSENTIAL.

TO ENSURE OPTIMAL LEARNING AND HEALTHY DEVELOPMENT, OUR PROGRAM IS BASED ON THE DOCUMENT, “HOW DOES LEARNING HAPPEN?”

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| **FOUNDATIONS** | **GOALS FOR CHILDREN** | **EXPECTATIONS FOR PROGRAMS** |
| **BELONGING** | **EVERY CHILD HAS A SENSE OF BELONGING WHEN HE OR SHE IS CONNECTED TO OTHERS AND CONTRIBUTES TO THEIR WORLD** | **EARLY CHILDHOOD PROGRAMS CULTIVATE AUTHENTIC, CARING RELATIONSHIPS AND CONNECTIONS TO CREATE A SENSE OF BELONGING AMONG AND BETWEEN CHILDREN, ADULTS, AND THE WORLD AROUND THEM** |
| **WELL-BEING** | **EVERY CHILD IS DEVELOPING A SENSE OF SELF, HEALTH, AND WELL BEING** | **EARLY CHILDHOOD PROGRAMS NURTURE CHILDREN’S HEALTHY DEVELOPMENT AND SUPPORT THEIR GROWING SENSE OF SELF** |
| **ENGAGEMENT** | **EVERY CHILD IS AN ACTIVE, ENGAGED LEARNER WHO EXPLORES THE WORLD WITH BODY, MIND AND SENSES** | **EARLY CHILDHOOD PROGRAMSS PROVIDE ENVIRONMENTS AND EXPERIENCES TO ENGAGE CHILDREN IN ACTIVE, CREATIVE, AND MEANINGFUL EXPLORATION, PLAY, AND INQUIRY** |
| **EXPRESSION** | **EVERY CHILD IS AN ABLE COMMUNICATOR WHO EXPRESSES HIM OR HER SELF IN MANY WAYS** | **EARLY CHILDHOOD PROGRAMS FOSTER COMMUNICATION AND EXPRESSION IN ALL FORMS** |

THE CHILDREN ARE SUPERVISED AT ALL TIMES. THE PLAYROOMS ARE ARRANGED INTO INTEREST OR LEARNING AREAS, AND ARE ACCESSIBLE ALL DAY. THIS INCLUDES COGNITIVE/NUMERACY ACTIVITIES, COMMUNICATION/LANGUAGE/LITERACY EXPERIENCES, CONSTRUCTION AND BLOCK PLAY, CREATIVE ACTIVITIES, IMAGINATIVE PLAY, MUSIC AND MOVEMENT AND NATURE/SCIENCE AND SENSORY EXPLORATION. WEEKLY PROGRAM PLANS ARE POSTED IN THE CENTRE. A MONTHLY CALENDAR IS DISTRIBUTED FROM EACH PROGRAM WITH DETAILS OF EVENTS ETC. THAT ARE HAPPENING IN YOUR CHILD’S ROOM.

**OUTDOOR TIME**

THE CHILD CARE AND EARLY YEARS ACT STATES; CHILDREN ATTENDING A FULL DAY PROGRAM HAVE THE OPPORTUNITY TO PLAY OUTDOORS FOR AT LEAST 2 HOURS A DAY. WE PROVIDE BOTH PLANNED AND SPONTANEOUS ACTIVITIES DURING THIS TIME. PLEASE ENSURE YOUR CHILD IS DRESSED APPROPRIATELY FOR THE SEASON.

**SUN SAFETY**

IT IS IMPORTANT TO TAKE MEASURES TO PROTECT YOUR CHILD FROM THE DAMAGING RAYS OF THE SUN. THE STAFF WOULD LIKE TO WORK WITH YOU IN PROVIDING THE BEST POSSIBLE SUN PROTECTION FOR YOUR CHILD.

PLEASE PROVIDE YOUR CHILD WITH:

* SUNSCREEN WITH AN SPF OF 30 OR HIGHER
* A WIDE BRIMMED HAT THAT WOILL PROTECT YOUR CHILD’S FACE, NECK, EARS OR CHEEKS
* SUNGLASSES - NON BREAKABLE

**NUTRITION AND MENUS**

WE EMPLOY A FULL TIME COOK. SHE HAS HER SAFE FOOD HANDLING TRAINING OFFERED BY THE HEALTH DEPARTMENT AND ANYONE COVERING HER WHILE SHE IS OFF HAS THE TRAINING AS WELL. ALL MEALS AND SNACKS ARE PREPARED ON SITE. MENUS ARE PREPARED IN ACCORDANCE WITH CANADA’S FOOD GUIDE. THEY ARE ROTATED EVERY 4 WEEKS AND CHANGED SEMI ANNUALLY. INFANT PARENTS ARE RESPONSICBLE TO SUPPLEY THEIR OWN BABY FOOD UNTIL THEY FEEL COMFORTABLE WITH THEIR CHILD EATING FROM THE CENTRE’S MENU.MENUS CAN BE ALTERED TO MEET THE NEEDS OF INDIVIDUAL DIETARY REQUIREMENTS. PARENTS MAY BE REQUIRED TO PROVIDE SUBSTITUTES.

ALL CHILDREN UNDER THE AGE OF 24 MONTHS WILL BE GIVEN HOMO MILK TO DRINK UNLESS OTHERWISE STATED IN WRITING BY PARENTS.

**PEANUT FREE CENTRE**

WE ARE A PEANUT FREE CENTRE. THEREFORE, ANY FOOD BROUGHT INTO THE CENTRE MUST BE PEANUT FREE.

**SUPERVISION OF STAFF, STUDENTS AND VOLUNTEERS**

**INTENT:**

TO HELP SUPPORT THE SAFETY AND WELL BEING OF CHILDREN IN A LICENSED CHILD CARE FACILITY.

