



EVERED CHILD CARE PROGRAM

PARENT HANDBOOK

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JULY 2026

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Mothercraft Overview

Mission (Why we exist): Helping families in Ottawa grow and thrive.

Values (How we exist):

Nurturing – Supporting each other with compassion

Inclusivity – Welcoming and encouraging diversity

Collaborative Relationships - Built on respect and communication

Creativity - Exploring possibilities

Integrity - Acting with honesty and reliability

Programs and services (What we do to realize our mission):

Mothercraft Ottawa, a leader in early learning and care since 1944, is a charitable non-profit organization that enriches the well-being of families with infants and young children through responsive, high quality programs and services.

Mothercraft Ottawa delivers child care for children aged 6 weeks to 12 years through licensed child care centres and home child care, before-and-after-school programs.

We support the evolving needs of families in Ottawa through our diverse child and family services, including comprehensive prenatal and parenting classes and workshops, perinatal support, programming for children with special needs, as well as an array of programs and services offered through our EarlyON Child and Family Centres.

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 <https://www.earlyyears.edu.gov.on.ca/LCCWeb/childcare/search.xhtml>

Please refer to the Ministry of Education website for detailed licensing information:
<https://www.earlyyears.edu.gov.on.ca/LCCWeb/childcare/search.xhtml>

2. Canada-Wide Early Learning and Child Care Program

Mothercraft Ottawa has enrolled in the Canada-Wide Early Learning and Child Care Program. The implementation of this new program will take several years. The first reduction in fees was a reduction of fees by 25%, retroactive to April 1, 2022, until December 31, 2022.

The second stage of fee reductions became effective as of January 2023. Childcare fees for eligible children were reduced by 52.75% based on 2022 fees, but not less than a daily rate of \$12.00 per day. Programs that were previously less than \$12.00 per day do not qualify for a fee reduction and remain unchanged.

The third stage of fee reductions is effective January 1, 2025. Childcare fees for eligible children will be capped at \$22.00 per day. Programs that daily rate less than \$22.00 per day do not qualify for a fee reduction in this phase and remain unchanged from their previously reduced rate.

Eligibility for reduced fees

Eligible children are entitled to a childcare fee reduction retroactive to April 1, 2022, up to a minimum of \$12.00 per day. Children aged 0-5 are eligible. In addition, children are also eligible if they are six (6) years old, up until a cut-off date determined as follows:

- If the child's sixth (6th) birthday falls between January and June, the child remains eligible until June 30 of that calendar year;
- If the child's sixth (6th) year birthday falls between July and December, the child remains eligible until the end of the month of their sixth (6th) birthday.

Children receiving a municipal subsidy

If your childcare fees are fully or partially subsidized, for any amount you pay directly to the City of Ottawa, the subsidy office will notify you if your fees are eligible for the CWELCCS.

3. Philosophy

The goal of Canadian Mothercraft of Ottawa (hereinafter known as Mothercraft Ottawa) is to provide quality care for children in a child care environment. This care is a shared responsibility between Parents and the Agency. The program should promote and enhance all components of the child's development. It is the right of all children to have the opportunity to develop in a safe, secure and nurturing environment.

4. Program Statement

Established in conjunction with the Child Care and Early Years Act, 2014

Mothercraft Ottawa (Mothercraft), believes that all children are competent, capable, curious and rich in potential. Our Child Care Programs offer safe, secure and supportive environments within which children can grow and thrive. Mothercraft actively seeks out and supports collaboration with community partners for the benefit of all children, families and staff.

In alignment with the Minister of Education's Policy Statement on Programming and Pedagogy, Mothercraft's Programs are guided by "How Does Learning Happen", Ontario's Pedagogy for the Early Years and by "Early Learning for Every Child Today (ELECT).

"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.](#)

Our Evered Avenue location is home to a variety of programs that support families in many ways. From the moment a family walks into the building, they are welcomed with a warm smile and a helping hand (and maybe some stickers on special occasions).

Mothercraft is a close-knit community and we are often the extended family. It is a partnership of two families raising a child together. We encourage everyone to share their special celebrations and events with us as we like to share ours. Our families get to know each other through the children's friendships and special events.

