

Charlotte Birchard Centres of Early Learning

www.cbcel.ca

Family Handbook



Greenboro Children's Centre

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Ottawa, ON K1T 2Y9

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Westboro Children's Centre

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Ottawa, ON K1Z 6B9

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FAMILY HANDBOOK

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1. ORGANIZATION

The Charlotte Birchard Centres of Early Learning (CBCEL) is an incorporated non-profit, charitable organization.

The Westboro Children's Centre established in 1979 in Ottawa West, and the Greenboro Children's Centre established in 1989 in Ottawa South, are managed by a Voluntary Community Board of Directors consisting of parents, members of the community and staff.

Both Early Learning & Child Care Programs are licensed by the Ministry of Education Child Care Quality Assurance and Licensing under the Child Care & Early Years Act, 2014.

<https://www.ontario.ca/page/child-care-centre-licensing-manual>

<https://www.ontario.ca/fr/page/guide-sur-la-delivrance-des-permis-des-centres-de-garde-denfants>

All programs are led by Registered Early Childhood Educators (RECE) and members in good standing with the College of Early Childhood Educators (CECE) or are otherwise approved by Director (MOE).

2. OBJECTIVES OF THE ORGANIZATION

- ❖ To offer a high quality early learning and child care service to families
- ❖ To provide a caring and nurturing environment that supports children's learning development, health and well-being
- ❖ Offer play inquiry based learning approaches that capitalize on children's natural curiosity
- ❖ To value children as individuals and as active and competent contributors with their own interests and points of view
- ❖ To promote partnerships with families that strengthens the relationship between parent/guardian and Educator
- ❖ To educate parents/guardians and the public on the importance of a high quality early learning and child care
- ❖ To influence decision-makers on child care issues

3. OUR MISSION

To deliver high quality, developmentally appropriate early learning and care opportunities for children and their families with a commitment to inclusion; meeting the diverse developmental needs of all children. With the support of our community partners, we strive to include all children and remove barriers that prevent children from actively participating.

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4. PROGRAM STATEMENT

The Charlotte Birchard Centres of Early Learning has adopted the document '*How Does Learning Happen?*' Ontario's Pedagogy for the Early Years as the professional learning resource that provides us guidance in program development and pedagogy in our early learning and care programs. Goals for children, expectations for programs and questions for reflection are organized around four interconnected foundations of belonging, well-being, engagement and expression. Our Program Statement is reviewed annually, and changes are made based on staff input. Staff, volunteers, and students review our statement after any modifications are made and sign the revised document.

We offer programs that are child-centred, inquiry and play-based learning supported by responsive relationships.

Our Educators plan, create, implement, document, assess and adapt the curriculum based on children's growing interests and inquiries. Learning is expressed through on going, and open-ended Pedagogical Documentation. Educators observe, record and document the learning processes in collaboration with children and whenever possible, their families. This approach to documentation makes the learning visible so it is easier to reflect upon and discuss during the process of making the curriculum.

Our indoor and outdoor curriculum is organized around the four foundations of learning: **belonging, well-being, engagement, and expression** (How Does Learning Happen? Ontario's Pedagogy for the Early Years). Each programs' environment (both indoors and outdoors) is intentional and unique and reflects the emerging interests of the children. Loose parts and natural materials support children in exploring their natural play spaces. With this purposeful approach to pedagogy, the curriculum is meaningful for the children.

We believe parents/guardians are an invaluable resource when it comes to their children. We value the knowledge and insight parents possess, as they are their child's primary and most influential teacher. We strive to create a strong and meaningful partnership between home and our Early Learning Centres.

Our programs have an open-door approach; we welcome families to visit any time during program hours. Parents bring a unique connection that helps foster family and community relationships, giving us an appreciation for family diversity. From the first introduction to a new family or to a family that has been with CBCEL for many years, we continue to look for new and innovative ways to build stronger connections with families.

We begin the positive and engaging partnership with families during our gradual entry period. This period gives families the opportunity to participate alongside their child while gaining an

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understanding of their child's program that extends beyond the written word. Parents/guardians and Educators alike have the opportunity to observe, engage and ask questions that will contribute to a better understanding to how best support the child.

