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Description automatically generated(T) 905-721-0071

[waterview@bellnet.ca](mailto:waterview@bellnet.ca)

1324 Oxford St, Oshawa, ON L1J 3W6

**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 not-for-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.

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**

Infant-preschool

6:00am to 6:00 pm, Monday – Friday

Before & after program (4 - 13 years)

Monday – Friday

6:00am-8:55am

3:25 pm-6:00pm

Pd days and summer – 6:00-6:00

**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 regular basis.

**Ages of children**

Infants – 6 weeks to 18 months

Toddler 18 months – 2 ½ years

Preschool 30 months – 5 years

Before & after program – 4-13

**Enrolling your child**

Approximately 1 week before your child starts visits are booked. The visits give 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 recommends 2 visits; however, we understand sometimes time is an issue and this is only a recommendation.

**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 development 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 curiosity 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?”

|  |  |  |
| --- | --- | --- |
| **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 programs 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.

Before & after school program: on regular school days an hour of outdoor play time will be implemented in the afternoon. On any non-instructional days, i.e. (pa days /march break) the children will go outside for 2 hours a day.

We will provide both planned and spontaneous activities during this time.

Please ensure your child is dressed appropriately for the season.

**Activities off the premises**

Waterview child care before and after school program may leave the premises for neighbourhood walks.

**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 a spf of 30 or higher
* A wide brimmed hat that will protect your child’s face, neck, ears or cheeks
* Sunglasses - non-breakable
* **Before & after only**-water bottle labelled with your child’s name on it

**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 responsible to supply 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.

**Before & after program** **only**- snacks are prepared in accordance with Canada’s food guide. They are rotated every 4 weeks and changed semi annually. A snack will be provided in the morning and afternoon. On pa days or any non-scheduled school days that the children are enrolled for a full day the parents will be required to provide a lunch for their child. Parents may be required to provide substitutes. Parents are encouraged to follow the guidelines of Canada’s food guide when packing their child’s lunch.

**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 be counted 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.

**Before & After program only**

supervision of children during bathroom routines:

* All children will be supervised during washroom breaks. Children will not be allowed to walk the halls on their own.

**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 & withdrawal**

A waitlist is established for parents requiring care for their children. Three factors determine the order in which children will be offered 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 withdrawal; 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.

Privacy and Confidentiality

The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list.

Only the child’s position on the waiting list will be provided to parents

**To secure a spot**

* 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 withdrawal; 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.**

* The before & after program **does not** require your child’s immunization record as the school’s office obtains one upon registration.

**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 required to be paid bi-weekly on the Monday and cover 2 weeks in advance. Fees are to be paid either by cheque or email transfer.

No cash will be accepted

if you are paying by e transfer the email address is; [chenson@bellnet.ca](mailto:chenson@bellnet.ca)

We are set up for auto deposit, no password is required.

**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 separately at the end of each month. If a parent is consistently 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 children’s 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

L1N 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 scheduled 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. If this day is recognized as a day off in lieu of Christmas, 30 days notice will be given to parents.
* 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 policy**

After your child has been enrolled for 1 year, they will be allotted a 30% discount on the number 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 vomiting
* 2 cases of watery bowel movements or 2 cases of vomiting
* Any other signs of ill health that staff feel 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.an ambulance fee may be charged to parents.

**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 prescription medication must be accompanied with a doctor’s note.

**Fevers**

If a child’s temperature 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 guardian 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 St. Philip the Apostle Catholic Church located at 1314 Oxford St. Oshawa. L1J 3W6

**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
* Children will not be released to anyone under the age of 18
* 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 137/15 must 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.**

**Program Statement**

**OUR MISSION**

**The mission of Waterview is to provide the highest standard of child care in which individual children’s needs will be nurtured through building their confidence and self-esteem.**

**Children are competent, capable, curious and rich in potential. We, along with the children, families and community partners strive to create an enriched program where children, parents and educators are learning together.**