We believe that each family is unique and establishing strong partnerships with them enhances our ability to meet the needs of their children in our care. We welcome families into our environments and value their perspective, ensuring that communication is an important part of each day. Sharing information through posted program plans, message boards, learning stories, email, and daily conversations supports this critical partnership between families and Educators/Home Child Care Providers. We plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans. All strategies set out to meet individualized goals and activities

as characterized above will be thoughtfully established, documented and their impact reviewed and communicated on a regular and ongoing basis with families.

What you might see....

- Informative “Welcome to the Program” packages given out to parents as they inquire about the program or upon registration
- Integration to the program is planned with the parents to meet the needs of each child and family.
- Parents calling in to see how their child’s day is going
- Educators welcome families and children with a personal greeting; seeking information about the child’s health, mood, or special events in the child’s life – supporting the child and family in this transition
- Educators ensuring that a child’s favourite toy or activity is ready for the child upon arrival to help ease transition into the program.
- Every child has their own special place for their belongings
- Families are encouraged to come and participate in the program
- Walls proudly filled with the children’s work (art, photographs, comments etc.)
- Celebrations of special holidays and traditions

[Well-being: the importance of physical and mental health and wellness incorporating capacities such as self-care, sense of self, and self-regulation.](#)

Our curriculum is built from child generated ideas. We teach and model the acceptance of diversity in all aspects of daily life, thoughts, feelings, social skills and learning styles.

We encourage the children to interact with their peers and teachers in a positive and respectful manner. We offer an academic play-based learning environment for the children to retain new information and to explore. A positive learning environment is essential to the success of each child. We value every child as an individual and treat them with respect. Our environment and teaching tools help aid the children in their personal development, express their emotions, support autonomy and foster self-regulatory skills.

Our menus follow the Canada Food Guide and provide the children with nutritious meals and snacks which also contribute to their overall wellbeing. The menus within our Centre Based Group Care Programs are dietician approved.

What you might see....

- Lots of hugs, laughter and smiles
- Educators and children working together to accomplish daily tasks and activities- giving the children a sense of confidence and pride.
- Children using proper handwashing techniques
- Visual cues to help guide the children through a task or routine (step-by-step pictures)
- Children dressing and undressing independently.
- Children choosing the activities they want to explore
- Children making choices at meal times
- Children serving their own lunch or snack

- Children listening to the cues of their own bodies (deciding whether to eat snack or not)
- Children having flexible rest times
- Children practising deep breathing techniques and other self-regulating strategies
- Children playing outside twice a day – in the playground and neighbourhood parks and on community walks
- Daily schedules that are built to follow the children's natural rhythm
- Time is allowed for unstructured play as well as teacher guided play
- Children are free to show their individuality
- Intrinsic rewards are encouraged
- Supporting the children in expressing their thoughts and feelings appropriately
- Teaching children to recognize feelings and emotions – their own and others
- Demonstrating and encouraging respect for others (bodies, possessions and ideas)
- Providing outlets to express needs (small quiet spaces, jumping jacks in the hall)
- Educators provide clear and consistent expectations

Engagement: 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.

The Mothercraft Team is dedicated to creating an exciting learning environment and curriculum inspired by the children, their families and our community. This allows us to be supportive and responsive to each child's individual journey along the developmental continuum socially, emotionally, cognitively and physically.

Our environment is designed to encourage and support the development of positive social interactions allowing children to develop problem solving and self-regulation skills as they learn about themselves and the world around them. Activities and experiences are children inspired and adult supported while our play based learning approach, programs, and schedules offer a balance of rest, active and quiet play both indoors and outside allowing the children to be active and engaged learners. We believe children are capable of informed risk taking and increasing independence within appropriate environments.

What you might see....

- Activities that engage all the senses
- Small, individual and large group play
- Children interacting with their peers
- Parents and community partners sharing their knowledge
- Educators and children expressing their sense of wonder and excitement through inquiry
- Children helping children
- Educators and children using technology for learning and documentation
- Responsive curriculums based on the interests and needs of the children
- Real artifacts (dishes, glass jars, wasp nests etc.) for exploration
- Children learning beyond the doors of Mothercraft as we explore the parks, museums, forests, stores and the resources of our neighbourhood.

Expression: Communication (expressing and listening) takes many different forms. Children use their bodies, words and materials to 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.

What you might see and hear.....

