



WATERBRIDGE SCHOOL AGE PROGRAM

PARENT HANDBOOK

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OCTOBER 2017

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Parent Handbook

Established in 1944, Canadian Mothercraft of Ottawa-Carleton (Mothercraft Ottawa) is a well-respected family service and early learning centre in the Ottawa community. Our mission is to enhance the well-being of families through responsive, quality services. We achieve this by responding to the needs and concerns of families in the Ottawa community with the development of innovative programs and support services. Our current offerings include a variety of licensed child care services, such as the Waterbridge School Age Program, an Early Years Centre, prenatal and parent education courses, infant and child CPR instruction and our creative Birth and Parent Companion Program.

Our qualified Early Childhood Educators help ensure quality care and programming for the children.

Mothercraft Ottawa is a non-profit, charitable organization, operating under the direction of an elected, volunteer Board of Directors. Members of the Board include parents with current or previous experience in using Mothercraft services; parents and non-parents; and professionals from the community.

Mothercraft Ottawa provides this handbook to all current families as well as any parent considering enrolment. It is available on the Mothercraft Ottawa website. Any revisions to the handbook will be sent to families electronically with hard copies available on request.

1. Licensing: Standards, legislation and inspections

In Ontario, anyone who cares for six or more unrelated children under the age of 10 must be licensed by the Ministry of Education. This includes home-based child care and centre-based child care.

Licensed child care programs must meet and maintain specific provincial standards set out in the *Child Care and Early Years Act, 2014 (CCEYA)*. These standards provide for the health, safety and developmental needs of the children.

At least once a year, staff of the Ministry of Education make unannounced inspections of all licensed child care programs to:

- make sure that provincial standards are being met
- issue and renew licenses
- investigate complaints
- monitor operators who are having difficulty meeting licensing standards.

Licensing reports for all home-based and centre based licensed child care programs are available on the [licensed child care finder](#).

Please refer to the Ministry of Education website for detailed licensing information: <http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/CCEYALicensingStandards/index.htm>

2. Philosophy

The goal of Mothercraft Ottawa is to provide quality care for children in an early learning environment. This care is a shared responsibility between Parents and the Agency. Our Programs promote and enhance all components of the child's development and we believe that it is the right of all children to have the opportunity to develop in a safe, secure and nurturing environment.

3. Program Statement

Mothercraft Ottawa (Mothercraft), believes that all children are competent, capable, curious, and rich in potential. In alignment with the Minister of Education's Policy Statement on Programming and Pedagogy, Mothercraft Programs are guided by "How Does Learning Happen", Ontario's Pedagogy for the Early Years, and by "Early Learning for Every Child Today: A Framework for Ontario Early Childhood Settings (ELECT)". This program statement will describe the goals that guide the Mothercraft Waterbridge Program staff and will illustrate some approaches the staff practice in order to meet a high quality standard of child care and early years programming and pedagogy to support the children's learning and development.

"How Does Learning Happen" is based on four key foundations:

- **Belonging:** a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.
- **Well-being:** the importance of physical and mental health and wellness incorporating capacities such as self-care, sense of self, and self-regulation.
- **Engagement:** which suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking and innovating which are essential for learning and success in school and beyond.
- **Expression or communication (to be heard as well as to listen):** takes many different forms. Their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language rich environments support growing communication skills which are foundation for literacy.

3. Program Statement (Cont'd)

Program Goals	Approaches
<p>To promote the health, safety, nutrition and well-being of the children.</p>	<p>Health and safety workplace inspections are part of the monthly routine at Waterbridge.</p> <p>The meatless inspired menu meet expectations set out in the Canada Food Guide and have been reviewed by a dietician. The cook takes advantage of the change in seasons to create seasonal inspired menus.</p> <p>In partnership with a child's parent/guardian, Individual Treatment Plans are developed for children who have life threatening food allergies. Food allergy and food restriction posters are visible for all staff, students, and volunteers to review and follow.</p>
<p>To support positive and responsive interactions among the children, parents, child care providers and staff.</p>	<p>Staff consistently model positive social interactions in an empathetic and supportive manner. The program's early childhood educators are knowledgeable in early childhood development and best practices. The educators willingly share their knowledge in order to help support children and their parents navigate the social, emotional, physical, language, and cognitive development continuum. The educators are reflective practitioners and believe that collaboration enhances relationships.</p>
<p>To encourage the children to interact and communicate in a positive way and support their ability to self-regulate.</p>	<p>The educators recognize that children use their bodies, words, senses, and environment to develop capacities for increasingly complex communication. Freedom to express a multitude of emotions in a safe and secure environment allows children the opportunity to practice appropriate responses for their emotions. As the children learn about themselves and the world around them, the educator's model and support evolving communication development through self-regulation and collaborative problem solving activities.</p>
<p>To foster the children's exploration, play and inquiry.</p>	<p>The educators facilitate the children's play and skill building by setting up a developmentally appropriate environment which is based on the current interests of the children, their families, and of the educators. Through continual observation of the children interacting within the environment, and along with on-going reflective practices, the educators make intentional changes to the environment. These intentional environmental changes promote never-ending experiences of exploration, inquiry, skill development, and learning through play.</p>