ALL STAFF STUDENTS AND VOLUNTEERS MUST HAVE A CRIMINAL REFERENCE CHECK WITHIN 6 MONTHS OF STARTING WITH WATERVIEW. EVERYONE MUST BE TRAINED IN STANDARD FIRST AID/INFANT CHILD CPR. CHILDREN ARE NOT SUPERVISED BY ANY PERSON UNDER THE AGE OF 18. STUDENTS AND VOLUNTEERS WILL NOT BE LEFT UNSUPERVISED AND THEREFORE WILL NOT BECOUNTED IN STAFF/CHILD RATIOS. ALL STAFF, STUDENTS AND VOLUNTEERS WILL REVIEW AND SIGN OFF ON THIS POLICY BEFORE PLACEMENT AND IT WILL BE REVIEWED ANNUALLY. THE RECE OR DESIGNATE WILL MENTOR THE STUDENT. AN ORIENTATION SESSION WILL BE PROVIDED BEFORE PLACEMENT BEGINS.

**LIST OF PROHIBITED PRACTICES**

YOUNG CHILDREN BENEFIT FROM POSITIVE INTERACTIONS WITH CHILDREN AND ADULTS, RATHER THAN A NEGATIVE APPROACH TO MANAGING UNWANTED BEHAVIOUR.

THE FOLLOWING PROHIBITED PRACTICES WILL NOT BE OBSERVED WITHIN THE PROGRAM:

* CORPORAL PUNISHMENT OF THE CHILD
* PHYSICAL RESTRAINT OF THE OF THE CHILD, SUCH AS CONFINING A CHILD TO A HIGH CHAIR, CAR SEAT, STROLLER OR OTHER DEVICE FOR THE PURPOSE OF DISCIPLINE OR IN LIEU OF SUPERVISION, UNLESS THE PHYSICAL RESTRAINT IS FOR THE PURPOSE OF PREVENTING THE CHILD FROM HURTING HIMSELF OR HERSELF OR SOMEONE ELSE AND IS USED ONLY AS A LAST RESORT AND ONLY UNTIL THE RISK OF INJURY IS NO LONGER IMMINENT.
* LOCKING THE EXITS OF THE CHILD CARE CENTRE FOR THE PURPOSE OF CONFINING THE CHILD, OR CONFINING THE CHILD IN AN AREA OR ROOM WITHOUT ADULT SUPERVISION, UNLESS CONFINEMENT OCCURS DURING AN EMERGENCY AND IS REQUIRED AS PART OF THE LICENSEE’S EMERGENCY MANAGEMENT POLICIES AND PROCEDURES.
* USE OF HARSH OR DEGRADING MEASURES OR THREATS OR USE OF DEROGATORY LANGUAGE DIRECTED AT OR USED IN THE PRESENCE OF A CHILD THAT WOULD HUMILIATE, FRIGHTEN OR SHAME THE CHILD OR UNDERMINE HIS OR HER SELF RESPECT, DIGNITY AND SELF WORTH.
* DEPRIVING THE CHILD OF BASIC NEEDS INCLUDING, FOOD, DRINK, SHELTER, SLEEP, TOILET USE, CLOTHING OR BEDDING.
* INFLICTING ANY BODILY HARM ON CHILDREN INCLUDING MAKING CHILDREN EAT OR DRINK AGAINST THEIR WILL.

**WAITLIST, REGISTRATION & HOLDING FEE & WITHDRAWL**

A WAITLIST IS ESTABLISHED FOR PARENTS REQUIRING CARE FOR THEIR CHILDREN.THREE FACTORS DETERMINE THE ORDER IN WHICH CHILDREN WILL BE OFFERRED ADMISSION:

* THE DATE THE CHILD WAS ADDED TO THE WAITLIST
* THE AGE OF THE CHILD (DEPENDS ON THE ROOM A SPOT HAS BECOME AVAILABLE IN)
* IF CHILD REQUIRES FULL TIME OR PART TIME, (IS THE SPOT A FULL TIME OR PART TIME SPOT)

ONCE A SPOT CAN BE SECURED, A $25.00 REGISTRATION FEE WILL BE CHARGED.

ONE WEEK’S WORTH OF FEES WILL BE CHARGED TO HOLD THE SPOT. THE HOLDING FEE IS NON REFUNDABLE IF YOU FIND ALTERNATE CARE.

TWO WEEKS NOTICE IS REQUIRED FOR WITHDRAWL; THE HOLDING FEE GOES TOWARDS THE CHILD’S LAST WEEK OF CARE.

WHEN A PARENT ASKS TO BE PUT ON THE WAITLIST, THE FOLLOWING INFORMATION IS TAKEN:

* DATE
* NAME OF PARENT
* PHONE NUMBER
* CHILD’S AGE
* DATE REQUIRING CARE
* ROOM THEY ARE INTERESTED IN

FOR THE PRIVACY OF THE CHILD, THEIR NAMES WILL NOT BE USED

THE PARENT IS TOLD WHAT NUMBER THEY ARE ON THE LIST FOR THAT ROOM AND THAT THEY WILL BE CONTACTED IF A SPOT BECOMES AVAILABLE, HOWEVER, THEY ARE MORE THEN WELCOME TO CALL BACK TO SEE IF THEY HAVE MOVED ON THE LIST OR NOT.

* IF CHILD REQUIRES FULL TIME OR PART TIME, (IS THE SPOT A FULL TIME OR PART TIME SPOT)

ONCE A SPOT CAN BE SECURED, A $25.00 REGISTRATION FEE WILL BE CHARGED.

ONE WEEK’S WORTH OF FEES WILL BE CHARGED TO HOLD THE SPOT. THE HOLDING FEE IS NON REFUNDABLE IF YOU FIND ALTERNATE CARE.

TWO WEEKS NOTICE IS REQUIRED FOR WITHDRAWL; THE HOLDING FEE GOES TOWARDS THE CHILD’S LAST WEEK OF CARE.

THE HOLDING FEE, ALL REGISTRATION FORMS,( INCLUDING SUBMITTING YOUR CHILD’S CURRENT IMMUNIZATION RECORD) MUST BE COMPLETED BEFORE YOUR CHILD’S START DATE.

**PLEASE ADVISE OFFICE IF ANY CHANGES ARE MADE TO THE ENROLLMENT FORM OR YOUR CHILD’S IMMUNIZATION.**

**PAYMENT OF FEES**

A FEE STATEMENT WILL BE ISSUED THE WEEK BEFORE FEES ARE DUE. THE STATEMENT INCLUDES THE AMOUNT OWING, THE DATES THE AMOUNT COVERS AND THE DATE ISSUED.