Our learning environments reflect the diversity of the children in our Early Learning Centre's and the world in which they live. Learning stories and photos are displayed throughout our programs to enhance connections; giving families and children a sense of belonging. To help foster and cultivate authentic relationships we extend invitations to families throughout the year to events such as our annual family breakfast and art exhibit.

CBCEL uses online communication tools) to record and document children's learning; providing parents with an opportunity to connect with their child's experiences at the Centre. Parents/Guardians are encouraged to actively participate which can come in the form of offering insight to a story shared by an educator or sharing a story of their own; ultimately connecting home and centre based experiences.

We provide an early learning and care environment that is ideal for optimal early learning and development. Children are viewed as capable and competent co-learners; their natural curiosity and insatiable drive to explore their world are fostered and encouraged. Children are empowered explorers and are active participants in the development of the program's curriculum.

Our Educators are responsive and supportive to the children's individual needs. Educators are actively engaged with children. Both Educators and the environment provide opportunities for children to ask questions, problem solve, and communicate their ideas and thoughts by providing many different materials and opportunities to expand and extend their learning. We support and encourage children's choice and follow their lead to guide their interest, focusing on the whole child.

Our classrooms are thoughtfully planned and responsive to children's needs. Modifications to the environment occur to remain responsive to the needs and interests of the children.

Visuals (example: sequencing, 'now and then' boards) are displayed within our environment to assist the children in understanding the routines and expectations of the program. When needed we will also include the use of PECS (Picture Exchange Communication System). We recognize children's communication needs and abilities are diverse; Educators ensure that their communication is appropriate for each individual child.

Using supportive language and tone, Educators get down to the child's eye level to communicate. Educators support children by giving them enough time to process and respond to a question and or requests. Educators are active listeners, help identify what the child is feeling, and assist with expression by labelling emotions. Children's feelings, needs, wants and interests are respected

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and validated. Educators respect and support the range of emotions expressed by children and recognize that children need opportunity, space, and time to work through their emotions. Educators practice empathetic responses so children understand that their Educators recognize and understand their emotions.

Understanding that children's present and future well-being is influenced by their ability to self-regulate, our programs are set up to help children develop self-regulation capabilities by fostering positive interactions with one another. We arrange our environments to reduce the factors that may cause stress by offering an environment that encourages communication and self-expression (verbal and non-verbal expression). When working towards goals for children, educators move beyond preconceived expectations and outcomes and focus on how children learn. Regular observations, documentation and collaboration are key in program development.

Our programs provide environments and experiences that engage children in purposeful play; children are constantly investigating, discovering, creating, responding, improvising and expanding their knowledge base. Our natural playgrounds are also a perfect place for children to learn through creative exploration, play, inquiry, observation and imitation. Our early learning and care environments truly provide a place of wonder, exploration and discovery where children's early experience lasts a lifetime.

Children have the opportunity to rest/sleep in an environment that is conducive to sleep, rest and relaxation for a duration of up to two hours.

We offer two nutritional snacks a day and lunch for our toddler and preschool children. Children attending full day school receive a nutritional afternoon snack. Our menus are aligned with Eating Well with Canada's Food Guide and Section 4- Nutrition of the Child Care Centre Licensing Manual. Our Chef's take into account children's preferences when creating a nutritionally balanced menu. They connect with the programs and children daily during snack and lunch times and receive regular feedback.

We seek partnerships with parents/guardians and our communities to further strengthen and develop our programs and supports to children and families. One of our community partners is from Children's Integration Support Services (CISS). CISS provides a range of supports to assist with the inclusion of children as well as be a resource for the programs and Educators.

Fostering positive partnerships in our Westboro and Greenboro communities continues to be important to CBCEL. If requested, we will support/connect our families to community services such as the Snowsuit Fund, local Food Banks, health related services and others as needed. Community resources and information is also posted on the parent bulletin boards.

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We welcome suggestions from families for future community partners that families feel would be of meaning and value. Planned and spontaneous participation from families is welcomed.