3. Program Statement (Cont'd)

Program Goals	Approaches
To provide child-initiated and adult-supported experiences.	<p>On-going communication with the children in our care allows the educator to get a true sense of what the children would like to do with their time in the program. By simply asking the children about what toys/equipment/materials they would like to have access to, the educators are able to facilitate the gathering of those items and support the play that evolves from them.</p> <p>Observation is a key tool the educators use in order to help identify what emerging interests could be imminent for an exploring and inquiring child. The educators have access to extensive resources which allows for 'in the moment' and 'responsive' program implementation.</p>
To plan for and create positive learning environments and experiences in which each child's learning and development will be supported.	The educators develop play-based program plans which are initiated from anecdotal and/or formal observations of the children. The environment is set up to be supportive and responsive to each child's individual journey along the social, emotional, cognitive, and physical developmental continuum.
To 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.	<p>The daily schedules offer a balance of active and quiet play opportunities for both indoor and outdoor environments. On inclement weather days, the children and educators make use of the Farley Mowat Public School gymnasium for gross motor activities.</p> <p>The preschooler children have a daily rest period which allows for a nap and/or a quiet individual down time.</p> <p>The educators set up the environment with a variety of different types of play areas (e.g. active/quiet) and the children are encouraged to choose areas of the environment that fits best with how they are feeling in that moment.</p>
To foster the engagement of and ongoing communication with parents about the program and their children.	The staff believe that each family is unique and establishing strong partnerships with them enhances our ability to meet the needs of the children in our care. Staff welcome families into our environments and value their perspective. Communication is an integral part of each day. Sharing information through posted program plans, message boards, learning stories, email, and daily conversations supports this essential partnership between families and the staff.

3. Program Statement (Cont'd)

Program Goals	Approaches
To involve local community partners and allow those partners to support the children, their families and staff.	Staff actively seeks out and supports collaboration with community partners for the benefit of all children, families, and team members. Some of our partners include Farley Mowat Public School and OCDSB staff, Children’s Integration Support Services, Algonquin College, The City of Ottawa, Service Coordination, and The Children’s Aid Society.
To support staff, or others who interact with the children at Mothercraft Waterbridge in relation to continuous professional learning.	Continuous professional learning is an integral part of Mothercraft Ottawa’s commitment to children and families. We seek out, encourage and support all of our staff to engage in opportunities as they arise.
To document and review the impact of the approaches set out in the program goals on the children and their families.	This program statement is a living, breathing document that will continue to evolve with the program as our learning and understanding expands, our processes are adapted, and our families, educators, and children change. The Mothercraft team will continue to contribute to the development of this statement. Mothercraft will support all employees, students, and volunteers with the implementation of this statement through on-going discussion and reflection opportunities during their career and/or placement with Mothercraft. All program staff, students, and volunteers will review the statement annually and as changes arise.

Studies show that children who attend high-quality early childhood programs where they experience warm, supportive relationships are happier, less anxious, and more motivated to learn than children who do not. (Shaker, 2013)

This program statement is a guide intended to support the Mothercraft Waterbridge staff in its journey to providing a high quality standard in the early childhood education experiences the children and their families in our care have come to rely on.

4. **Board Composition**

Our Board is a team of volunteer directors and the Past-President, who is an ex-officio, non-voting member. They are responsible for providing direction to the organization and are accountable for all affairs of the organization. The Executive Director is the staff person hired by and directly accountable to the Board.

We believe a diverse mix of skills, experience and interests strengthens the Board and benefits Mothercraft Ottawa. To that end, we seek to recruit board members from a range of disciplines and experience.

For more information on our Board of Directors and any volunteer opportunities, please see our website.

5. **Hours of Service/Holidays**

Mothercraft Ottawa, Waterbridge School Age Program is open year round from 7:00 a.m. to 5:45 p.m., Monday to Friday with the exception of the following statutory holidays:

New Year's Day	Family Day	Good Friday
Easter Monday	Victoria Day	Canada Day
Civic Holiday	Labour Day	Thanksgiving
Christmas Day	Boxing Day	

When Christmas Eve and New Year's Eve fall on a working day, the program closes at 3:00pm.