FEES ARE BASED ON A TWELVE HOUR DAY AND PAID BI-WEEKLY ON THE MONDAY AND COVER 2 WEEKS IN ADVANCE. FEES ARE TO BE PAID EITHER BY CHEQUE, EMAIL TRANSFER OR CASH. ALL CASH MUST BE DEPOSITED IN THE SAFE PROVIDED. IT IS THE PARENT’S RESPONSIBILITY TO PUT ALL CASH IN THE ENVELOPE PROVIDED AND FILL OUT THE NECESSARY PAPERWORK.

**STAFF WILL NOT ACCEPT CASH**

**NON PAYMENT OF FEES**

FEES MUST BE PAID IN FULL ON DUE DATE. IF FEES ARE NOT PAID IN FULL BY THE NEXT FEE PERIOD (2 WEEKS), A $10.00 LATE FEE WILL BE ADDED. FEES IN ARREARS OF 2 PAYMENTS (1MONTH) MAY RESULT IN LOSING YOUR CHILD’S SPACE.

N.S.F. CHEQUES

THESE ARE TO BE REPAID WITHIN 5 DAYS INCLUDING A $25.00 CHARGE.

**LATE FEES (PAST 6:00 PM)**

**WATERVIEW CLOSES AT 6:00P.M.**

IF PARENTS ARE LATE THEY WILL BE REQUIRED TO SIGN THE LATE BOOK. ALL LATE FEES WILL BE BILLED SEPERATELY AT THE END OF EACH MONTH. IF A PARENT IS CONSISTANTLY LATE, THE SUPERVISOR WILL DISCUSS OTHER OPTIONS WITH THE PARENTS.

LATE FEES ARE: $20.00 FOR THE FIRST AND SECOND TIME, $35.00 FOR THE THIRD TIME AND THEREAFTER.

IF THERE IS A WARNING OF INCLEMENT WEATHER, PLEASE MAKE ALTERNATE ARRANGEMENTS FOR YOUR CHILD TO BE PICKED UP, THIS WILL HELP ENSURE CHILDREN AND STAFF ARRIVE HOME SAFELY.

IF A CHILD HAS NOT BEEN PICKED UP BY 7:30 AND PARENTS AND EMERGENCY CONTACT IS NOT AVAILABLE, THE CHILDRENS AID SOCIETY OF DURHAM WILL BE NOTIFIED.

**RECEIPTS**

CHILDCARE FEES ARE TAX DEDUCTIBLE AND A YEARLY RECEIPT WILL BE PROVIDED. IN THE EVENT OF A SHARED CUSTODY SITUATION, PLEASE PROVIDE THE OFFICE WITH DIRECTION AS TO WHO THE RECEIPT IS ISSUED TO.

**APPLYING FOR CHILD CARE FEE SUBSIDY**

ANYONE IS ENTITLED TO APPLY FOR CHILD CARE FEE SUBSIDY. YOU MAY BE ELIGIBLE FOR ASSISTANCE TOWARDS THE COST OF CHILD CARE.

FOR MORE INFORMATION ABOUT CHILD CARE SUBSIDY, OR TO APPLY PLEASE VISIT [www.durham.ca/childrensservices](http://www.durham.ca/childrensservices).

YOU CAN ALSO CONTACT:

DEPARTMENT OF SOCIAL SERVICES

CHILDREN`S SERVICES DIVISION

605 ROSSLAND ROAD EAST

WHITBY, ONTARIO

LIN 6A3

905-668-6238 OR 1-800-387-0642

**PART TIME SPACES**

PART TIME SPACES MUST BE SCHEDULED WITH THE SUPERVISOR AND MUST OCCUR ON A COMMITTED BASIS WEEK AFTER WEEK. ALTERATION OF YOUR REGULARLY SCHEDULED DAYS WILL BE CONSIDERED THROUGH DISCUSSION WITH THE SUPERVISOR AND RATIOS CAN BE MAINTAINED. FOR EXAMPLE, IF YOUR CHILD HAS AN APPOINTMENT ON YOUR REGULAR SCHEDULED DAY OF TUESDAY AND YOU WANT YOUR CHILD TO COME WEDNESDAY INSTEAD THIS REQUEST MAY BE GRANTED DEPENDING ON RATIOS BUT YOU WILL BE REQUIRED TO PAY FOR AN ADDITIONAL DAY AS WELL AS THE REGULAR SHEDULED DAY.

WATERVIEW WILL ENSURE PLENTY OF NOTICE IS GIVEN IF YOUR SCHEDULE HAS TO BE ALTERED TO MAINTAIN RATIOS.

IF YOUR DAY LANDS ON A STATUTORY HOLIDAY, YOU PAY FOR THAT DAY BUT A MAKE UP DAY WILL BE GRANTED TO YOU PROVIDING RATIOS ALLOW.

**HOLIDAYS**

WATERVIEW RECOGNIZES 11 DESIGNATED HOLIDAYS PER CALENDAR YEAR. THE DATES MAY ALTER YEAR AFTER YEAR, PLEASE CHECK YOUR CALENDAR.

NEW YEARS DAY

FAMILY DAY

GOOD FRIDAY

EASTER MONDAY

VICTORIA DAY

CANADA DAY

CIVIC HOLIDAY

LABOUR DAY

THANKSGIVING

CHRISTMAS DAY

BOXING DAY

* WATERVIEW CLOSES AT 2:00PM ON CHRISTMAS EVE
* OUR CENTRE IS CLOSED THE WEEK BETWEEN CHRISTMAS AND NEW YEAR. PARENTS ARE REQUIRED TO PAY FOR ONLY THE STATUTORY HOLIDAYS FOR THAT WEEK.
* IF THE STATUTORY HOLIDAY FALLS ON A SATURDAY, THE CENTRE WILL BE CLOSED ON FRIDAY. IF THE STAT HOLIDAY FALLS ON SUNDAY WATERVIEW WILL BE CLOSED ON MONDAY.
* IF THE CENTRE IS FORCED TO CLOSE DUE TO SEVERE WEATHER, IT WILL BE ANNOUNCED ON DURHAM RADIO STATIONS 94.9 THE ROCK, 107.7 CKDO.

**ODD DAYS ABSENT**

ALL ABSENT DAYS ARE REQUIRED TO BE PAID FOR.