We foster a supportive professional work place that respects collaborative communication. We provide opportunities for continuous professional growth, which includes reflective practices and quality assurance. Organizational or Centre specific meetings, as well as program team meetings, are held monthly.

All staff, students and volunteers will review and sign CBCEL's policies and program statement before the commencement of employment and annually thereafter.

Educators have scheduled non-contact time to work on and complete program and learning assessments to support children and provide meaningful curriculum. Educators document and share children's learning with parents through Storypark and documentation panels.

All Educators adhere to Ontario's College of Early Childhood Educators Code of Ethics and Standards of Practice.

For more information, please see the following links:

<https://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

http://www.children.gov.on.ca/htdocs/English/topics/earlychildhood/early_learning_for_every_child_today.aspx

<https://www.storypark.com/>

INCLUSION

CBCEL believes in an inclusive learning environment. With parental/guardian consent, we can apply for support from Children's Integration Support Services (CISS). CISS provides a range of supports to assist with the inclusion of children to licensed childcare programs (nursery schools, childcare centres and home childcare agencies) that integrate children with special needs within the City of Ottawa.

How is Children's Inclusion Support Services consulting to our program? Andrew Fleck

Children's Services, Children's Inclusion Support Services (CISS) provides supports to licensed childcare programs that promote the inclusion of children up to the age of 12 years. When the center's have CISS Resource Consultant assigned to our program, they provide a center-based approach to support the educators in their inclusion practices of providing optimal learning and development through an environment of belonging, engagement, expression and well-being for every child.

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This is available through:

- Ongoing visits to the program
- Discussion of successes and challenges of the group of children in the program
- Recommendations of supportive strategies to respond to the needs within the group of children
- Training opportunities for staff
- The loan of related books, resources, and equipment
- In some circumstances, opportunities to fund short term program assistance

There will be opportunities where the CISS Resource Consultant participates in meetings to plan for a child's participation in the program. More information about CISS please connect with the Program supervisor if you have questions.

In consultation with the parent, an Individualized Support Plan (ISP) is implemented to ensure the child succeeds and participates in a meaningful and purposeful manner.

As defined in the Child Care & Early Years Act, 2014, a child with special needs is a child with a physical, mental or developmental impairment that is likely to continue for a prolonged period of time as verified by objective psychological or medical findings.

5. EARLY LEARNING & CARE PROGRAMS

Westboro Children's Centre

Toddler Program – 18 months to 2 ½ Years

Preschool Program – 2 ½ to 6 years

School Age Program - 3.9 to 12 years

- Kinder Program
- School Age Programs

Greenboro Children's Centre

Toddler Program – 18 months to 2 ½ Years

Preschool Program – 2 ½ to 6 years

Greenboro Children's Centre Observation Booth

Classrooms at our Greenboro location are equipped with observation booths. One-way mirrored glass allows observers to see directly into the room.

College/university students, faculty, parents/guardians, staff, and resource partners of the children's program design the observation booths for use. Information gathered by students are for class use only, and the names of children are kept confidential.

These booths provide an opportunity to observe children in a natural context as well as see and hear activities in the classroom unobtrusively.

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Under no circumstances are 'opened' electronic devices to be used in the booth. Photography and videography are strictly prohibited. We take privacy very seriously, therefore individuals who ignore this warning will lose access to the booth and/or may be discharged from the Centre.

****Please note that access to the booths are reserved for parents/guardians, therefore other family members, friends, alternate drop-off/ pick-up designates may not have access to the booths. ****

6. HOURS OF OPERATION

Early Learning and Child Care Programs (18 months – 6 years)

Westboro Children's Centre:

Hours of Operation for:

Toddler Program
Preschool Programs

7:30 am to 5:30 pm
Monday to Friday, year round

Greenboro Children's Centre:

Hours of Operation for:

Toddler Program
Preschool Programs

7:30 am to 5:30 pm
Monday to Friday, year round

Kindergarten and School Age Extended Day Programs (3.5 years – 12 years)

(Westboro Children's Centre location only)

Hours of Operation for:

❖ Kindergarten and School Age Programs

Regular hours of operation:

7:30 am to 8:00 am (10 or more children required for morning component to be offered)

*additional cost applies

2:30 pm to 5:30 pm Monday to Friday, year round

Monday to Friday during school months

Non-Instructional Days - Includes: PA Days and school breaks (Christmas & March Break)

7:30 am to 5:30 pm

We are a community partner for Hilson Avenue Public School. Consideration may be given to other community schools based on interest and space availability.

