



## **Community Resource Centre Childcare at JD Hogarth School Parent Handbook: Kindergarten & 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 blocks 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 photos with their child’s class. Supporting documentation around the classroom and posted on ClassDojo 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.***

Our centre plans for and creates 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 childcare.

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 while also reflecting the interests of the children. Children's questions, 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. The teachers actively participate and observe 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. Our childcare centres provide a variety of materials and equipment both indoors and outdoors to support all development domains (cognitive, social, emotional, fine motor and gross motor). 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 also incorporated into individual and group times both indoors and outdoors as well as activities which provide creative expression.

***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 while 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. We are licensed and regulated under the Ministry of Education and work closely alongside the County of Wellington Early Years Division.

***Our goal is to support staff 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 with Infant and Child CPR as well as 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 goal is to document and review the goals and approaches outlined in our program statement.***

We work together with staff and families to review and document the impact of our program statement through regular staff meetings, parent surveys, frequent program open houses, an office open door policy, and annual staff appraisals. We encourage all families and staff to engage in workshops offered

through the Community Resource Centre that touch on a variety of child development, parenting strategies and the importance of program documentation.

***The Community Resource Centre Childcare has a Behavior Management 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

### **Ages of Children**

The Community Resource Centre Childcare at JD Hogarth Public School has facilities to accommodate Kindergarten and School Age children 3.8 to 12 years of age at a ratio of 1 teacher to 13 Kindergarten 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 Kindergarten and School Age programs are open 7:00am-8:50am.

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

Full day care is offered at our JD Hogarth location on a sign-up basis on PD Days, March Break, Christmas Break, and Summer during the hours of 7:00am-6:00pm.

The childcare program is open 52 weeks of the year. 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-time - 5 days a week

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

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 centre. 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 Kindergarten and School Age programs will close. In the event of bus cancellations, the Kindergarten and School Age programs will operate as normal.

On these occasions, please listen to the following radio stations for closure details while also monitoring emails and/or ClassDojo;

***Magic 106.1 FM, CJOY 1460 AM, The Grand 101.1 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 pickup 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 JD Hogarth operates independently of the Upper Grand District School Board. For this reason, if your child leaves school for any reason through 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.

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. 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 our 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. 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 JD Hogarth 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.

### **Smoking and Vaping**

Smoking and vaping 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.

Should a child require an epi-pen for their anaphylaxis allergy, they will be required to work alongside our agency to complete an anaphylaxis plan during the registration process (or as needed) that will comply with our anaphylaxis policy.

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, we ensure to abide by the following set of rules:

#### *Rules when bringing food into the childcare centre:*

- All food items being brought into the centre must be nut free.
- All food items being brought into the centre must be approved prior by a supervisor (ex. treat day, birthday treat, etc.)
- If children are bringing a packed lunch for the full day school age program, parents will be reminded of these rules and how they align with the schools as well.
- Should a food item be brought in that does contain nuts, a staff will ensure that it is packaged and sent directly home. The child will **not** be able to have it. If needed, alternatives would be provided at that time.



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 or backpack.**

### **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 or previously decided. 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 4.75% 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 next eligible 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 early in the calendar year.
6. Two week's written notice is required to make any changes to your child's schedule.
7. **Fees are not refundable** in cases of illness, statutory holidays, absenteeism, suspension or centre's closure due to incidents beyond our control.
8. 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.
9. **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.

When proper notice of discharge is received, the deposit will be applied to the last month's fees and/or a cheque prepared with any outstanding 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 waitlist 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;

- Full time permanent requests for current clients
- Full time permanent requests for new clients
- Part time permanent requests for current clients

- Part time requests for new clients
- Age of the child and duration of care needed

Parents are welcome to call the childcare centre and speak to the Supervisor or Assistant Supervisor to discuss their standing on the waitlist.

### **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 locate our centre to the Faith Evangelical Lutheran Church at 290 Belsyde Ave., Fergus Ont. (beside the childcare centre)

In the event that the neighborhood needs to be evacuated, our emergency shelter will be located at the Melville United Church at 300 St. Andrew’s St. W., Fergus Ont. (Downtown)

### **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>	<b>Rate as of Feb 2022</b>
Full Day Program - JK/SK	\$39.90	\$40.70
Full Day Program - School Age	\$38.85	\$39.63
Before School – JK/SK	\$12.60	\$12.85
After School – JK/SK	\$16.75	\$17.09
Before School – School Age (6 to 12 yrs.)	\$12.60	\$12.85
After School – School Age (6 to 12 yrs.)	\$14.70	\$14.99

*Please note that our James McQueen, Elora 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 Procedure 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/or 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, evacuation details (if applicable) and how normal operations will resume if necessary.

### **Designated Shelter**

In the event of an emergency, we will locate our centre to the Faith Evangelical Lutheran Church at 290 Belsyde Ave., Fergus Ont. (beside the childcare centre)

In the event that the neighborhood needs to be evacuated, our emergency shelter will be located at the Melville United Church at 300 St. Andrew's St. W., Fergus Ont. (Downtown)

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

#### ***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 all 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 JD Hogarth. For the most current copy of our parent handbook, please visit our website [www.communityresourcencentre.org](http://www.communityresourcencentre.org).*