**VACATION POLCY**

AFTER YOUR CHILD HAS BEEN ENROLLED FOR 1 YEAR THEY WILL BE ALLOTTED A 30% DISCOUNT ON THE AMOUNT OF DAYS THEY ATTEND IN A 2 WEEK PERIOD. WATERVIEW`S YEAR RUNS FROM JANUARY TO DECEMBER. UNUSED VACATION DAYS CANNOT BE CARRIED OVER FROM YEAR TO YEAR.

**CHILDREN`S HEALTH**

PLEASE REFRAIN FROM BRINGING YOUR CHILD TO THE CENTRE IF THE FOLLOWING IS PRESENT:

* YOUR CHILD HAS A TEMPERATURE OF 102 OR MORE
* 1 CASE OF WATERY BOWEL MOVEMENT & 1 CASE OF VOMITTING
* 2 CASES OF WATERY BOWEL MOVEMENTS OR 2 CASES OF VOMITTING
* ANY OTHER SIGNS OF ILL HEALTH THAT STAFF FEELL WOULD BE IN THE CHILD`S BEST INTEREST IF THEY WERE REMOVED FROM THE CENTRE.

**IT IS HIGHLY RECOMMENDED THAT ALL CHILDREN DO NOT RETURN TO THE CENTRE UNTIL THEY HAVE BEEN SYMPTOM FREE FOR AT LEAST 24 HOURS**.

* THE CENTRE MUST BE MADE AWARE OF ANY ALLERGIES/ DIET RESTRICTIONS BEFORE THE CHILD STARTS.
* IF A CHILD HAS TO BE TRANSPORTED TO THE HOSPITAL, 911 WILL BE CALLED. WATERVIEW DOES NOT TRANSPORT CHILDREN.

**POLICY AND PROCEDURE: SLEEP SUPERVISION AND POSITION REQUIREMENTS**

* CHILDREN WILL BE ASSIGNED TO INDIVIDUAL COTS OR CRIBS.
* PARENTS WILL BE NOTIFIED ABOUT THEIR CHILD’S SLEEPING ARRANGEMENTS BEFORE THE CHILD STARTS WITH THE CENTRE AND AS THE CHILD TRANSITIONS TO ANOTHER ROOM. PARENTS WILL NOTIFY THE CENTRE ABOUT THEIR CHILD’S SLEEP PREFERENCES USING THE CHILD INFORMATION SHEET AT TIME OF ENROLLMENT.
* WATERVIEW CHILD CARE IS OBLIGATED TO ENSURE ALL CHILDREN LESS THAN 12 MONTHS ARE POSITIONED ON THEIR BACKS FOR SLEEP, (UNLESS A CHILD’S PHYSICIAN RECOMMENDS OTHERWISE IN WRITING). THIS POSITION IS CONSISTENT WITH THE JOINT STATEMENT OF SAFE SLEEP.
* STAFF WILL ENSURE SIGNIFICANT LIGHT IS AVAILABLE FOR VISUAL CHECKS WHICH ARE PERFORMED EVERY 40 MINUTES IN THE TODDLER AND PRESCHOOL ROOMS DURING SLEEP TIME. ANY OBSERVATIONS OF SIGNIFICANT CHANGES IN SLEEPING PATTERNS OR BEHAVIOURS WILL BE ADDRESSED WITH THE CHILD’S PARENTS AND DOCUMENTED. VISUAL CHECKS WILL BE RECORDED IN THE DAILY LOG FOR EACH DAY. THIS RECORD WILL INCLUDE A TIME AND INITIAL ONCE VISUAL CHECK HAS BEEN COMPLETED.
* STAFF WILL CREATE A SYSTEM SO THEY ARE AWARE OF WHO IS PRESENT IN THE SLEEP AREA AT ALL TIMES.
* PHYSICAL CHECKS ARE PERFORMED ON THE INFANTS EVERY 15 MINUTES AND ARE RECORDED ON A FORM LOCATED ON THE CUPBOARD IN THE SLEEP AREA. IF 3 OR MORE INFANTS ARE SLEEPING AT THE SAME TIME, ONE STAFF IS REQUIRED TO SIT IN THE SLEEP AREA.

**HEAD LICE/ BED BUGS**

ALTHOUGH THESE INSECTS DO NOT CARRY DISEASE, THEY ARE A NUISANCE TO GET RID OF ONCE YOU HAVE THEM, AND THEY SPREAD FAST FROM PERSON TO PERSON. THIS COULD POSSIBLY LEAD TO AN INFESTATION WITHIN THE CENTRE SO FOR THE WELL BEING OF THE OTHER CHILDREN IN THE CENTRE THE FOLLOWING PROCEDURES WILL TAKE PLACE:

* IF A CHILD CONTRACTS HEAD LICE THEY WILL BE SENT HOME AND PARENTS ARE ADVISED TO APPLY TREATMENT TO THEIR CHILD. THE CHILD WILL NOT BE ALLOWED TO RETURN TO THE CENTRE UNTIL THEY ARE NIT FREE. ON THE FIRST DAY BACK TO THE CENTRE A HEAD CHECK WILL BE DONE ON THE CHILD. IF THE CHILD IS CLEAR AND NO NITS/LICE ARE PRESENT THEY WILL BE ALLOWED TO RETURN. IF ANY NITS/LICE ARE PRESENT THE CHILD WILL NOT BE PERMITTED BACK. THIS PROCEDURE WILL BE FOLLOWED UNTIL THE CHILD IS CLEAR OF ALL NITS/LICE.
* IF A CHILD COMES INTO THE CENTRE AND BED BUG(S) ARE PRESENT ON THEIR CLOTHING, BODY OR BELONGINGS, THE CHILD WILL BE SENT HOME. WHEN THE CHILD RETURNS, STAFF WILL CHECK THE CHILD’S BODY, CLOTHES AND PERSONAL BELONGINGS FOR BEDBUGS. THIS WILL TAKE PLACE WITH THE PARENT PRESENT. CHILDREN WILL NOT BE PERMITTED BACK IF ANY SIGN OF THESE INSECTS IS PRESENT. THIS PROCEDURE WILL BE FOLLOWED AGAIN UNTIL THERE ARE NO SIGNS OF THE INSECT.