July and August Summer Program

7:30 am to 5:30 pm Monday to Friday



Observation of the opening and closing times is essential. Early Childhood Educators are not available prior to 7:30 am and after 5:30 pm.

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CBCEL reserves the right to modify hours of operation and/or access to care, i.e., predetermined drop-off and pick-up times based on the needs of the Centre.

7. WAITING LIST POLICY

The Charlotte Birchard Centres of Early Learning uses the City of Ottawa Child Care Registry and Waitlist to access the names of families that have applied online and selected one of our sites as an early learning and care option.

Subsidized families are admitted based on their 'accepted' status and priority ranking as determined by the City of Ottawa.

Full fee families are admitted based on the completion of our on-line registration (Digibot) and deposit.

Full-fee families are selected according to the date of online application. Families currently enrolled in one of our Centres and have a child on the City of Ottawa Child Care Registry and Waitlist will have prioritized placement. Internal families will hold the order in which they applied to the City of Ottawa Child Care Registry and Waitlist and will be admitted according to that order.

Parents/guardians will receive a phone call and/or an email indicating upcoming availabilities. We will continue to access names, offer families tours and placement dates until a family has accepted the available spot. Registration will be considered complete and children will be admitted only when ALL on-line registration documents/forms and electronic signatures have been completed on Digibot. Families must complete the registration process within three business days of the offer.

Incomplete registration may result in ineligibility for the space originally offered. Contact the Program Supervisor, if you require more time to complete the registration process.

Applicants may be removed from our waiting list after 3 unsuccessful attempts of contacting a family.

A families' status will be made available to them upon request.

<https://onehsn.com/Ottawa>

Phone: Service Ottawa 3-1-1

8. CENTRE TOURS

The centre offers both in-person tours and online LIVE VIRUTAL TOURS with perspective families looking for immediate placement. As with in-person tours, children will be present during the tours and engaged in their respective programs.

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9. FULL AND PARTIAL SUBSIDY

Both Centres have a Purchase of Service Agreement with the City of Ottawa, which allows us to enroll children in subsidized spaces. Parents/guardians can apply for a subsidy through the City of Ottawa and they will determine eligibility.

<http://ottawa.ca/en/residents/social-services/daycare/daycare-services>

10. CRITERIA FOR ADMISSION

The child will be accepted in the program when:

- ❖ The child accompanies parent(s) on a visit
- ❖ The child is at an appropriate age
- ❖ The program meets the child's needs
- ❖ The child is able to function within a group setting
- ❖ The parent complies with the Centre's orientation procedures and general policies
- ❖ Registration package is completed with deposit and returned by a predetermined date

11. REGISTRATION RENEWAL IN DIGIBOT

In order to secure your childcare space each year, you must complete our registration renewal process via the childcare parent portal, which will usually occur in June. This mandatory process allows us to provisionally manage available spaces as well as staffing. You can also sign forms online following your registration. It's all done in a few clicks! Families will receive a notification when it's time to renew. There will also be step-by-step instructions with a technical support link, should you require assistance.

12. HOLIDAYS & CENTRE CLOSURES

The Centres will be closed as follows:

New Year's Day

Family Day (February)

Good Friday

Easter Monday

Victoria Day

Canada Day

One Vacation week in Summer – June 30– July 4, 2025

One other day in lieu of November 11 and any other day proclaimed by the governor in council as a National or Provincial Holiday.

Civic Holiday (August)

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day

Week between Christmas and New Year's

Dec 25, 2025 to Jan 1, 2026 (inclusive)

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13. EMERGENCY POLICIES AND PROCEDURES

CBCEL has emergency policies and procedures in place should an emergency occur. Parents/Guardians will be notified via an announcement on the Centre's voicemail, email, online story/communication app.