**The program statement is consistent with the Minister’s policy statement on programming and pedagogy issued under subsection 55 (3). At Waterview we support the children to achieve the following goals and meet the expectations for programs building on the four foundations for healthy growth and development.**

|  |  |  |
| --- | --- | --- |
| **FOUNDATIONS** | **GOALS FOR CHILDREN** | **EXPECTATIONS FOR PROGRAM** |
| **BELONGING** | **Every child has a sense of belonging when he/she is connected to others and contributes to his or her world** | **Encourage respectful relationships and connections to create a sense of belonging between children, adults and the world around them.** |
| **WELL-BEING** | **Every child is developing a sense of self, health and well-being** | **Nurture children’s development and support their growing curiosity about themselves.** |
| **ENGAGEMENT** | **Every child is an active and engaged learner who uses their senses to explore the world around them** | **Provide environments and experiences to involve children in active, creative and meaningful learning and exploring.** |
| **EXPRESSION** | **Every child is capable to communicate and express him or herself in many different ways** | **Foster communication and expression in all forms.** |

**Waterview has incorporated the Early Learning for Every Child Today (ELECT) principles along with the Ontario Pedagogy for Early Learning to provide high quality programs and experiences that promote the health, safety, nutrition and well-being of all children.**

**Working as a team, the staff will plan for and create positive early learning environments that:**

1. **To promote nutrition, health, safety and well-being of the children:**

* Menus are based on Canada’s Food Guide and a copy is provided to each parent. If a child is allergic to a food item or has a restriction to certain foods, we work with the parents to alter the meal so the child is able to eat it. If no changes can be made to the meal the parent can bring in a substitute for the child.
* All allergies and restrictions are taken seriously and will be documented and posted for all staff to be aware of. Ingredients are checked on all purchased food items.
* Photographs and names of all staff are posted
* Well organized environments with lots of materials that are accessible to the children
* A process of staff signing every child in and out of the program to ensure safe supervision
* All staff verbally relay numbers to each other
* Children and educators frequently washing their hands to avoid the spread of germs and promote healthy hygiene
* Water is always available to the children throughout the day
* At meal times educators sit with the children and there is always lots of communication going on
* Children serve themselves and are encouraged but not forced to try new foods
* Lots of opportunities for gross motor play both indoors and outdoors.
* Positive language and praise given to the children to acknowledge accomplishment and effort
* The centre is kept clean throughout the day, following sanitary practices set out for each room. It is professionally cleaned at night.
* A security system is installed at the front door and visitors are required to sign in and out
* Based on current research there is no television, computer or screen time. Teachers will assist children in looking things up on the I Pad for educational purposes and expand on their play
* All educators follow the health and safety guidelines set out by the Ministry of Education and the Durham Region Health Department
* Opportunities for rest and a balance of active and reflective play will be implemented to support positive, healthy interactions and development

1. **To support positive and supportive interactions among children, parents, child care providers and staff:**

* During the enrollment process, the supervisor or designate will give you and your child a tour of the centre. Your child will be introduced to their teachers and visit dates are offered for your child to come and spend a couple of hours getting to know the teachers and peers before they start
* Our Parent Handbook provides the operational details of our program, including policies and procedures and what to expect when you enroll your child
* Educators greet and welcome you and your child upon arrival at the program
* Teachers use calm voices and bend to the children’s level when interacting with the children
* Communication with parents is a very high priority at Waterview. Parents and educators talking together sharing information and knowledge about each child. Educators create portfolios for each child which include the Look See screening tool and specific developmental goals to work on for each child
* Learning stories are posted throughout the centre for the children to share with their parents.
* Every year Waterview holds a parent appreciation pizza day. This is a way of letting the parents know how much we appreciate them, gives the parents an opportunity to mingle with other parents and is a great time for the children.

1. **Encourage children to communicate in a positive way and support their ability to self-regulate:**

* Positive interactions are encouraged and supported by the development of enriched environments where all children belong. Educators are reflective practitioners whose knowledge and understanding of individual children and child development supports positive behaviours. To focus on the positive is part of our approach.
* In order to focus on the positive, educators must ask themselves;
* How do I engage with children that focus on their strengths instead of what they are doing “wrong”?
* How do we work together (child and educator) to learn together
* How do I view play as a way for children to be inquisitive and express themselves
* Am I having fun? Am I interested and engaged in what I’m doing?