- Children identifying and expressing their feelings through the use of many different *materials* (books, felt boards, music and songs, costumes, dramatic play etc.)
- Educators modelling patience as they allow the children time to formulate their thoughts and responses
- Open-ended thought provoking questions
- Use of sign language
- Healthy physical expression such as dancing and yoga
- Educators modelling appropriate language and body language
- Children being offered choices and support as they work through the outcomes and consequences of their choice.
- Day-to-day conversation and chats about their interests, feelings and experiences
- Educators responding to the children's efforts to communicate through words, gestures or expression of emotions.
- Educators supporting the parents to share their stories, questions and concerns • Visual cues/pictograms and charts to help the children identify feelings.
- Walls filled with documentation of the children's work
- Introduction to new languages
- Educators learning key words/expression in the language used at home

Continuous professional learning is an integral part of Mothercraft Ottawa's commitment to children and families and we seek out, encourage and support all of our staff and Home Child Care Providers to engage in opportunities as they arise.

This program statement is considered a living document and may change as we learn and grow with our children and our community. The Mothercraft Team will continue to contribute to the development of this statement. Mothercraft will support all employees (permanent and temporary) with the implementation of the statement through on-going discussion and critical reflection opportunities on-going during their career/placement with Mothercraft. All employees (permanent and temporary) formally review the statement annually and as changes arise.

5. Board Composition

Our Board is a team of volunteer directors and the Past-President, who is an ex-officio, nonvoting 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.

6. Hours of Service/Holidays

The Mothercraft Ottawa Child Care Program is open year round from 7:30am to 5:30pm, Monday to Friday with the exception of the following days:

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 center closes at 3:00pm.

The agency will be closed between December 25th and January 1st.

The Evered Child Care Program will be closed the First Ottawa-Carleton District School Board PD Day after March Break (e.g. June 7th, 2024).

The Kinder Program will be closed the Friday before Labour Day.

7. 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 – Child Care Evered
 Mothercraft Ottawa – Home Child Care
 Elmdale Kindergarten and School Age Program
 Mothercraft Ottawa – Waterbridge Program

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;
- children using other Programs (Elmdale, HCC, Waterbridge)

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.

8. 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 stored in Digibot. 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.

9. Registration Procedure for The Kinder Program

Children must be 4 or 5 years of age by the end of December to be eligible for the Kinder Program.

Registration for this program begins in January.

Our Junior Kinders automatically have the option of remaining in the program for their Senior Kinder year. These families confirm their intention to stay or not.

Priority for available spaces is given to Kinder Program eligible children with younger siblings in Mothercraft programs at the Evered location.

10. Integration to Child Care

It is very important that your child's early experiences at child care are positive. Some children settle in a couple of days, others need more time. With this in mind, we ask that parents follow this schedule for their child's first week at child care.

DAY 1 Parent and child visit all morning.

DAY 2 Parent and child visit through lunchtime. Parent may leave room for a short break.

- DAY 3 Parent and child visit together for a little while but parent should leave for a couple of hours, coming back after lunch to take child home.
- DAY 4 Child spends morning and lunchtime at child care without parent. Educators will try to settle child for sleep time.
- DAY 5 Child spends a full day at child care without parent.

The Educators will discuss your child's integration on a daily basis and will recommend any alterations that suit your child's individual needs.

11. Base Fee and Non-Base Fee Payments Policy

a) Registration:

Each family will be provided with two fobs free of charge. These fobs will allow you to access the building during drop-off and pick-up times. If a fob is lost, damaged, or not returned when a child no longer attends our Evered location, there will be a **\$25 replacement fee**.

b) Program Base Fees:

The rates for eligible children for CWELCC, as of January 2026:

Program	Daily Base Fee as of January 2026
Infants	22.00
Toddlers	22.00
Preschool	22.00
Kinders	22.00

- i. The Parent will be charged from the first day the Child is in the Program, including any integration time.
- ii. Full charges will be levied regardless of absence, including but not limited to statutory holidays, holidays or illness.
- iii. There are fees associated with our swimming program for Kinders.
- iv. There is no discount for siblings enrolled in other programs at Mothercraft Ottawa.
- v. Fees are subject to change with a minimum of two (2) months' notice.

