



# **Community Resource Centre Childcare at James McQueen School Parent Handbook: JK/SK & School Age Children**

*At the Community Resource Centre Childcare Centers we view children and their parents as capable, competent and rich in potential. We are guided by the four foundations of the “How Does Learning Happen” document that focuses on Belonging, Engagement, a child’s Well-Being and Expression. Our vision is for all children, regardless of age, culture or developmental level to thrive within these four foundations.*

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## Program Statement

*This document is a living document and will be reviewed annually. All staff, parents, students, volunteers and community partners will be required to review and sign off on the program statement. All staff, students, volunteers, and community partners that regularly visit the childcare centre and interact with children are required to review and sign off on the policies and procedures annually before involvement with children in our childcare programs as required by the Child Care and Early Years Act, 2014.*

At the Community Resource Centre Childcare Centers we view children and their parents as capable, competent and rich in potential. We are guided by the four foundations of the “How Does Learning Happen” document that focuses on Belonging, Engagement, a child’s Well-Being and Expression. Our vision is for all children, regardless of age, culture or developmental level to thrive within these four foundations.

Our goal is to promote the health, safety, nutrition and well-being of the children.

We create a healthy, safe and engaging environment for children by following our policies and procedures with regards to health and safety, sanitary and hygiene practices, nutrition standards and supervision. Our environment and equipment is kept in good repair, clean and safe for the safety of children, families, staff and community partners. Our staff are qualified Registered Early Childhood Educators, trained teachers and support staff. We provide children with nutritious meals giving the opportunity for healthy body growth and well being by following the Canada Food Guide. Our family style dining provides opportunity for choices and self-help skills. Self expression and belonging is supported through both child and adult initiated conversations during snack and meal times. Monthly fire drills are conducted at each location and in each program to prepare children for organized evacuation of the building should a disaster occur.

Our goal is to support positive and responsive interactions among the children, parents, child care providers and staff as well as foster the engagement and ongoing communication with parents about the program and their children.

Positive interactions are the building block of successful relationships within our childcare environments. We encourage parent involvement with daily discussions and interactions at pick up and drop off times between parents and childcare staff as well as an open door policy in our childcare administration office. We encourage parents to engage in classroom projects and share parts of their home experiences and photo’s with their child’s class. Supporting documentation around the classroom highlights the child’s interactions within our programs and provides the parent an opportunity to bring the child’s daily experiences into the home environment. Positive relationships are developed and fostered through promoting problem solving skills, supporting and encouraging independence, positive role modeling encounters with social and verbal cues, positive redirection, open ended questions to

promote inquiry and deeper thinking all of which lead to opportunities for learning and growth. Maintaining a positive daily routine and offering opportunities for individual and group play contribute to positive, responsive relationships.

In a diverse community we may encounter language barriers between families and the childcare centre. We identify the needs of the family through discussion and relationships. We seek support from our community partners to break down the language barriers and engage the parents. Parents are asked to provide key words that can be used within the classroom setting to enhance the communication between the child and the teacher and the child and their peers.

It is our goal to promote friendly and constructive non-confrontational relationships between children, families and staff.

While still respecting the child's individuality in the case of behavioral concerns children are guided to promote self-discipline, ensure health and safety, and to respect the rights of the child and others. We use positive redirection in a consistent and caring manner as soon as possible after the behaviour has occurred. Redirection is used to assist the child in learning appropriate behaviours. Staff considers the developmental level of the child, match consequences with the behaviour and use natural and logical consequences when necessary. Redirection may include engaging the child in a different activity or area of the room and offering choices. Teachers/care givers will discuss with the child behaviours that are not acceptable and why they are not acceptable, and offer the child an alternative behaviour and redirect the child to more appropriate activities.

Our goal is to foster the children's exploration, play and inquiry while providing child-initiated and adult-supported experiences that help plan for and create positive learning environments and experiences in which each child's learning and development will be supported. We will incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care.