6. **Waiting List Policy**

Mothercraft Ottawa's Home Child Care and Centre based programs work with the **City of Ottawa Child Care Registry and Waitlist (CCRAW)**.

Families looking to register a child in a Mothercraft Ottawa child care program must register on the CCRAW. Each of Mothercraft Ottawa's child care programs manages its own waiting list. Families can search for us using the following program titles:

Mothercraft Ottawa – Daycare Evered

Mothercraft Ottawa – Part time/Casual

Mothercraft Ottawa – Home Child Care

Canadian Mothercraft of Ottawa Carleton – Elmdale Kindergarten and School Age Program (subsidy only)

Mothercraft Ottawa – Waterbridge Program (for preschool and subsidy)

6. **Waiting List Policy (Cont'd)**

To register for the Elmdale and Waterbridge Before and After School Program please contact the program office for an application form

elmdale@mothercraft.com or waterbridge@mothercraft.com

We do have some priorities that we consider when inviting new families to join us. In order of priority:

- meet the needs of the children currently enrolled;
- children of Mothercraft Ottawa Staff
- siblings of children currently enrolled;
- children of staff at our partner schools;
- Mothercraft service users

Children registered on CCRAW will be offered a space based in order of application date wherever possible. Other factors the programs must consider for enrolment are the needs of the child, program capacity, and the age of the child.

Families inquiring about their position on the CCRAW can contact the specific Mothercraft program for details. In order to maintain the privacy of the registrants, access to the CCRAW is limited to administrators.

7. **Registration**

Wherever possible parents will complete all forms required by the *Child Care and Early Years Act, 2014 (CCEYA)* (included in your registration package) two weeks prior to the child's first day in the program. These forms will be kept in the child's file. It is important that the parents keep the program informed of any changes to phone numbers, address, emergency contacts, immunizations, and child's state of health.

8. **Fees and Fee Payment**

- a) Payment is required in advance of receipt of child care services. Payments can be made by Automatic Debit, VISA, MasterCard, cash or cheque.
- b) The Parent will be charged from the first day the Child is in the Program, including any integration time.
- c) A one-time, non-refundable registration fee of \$30.00 per child is due upon registration. Your space cannot be reserved until the registration fee has been paid.
- d) To confirm your Child's space, two payments are required: one, a non-refundable deposit equal to the first half of the month's care payable immediately and a second payment to cover the balance of the month's care. These deposits will be applied to the first month's care. Interest is not paid on the deposits.
- e) Payments covering the remaining months of the year must be provided by pre- authorized automatic Debit, pre-authorized debit to your VISA or MasterCard or by post-dated cheques.

8. Fees and Fee Payment (Cont'd)

- f) Full charges will be levied regardless of absence including, but not limited to, statutory holidays, vacation or illness.
- g) Non-payment, late payment and dishonoured cheques will, at the absolute discretion of the Program, be deemed to be a breach of this agreement by the Parent, giving rise to the termination of services and withdrawal of the Child from the Program.
- h) Fees are subject to change with a minimum of two (2) months' notice.
- i) There will be a \$25.00 charge for each cheque returned to us from the bank due to insufficient funds.
- j) An interest charge of 2% per month will be added to all overdue accounts with balance in arrears for more than 30 days.
- k) Cheques are payable to Canadian Mothercraft and must be provided to the Program Manager or mailed to the Accounting Department, Canadian Mothercraft of Ottawa-Carleton, 475 Evered Avenue, Ottawa, ON K1Z 5K9.
- l) Receipts for income tax purposes will be issued after year-end.
- m) Mothercraft Ottawa reserves the right to discontinue child care when an account is one (1) month in arrears. However, Mothercraft Ottawa in special circumstances may, in its absolute discretion, agree to make alternative payment arrangements on a case by case basis. Mothercraft Ottawa shall be under no obligation to do so.

9. Withdrawal and Discharge

- a) Four (4) weeks (twenty (20) business days) written notice must be provided to Mothercraft Ottawa before a Child is withdrawn from the Program. If such notice period is not provided, the Parent agrees to provide Mothercraft Ottawa with payment in lieu of notice for this same period of time. The Parent would forfeit any paid time and pay the remaining balance equal to four weeks.
- b) If the child is withdrawn from the program, they relinquish their space and may not re-apply for admission to the program for one year from the date of withdrawal. An exception may be applied for medical, or any other reason in the absolute discretion of the Executive Director or Program Manager.
- c) When a Child reaches the age of 12 years between January 1st and June 30th, the Child will be discharged from the School Age Program as of June 30th. When a Child reaches the age of 12 between July 1st and December 31st, the Child will be discharged as of August 31st in that same year.