- vi. As CWELCC funding continues to be reduced, any adjustments brought forward regarding funding, will be credited accordingly and in situations where fees must be reimbursed, they will be refunded within 30 days via the method used for payments.

c) Accounts:

- i. An account will be established for each family, as per our Accounts Receivable Policy.
- ii. Invoices are processed monthly for the child care services provided in the previous month.
- iii. Monthly statements are issued to the primary email account on file. If you wish to receive paper copies of statement, please notify the Program Manager or Accounting Department.
- iv. Receipts for income tax purposes will be issued at year-end.

d) Payment:

- i. Payments can be made by Preauthorized Debit, Visa Debit, Debit MasterCard, VISA, MasterCard, cash or cheque.
- ii. Payments made by Credit Card will be subject to surcharge of 2.07% of the transaction cost. Visa Debit and Mastercard Debit are not subject to this surcharge.
- iii. You can choose to authorize automatic monthly payment through Debit, VISA or MasterCard. Automatic payments are typically processed on the 5th business day of the month.
- iv. Cheques are payable to Mothercraft Ottawa and must be provided to the Program Manager or mailed to the Accounting Department, Mothercraft Ottawa, 475 Evered Avenue, Ottawa, ON K1Z 5K9.
- v. Cheques should include the name of your child, the program in which your child is enrolled and the period covered by that cheque.

e) Late, Non-Payment, Dishonoured Cheques:

- i. 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.
- ii. Mothercraft Ottawa reserves the right to discontinue child care when an account is 60 days overdue. 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.

12. Withdrawal and Discharge

- a. Four (4) weeks (twenty (20) business days) written notice will be provided to Mothercraft Ottawa before the 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 a child is withdrawn temporarily, he/she will be put on the waiting list on the day of withdrawal. Every effort will be made to re-enter the child on the requested date, but no guarantee can be given.
- c. Mothercraft Ottawa reserves the right to discharge a child if:
 - i) in the absolute discretion of the Director, 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) Child continues to display behaviour which endangers the health, safety and security of other children or staff; or
 - iv) the policies, as outlined in this agreement are not being followed.

13. Late Policy

Canadian Mothercraft of Ottawa-Carleton (hereinafter Mothercraft Ottawa) Child Care Program is open from 7:30am to 5:30pm.

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.

14. Safe Arrival and Dismissal

Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child.
- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's authorized pick up list or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., update Digibot, a note, email, or submit a Mothercraft take-home authorization form).
- document the change in pick-up procedure in the Evered Ministry Log Book.
- sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

1. When a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up, updated Digibot attendance record), the staff in the classroom must:
 - Inform the manager/designate who will commence contacting the child's parent/guardian not later than 10:00 am in full time programs. In the case of part time programs with afternoon drop offs the procedure will commence one hour after the child's designated start time.

- The manager/designate must make contact with an adult to confirm the child's absence from the program.
- The manager/designate will call applicable parent/guardian numbers listed for the absent child, leaving a voice mail as necessary. At 10:05 am, or one hour in the case of a regularly scheduled afternoon drop off in a part time program, if voice mails have been left and no contact has been made, the manager/designate will send a 'high alert' email to applicable parent/guardian. If no response is received by 10:30 am the manager/designate will call applicable parent/guardian a second time and leave a second voice mail if necessary.
- At 10:45 am, if contact with a parent/guardian has not been made and the child's absence from the program has not been confirmed, the manager/designate will reach out to other emergency contacts listed on the child's file leaving voice mail messages as necessary. Once all other emergency contacts have been called, the manager/designate will also call their immediate supervisor to inform and to seek further advice. Next steps may involve contacting Executive Director, calling police etc and will be based on situational factors.

Releasing a child from care

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up after 30 minutes of that specified time, the program staff will notify the manager/designate who will contact the parent/guardian by phone call to advise that the child is still in care and has not been picked up.
 - Where the manager/designate is unable to reach the parent/guardian, they should send the parent/guardian an email (marking it 'high alert') notifying them that the child has not been picked up as expected. Where the individual picking up the child is an authorized individual and their contact information is available, the manager/designate

shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the manager/designate shall communicate with classroom staff that the child should stay with their group until the program closing time. If the child is not picked up at closing time, staff will proceed with "Where a child has not been picked up and the centre is closed" as per below.

Where a child has not been picked up and the centre is closed

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:45 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff and child(ren) will remain on the premises. The Educator may not take a child(ren) off the premises.
4. The Educator will contact, in order, one of the following to inform of the situation and seek support and/or guidance:
 - Program Manager
 - Executive Director
 - President of the Board of Directors or designated Board Member
 In the event that this is necessary, management may make alternative arrangements for supervision of the child(ren) on the premises of the child care centre.
5. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 7:00 pm the staff shall proceed with contacting the Ottawa Children's Aid Society (CAS) (613) 747-7800 . Staff shall follow the CAS's direction with respect to next steps.