Our environments are rich with opportunity for children to engage in a variety of activities that are developed to engage children with their peers and teacher and reflect the interests of the children. Children's question, ideas and theories observed in play assist teachers in making decisions about possibilities for deeper exploration. A quiet area is available in the program to give children an opportunity to calm, have time alone, and to regulate their thoughts and emotions. Individual interest boxes are also used to help with a child's self regulation. Soft lighting, relaxing music, sensory activities and calming colours are some ways we create a relaxed environment for children. Teachers support the children's development of strong communication skills by role modeling, verbal support and social cues. Staff is trained in RIRO (Reaching In, Reaching Out; Raising Resilient Children) to provide them with an additional skill set to encourage positive interactions, communication and self regulation.

We consider our community a wonderful place to explore. Through walks and field trips we engage children in dialog and create a curiosity of the world around us. By observing children's play with others we are able to offer opportunities through our environment and from involvement of teachers, families, and visitors from our community. The teachers actively participate in child initiated experiences offering

opportunities to expand the children's thinking through open ended questions and making resources available. Our documentation offers a view of the learning to the parents so they can continue the exploration and curiosity inspired throughout the day into the home.

Consideration for the individual needs of the children is evident in all areas of our program. Indoor and outdoor play is part of our daily routine as children thrive in different environments. Our childcare centres provide a variety of materials and equipment both indoor and outdoors to support all development domains (cognitive, social, emotional, fine motor and gross motor). Our staff will work as a team to create a positive and inclusive environment for the children, including those on individualized plans. Staff will utilize strategies suggested by community partners as well as from their own trainings and experiences to help foster a welcoming environment that is supportive for all children in program.

Children gain self esteem as they develop a sense of their own abilities, risk taking, and problem solving as they explore and manipulate materials and equipment in ways that are meaningful to them. Music and movement is incorporated into individual and group times both indoor and outdoor. Our weekly preschool introduction to French (Bonjour Mes Amis) and Spanish includes music, literacy and creative projects. During rest-time our non-sleepers have quiet toys available for play on their beds while respecting the longer sleep time required by their peers.

Our goal is to involve local community partners and allow those partners to support the children, their families, and staff.

We work closely with many community partners. Some visit our programs and share experiences with our children and staff and others we venture out to visit such as local businesses. In the summer months the children have the opportunity to visit conservation areas through use of a community bus. The County of Wellington, Rotary, Meridian, and Shoppers Drug Mart appear to be silent but still have a positive impact on our programs. Occasional visits from community partners such as the fire department, police department, dental hygienist, veterinarians and health unit also enhance the children's development. The Community Resource Centre Family Outreach Services and The County of Wellington Childcare Services provide financial support and the Quality Child Care Initiative provides training and support for the childcare staff. A more detailed list of our community partners are listed below. We are licensed and regulated under the Ministry of Education.

Our goal is to support staff or others who interact with the children at the child care centre in relation to continuous professional learning.

Through group social events, trainings, open door policies and providing opportunities for planning with team teachers, the childcare environment supports positive relationships between staff. The childcare staff regularly attends professional development opportunities as individuals or groups during evenings and weekends when relevant topics and interests are available. All staff at the Community Resource Centre is required to have Standard First Aid and Infant and Child CPR and Health and Safety Training. It is standard for our Cook to hold a Food Handlers Certificate. Monthly staff meetings are a time for policy review, planning, reflective discussions, and trainings.

Our agency has engaged a pedagogical support teacher who offers additional support to our current programs and enhances the quality. We are still discovering the many ways this position benefits our childcare programs. This position supports opportunity for deeper thinking and reflection for staff by engaging them in conversations about programming, room set up, activities and interpretation. The pedagogical support is fluent in all programs and is often able to provide opportunities for staff to investigate the children's interest and work on documentation. We provide opportunities for staff to have team planning times and opportunities for discussion.