14. REGISTRATION/CWELLCC: FEES/EMERGENCY CLOSURES

During a state of emergency, the Government may issue an order to shut down child care services. In such cases, the Government may pass emergency orders regarding payments for child care. CBCEL will follow all government issued orders. Families will not be reimbursed fees for any other emergency closures that may occur throughout the year. Families will not be reimbursed fees for children's sick or vacations that may occur throughout the year.

Fees are based on the cost of 254 operating days of the Early Learning Centres. No refunds can be given for absent days and vacations.

A 10-day fee deposit (see box below) and Digibot registration must be completed in order to secure a child care space with CBCEL. Once a registration process has been activated, families will 3 business days to complete their child's registration. Families will receive an email confirmation and activation code. Families will then complete the e-registration application process.

NOTE: It is important that you make note of your user ID, password and security question answers for future use.

Families will be required to activate their account and complete ALL required information. ALL sections of the registration must be completed before a child is deemed registered.

To access your on-line registration parent portal, click on the Digibot Portal icon on the CBCEL website, and then click on the "Parent Portal" icon. If at any time you are encountering difficulties with your registration request, access the parent portal or any part of the registration process, you may contact the technical support team by using the on-line chat feature, or by email at support@digibot.ca



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This 10-day deposit may be processed at the time of registration, and will be applied towards the first month fees. Families will receive a Statement of Account with the remaining balance owing. In the event that a family may need to cancel the prearranged child care with CBCEL, a minimum of 10-days' notice (excludes weekends, statutory holidays & closures) **must be given in writing**. If the required notice is not given the deposit will be forfeited, as CBCEL will be required to find another family to fill the spot.

The **Canada-Wide Early Learning & Child Care (CWELCC) System** has been implemented at CBCEL and through the City of Ottawa Children's Services we have contribution agreement to secure our enrollment. **CWELCC reduction has been applied to the Toddler, Preschool and Kindergarten rates as of April 1, 2022.**

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 cutoff 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 municipality, the subsidy office will notify you if your fees are eligible for the CWELCCS;
- If you pay childcare fees directly to us, you will be entitled to a calculated refund if your child is eligible. Please note that the floor of \$12.00 per day is not applicable in your case

Base Fees

Westboro Children's Centre

Toddler: \$22.00

Preschool: \$22.00

Kinder: \$12.39

School Age: \$25.61

Greenboro Children's Centre

Toddler: \$22.00

Preschool: \$22.00

Westboro Children's Centre:

10-Day deposit fees

Toddler Program - \$220.00

Preschool Program - \$220.00

Kinder Program - \$123.90

School Age Program - \$256.10

Greenboro Children's Centre:

10-Day deposit fees

Toddler Program - \$220.00

Preschool Program - \$220.00

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Please Note: Fees are generally set for the fiscal year January to December. A Pre-Authorized Debit Agreement form is provided for families to complete and submit along with a void cheque for monthly fees. Each month's fees must be paid on the **first day of each month**. A minimum of 10 days' notice in writing must be given to CBCEL should a family wish to cancel the A Pre-Authorized Debit Agreement.

- ❖ Children who enter a program partway through a month will have their fees pro-rated
- ❖ Fees have been pro-rated and based on 254 service days (includes all statutory holiday) a year

Overdue Payment of Fees

A total of three (3) statement of accounts will be issued to families with any outstanding balances.

- 1st Notice – Reminder
- 2nd Notice – Child care space may be at risk if payment is not received immediately
- 3rd Notice – Notice of discharge

At any time during the above process, the parent or guardian may approach the Executive Director, ExecutiveDirector@cbcel.ca, to come to an agreement and schedule as to how and when the outstanding balance of their account will be cleared.

NSF Payments (Non-Base Fee)

Parents or guardians will be charged \$20.00 for insufficient funds. This fee is to cover administration and bank charges.

15. WITHDRAWAL/DISCHARGE POLICY

CBCEL requires a minimum of 20 enrollment days' notice of withdrawal in written or payment in lieu of notice (does not include weekends). Enrollment days include sick days, family vacation days, statutory holidays, as well as days attended.