15. 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 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 Ottawa,

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 Educators. A paramount objective of Ontario's Child and Family Services Act "is to promote the best interest, protection and well-being of children".

In the unlikely event a CAS worker calls you; we can assure you that the utmost confidentiality would be maintained by staff. Only those persons directly involved would know of the call and once CAS had investigated and closed the case, the matter would be ended as far as we are concerned. We would not refer to it again and we hope it would make no difference in the close, supportive relationship we have with all our parents.

16. 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.
- sexual abuse, sexual misconduct and prescribed sexual acts (as defined under the *Early Childhood Educators Act*, 2007).

17. Immunization

The Ottawa Public Health Department encourages parents to update their children's immunization records online at www.ParentinginOttawa.ca/Immunization

We are required by the ***Child Care and Early Years Act, 2014 (CCEYA)*** to have up-to-date records of immunization on file for the children in our care. Parents are required to provide the child care office with an up-to date copy of the child's immunization record. The child will not be accepted into the program until this record is provided. Please notify the Child Care office of any new immunization your child may receive.

If you choose not to immunize your child for any reason you will need to contact the Public Health Immunization Program at 613-580-6744, ext. 24108.

18. Children's Health

Health Conditions requiring Exclusion from the Child Care Program

When is a child too sick or contagious to attend the Child Care Program? This is a question which may present itself during your child's stay at the centre. In order to protect all of the children and staff, the following procedures must be followed. Your Child cannot attend the Child Care Program if he/she:

- a) Has a temperature of 100.4 degrees Fahrenheit (38 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 child care or within the last 48 hours (vomiting is more severe than an infant's "spit up"). Children cannot return to child care until they experience two full waking days after the last day with any episodes of vomiting. For example: Your child vomited at 9:00 Sunday morning. There are no further episodes of vomiting. Your child will need to stay away from child care for all of Monday AND Tuesday and may return to care after 9am Wednesday morning.
- 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 child care is in Outbreak Mode). Children cannot return to child care until they experience a full 48 hours 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 child care on Wednesday at the earliest, assuming there are no episodes of diarrhea on Monday (Monday would be the first 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 Communicable Diseases and Other Childhood Health Issues for Schools and Child Care Centres (CCC) <http://www.ottawapublichealth.ca/en/professionals-and-partners/cd-guidelines-cccschools.aspx>. 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.
- 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.
- 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 5 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. It is important to try to have alternate child care arrangements in case you cannot stay at home with your child.

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.

19. 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.

Parental Authorization:

- 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.

Drug and Medication Requirements:

- Medications – staff, providers and children can carry a broad range of medications ensuring quick access in an emergency. In addition to emergency allergy and asthma medications, staff, providers or children may carry medications for epilepsy and diabetes, as well as any other medication that a prescribing medical professional determines must be readily available to prevent a significant risk to the child’s health.
- Medication to control pain must be given at a specific time. If a low-grade fever persists for longer than 24 hours, the 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 the child’s doctor. At no time can a Child stay in the Program with a fever of 100.4 degrees Fahrenheit (38 degrees Centigrade) or over.
- The following over-the-counter products may be administered to children with a single “blanket” written authorization without documentation of administration: sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer and diaper cream. These over-the-counter products must be labelled with the child’s name, stored in accordance with the instructions for storage on the label, and administered in accordance with the instructions on the label and the parent’s authorization.

Handling and Storage:

- Emergency medications will always be kept inaccessible to children (e.g. backpacks containing medication must be stored on a hook out of reach of children, or worn by the Educator).
- Medications will be stored in a locked container in the refrigerator or designated cupboard in the playroom, 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.
- Do not leave any medication – Tylenol, decongestant, vitamins or any prescription medication – in the Child’s personal belongings.
- We cannot keep Tylenol, etc. on the premises in case the Child develops a fever unless we have a note from the doctor stating that it is medically necessary.
- If the Child becomes ill while in care, Parents will be notified immediately. If we cannot reach a parent within a reasonable amount of time, we may call the emergency contacts. Parents will be required to pick up the 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.

Administering Medication

Procedure

- A regular Educator will be the one to administer all medication (casual employees will not administer medications).