The Community Resource Centre Childcare has a zero tolerance policy that outlines the behaviours that are unhealthy and/or unsafe for children and staff.

In no case are the following methods of discipline acceptable.

- corporal punishment of the child
- physical restraint of the child, such as 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 himself, 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 or home child care premises 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 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, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will

*The Community Resource Centre Childcares has a policy in place for implementation, monitoring and reviewing the impact of our goals and approaches as outlined in this document.*

## Ages of Children

The Community Resource Centre Childcare at James McQueen Public School has facilities to accommodate JK/SK and School Age children 3.8 to 12 years of age at a ratio of 1 teacher to 13 JK/SK children and 1 teacher to 15 School Age children.

## Days and Hours of Operation

The childcare centre is open from 7:00 am to 6:00 pm, Monday to Friday.

The before school JK/SK and School Age programs are open 7:00am-8:50am.

The after school JK/SK and School Age programs are open 3:20-6:00pm.

Full day care is offered at our JD Hogarth location on PD Days, March Break, Christmas Break, and summer break 7:00am-6:00pm.

The childcare program is open 51 weeks of the year. It will be closed the week between Christmas and New Year's Day. Exact dates will be posted yearly. Parents will be charged for statutory holidays.

The childcare will be closed **New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday (August), Labor Day, Thanksgiving Day, Christmas Day and Boxing Day.**

## Programs

Before School and After School Care

Full day care - 5 hours or more

Half day care - 7am – 1pm (includes lunch)

Full-time - 5 days a week

Part-time - minimum two days a week but less than 5 days a week

If you would like to sign your child up for PD Day and March Break care, sign ups will be made available to parents prior to the specific dates.

Parent letters will be sent home in childcare mailboxes for summer break and September care. These forms must be filled out identifying your childcare needs in order to secure a space as current families receive priority and spaces are first come first serve. If a family does not require summer care but will require care the following September, a holding fee per child will be charged. This holding fee will be returned to families upon returning to the program in September.

## **Student and Volunteer Supervision**

The Community Resource Centre values and supports the safety and well-being of every child who attends our licensed childcare centres and is supervised by an adult at all times. No child is supervised by a person under 18 years of age. Volunteers, high school cooperative students, and college students are not considered part of staffing ratio in any scenario while working with the children in the centre. All volunteers, staff and students must undergo an orientation process and review of policies and procedures including the program statement before engaging with the children and yearly thereafter. A clear Criminal Sector Check with Vulnerable Sector is required.

## **Centre Closures**

In the event that the Upper Grand District School Board closes the school for reasons such as inclement weather or unforeseen circumstances, the before and after school JK/SK and School Age programs will close and families will not be reimbursed for care those days. In the event of bus cancellations, the JK/SK and School Age programs will operate as normal.

On these occasions, if you provided an email, please check for an email from the centre and please listen to the following radio stations for closure details;

***The Grand 101.1 FM, CJOY 1460 AM, Magic 106.1 FM***

## **Arrival and Departures**

Upon arrival, parents will need to help their child remove jackets and other outerwear and assist them in putting their indoor footwear on. All children must be brought directly into the childcare centre classroom and placed in the direct care of a teacher. Having a child dropped off at the door will **not be** permitted.

At departure time, inform the teacher directly that you are removing your child from the classroom. Children will not be released to anyone other than those listed on the pick up list included in the registration package. Parents are required to call the centre if the child will be absent for any reason. The Community Resource Centre Childcare at James McQueen operates independently of the Upper Grand District School Board. For this reason, if your child leaves school for any reason throughout the day and we are expecting them in our after school program, it is your responsibility to contact the childcare centre to inform us of the change to ensure your child's safety.