9. Withdrawal and Discharge (Cont'd)

- d) Mothercraft Ottawa reserves the right to discharge a child if:
- i) In the absolute discretion of the Executive Director, School Principal, or Program Manager, the Child is not adjusting to the setting after a reasonable period of time;
 - ii) After exhausting all teaching resources at Mothercraft Ottawa's disposal, Mothercraft Ottawa is unable to address the needs of the Child;
 - iii) The Child continues to display behaviour which endangers the health, safety and security of other children or staff; or
 - iv) The policies, as outlined in the Contract and Parent Handbook, are not being followed.

10. Late Policy

Canadian Mothercraft of Ottawa-Carleton (hereinafter Mothercraft Ottawa) Child Care Program is open from 7:00 a.m. to 5:45 p.m.

Mothercraft Ottawa understands that sometimes emergencies arise and lateness is unavoidable however it is Mothercraft Ottawa's policy that lateness is not acceptable.

The Parent will:

- Prior to commencing care, provide Mothercraft Ottawa with the names and telephone numbers of one emergency contact who may be called upon to pick up the child if the Parent is unable to pick up the child at the scheduled pick up time; and advise the Program Manager immediately when such telephone numbers or emergency contacts change.

Mothercraft Ottawa will:

- Ask parents to update and verify the contact information at least once a year and every time a child moves to a new program.

It is expected that parents will be ready to leave the child care centre building with their child(ren) no later than the end of scheduled hours of operation.

The first and second time that a Parent is late, the Educator in the program will speak with the Parent, clarify the reason for the lateness and review the policy with the Parent. The Parent will sign a Late Parent Record form to acknowledge the situation. The Educator will notify the Manager.

If the Parent is late a third time, the Educator will again speak to the Parent. The Parent will sign a form to acknowledge the situation. The Manager will contact the Parent by phone/or in writing to address the difficulties and to arrive at a solution and may result in termination of services.

Parents who are late more than 3 times will be considered to be in violation of their contract and termination of services may occur.

11. No-Show Policy

A Parent is considered a no-show when she/he does not appear on-site at Mothercraft Ottawa thirty (30) minutes after her/his scheduled pick-up time without contact with family or any of the emergency contact people.

In the event of a no-show:

The Educator and child(ren) will remain on the premises. The Educator may not take a child(ren) off the premises.

The Educator will contact, in order, one of the following:

- a) Program Manager
- b) Director of Childcare
- c) Executive Director
- d) President of the Board of Directors or designated Board Member

In the event that this is necessary management will make alternative arrangements for the child.

If we have not heard from the parent/guardian/emergency contact 1½ hours after closing or scheduled pick up time, the CAS will be contacted and the child will be released to their custody.

12. Reporting Child Abuse Is The Law

From time to time, we are faced with some very difficult situations in the child care centre. We may see a mark on a child in an unusual place, witness what we deem may be an abusive situation or observe a type of behaviour or play that is not consistent with a child's normal range of experience. In these circumstances, we are legally bound to report these situations to the Children's Aid Society (CAS). We cannot judge or decide what child abuse is; we must leave that to a CAS worker. We are not allowed to contact parents first.

We must emphasize that in our experience at Mothercraft, we have rarely had reason to call CAS. When we have, the worker has always been a warm, caring person able to deal with the child at his/her own level. They are very willing to spend time, give explanations and to reassure the child, parents and teachers where appropriate. A paramount objective of Ontario's Child and Family Services Act "is to promote the best interest, protection and well-being of children."

We can assure you that the utmost confidentiality will be maintained by staff and only those persons directly involved would know of the call to CAS. Once we have contacted CAS the matter is closed from our end and we are not privy to any further information from CAS unless it involves us directly. We hope that you will understand our due diligence and legal responsibilities and that it would not impact the close, supportive relationship we have with all our parents.

13. Behaviour Code

The following expectations of behaviour pertain to the children in our Program:

- To be responsible for what they say and do.
- To be polite and respectful of other people.
- To listen to other people when they speak.
- To not say or do any action that is hurtful or harmful to others.
- To treat people the way they would like to be treated.
- To care about other peoples' feelings.
- To tell the truth, even if it results in a consequence.
- To try to problem solve for themselves.
- To ask the staff for help, if they are unable to solve the problem themselves.
- To take good care of the Program's toys, games and other supplies.
- To take good care of someone else's toys, games and supplies.