- When a parent fills out the medication form, the Educator receiving the form should immediately check the form and the medication to make sure all information is recorded and accurate. Medicine can only be given at a specific time or when the child has a specific temperature. It cannot be given “as needed”. (Exception - the case of an EIPEN or any allergy/asthma related illnesses.)
- The Educator must adhere to the “seven rights” of medication administration:
 - a) Right child
 - b) Right medication
 - c) Right dose
 - d) Right time
 - e) Right route (e.g. oral liquid or pill, inhaled puffers, eye drops, creams)
 - f) Right reason
 - g) Right documentation (Medication Authorization Form)
- Before any medication is given, the Educator must review:
 - a) the information on form;
 - b) the information on the medication bottle;

It is always good to have a second Educator double check the forms (when possible)
- The Educator administers the medicine and fills out the Medication Authorization Form immediately
- When it is necessary to extend the administration period for a medication, the parent will complete a new Medication Administration Form.
- The Educator will ensure that all medications are returned to the family as soon as the authorized administration period is finished.
- The Educator shall verify that any medication that is authorized by the parent is not past the date of expiry.

Record-Keeping:

- Records of medication administration will be completed on the Medication Authorization Form every time drugs or medications are administered. Completed records will be kept in the child’s file or on the Digibot platform.
- Where a child’s medication administration form includes a schedule setting out specific times to administer the medication and the child is absent on a day medication would have been administered, the child’s absence will be documented on the Medication Authorization Form to account for all days during the treatment period (excluding weekends, holidays and planned closures).
- If a dose is missed or given late, reasons will be documented on the Medication Authorization

Form and a parent will be notified as soon as possible, as it may impact the treatment schedule or the child's health.

- Where a drug or medication is administered 'as needed' to treat specific symptoms outlined in a child's Medication Authorization Form or individualized plan and emergency procedures for an anaphylactic allergy (e.g. asthma, fever, allergic reaction), the administration and the reason for administering will be documented in the appropriate staff communication book (e.g. daily written record) and in the child's symptoms of illness record. A parent of the child will be notified.

Confidentiality

- Information about a child's medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

20. 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.

21. No Nut Policy

The Mothercraft Ottawa building and grounds have been designated as no nut zones due to children and staff having life threatening allergies to nuts. This means that no nuts and food containing nuts are allowed on the premises at any time. We cannot serve foods that are labelled as "may contain traces of nuts" and/or "Manufactured in a facility that processes nuts" so please check labels carefully if bringing food to the program.

22. Nutrition

Our program provides morning and afternoon snack and a main meal at lunch. The snacks and lunch are prepared by our child care cook. Menus are posted in the rooms. Changes to the daily menu will be noted on the menus posted in each room and on the kitchen door. The menus are prepared by the Program Manager and Cook and incorporate the recommendations set out in Health Canada's Canada Food Guide. Our menus are reviewed by a dietician/nutritionist.

Parents will supply all of the child's food for infants. Under the age of one will be fed in accordance with written instructions from the parents and updated according to the changing needs of the child.

For unique circumstances, a child may require to bring their own food/meals from home (e.g. food allergies). After consultation with the Program Manager, an agreement may be made whereby a parent will provide their child's food from home. Any food coming into the program from home must follow these guidelines:

- The lunch bag/box, all food and containers must be labelled with child's name.
- Food should be brought to school in an insulated lunch bag with a small ice pack. A frozen juice box or water bottle can substitute for an ice pack.
- Meals and snacks should provide nutritional value as well as refreshment.
- If a child arrives at the center without the proper nutritional requirements, the parent will be expected to bring the lunch and snacks back to the center in time for the child to eat.
- In an emergency a lunch may be provided by the child care center for a nominal cost
- All foods and beverages must not contain nuts or nut products. We cannot serve foods that are labelled as “may contain traces of nuts” and/or “Manufactured in a facility that processes nuts” so please check labels carefully if bringing food to the program. If we are in doubt that a food/beverage is not nut-free then we will err on the side of caution and not serve the food. An appropriate substitution will be found if necessary.
- The above information is taken from the Canada Food Guide and The Child Care and Early Years Act, 2014 (CCEYA) (section 8.1.84-89).

23. 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 (e.g. EpiPen, Allerject, or other epinephrine auto injector devices approved by Health Canada for the use in children)”

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.