## **Arrival and Prompt Pick Up**

Programs close at 6:00pm. It is important that parents arrive prior to 6:00pm to gather their child's belongings and leave the program on time. It is recommended that parents make alternative arrangements for pick up of their child within regular operational hours of the childcare centre. If you are going to be late, please notify the centre immediately so your child can be informed. To provide

your child with consistency and to ensure child to teacher ratios, please bring your child to the centre for only the hours you have agreed upon and that has been listed on your Family Information form. Please inform the centre immediately if any changes are needed. In fairness to our teaching staff, a late pick up policy is in place. If you pick your child up late, you will be asked to sign a late pick up form. A late pick up fee of \$1.00 will be charged for every minute after 6:00pm closing.

### **Program Expectations**

Our before and after school programs provide an environment that offers a safe and positive experience to be shared by all children that supports their growth and well-being as an individual within a group setting. We have a child-initiated teacher guided approach that focuses on play-based learning and allows the child to take the lead and focus on his or her own interests. In a situation where a child becomes aggressive towards other children, staff, or property, the staff will intervene and will be required to call the parent to pick up the child.

The following behaviours are not tolerated;

- inappropriate language
- bullying
- intimidation
- discrimination
- disrespectful or aggressive behaviours
- running away from staff or the program area
- unwelcomed contact
- threats of serious injury or possession of weapons
- theft
- defiance towards authority
- Other instances deemed of concern

The Community Resource Centre Childcare at James McQueen has the right to withhold services if the rights and safety of others are at risk.

In the event of an accident leading to injury or a variation of any incidents listed above, the parent will be required to sign an Accident/Incident Report. A copy will be kept in the child's file at the childcare centre and a copy will be provided to the parent. These reports are used for monitoring and tracking behaviours.

### **Parental Involvement**

We believe in a working relationship with our families. As your child's parent or guardian, you know your child best. There are various ways to become involved in the childcare program such as sharing family traditions, special interests and talents or through advice and suggestions. If you would like to visit your child during their program please make arrangements with the supervisor.



### **Smoking**

Smoking is **not permitted at any time** in the childcare centre or on school property.

### **Suspected Intoxication**

If a parent arrives intoxicated to pick up their child, or the teacher suspects the parent to be under the influence of alcohol or drugs, the teacher will offer to call a cab for the parent to take the child home – **at the parent's expense**. If the parents should refuse this offer, the police will be called, given the car license plate number and informed of a suspected impaired driver.

### **Nutrition**

Our center is a **NUT FREE** zone. It is the parent's responsibility to make the staff aware of any food allergies or food sensitivities in writing. In the occasion that a child has special dietary needs such as allergies, sensitivities, and/or family preferences and that the centre is meeting the needs of the child, the family may be asked to provide alternative food items for their child. These items will be labeled with their child's name and must be nut free. Any food items brought in by parents to specifically meet the needs of their child will not be served to other children in the centre.

Snacks and meals will be provided within the recommendations of the Canada Food Guide. Weekly menus are posted on the parent information board as well as any daily menu changes. Due to potential life threatening allergies, no outside food or candy (gum) may be brought into the centre.

Although we provide a snack before your child goes off to school, it is not intended as your child's breakfast. Please be advised that our morning snack routine ends at 8:15am so children can prepare for their school day by cleaning their space and gathering their belongings.

### **Medication**

**Prescription medication** can be administered to your child when received in a pharmacy-dispensed container with the **child's name, name of the drug, dosage, doctor's name, date of purchase, instructions for storage, and administration instructions**. Parents are required to give written permission including the dosage and times to be administered by completing a form that will be provided by childcare staff and require a parent signature. Medication should **not be left in a child's cubby**.

### **Health and Wellness of the Child**

Upon arrival to the childcare centre, staff will do a wellness check for each child which may include a visual assessment and discussion with the parent and child. Each child must be immunized as recommended by the Wellington-Dufferin-Guelph Health Unit. Although some illness is inevitable in groups, we try to minimize the occurrence by practicing good hygiene (staff and children) by frequent hand washing, disinfecting toys and frequently touched surfaces and separating children who are ill.

Your child cannot attend child care with any of the following.