14. Guiding Child's Behaviour

Mothercraft staff, students, volunteers encourage and support the development of positive social interactions which allow children to develop self-regulation and problem solving skills as they learn about themselves and the world around them. By establishing positive adult-child relationships, Mothercraft Ottawa staff guide a child's behaviour in a positive and supportive manner.

The *Child Care and Early Years Act*, 2014, S.O. 2014, c. 11, Sched. 1 and specifically **Regulation 137/15** indicate the following prohibited practices:

- 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 children from hurting themselves 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 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 Mothercraft Ottawa'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 their 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.

15. Children's Health

Health conditions requiring exclusion from the Mothercraft Ottawa, Waterbridge School Age Program:

When is a child too sick or contagious to attend the Mothercraft Ottawa, Waterbridge School Age Program? This is a question which may present itself during your Child's enrolment in the Program. In order to protect the other children and the staff, your Child cannot attend if he/she:

- a) Has a temperature of 101 degrees Fahrenheit (38.4 degrees Centigrade) or over. Children must be symptom free for 24 hours before returning to the Program.
- b) Has not been fever free for 24 hours. Children must be symptom free for 24 hours before returning to the Program.
- c) Has vomited while at daycare or within the last 24 hours (vomiting is more severe than an infant's "spit up"). Children cannot return to daycare until they experience a full waking day after the last day with any episodes of vomiting. For example: Your child vomited at 9:00 Monday morning. There are no further episodes of vomiting. Your child will need to stay away from daycare for all of Monday AND Tuesday (as the 1 full waking day after the last episode).
- d) Has diarrhea (abnormally loose, watery bowel movements that are much more frequent than usual). Children will be sent home from the program upon the third incident of diarrhea during the day (unless the daycare is in Outbreak Mode). Children cannot return to daycare until they experience a full waking day after the last day with any episodes of diarrhea. For example: Your child had a last bout of diarrhea on Sunday at 6:00 in the morning. Your child will only be able to return to daycare on Tuesday at the earliest, assuming there are no episodes of diarrhea on Monday (Monday would be the one full waking day).
- e) Has been on a prescribed medication for less than 24 hours for a condition requiring exclusion from the Program according to the City of Ottawa *Guidelines for Schools and Child Care Facilities on Communicable Diseases and Other Childhood Health Issues*. (This document may be found on-line at <http://ottawa.ca/en/residents/public-health/resources-teachers-and-employers/guidelines-communicable-disease-and-other>. Your child must be symptom free and able to cope with all aspects of the Program.
- f) Has a rash that has not been identified by parent or physician or that seems to be worsening.
- g) Has a severe cold with fever, sneezing and heavy nasal drainage.
- h) Seems really sick without any obvious symptoms. In this case, the child may act and look different, may be unusually tired, listless or irritable.
- i) Is requiring one-to-one attention from a staff member in order to allow the child to cope and be reasonably comfortable.

15. Children's Health (Cont'd)

- j) Has any disease/illness/condition listed in the City of Ottawa Guidelines for Schools and Child Care Facilities on Communicable Diseases and Other Childhood Health Issues requiring exclusion. These guidelines are posted in every Program, and are available on-line (see "e" above).
- k) Is unable to participate in all activities – indoor and outdoor. If a child is too sick to go outside, then he/she cannot attend the Program.
- l) Has chickenpox. Your child will be excluded from the onset of symptoms for five days until the majority of the pox are scabbed over. Your child must be able to fully participate in the Program upon his/her return.

If at any time the staff feel that a child is too sick to be in the Program, the child will not be allowed to attend.

IF YOUR CHILD IS GOING TO BE ABSENT FROM THE PROGRAM at his/her regularly scheduled time or is going to be late, please notify the staff as soon as possible.

16. Medication Policy

There are strict procedures in place concerning the administration of medication to children in the Program. In order to ensure the health of your Child, the steps listed below must be followed:

- a) Medications – prescription and/or over-the-counter must be in the original bottle and packaging. The Child's name must be clearly labeled on the bottle and packaging.
- b) Medication will only be administered once the Parent or guardian has completed a Medication Authorization Form. These forms must be filled out with specific instructions as to medication, administration time, dosage, etc. We are required to follow the guidelines on the medication packaging. We cannot administer medication under instructions such as "if you feel it is necessary." **EXCEPTIONS:** Medications to ease asthma and/or allergic reactions will be administered as necessary, once the Parent or guardian has outlined clearly the conditions requiring medication.
- c) Medication to control pain must be given at a specific time. If a low-grade fever persists for longer than 24 hours, your Child will need to stay at home until fever free (without the use of fever reducing medications) or returns to the Program with a note from your doctor. At no time can a Child stay in the Program with a fever of 101 degrees Fahrenheit (38.4 degrees Centigrade) or over.
- d) Medications will be stored in a locked container in the refrigerator or designated cupboard, as required. It is the Parent's responsibility to take the medication home at night. Epi-pens and puffers will be kept close at hand, as required by the Child's condition.