Please note: Families wishing to withdraw their children for the summer with the intention of returning in the Fall will need to re-register their child on the Centralized waiting list. Families will be contacted based on space availability and waiting list application date; families will then be sent instructions for registration. Confirmation of space will be made once the registration package and deposit have been returned in the predetermined time frame. Spaces cannot be held/saved throughout the summer without fee payment.

Reasons for discharge include:

- ❖ A parent/guardian does not accept or abide by the policies and procedures
- ❖ A child is beyond program age

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- ❖ A child graduating from Grade 6 will automatically graduate from the Westboro Children's Centre on June 30th.
- ❖ A child demonstrates challenges, developmentally and/or behaviorally where we have concluded that the staff and program can no longer meet a child's needs and where there is a safety risk to the child, other children and staff.

In the event a child does not meet the criteria for continued enrolment in the program the Centre may assist the family in pursuing other early learning and child care options in the community.

16. IMMUNIZATION POLICY

The Charlotte Birchard Centres of Early Learning (CBCEL) is committed to ensure that all children in attendance at our Centres have up to date immunization records as recommended by the local medical officer of health as per the Child Care and Early Years Act, 2014. Our Centres will participate in the annual child immunization record verification (surveillance) process with Ottawa Public Health. Immunization records or a standardized ministry approved exemption form from the Ministry of Education must be completed and received by the Centre prior to the child entering the program.

The purpose of this policy is to provide guidelines for ensuring that immunization information is collected and maintained for every child admitted, and from time to time thereafter. This policy also provides guidelines for ensuring that any person who objects to immunization due to medical or non-medical reasons completes a standardized ministry approved exemption form from the Ministry of Education.

This policy applies to all children in attendance at one of the Charlotte Birchard Centres of Early Learning (Westboro Children's Centre and Greenboro Children's Centre).

CBCEL is responsible for:

- Collecting and maintaining a file system with a copy of the immunization record and/or standardized ministry approved exemption form from the Ministry of Education for each child.
- Providing notices supplied by Ottawa Public Health to parents/guardians as necessary
- Maintaining an up to date list of children who attend a CBCEL Centre, and provide an electronic list of children to Ottawa Public Health on an annual basis in September.

Updating Ottawa Public Health:

CBCEL will provide an electronic list of all children at our Centres to Ottawa Public Health on an annual basis in September. The list of attendees will be sent to Ottawa Public Health using a secure file transfer method.

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Collection of Children Immunization Record/Exemption:

CBCEL will collect and maintain, on file at the premises, a copy of the immunization record and/or the standardized ministry approved medical or non-medical exemption form from the Ministry of Education for each child registered at our Centres.

CBCEL requires that each parent/guardian provide a copy of their child's immunization record and/or the standardized ministry approved medical or non-medical exemption form from the Ministry of Education to the Centre, and provide a copy to Ottawa Public Health.

- Exemptions:

A parent/guardian who objects to immunization due to medical or non-medical reasons must complete a standardized ministry approved exemption form from the Ministry of Education and provide it to CBCEL.

Standardized ministry approved medical or non-medical exemption form from the Ministry of Education can be found online at the Government of Ontario Central Forms Repository: (for children, parents must select "parent of a child")

- CCEYA Exemption - Statement of Medical Exemption
- CCEYA Exemption - Statement of Conscience or Religious Belief

In the event of an outbreak related to a vaccine preventable disease, Ottawa Public Health may order the exclusion of children who have an incomplete immunization record from attendance at our Centre until the risk related to the outbreak has ended. This is to minimize the risk of spreading the disease and to protect unvaccinated staff and children.

- Record Updates:

Parents/guardians must provide our Centre with updates any time a child receives an immunization. Parent/guardians should provide Ottawa Public Health with any new immunization information.

- Verification of Records:

CBCEL will screen the immunization records upon receipt to determine if the record appears up to date according to the Ontario Publicly Funded Immunization Schedule. We will inform parents/guardians of any potential discrepancies noticed and encourage the parents/guardians to contact Ottawa Public Health (OPH) for further assessment.

CBCEL participates in the OPH childcare immunization verification process (Surveillance).