- diarrhea, vomiting
- eye infections, rashes or sores (doctor's note required)
- a sickness that prevents the child from participating in all aspects of the program
- Head lice until after treatment and all the nits are removed.

You must keep your child home for 24 hours after the symptoms of diarrhea, vomiting or starting a new medication. On occasion, if a number of children/teachers are experiencing diarrhea or vomiting, all parties will be required to stay home for 48 hours.

There may be times when your child may come to our program after school showing symptoms as outlined above. In such cases we will call the parent to come pick up the child. If it is close to your regular pick up time, staff may wait to inform you at your arrival. However, the above procedure will still be followed (24 hour exclusion from program).

### **Financial Policy**

1. Fees are determined by the Community Resource Centre Childcare. Families will be invoiced in advance, monthly. These fees are due by the 15<sup>th</sup> of each month through Pre-Approved Payment (PAP) withdrawal only. You must provide the childcare centre with a signed PAP form accompanied by your banking information before your children starts in the program.
2. A late payment fee of 4 ¾% will be added to the outstanding invoice amount if the fees are not received by the last day of each month.
3. If payment is not made within 30 calendar days, from the date of invoice, this may result in you losing your child care space and the space will be allotted to the 1<sup>st</sup> child on the waiting list.
4. An administration fee of \$25.00 will be charged on any payment returned NSF. Once the Community Resource Centre has received one NSF payment, families are then at risk of losing their childcare space at any additional NSF payments thereafter.
5. Your paid invoices will serve as receipts for income tax purposes. Please keep them for your files. Additional account statements are only available by written request.
6. Two week's written notice is required to make any changes to your child's schedule.
7. Two weeks' **written notice** is required prior to withdrawal from our program. If two weeks' notice is not received, you will be invoiced for the full amount of two weeks' fees.
8. **Fees are not refundable** in cases of illness, statutory holidays, absenteeism, suspension or centre's closure due to incidents beyond our control.
9. In order to secure your child's space in September, a \$50.00 holding fee per child is required. If your child returns in September, the holding fee will be credited towards your September billing. If your child does not return to the program in September, your holding fee will be non-refundable. If your child attends full time over the summer, a \$50.00 holding fee will not be required.

10. **Fees will be paid by automatic withdrawal from you account.** You will receive an invoice stating what the child care fees are for the month. On the 15<sup>th</sup> day of each month the fees will be withdrawn. Any adjustments to the fees of the current month will need to be in written form and submitted to the office by the 10<sup>th</sup> of the month. Any adjustments requested after the 10<sup>th</sup> will be made with the following month's payment.

### **Admission and Discharge Policy**

A deposit equal to one month's fees, or \$200.00 per child and a non-refundable registration fee of \$25.00 per child is required upon admission. If space is not available immediately on the days you require, you may be placed on our waiting list. All new enrolment is accepted on a first come first serve basis.

When proper notice of discharge is received, the deposit will be applied to the last month's fees.

### **Waiting List**

It is the Community Resource Centre Childcare's obligation to accommodate families while still meeting our financial commitments. On occasion when space is not immediately available, a wait list is in place for families.. The following factors are considered when placing children on the wait list into the program on a first come, first serve basis;

1. full time permanent requests for current clients
2. Full time permanent requests for new clients
3. Part time permanent requests for current clients
4. Part time requests for new clients
5. Age of the child and duration of care needed

### **Information Changes**

Parents are required to notify the centre immediately, in writing, of any changes to the centre's recorded information such as **address, telephone number, cell phone number, place of employment, emergency contact phone numbers, time of pick up etc.** Our records need to be kept up to date at all times. Files will be reviewed and signed off annually at the time of licensing.

### **Parking**

Our parking area can be a busy place. Please do not leave children unattended in your car. Park in designated areas and turn your car engine off when you are not in the car.