16. Medication Policy (Cont'd)

- e) Do not leave any medication – Tylenol, decongestant, vitamins or any prescription medication – in your Child’s personal belongings.
- f) We cannot keep Tylenol, etc. on the premises in case your Child develops a fever unless we have a note from the doctor stating that it is medically necessary.
- g) If your Child becomes ill while in care, you will be notified immediately. If we cannot reach a parent within a reasonable amount of time, we may call the emergency contacts. You will be required to pick up your Child from care within one hour of notification of illness. The staff will keep sick children isolated from the other children when required until the Parent arrives.

17. Scent Free Policy

Mothercraft Ottawa is a scent-free environment. Scented products may cause adverse physical effects that threaten the ongoing health and safety of our staff, clients, visitors, and the public at large.

We ask for everyone's cooperation in our efforts to accommodate employee health concerns, and minimize unnecessary workplace health and safety hazards.

18. No Nut Policy

The Mothercraft Ottawa, Waterbridge School Age Program and play grounds have been designated as no-nut zones due to children and staff having life threatening allergies to nuts. This means that no nuts or food containing nuts (oils, butters, etc.) are allowed on the premises at any time. This includes chocolates, chocolate bars, candies, cookies, baked goods, peanut butter sandwiches, etc.

19. Nutrition

Our Program will provide a morning and afternoon snack where applicable. Parents are required to provide a lunch for their child on PD days, March Break, Christmas Break, and throughout the summer. Lunches and snacks should be nutritious. Please keep in mind that all Mothercraft Ottawa facilities are nut-free.

Please note the children eat their lunch at school and not at Waterbridge School Age Program on regular school days.

20. Children with Allergies

Mothercraft Ottawa Child Care Programs will make every effort to enrol children with life-threatening allergies and create an environment that minimizes the risk of exposure to allergens. This policy recognizes that the risk of accidental exposure can be reduced, but not eliminated.

Prior to enrolment, program managers will discuss each child's needs with the parent to determine if the centre can manage the allergy safely. The centre reserves the right to refuse registration if it is determined that the allergy is not safely manageable.

Each child with an anaphylactic allergy has an *Anaphylaxis Individual Treatment Plan* which includes emergency procedures and has been developed in collaboration with the child's parent.

The parent will be able to meet and discuss the allergy with the centre's cook.

Children will not be accepted for attendance without their medication and auto-injector (hereinafter referred to as EpiPen).

Should the center be unable to safely provide food for the child, the Program Manager and the parent will discuss options to meet the nutritional needs of the child.

It is the parent's responsibility to notify the Program Manager of any changes to the child's allergy.

The parent will review the plan at least annually and anytime there is a change to the treatment plan.

The *Anaphylaxis Policy* and all *Anaphylaxis Individual Treatment Plans* are reviewed with all staff/students/volunteers who work with the children before commencing employment/ placement, annually, and whenever there is a substantive change.

All Mothercraft staff/students/volunteers who work with the children are required to complete the outlined Life Threatening Allergy Training Program established by Mothercraft Ottawa. The objectives for this program are:

- 1) That all staff working with children are knowledgeable and able to identify:
 - a. Signs and symptoms of life threatening allergies
 - b. How to respond to life threatening allergies
 - c. How to prevent and reduce exposure for children with life threatening allergies
- 2) Can successfully demonstrate how to respond to a child presenting an anaphylactic reaction.

20. Children with Allergies (Cont'd)

REDUCING THE RISK OF EXPOSURE

Young children are dependent on parents and child care staff for assistance with everything from food preparation, label reading, hygiene, both in day-to-day circumstances and during special events. The following strategies are intended to minimize the risk of exposure to the allergen for the anaphylactic child without depriving them of normal participation in the daily program.

1) Identification and Communication Practices

- Anaphylaxis Individual Treatment Plan and Food Allergy and Food Restriction posters are visibly posted (or readily available) in the areas where the children may be present and in food preparation areas.
- Letters will be sent home re: anaphylaxis and what foods should not be sent to the child care centre, (where applicable) etc.
- If a restricted food is discovered, the food will be isolated in a sealed bag and returned home with a note describing the problem. Staff will offer the child an appropriate replacement.