**Supporting Children to Manage their Behaviour**

Children benefit from a positive approach. Educators will focus on helping the children understand their feelings and emotions and provide support to help children regulate their 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.

1. **Foster the children’s exploration, play and inquiry:**

Throughout the centre, you will see:

Many different ways for children to communicate their thoughts, feelings, and ideas including:

1. Painting, drawing, creating with clay or playdough and other art, sensory and creative materials
2. Telling or drawing stories
3. Singing, dancing
4. Talking with teachers
5. Talking with peers
6. Building with blocks and other materials
7. Conducting experiments
8. Solving problems
9. **Provide child initiated and adult-supported experiences:**

* Weekly program plans are posted with a variety of teacher planned activities added through the week as the children expand on ideas or move entirely in a new direction
* Transition times are limited so children aren’t waiting for turns or in line ups.
* Sometimes the children will take the lead in planning the activity and sometimes the educator builds on observations made to develop and implement activities that encourage each child to develop on his or her abilities.

1. **Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported:**

* Children are actively engaged in activities, usually in small groups.
* Children and educators are laughing, playing and learning together.
* Educators use observations and documentation about children to build on experiences.
* Teachers discuss the documentation with the children
* Educators focus on learning through play when encouraging and supporting questions, answers and problem solving with the children.

1. **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 childcare:**

* All classrooms have well stocked shelves and creative materials available to the children.
* Time is allotted for rest and individual quiet activities. Quiet, comfortable space is available for reading and relaxing.
* The infants are on various schedules depending on the child’s individual needs.
* Children will take the lead during play or will sometimes be the quiet observer.
* The educators and children learn from each other.
* Teachers encourage the children to explore nature and the environment around them.
* Quiet activities are provided to children who do not require rest time.

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

* Opportunities are provided for educators and parents to communicate without ignoring the needs of the child.
* For infants and toddlers and junior preschool, daily information sheets are completed by educators for the parents.
* Portfolios are created for each child; developmental goals are made based on the results of the LookSee Screening Tool. Parents are encouraged to read and sign off on goals.
* If a child has an accident, an accident report is completed and a copy is provided to parents.
* Notices are posted for parents about upcoming events. Monthly calendars are circulated to all parents to share information about all programs.
* Waterview’s email address is given to all parents so they can communicate any questions or concerns.

**Parent Involvement**

* Educators always welcome feedback and on-going communication with families. Parents are encouraged to participate, sharing stories, ideas etc. with the educators as we work together in supporting the development of healthy, and happy, capable and competent children.
* An “open door” policy welcomes parents to drop off and pick up their children at times that work best for their family within the hours of operation.
* Informal discussions happen daily. Parent/ Teacher interviews will be arranged at parent request
* Documentation is posted of activities, interactions and engagement
* Parents are encouraged to share resources and materials on the parent sharing board
* Parent appreciation barbecue occurs annually. This gives the parents an opportunity to interact with each other and socialize with their child’s peers.
* Waterview is always open to suggestions. The suggestion box is located in the front hall.

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

* Parents are welcome at any time
* We work with our community partners as a resource and support to families, children and educators

1. **Support continuous professional learning with staff that interacts with children.**

* Educators are encouraged to attend professional development.
* Registered Early Childhood Educators (RECE’s) are required by their membership to the College of Early Childhood Educators to commit to their own ongoing professional learning.
* Educators have scheduled planning time.
* Educators constantly share their ideas and information with each other when developing programs.
* Educators are encouraged to participate in learning opportunities through capacity building and Durham Region Child Care Forum.
* RECE’s are encouraged to participate in the College of Early Childhood Educators Continuous Professional Learning Program.

1. **Document and Review the experiences of the children and the educators in order to:**

* Provide an on-going record of development.
* Provide the tools to support the educators to reflect on the impact of their activities and strategies.
* Provide a record that is both visual and oral that enables the parents to review their child’s progression.
* Documentation is posted on the walls that tells and shows the parents what their child is doing throughout the day.
* Various methods of recording observations are used to note what the children are accomplishing.