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17. PROHIBITED PRACTICES AT CBCEL

CBCEL does not permit;

- (a) Corporal punishment of the child;
- (b) Physical restraint of the child, for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) Locking the exits of the Child Care Centre for the purpose of confining the child, or confining the child in an area or room without adult supervision
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) Inflicting any bodily harm on children including making children eat or drink against their will.

18. GRADUAL ENTRY PERIOD - Does not apply to Kinder and School age programs

In order to promote easy entry into a program a gradual entry procedure is followed. It is required that a parent/guardian remain with the children for the first day, and possibly for part of subsequent days.

Day 1: Parent/guardian and child arrive at 9:15 a.m. and both leave at 11:15 a.m.

Day 2: Parent/guardian and child arrive at 9:15 a.m.

Parent/guardian leaves shortly after and returns after lunch - 12:00 p.m.

Day 3: Parent/guardian and child arrive at 9:15 a.m.

Parent/guardian leaves shortly after and returns by 3:00 p.m.

Should a parent/guardian not be available for the orientation he/she may delegate this responsibility to another person.

A little time invested at this stage will make your child's introduction to the Centre a more enjoyable experience. It will also allow the parents/guardians to become familiar with the Educators and the program routine.

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Ongoing communication with our CBCEL families is appreciated and encouraged; however, we recognize that our Educators are busy with the children in program and are unable to give you undivided attention. Therefore, if you are a new family and feel you would like more information about your child's progress in settling into his or her program you can request a meeting with your child's Educator and the Program Supervisor after the child has been in attendance for 4 weeks. This time frame allows the Educators an opportunity to develop a relationship with your child and make observations on your child's progress.

19. SCHEDULE EXAMPLE

Schedules vary from time to time according to the needs of the children and program variations (see Parents Bulletin Board).

7:30 – 8:30 am	Free play
8:30 – 9:00 am	Morning Snack
9:00 – 10:15 am	Art/Planned Programming/Circle Time
10:15 – 11:30 am	Outdoor Play
11:30 – 12:00 pm	Lunch
12:00 – 2:00 pm	Rest Time/Quiet Activities
2:00 – 2:30 pm	Quiet Activities (Manipulatives & Quiet Art)
2:30 - 3:00 pm	Afternoon Snack
3:00 – 4:00 pm	Outdoor Play
4:00 – 5:30 pm	Free Play

***** Subject to change according to the needs of the children and/or program. *****

The programs provide for a minimum of 2 hours of outdoor play activities each day, weather permitting. Both Centres utilize additional space (Westboro's 'link', and Greenboro's Piazza) for gross motor activities and/or special activities when they are unable to go outside, for reasons such as inclement weather conditions.

Parents/Guardians must provide suitable and extra clothing for active play, varying weather conditions and/or soiled clothing. Labeled clothing is helpful.

20. FIELD TRIPS/SPECIAL GUESTS/EVENTS

For the Kindergarten and school age program field trips are a regular feature of our program and are taken throughout the year to special places of interest. Families will be asked to sign a permission form for any type of field trip that the programs will be planning including walks around the neighbourhood. For safety reasons of not being able to properly secure very young children into a bus seat, Toddler and Preschool Programs will not be going on field trips using public or school bus transportation. We will offer similar experiences on-site; bringing special guests into our Centres.



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Parents/Guardians of kinder and school age children will be informed of all bus excursions in advanced and a consent form will have to be signed for each trip. Parents/Guardians choosing not to have their child participate will be required to make their own alternative care arrangements at their own cost for the duration of the field trip.

Parents/guardians are always welcome to accompany their child on our trips. For transportation planning purposes, we require advance notice. A current police check for the vulnerable sector for participating parents/guardians will also be required prior to the event.

21. MEALS

The Centres provide a warm nutritious lunch each day. Morning and afternoon snacks are also provided.

All food is prepared and cooked on the premises. The menu is posted on the Parent Bulletin Board and are displayed in the Digibot parent portal on the child's report.

All food is chosen on the basis of its nutritional value and with the food preferences of children in mind. Snacks and lunches meet the food and drink requirements set out in the Child Care and Early Years Act, 2014 (section 42 of Ont. Reg. 137/15).