2) Meal Time Practices

- Children and staff wash their hands before and after eating.
- Tables are disinfected before and after eating.
- Children are not allowed to share food, utensils or containers.
- Infant, Toddler and Preschool children with allergies, where possible, will sit with a regular staff member when eating at the child care program.
- Parents may choose to provide safe snacks for unplanned special occasions and will discuss options with the Program Manager at time of registration or upon notification of the allergy.
- Children with anaphylactic allergies will only eat food prepared/provided by the child care centre, or by their own parents, unless there is written consent from the child's parent(s).

3) Other Practices

- Avoid allergens in activities and materials such as play dough, stuffed toys and art.
- Mothercraft staff are not allowed to eat food containing nuts on the premises. Proper steps should be taken to wash hands, brush teeth, etc. if it should happen.
- Staff will be aware that nuts can be buried in the play yard by squirrels, etc. and will look for evidence of such when doing the daily yard check, during outdoor play, and while out on field trips.

21. Children's Activities

Our team of educators plans a variety of developmentally appropriate and engaging activities for the children. The Waterbridge educators use the Ontario Early Learning for Every Child Today (ELECT) document and Full Day Learning Curriculum for planning activities. When planning, we value input from the children and consider their interests first. At times, activities may be sensory based and messy. We try our best to keep your child's clothing protected; however, we ask parents to send children to Waterbridge in washable play clothing.

22. Outdoor Play

Outdoor play is very important for the children and is a big part of our Program. The children will enjoy our lovely, secure play yards twice a day as long as the weather allows and our outdoor ratios can be maintained. (The Ministry of Education requires that 100% ratio is maintained while in the playgrounds.) Parents are required to ensure that their child is properly dressed for the weather. Children are allowed to play in puddles and dig in the sand and the mud. Neighbourhood walks may occur spontaneously.

23. Clothing and Footwear

Children should have an extra set of clothing on site.

For the health and safety of your child appropriate closed toe footwear should be worn to keep them safe and reduce the risk of loss of balance/slipping/tripping. Footwear should be appropriate for the setting and not be at risk of falling off.

24. Field Trips

Field trips and walks are a regular and carefully supervised part of our Program. Walks in the neighbourhood are often taken without previous planning. You will be notified prior to each field trip beyond the immediate neighbourhood.

25. Accident Reports

If your child has an accident while in our care, the Educators will fill out an accident report for you to read and sign when you arrive to pick up your child. The accident report will be scanned and sent to you via email. Parents may request a hard copy of the accident report. The original reports are kept in the child's file.

26. Emergency Management

We have an Emergency Management Policy that provides clear direction for staff and Mothercraft Ottawa to follow and deal with emergency situations. Each of our child care locations have designated evacuation sites. In the event of an emergency situation parents will be notified as soon as possible by one or more of the following methods: phone, email, radio announcements, the Mothercraft Voice Mail System.

27. Fire Drills

Fire evacuation plans are posted in each room and at every exit. Fire drills are practiced monthly. The children are only expected to leave the building for a fire drill if the weather is good. If you arrive with your child during a fire drill, please stay with your child until the drill is completed and the children return to their programs.

As a third party program operated under section 259 of the Education Act, in accordance with the Ontario Regulation 213/07, fire drills are conducted at least three times during the fall and spring term that the school is in operation and monthly during the summer term that the program is in operation.

28. Transportation

Transportation to and from the Mothercraft Ottawa, Waterbridge School Age Program is the responsibility of the parents. Please advise the Program Manager of all transportation arrangements at the time of enrolment.

29. Medical Treatment

In case of an emergency, every effort will be made to contact the parents or their alternates. Sometimes this is not possible, and immediate treatment is necessary. If your Child is hurt or becomes seriously ill while in care at Mothercraft Ottawa, he/she may be treated at the emergency room of the hospital as required.

30. Parent Issues and Concerns

A. Intent

Mothercraft Ottawa is committed to providing a transparent process for parents/guardians, Mothercraft Ottawa, and staff to use when parents/guardians bring forward issues/concerns.

B. Policy

Parents/guardians are encouraged to take an active role in the Mothercraft Ottawa Programs and regularly discuss what their child(ren) are experiencing. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, and staff. We 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.

All issues and concerns raised by parents/guardians are taken seriously by Mothercraft Ottawa. Every effort will be made to address and resolve issues and concerns in a timely fashion.

30. Parent Issues and Concerns (Cont'd)

C. Guidelines

1. 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).

2. Conduct

Mothercraft Ottawa 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 Program Manager/Director and/or Executive Director.

3. 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/childrensaidd/reportingabuse/index.aspx>

30. Parent Issues and Concerns (Cont'd)

D. Procedure

Issues and/or concerns may be brought forward verbally or in writing to Mothercraft Ottawa staff. We believe in most instances the best, and most appropriate person to address a concern related to program issues is the staff person for the program for which the parent/guardian has a concern. Other concerns related to the organization, or general operations are better addressed with a Program Manager.