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.

24. **Children's Activities**

Developmentally appropriate, safe and fun activities are provided for all children based on their interests and developmental needs. The Mothercraft Educators use resources such as the ELECT document and Ontario's Full Day Learning curriculum for planning activities. Children are encouraged to participate in all activities and may get very messy so please don't send your child to child care in clothes that can't get dirty! Information on the children's daily activities is posted outside your child's program.

25. **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.)

When determining the suitability of outdoor activities, humidity, wind chill and base temperatures are to be considered and as such Educators will check Environment Canada postings prior to going outside.

Children will remain inside if summer temperatures and/or humidex is 33°C or higher and if winter temperatures and/or wind chill is -25°C or lower. When a heat or cold warning is issued by Environment Canada, children will remain indoors.

On warm days, water bottles will be filled prior to going outside and Educators will ensure that the children are drinking regularly, and that the play is appropriate for the temperature. On cold days

prior to going outside Educators will ensure that the children are dressed appropriately for the weather.

For days when a field trip has been planned and a heat or wind chill warning has been issued, Educators will consult with the Program Manager, or her designate who will determine if the field trip will proceed or be cancelled. The nature of the trip, the venue and mode of transportation will be considered when making this decision.

Under certain circumstances permission may be granted by the Program Manager and/or the Executive Director (or their designates) for brief periods of outdoor play outside of the above parameters which may include water play in the summer and/or other mitigating factors.

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.

26. Clothing and Footwear

Children should have an extra set of clothing on site. We encourage the use of separate footwear for indoors and out wherever possible.

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.

27. 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 before each field trip beyond the immediate neighbourhood.

28. Rest Times

While not all children need a mid-day nap, young children benefit from periods of quiet relaxation to balance their active play.

The need for rest and sleep varies greatly at different ages, and even among children of the same age; however, rest is an important part of the day for all children.

The Educators work with the families to prevent the disruption of normal sleep patterns at home.

Infants under the age of 18 months will sleep according to their developmental needs and as outlined by the parents.

Children over 18 months who attend the program for more than 6 hours per day, will have a rest period after the mid-day meal. Children are not required to sleep but are encouraged to rest quietly.

Comfort toys from home are welcome. The rest period will not exceed 2 hours in length. The children are permitted to sleep, rest or engage in quiet activities based on the child's needs.

29. 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.

30. Emergency Closures

Due to unforeseen circumstances (e.g. fire, flood, loss of electricity, and/or property damage, building closure or lockout) the Centre may be deemed unsafe and the Mothercraft Ottawa Board of Directors may make the decision to temporarily close the Centre and the programs. Parents will be notified of the closure and required to make alternative arrangements until official notice is given of the Centre reopening.

The centre will also close if the City of Ottawa declares a "State of Emergency". A centre or program may also close if directed by Ottawa Public Health.

No fee rebate will be given due to these above noted emergency closures, unless such closure is longer than 10 consecutive days.

31. 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.

32. Fire Drills

Fire evacuation plans are posted in each room and at every exit. Fire drills are practised 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.

33. Medical Treatment

In case of 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.

34. 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.

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/childrensaid/reportingabuse/index.aspx>

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:
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Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the program staff directly, namely the Educator or Lead Educator as appropriate; or - the Program Manager.
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to the Program Manager.
Staff or Agency Related	Raise the issue or concern to - the individual directly or - the Program Manager. 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.
Student / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the Program Manager. 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.

Steps for Mothercraft Ottawa Staff in responding to issue/concern:

- Address the issue/concern at the time it is raised or
 - Arrange for a meeting with the parent/guardian within two business days.
- Document the issues/concerns in detail. Documentation should include:
- the date and time the issue/concern was received;
 - the name of the person who received the issue/concern;
 - the name of the person reporting the issue/concern;
 - the details of the issue/concern; and
 - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- Provide contact information for the appropriate person to address the matter.
- 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.
- Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
- Documentation will be stored in the appropriate secure location as it relates to the issue (e.g. staff issue stored in locked personnel files).

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.

35. Staff Babysitting (or Tutoring, Coaching, etc.)

We recognize that families have childcare needs outside of the program hours of 7:30am to 5:30pm, and as such need babysitting services from time to time. We also recognize that you have likely built a trusting relationship with the Early Childhood Educators, Educators and other Mothercraft staff in your child's program and so it is natural to consider asking our professional staff to provide babysitting services in your home.