**MEDICATION**

ALL PRESCRIPTION MEDICATION MUST BE IN THE ORIGINAL CONTAINER WITH THE ORIGINAL LABEL. ALL NON PERSCRIPTION MEDICATION MUST BE ACCOMPANIED WITH A DOCTOR’S NOTE.

**FEVERS**

IF A CHILD’S TEMPREATURE REACHES 102, MEDICATION SUCH AS TYLENOL WILL BE ADMINISTERED AS LONG AS A DOCTOR’S NOTE IS ON FILE FOR THE MEDICATION. IF TYLENOL OR OTHER FEVER RELIEF MEDICATION IS ADMINISTERED, A PHONE CALL WILL BE MADE TO THE PARENT OR GUARDIAN AND THE CHILD MUST BE PICKED UP AS THE AILMENT MIGHT BE CONTAGIOUS.

**PAIN**

SPECIAL CIRCUMSTANCES MAY ALSO REQUIRE PAIN RELIEF MEDICATION SUCH AS TYLENOL TO BE GIVEN. EXAMPLE; CHILD HAD TUBES IN EARS AND MAY REQUIRE TYLENOL FOR A DAY OR TWO AFTERWARDS. A DOCTOR’S NOTE MUST ACCOMPANY THE MEDICATION AND THE MEDICATION WILL BE ADMINISTERED TO HELP THE CHILD REMAIN COMFORTABLE FOR THE DAY. THE CHILD MUST STILL BE ABLE TO PARTICIPATE IN MOST IF NOT ALL DAILY ACTIVITIES.

**SERIOUS OCCURRENCE**

ACCORDING TO THE EARLY YEARS ACT 2014;

DEFINITIONS OF A SERIOUS OCCURRENCE:

* THE DEATH OF A CHILD WHO RECEIVED CHILD CARE AT A HOME OR CHILD CARE PREMISES OR CHILD CARE CENTRE, WHETHER IT OCCURS ON OR OFF THE PREMISES
* ABUSE, NEGLECT OR ALLEGATION OF ABUSE OR NEGLECT OF A CHILD WHILE RECEIVING CHILD CARE AT A HOME CHILD CARE PREMISES OR CHILD CARE CENTRE
* A LIFE THREATENING INJURY TO OR A LIFE THREATENING ILLNESS OF A CHILD WHO RECEIVES CHILD CARE AT A HOME CHILD CARE PREMISES OR CHILD CARE CENTRE
* AN INCIDENT WHERE A CHILD WHO IS RECEIVING CHILD CARE AT A HOME CHILD CARE PREMISES OR CHILD CARE CENTRE GOES MISSING OR IS TEMPORARILY UNSUPERVISED
* AN UNPLANNED DISRUPTION OF THE NORMAL OPERATIONS OF A HOME CHILD CARE PREMISES OR CHILD CARE CENTRE THAT POSES A RISK TO THE HEALTH, SAFETY OR WELL-BEING OF CHILDREN RECEIVING CHILD CARE AT THE HOME CHILD CARE PREMISES OR CHILD CARE CENTRE

PROCEDURE

IN THE EVENT OF A SERIOUS OCCURRENCE

* FIRST AID WILL BE ADMINISTERED
* PARENT OR GAURDIAN WILL BE NOTIFIED
* IF MEDICAL ATTENTION IS REQUIRED, 911 WILL BE CALLED; STAFF WILL ACCOMPANY THE CHILD TO THE HOSPITAL UNTIL THE PARENT/ GUARDIAN ARRIVES
* A SERIOUS OCCURRENCE FORM WILL BE FILLED OUT AND SENT TO THE MINISTRY
* AN ACCIDENT FORM IS FILLED OUT INCLUDING DETAILS OF THE ACCIDENT, A COPY IS MADE FOR THE PARENT AND THE PARENT’S SIGNATURE IS REQUIRED
* A SERIOUS OCCURRENCE NOTIFICATION FORM WILL BE FILLED OUT AND POSTED ON THE PARENT BOARD FOR 10 DAYS
* STAFF WILL NOT BE RESPONSIBLE FOR MAKING A DECISION REGARDING THE MEDICAL TREATMENT OF THE CHILD, THE PARENT, GUARDIAN, EMERGENCY CONTACT OR PHYSICIAN WILL MAKE THAT DECISION
* IN CASE OF EVACUATION, WATERVIEW’S EVACUATION SITE IS RYDER TOOL AT:

1270 PHILLIP MURRAY AVENUE

**PARENT RESPONSIBILITY**

* NOTIFY THE OFFICE OF ANY CHANGE TO IMMUNIZATION, ADDRESS, PHONE NUMBERS OR EMERGENCY INFORMATION
* TO NOTIFY THE CENTRE IF YOUR CHILD IS NOT ATTENDING BY 10:00
* TO ENSURE EXTRA CLOTHES ARE AT THE CENTRE
* TO NOTIFY THE CENTRE IF SOMEONE DIFFERENT IS PICKING UP OR DROPPING OFF YOUR CHILD AND ENSURE THAT PERSON HAS ID
* YOUR CHILD SHOULD ALWAYS HANG ON TO YOUR HAND OR WALK BESIDE OR BEHIND YOU WHEN ENTERING AND DEPARTING THE CENTRE
* MAKE EYE CONTACT WITH TEACHERS AND WALK YOUR CHILD DIRECTLY TO THE ROOM
* ENSURE THE STAFF ARE AWARE IF SOMEONE DIFFERENT IS PICKING UP OR DROPPING OFF YOUR CHILD AND ENSURE THAT PERSON HAS ID
* TO ENSURE ALL OF YOUR CHILD’S BELONGINGS ARE LABELLED
* READ THE PARENT INFORMATION BOARD ON THE WAY IN AND OUT EVERY DAY

**SMOKING**

SMOKING IS PROHIBITED ON THE PREMISES, THIS INCLUDES THE PLAYGROUND. ANY INDIVIDUAL REFUSING TO COMPLY COULD FACE A FINE OF UP TO A MAXIMUM OF $5000.00

**EMERGENCY MANAGEMENT POLICY AND PROCEDURE**

WATERVIEW CHILD CARE BEFORE AND AFTER PROGRAM HAS EMERGENCY MANAGEMENT POLICIES AND PROCEDURES. IN CASE OF EMERGENCY PARENTS WILL BE NOTIFIED BY TELEPHONE.

# PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

NAME OF CHILD CARE AGENCY: WATERVIEW CHILD CARE CENTRE

DATE POLICY AND PROCEDURES ESTABLISHED: SEPTEMBER 2017

DATE POLICY AND PROCEDURES UPDATED: SEPTEMBER 2017

## PURPOSE

THE PURPOSE OF THIS POLICY IS TO PROVIDE A TRANSPARENT PROCESS FOR PARENTS/GUARDIANS OF WATERVIEW CHILD CARE CENTRE AND STAFF TO USE WHEN PARENTS/GUARDIANS BRING FORWARD ISSUES/CONCERNS.

## DEFINITIONS

*BOARD OF DIRECTORS: IS A GROUP OF ELECTED INDIVIDUALS WHO JOINTLY OVERSEE THE ACTIVITIES OF A CORPORATION.*

*CENTRE SUPERVISOR: THE INDIVIDUAL RESPONSIBLE FOR THE DAY-TO-DAY OPERATIONS OF THE DAY CARE CENTRE AND WHO OVERSEES THE INDIVIDUALS WHO ARE EMPLOYED BY IT.*

*WATERVIEW CHILD CARE CENTRE, WATERVIEW OR CHILD CARE PROVIDER:* *A CORPORATION LICENSED BY THE ONTARIO MINISTRY OF EDUCATION TO PROVIDE CHILD CARE SERVICES AT ITS FACILITIES/PREMISES.*

CHILD EDUCATOR: AN INDIVIDUAL EMPLOYED BY THE DAY CARE CENTRE TO WORK AS THE FACILITATOR IN A PROGRAM/CLASSROOM. THIS INDIVIDUAL IS LICENSED BY THE COLLEGE OF EARLY CHILD EDUCATORS.

*LICENSEE: THE INDIVIDUAL OR AGENCY LICENSED BY THE MINISTRY OF EDUCATION RESPONSIBLE FOR THE OPERATION AND MANAGEMENT OF EACH CHILD CARE AGENCY IT OPERATES (I.E. THE OPERATOR).*

*STAFF*: *INDIVIDUAL EMPLOYED BY THE LICENSEE (E.G. WATERVIEW CHILD CARE CENTRE).*

## POLICY

### GENERAL

AS SUPPORTED BY OUR PROGRAM STATEMENT, WATERVIEW ENCOURAGES POSITIVE AND RESPONSIVE INTERACTIONS AMONG THE CHILDREN, PARENTS/GUARDIANS, CHILD EDUCATORS AND STAFF, AND FOSTER THE ENGAGEMENT OF AND ONGOING COMMUNICATION WITH PARENTS/GUARDIANS ABOUT THE PROGRAM AND THEIR CHILDREN. PARENTS/GUARDIANS ARE ENCOURAGED TO TAKE AN ACTIVE ROLE IN OUR CHILD CARE CENTRE AND TO REGULARLY DISCUSS WHAT THEIR CHILD(REN) ARE EXPERIENCING WITH OUR STAFF. OUR STAFF ARE AVAILABLE TO ENGAGE PARENTS/GUARDIANS IN CONVERSATIONS AND SUPPORT A POSITIVE EXPERIENCE DURING EVERY INTERACTION.

WATERVIEW EMBRACES OPPORTUNITIES TO LISTEN AND LEARN ALONGSIDE THE FAMILIES OF THE CHILDREN IN CARE; BOTH INFORMAL AND FORMAL AT VARIOUS TIMES THROUGHOUT THE DAY. WATEVIEW BELIEVES THAT WE ARE ABLE TO EVOLVE OUR UNDERSTANDING WHEN BOTH PARTIES CONDUCT CONVERSATIONS THAT ARE GROUNDED IN RESPECT. WE ARE COMMITTED TO CONVERSATIONS THAT ARE OPEN AND COURTEOUS AT ALL TIMES, EVEN IN SITUATIONS WHEN FAMILIES MAY COME TO US WITH CONCERNS. WATERVIEW AND ITS STAFF PROMISE TO LISTEN AND RECOGNIZE THAT THERE MAY BE TIMES WHEN CONCERNS ARE COMPLEX AND WE WILL DO OUR BEST TO FIND A RESOLUTION.

ALL ISSUES AND CONCERNS RAISED BY PARENTS/GUARDIANS WILL BE TAKEN SERIOUSLY AND WILL BE ADDRESSED. EVERY EFFORT WILL BE MADE TO ADDRESS AND RESOLVE ISSUES AND CONCERNS TO THE SATISFACTION OF ALL PARTIES AND AS QUICKLY AS POSSIBLE.

PARENTS ARE ASKED TO FIRST ADDRESS ANY QUESTIONS THEY MAY HAVE WITH THEIR CHILD’S CHILD EDUCATOR/S AS THEY ARE THE ONES WHO HAVE AN UNDERSTANDING OF WHAT IS TAKING PLACE INSIDE EACH CLASSROOM. WATERVIEW’S CHILD EDUCATORS WILL LISTEN TO PARENTS’ QUESTIONS/CONCERNS IN AN ATTEMPT TO UNDERSTAND THE FAMILY’S PERSPECTIVE. CHILD EDUCATORS WILL INVOLVE THE CENTRE’S SUPERVISOR TO HELP FACILITATE CONVERSATIONS, IF NECESSARY.

ISSUES/CONCERNS MAY BE BROUGHT FORWARD VERBALLY OR IN WRITING. RESPONSES AND OUTCOMES WILL BE PROVIDED VERBALLY, OR IN WRITING UPON REQUEST. THE LEVEL OF DETAIL PROVIDED TO THE PARENT/GUARDIAN WILL RESPECT AND MAINTAIN THE CONFIDENTIALITY OF ALL PARTIES INVOLVED.

AN INITIAL RESPONSE TO AN ISSUE OR CONCERN WILL BE PROVIDED TO PARENTS/GUARDIANS WITHIN 2 BUSINESS DAY(S). THE PERSON WHO RAISED THE ISSUE/CONCERN WILL BE KEPT INFORMED THROUGHOUT THE RESOLUTION PROCESS.