Further detail on the most appropriate staff to whom to report an issue or concern is outlined below.

Responses and outcomes will be provided verbally, or in writing upon request. Throughout the resolution process we 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 two business day(s). All parties involved with 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.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:
<p>Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the program staff directly, namely the Educator or Lead Educator as appropriate; or - the Program Manager.
<p>General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the Program Manager.
<p>Staff or Agency Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - the Program Manager. <p>All issues or concerns about the conduct of staff 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>

30. Parent Issues and Concerns (Cont'd)

D. Procedure (Cont'd)

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:
Student / Volunteer-Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <li style="text-align: center;">or - the Program Manager. <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 Program Manager as soon as parents/guardians become aware of the situation.</p>

Steps for Mothercraft Ottawa Staff in responding to issue/concern:
<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <li style="text-align: center;">or - Arrange for a meeting with the parent/guardian within two business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person 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>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p> <p>Documentation will be stored in the appropriate secure location as it relates to the issue (e.g. staff issue stored in locked personnel files).</p>

30. **Parent Issues and Concerns (Cont'd)**

E. **Escalation of Issues or Concerns**

If the parent/guardian continues to feel there has not been a satisfactory response or resolution, they may escalate the issue or concern verbally or in writing as follows:

- 1) Program Educator or staff person
- 2) Lead Educator (if applicable)
- 3) Program Manager
- 4) Executive Director
- 5) Board President

The Board President will respond to issues/concerns only after all preceding individuals in this list have had opportunity to respond, and the parent/guardian feels the issue still has not been sufficiently addressed.

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.

31. **Serious Occurrence Reporting/Posting**

All licensed Child Care Centres and licensed Home Child Care Agencies are required to report serious occurrences to the Ministry of Education.

Many factors may lead to a serious occurrence report and could include but are not limited to:

- Serious injury to a child;
- Fire or other disaster on site;
- Complaint about a service standard.

A serious occurrence does not necessarily mean that an operator is out of compliance with licensing* requirements or that children are at risk in the Child Care Program.

On November 1, 2011, the Ontario government introduced a new policy that requires licensed Child Care Centres and licensed Home Child Care Agencies to post information about serious occurrences that happen at a centre or a home location. To support increased transparency and access to information, when a serious occurrence happens, a "Serious Occurrence Notification Form" must be posted at the centre or home location in a visible area for ten days.

*Child care licensing inspection findings may be accessed through the Licensed Child Care Website which is available at www.ontario.ca/ONT/portal61/licensedchildcare.

32. Photography

Photos and movies are sometimes taken for use within the Child Care Program with the children. Occasionally these, or other pictures, may be used in the media or for educational purposes. Whenever possible, this will be cleared with parents, but this is sometimes difficult or impossible in cases where pictures contain large groups of children or are used several years after they are taken. Names of the children are never used with their photos. If you do not wish your Child's pictures to be used for publications or newspaper/television stories about the Child Care Program or for educational purposes, please notify the Program Manager at the time of registration. We will then ensure that your Child's picture is not taken.

Parents are not allowed to take pictures of children in the Program other than their own without the expressed written permission of that child's parent/guardian and/or the Program staff.

33. Volunteers

Anyone (including parents and family members of children registered in a Mothercraft Program and who is over the age of 16 years) who wishes to volunteer in a Mothercraft Ottawa program is required to submit a Police Records Check - Vulnerable Sector prior to volunteering. Only volunteers with a clear Police Records Check will be permitted to volunteer. A volunteer letter may be obtained by the Program Manager in order to have the Police Records Check processed by the Ottawa Police Department, at no cost. A clear Police Records Check must be provided to Mothercraft Ottawa on an annual basis. Direct unsupervised access (i.e., when the adult is alone with a child) is not permitted for persons who are not employees of Mothercraft. Volunteers may not be counted in the staffing ratios.

34. Students

In cooperation with high schools, community colleges and universities in the area, the Child Care Program may be used as a source of practical experience for students in early childhood education, child care, family day care and nursing. These students enhance the staffing and permit individualized care and special activities which might otherwise not be possible. These students work under the direct supervision of the staff at all times. Students may not be counted in ratios.

35. Proof of Identity

The staff may not release the children in care to anyone other than the Parent/legal guardian without the Parent/legal guardian's written authorization. In the event that someone else is picking up the Child, then the staff must be notified by the Parent prior to the Child leaving the Program. Anyone picking up the Child may be asked to provide photographic identification if the staff is not familiar with the individual; this includes parents. Please come prepared with identification.