While we understand this often mutually beneficial opportunity for a family and Mothercraft employee, we as an agency caution against hiring our staff as babysitters. This is for several reasons that include:

- Staff burnout: childcare is an emotionally and physically demanding job, and extending this role into secondary employment can present a risk for our staff;
- Impact on relationship: these are questions we use to coach our staff when navigating this situation, and they are equally as important to ask yourself. These are good reflective questions to consider, especially since you are likely to see this individual daily at the childcare location.
 - If the babysitting arrangement or relationship went poorly, how would that affect your daily interactions with the Educator when you see them at Mothercraft?
 - How would that relationship be altered if either party learned something about the other that may alter their opinion of them?
- Conflict of interest: we have a *Conflict of Interest* policy for all staff at Mothercraft, and all staff have been trained that babysitting can present a real or perceived conflict of interest. Allegations of favoritism or preferential treatment may be a risk an Educator faces as a result of this perceived or real conflict of interest. Because of this risk, staff are expected to disclose when they have babysitting or other outside relationships with families;
- Professional Standards: The College of Early Childhood Educators has a professional standard that outlines expectations of RECEs, and by association, Educators, in how to navigate and minimize the challenges that come with having a dual relationship (e.g. providing licensed childcare for an after-hours babysitting client). In short, dual relationships should be minimized whenever possible.

Despite these cautions, a family and Mothercraft employee may decide to enter into an outside employment arrangement (e.g. babysitting). This arrangement should be undertaken with all the screening and assessment of fit that you would do for a babysitter that you have met elsewhere. This is your own private service arrangement, between the family and the individual, and Mothercraft does not play any party to that arrangement.

While babysitting is referred to in the above section, it could equally be replaced with other private service engagements such as tutoring, coaching, house sitting, etc.

36. Serious Occurrence Posting

On November 1, 2011, the Ontario government introduced a new policy that requires licensed child care centres and private-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.

A serious occurrence could include but is not limited to a serious injury to a child, a fire or other disaster on site, or any time there is an unplanned disruption of service such as that caused by a prolonged power outage.

Many factors may lead to a serious occurrence report. 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. Child care licensing inspection findings may be accessed through the Licensed Child Care Website which is available at <https://www.earlyyears.edu.gov.on.ca/LCCWeb/childcare/search.xhtml>

We are very proud at Mothercraft Ottawa to offer a high-quality licensed childcare and take our accountability to parents and the public very seriously. We have consistently followed the requirements under the *Child Care and Early Years Act*, to report incidents to the Ministry. The Ministry believes that parents will benefit from information about the incidents that occur including the actions that we have taken to prevent and minimize a reoccurrence by posting non-identifying information when an incident has occurred.

At Mothercraft - Evered, when a serious occurrence happens, you can expect the following:

- A *Serious Occurrence Notification Form* being posted on the Bulletin Board – Front Entrance for 10 days
- Being notified immediately if the serious occurrence involves your child
- An email stating that there was a serious occurrence, and that the notification form is posted if the serious occurrence involves your child’s group
- The right to review the *Summary of Requirements and Recommendations* that comes from our Ministry of Education Program Advisor. This is typically available 24-48 hours after the serious occurrence has been reported, and you can request to review this document by contacting the Program Manager or their designate.

37. Photography

Photos and movies are sometimes taken for use within the child care centre 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 picture to be used for publications or newspaper/television stories about the child care centre or for educational purposes, please notify the office staff at the time of registration.) We will then ensure that your child's picture is not taken.

38. 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.

39. Students

In cooperation with high schools, community colleges and universities in the area, the child care centre is frequently used as a source of practical experience for students in early childhood education. 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.

40. Supervision

Child staff ratios will be maintained according to the *Child Care and Early Years Act, 2014 (CCEYA)* at all times. The children are never left unsupervised.

Ratios

	Indoors	Outdoors
Infants	3:10 at all times	3:10
Toddlers	1:5 between 9 am and 4:30 pm 1:8 before 9 am and after 4:30 pm	1:5
Preschoolers	1:8 between 9 am and 4:30 pm 1:12 before 9 am and after 4:30 pm	1:8
Kinders	1:10 between 9 am and 4:30 pm 1:15 before 9 am and after 4:30 pm	1:10

Parents are responsible for their children during arrival and departure times.

41. 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.