INVESTIGATIONS OF ISSUES AND CONCERNS WILL BE FAIR, IMPARTIAL AND RESPECTFUL TO PARTIES INVOLVED.

FOR THE PROCEDURE ON HOW TO BRING FORWARD A CONCERN OR COMPLAINT AND FOR CONTACT INFORMATION IN WHICH TO DO SO, PLEASE SEE PAGES 4 AND 5 OF THIS DOCUMENT.

### **CONFIDENTIALITY**

EVERY ISSUE AND CONCERN WILL BE TREATED CONFIDENTIALLY AND EVERY EFFORT WILL BE MADE TO PROTECT THE PRIVACY OF PARENTS/GUARDIANS, CHILDREN, WATERVIEW, CHILD EDUCATORS, OTHER PERSONS IN THE CHILD CARE PREMISES, STAFF, STUDENTS AND VOLUNTEERS, EXCEPT WHEN INFORMATION MUST BE DISCLOSED FOR LEGAL REASONS (E.G. TO THE MINISTRY OF EDUCATION, COLLEGE OF EARLY CHILDHOOD EDUCATORS, LAW ENFORCEMENT AUTHORITIES OR A CHILDREN’S AID SOCIETY).

### **CONDUCT**

WATERVIEW MAINTAINS HIGH STANDARDS FOR POSITIVE INTERACTION, COMMUNICATION AND ROLE-MODELING FOR CHILDREN. HARASSMENT AND DISCRIMINATION WILL THEREFORE NOT BE TOLERATED FROM ANY PARTY.

IF AT ANY POINT A PARENT/GUARDIAN, CHILD EDUCATOR AND/OR STAFF FEELS UNCOMFORTABLE, THREATENED, ABUSED OR BELITTLED, HE/SHE MAY IMMEDIATELY END THE CONVERSATION AND REPORT THE SITUATION TO THE CENTRE’S SUPERVISOR BY TELEPHONE: 905-721-0071 OR BY EMAIL: [WATERVIEW@BELLNET.CA](mailto:waterview@bellnet.ca).

IF THE CONDUCT PERTAINS TO THE CENTRE’S SUPERVISOR, AN INDIVIDUAL MAY CONTACT THE BOARD OF DIRECTORS. A CONTACT TELEPHONE NUMBER FOR THE BOARD’S PRESIDENT IS POSTED ON WATERVIEW’S LARGE BULLETIN BOARD LOCATED IN THE MAIN HALLWAY.

## CONCERNS ABOUT THE SUSPECTED ABUSE OR NEGLECT OF A CHILD

“DUTY TO REPORT” - EVERY PERSON IN ONTARIO IS REQUIRED UNDER THE *CHILD AND FAMILY SERVICES ACT* TO REPORT HIS/HER BELIEF THAT A CHILD MAY BE IN NEED OF PROTECTION:

“*A PERSON WHO BELIEVES, ON REASONABLE GROUNDS, THAT A CHILD IS, OR MAY BE IN NEED OF PROTECTION SHALL FORTHWITH REPORT THE BELIEF AND INFORMATION, UPON WHICH IT IS BASED, TO A SOCIETY.”*

THE LEGISLATION SPECIFICALLY REQUIRES INDIVIDUALS WHO PERFORM PROFESSIONAL OR OFFICIAL DUTIES WITH RESPECT TO CHILDREN SUCH AS THE “OPERATOR OR EMPLOYEE OF A DAY NURSERY” TO REPORT SUSPICIONS OF CHILD ABUSE. IF IN THE COURSE OF THEIR PROFESSIONAL DUTIES, THE CENTRE SUPERVISOR AND/OR STAFF OF WATERVIEW HAVE REASONABLE GROUNDS TO SUSPECT THAT A CHILD MAY HAVE BEEN ABUSED, THE SUSPICION, AND THE INFORMATION UPON WHICH THAT SUSPICION IS BASED, MUST BE REPORTED IMMEDIATELY TO A CHILDREN’S AID SOCIETY. A PROFESSIONAL WHO WORKS WITH CHILDREN CAN BE CHARGED AND FINED FOR FAILING TO REPORT. IT IS THE RESPONSIBILITY OF THE CHILD PROTECTION AGENCY TO INVESTIGATE AND FOLLOW-UP ON THE SITUATION, AS NECESSARY.

IF A PARENT/GUARDIAN EXPRESSES CONCERNS THAT A CHILD IS BEING ABUSED OR NEGLECTED, THE PARENT WILL BE ADVISED TO CONTACT THE **DURHAM CHILDREN’S AID SOCIETY (CAS)** DIRECTLY – **(905) 433-1551**.

INDIVIDUALS WHO BECOME AWARE OF SUCH CONCERNS ARE ALSO RESPONSIBLE FOR REPORTING THIS INFORMATION TO CAS AS PER THE “DUTY TO REPORT” REQUIREMENT UNDER THE *CHILD AND FAMILY SERVICES ACT*.