### **Designated Shelter**

In the event of an emergency, we will re-locate our centre to Melville United Church at 300 St. Andrew's St. W., Fergus Ont. (Downtown)

### **Outdoor Play**

We have scheduled outdoor play on a daily basis. This may include time in our playgrounds, community walks or field trips. Children should be dressed in clothing that is appropriate for physical activity, the weather, and the season. The children are required to wear shoes at all times. We require separate shoes for both indoor activities and outdoor activities. For safety reasons, please do not send scarves, clothing with long strings, or flip flops for your children. Any extra change of clothes is advised. Labeling your children's belongings will help with identification and reduce losses. Due to staff ratio requirements, children may not stay indoors while their group is outside. Children who are not able to participate fully in the program, including outdoor play, should remain at home.

### **Activities off the Premises**

On a regular basis, the children may be taken off the premises as part of the childcare program for the purpose of neighbourhood walks, picnics and other various activities. Permission for these activities is apart of the registration package.

If a trip includes visiting another community site, a separate permission form will be required to be signed by the parent prior to the trip.

### **Fee Schedule**

Community Resource Centre Childcare Fee's;

<b>Program</b>	<b>Rate</b>
Full Day Program - JK/SK	\$38.00
Full Day Program - School Age	\$37.00
Before School – JK/SK	\$12.00
After School – JK/SK	\$16.00
Before School – School Age (6 to 12 yrs.)	\$12.00
After School – School Age (6 to 12 yrs.)	\$14.00

Please note that our James McQueen and St. Joseph's locations only run before and after school programs. All families are welcome to utilize our JD Hogarth location for PD Days and all other breaks.

## **Emergency Management Policy and Procedures**

The Community Resource Centre Childcare has an Emergency Management Policy and Procedures in place to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved. The full policies and procedures are available to you for your viewing upon request.

In the event of an emergency situation parents will be notified as soon as possible by the Childcare Supervisor, Designate and childcare staff. Information will be shared verbally, in written form and/or posted notification that best suits the situation. Information shared will provide parents with information on the emergency situation, evacuation details (if applicable) and how normal operations will resume if necessary.

## **Parent Issues and Concerns Policy and Procedures**

Name of Child Care Centre: Community Resource Centre Childcare at JD Hogarth School

Date Policy and Procedures Established: August 15, 2017

Date Policy and Procedures Updated: August 15, 2017

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### **Definitions**

*Licensee:* The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

*Staff:* Individual employed by the licensee (e.g. program room staff).

### **Policy**

#### **General**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Community Resource Centre 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.

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.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, 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**

Our centre 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, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

### **Concerns about the Suspected Abuse or Neglect of a child**

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 concerns that a child is being abused or neglected, the parent will be 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*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/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:
<p><b>Program Room-Related</b></p> <p>E.g: 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 childcare supervisor, site supervisor or designate.</p>	<p>The Community Resource Centre believes it is in the best interest of all parties to address issues as they occur. In cases where this is not possible the Community Resource Centre will arrange for a meeting with the parent/guardian within two business days.</p> <p>When an issue or concern has been expressed childcare staff and/or supervisors will:</p> <p>Document the issues/concerns in detail.</p>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to the childcare supervisor, site supervisor or designate.</p>	<p>Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to the individual directly or the childcare supervisor, site supervisor or designate</p> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the 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 two business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to the staff responsible for supervising the volunteer or student or the childcare supervisor, site supervisor or designate.</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 supervisor as soon as parents/guardians become aware of the situation.</p>	<p>The childcare supervisor and/or staffing team will provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

**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 Executive Director..

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.

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:**

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Wellington Dufferin Guelph Public Health 519-822-2715

County of Wellington Early Years Division 519-837-3620

Family and Children’s Services of Guelph and Wellington County 1-800-265-8300

College of Early Childhood Educators 1-888-961-8558

Ministry of Labour 1-877-202-0008

*Thank you for entrusting your children to the care of the Community Resource Centre Childcare at James McQueen. For the most current copy of our parent handbook, please visit our website [www.communityresourcecentre.org](http://www.communityresourcecentre.org).*