FOR MORE INFORMATION, VISIT **HTTP://WWW.CHILDREN.GOV.ON.CA/HTDOCS/ENGLISH/CHILDRENSAID/REPORTINGABUSE/INDEX.ASPX**

## 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: |
| --- | --- | --- |
| **PROGRAM-RELATED**  E.G: SCHEDULE, TOILET TRAINING, INDOOR/OUTDOOR PROGRAM ACTIVITIES, MENUS, ETC. | RAISE THE ISSUE OR CONCERN TO   * THE CHILD’S CHILD EDUCATOR(S); OR * THE CENTRE’S SUPERVISOR | * ADDRESS THE ISSUE/CONCERN AT THE TIME IT IS RAISED; OR * ARRANGE FOR A MEETING WITH THE PARENT/GUARDIAN WITHIN [2] 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 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.   PROVIDE CONTACT INFORMATION FOR THE APPROPRIATE PERSON IF THE PERSON BEING NOTIFIED IS UNABLE TO ADDRESS THE MATTER.  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.  PROVIDE A RESOLUTION OR OUTCOME TO THE PARENT(S)/GUARDIAN(S) WHO RAISED THE ISSUE/CONCERN.  IF THE PARENT/GUARDIAN IS NOT SATISFIED WITH THE RESOLUTION/OUTCOME, ENSURE THAT CONTACT INFORMATION FOR THE BOARD OF DIRECTORS IS COMMUNICATED TO THE PARENT/GUARDIAN. IT IS ALSO POSTED WITHIN THE CENTRE. |
| **GENERAL, LICENSEE OR OPERATIONS-RELATED**  E.G: FEES, PLACEMENT, ETC. | RAISE THE ISSUE OR CONCERN TO:   * THE CHILD’S CHILD EDUCATOR(S);OR * THE CENTRE’S SUPERVISOR |
| **STAFF-AND/OR LICENSEE-RELATED**  E.G: CONDUCT OF , LICENSEE, STAFF, ETC. | RAISE THE ISSUE OR CONCERN TO   * THE INDIVIDUAL DIRECTLY; OR * THE CENTRE’S SUPERVISOR.   ALL ISSUES OR CONCERNS ABOUT THE CONDUCT OF THE PROVIDER OR STAFF THAT PUTS A CHILD’S HEALTH, SAFETY AND WELL-BEING AT RISK SHOULD BE REPORTED TO THE BOARD OF DIRECTORS AS SOON AS PARENTS/GUARDIANS BECOME AWARE OF THE SITUATION. |
| **RELATED TO OTHER PERSONS AT THE DAYCARE CENTRE** | RAISE THE ISSUE OR CONCERN TO   * THE CENTRE’S SUPERVISOR   ALL ISSUES OR CONCERNS ABOUT THE CONDUCT OF OTHER PERSONS ON CHILD CARE PREMISES THAT PUTS A CHILD’S HEALTH, SAFETY AND WELL-BEING AT RISK SHOULD BE REPORTED TO THE BOARD OF DIRECTORS AS SOON AS PARENTS/GUARDIANS BECOME AWARE OF THE SITUATION. |
| **STUDENT- / VOLUNTEER-RELATED** | RAISE THE ISSUE OR CONCERN TO   * THE PERSON RESPONSIBLE FOR SUPERVISING THE VOLUNTEER OR STUDENT; OR * THE CENTRE’S SUPERVISOR   **NOTE:** ALL ISSUES OR CONCERNS ABOUT THE CONDUCT OF STUDENTS/VOLUNTEERS THAT PUTS A CHILD’S HEALTH, SAFETY AND WELL-BEING AT RISK SHOULD BE REPORTED TO THE BOARD OF DIRECTORS AS SOON AS PARENTS/GUARDIANS BECOME AWARE OF THE SITUATION. |
| **RELATED TO THE CENTRE’S SUPERVISOR** | RAISE THE ISSUE OR CONCERN TO THE BOARD OF DIRECTORS. | ENSURE THAT A TELEPHONE NUMBER FOR THE BOARD OF DIRECTOR’S PRESIDENT IS POSTED WITHIN THE CENTRE AND IT IS UPDATED. |

**ESCALATION OF ISSUES OR CONCERNS:** 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 WATERVIEW’S BOARD OF DIRECTORS. CONTACT INFORMATION FOR THE BOARD’S PRESIDENT IS POSTED ON THE BULLETIN BOARD IN THE MAIN HALLWAY OF THE CENTRE.

ISSUES/CONCERNS RELATED TO COMPLIANCE WITH REQUIREMENTS SET OUT IN THE *CHILD CARE AND EARLY YEARS ACT., 2014* AND ONTARIO REGULATION 137/15MUST 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 (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.

**CONTACTS:**

COLLEGE OF EARLY CHILDHOOD EDUCATORS: (416) 961-8558

COLLEGE OF SOCIAL WORKERS: (416) 972-9882

DURHAM CATHOLIC DISTRICT SCHOOL BOARD: (905) 576-6150

DURHAM REGION – FIRE SERVICES: (905) 433-1238 (NON-EMERGENCY)

DURHAM REGION PUBLIC HEALTH DEPARTMENT: (905) 668-7711  
  
DURHAM REGIONAL POLICE SERVICE: (905) 579-1520 (NON-EMERGENCY)  
  
MINISTRY OF EDUCATION, LICENSED CHILD CARE HELP DESK: 1-877-510-5333 OR [CHILDCARE\_ONTARIO@ONTARIO.CA](mailto:childcare_ontario@ontario.ca)

MINISTRY OF LABOUR: 1-877-202-0008 (HEALTH AND SAFETY)

REGULATORY REQUIREMENTS: ONTARIO REGULATION 137/15

PARENT ISSUES AND CONCERNS

**45.1**EVERY LICENSEE SHALL ENSURE THAT THERE ARE WRITTEN POLICIES AND PROCEDURES THAT SET OUT HOW PARENTS’ ISSUES AND CONCERNS WILL BE ADDRESSED, INCLUDING DETAILS REGARDING,

(A) THE STEPS FOR PARENTS TO FOLLOW WHEN THEY HAVE AN ISSUE OR CONCERN TO BRING FORWARD TO THE LICENSEE;

(B) THE STEPS TO BE FOLLOWED BY A LICENSEE AND ITS EMPLOYEES IN RESPONDING TO AN ISSUE OR CONCERN BROUGHT FORWARD BY A PARENT; AND

(C) WHEN AN INITIAL RESPONSE TO THE ISSUE OR CONCERN WILL BE PROVIDED. O. REG. 126/16, S. 31.

PARENT HANDBOOK

**45.**(1)  EVERY LICENSEE SHALL HAVE A PARENT HANDBOOK FOR EACH CHILD CARE CENTRE OR HOME CHILD CARE AGENCY IT OPERATES WHICH SHALL INCLUDE,

(A.2) A COPY OF THE LICENSEE’S POLICIES AND PROCEDURES REQUIRED UNDER SECTION 45.1 REGARDING HOW PARENTS’ ISSUES AND CONCERNS WILL BE ADDRESSED;

INTENT  
  
THIS PROVISION IS INTENDED TO PROVIDE LICENSEES AND PARENTS WITH A CLEAR AND TRANSPARENT PROCEDURE TO FOLLOW WHEN A PARENT HAS BROUGHT FORWARD AN ISSUE OR CONCERN THEY WISH TO HAVE ADDRESSED BY THE LICENSEE.