Health Canada documents "Eating Well with Canada's Food Guide".

We must be informed in writing of any allergies, dietary restrictions or medical needs for your child.

****The following paragraph only applies to the Westboro Children's Centre families****

In the Kinder and School Age programs, afternoon snacks are provided. On PA Days, March and summer breaks, morning and afternoon snacks are provided. Lunch is the responsibility of the parents/guardians.

LUNCH BAG POLICY (For Westboro Children's Centre Kinder & School Age Children only)

Our Kinder and School Age children are expected to bring in and eat their lunch with their peers in program on non-instructional school days. Bag lunches from home should include a variety of foods from each of the 4 food groups. Children's lunches should be in containers labeled with their names. Parents/guardians should ensure that food and drinks are stored and prepared to maintain its nutritive value, such as including an ice pack.

For the health and safety of all children, staff will be monitoring lunches. Concerns will be brought forward to the parents/guardians for further discussion.

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Our childcare centres have individuals with various dietary requirements, including severe life-threatening allergies. Families may want to make their child's birthday special by providing the program with cupcakes or other food items. We kindly request that you refrain from bringing in any celebration snacks as they may contain common allergens such as nuts, gluten, dairy and eggs etc. We want to ensure that all children feel safe and included in our program and avoiding these allergens is crucial to achieving that goal.

Ministry of Education Reduced Ratios Ontario Regulation 137/15

In a child care centre, there are periods of time during the day where not all children are there at the same time or the children are sleeping/resting so fewer adults than required (by subsection 8(1)) at other times of the day are enough to adequately care for and supervise children. Being able to have reduced ratios during some short parts of the day for certain age groups (namely those older than infants) gives staff a chance to take a break or come to/leave work at different times.

Subsection 8(4) is in place to limit when reduced ratios can happen; namely that reduced ratios are only allowed during three different periods of time during the day:

1. Arrival periods: reduced ratios are allowed because in most centres, children arrive at the child care centre at different times so attendance can fluctuate
2. Departure periods: reduced ratios are allowed because in most centres, children leave the child care centre at different times so attendance can fluctuate
3. Rest periods: reduced ratios are allowed because the children are not very active during rest period, so they need less supervision than during other times of the day

	6 HOURS OR MORE/DAY
Arrival period* (counted from the time the program opens that day)	no more than 90 minutes
Departure period* (counted from the time before the program closes for the day)	no more than 60 minutes
Rest period	no more than 2 hours for licensed preschool or toddler groups or family groups with children age 2-5 years

22. REST PERIOD (12:00 – 2:00 pm – Rest Time/Quiet Activities)

The need for rest and sleep varies greatly from child to child; however, rest is an important part of the day for all young children as children benefit from periods of rest and relaxation to balance their active day. The rest period is conducive to sleep and children may nap for up to two hours or engage in quiet activities.

A favorite blanket or stuffed toy from home is most welcome.



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23. ATTENDANCE, ARRIVAL AND DEPARTURE (7:30 am – 5:30 pm)

Regular attendance of your child is expected as it generally promotes better adjustment to a program. However, if your child is unable to attend the Centre due to illness or vacation, please remember **to log into the parent portal in Digibot to** notify the Centre before 9:30 a.m.

Parents/guardians must notify the Educators directly of the child's arrival and departure. Children must never be left unattended in classrooms, cubbies, playgrounds, hallways, cars, parking lots or "drop off" areas.

Our Centre's entrance doors are locked at all times. Personal codes are given to parents only and are not to be shared with persons you have designated to pick up your child. We ask that visitors buzz the intercom and introduce themselves. Photo ID will be asked of any unknown pick up designate.

Young children do not yet fully understand the concept of time, but rather by the events that happen. When events happen in the same order every day, children have a better understanding of their world, and therefore feel more confident and secure.

Establishing routines can decrease the amount of stress for yourself and your child. A routine helps children practice making these simple predictions, as well as understand concepts such as "before and after, first and then". Routines also help children develop self-control. A regular schedule fosters responsibility and independence because children will be able to perform more activities on their own, simply from familiarity.

We strongly feel that children need to be properly supported when they begin their day with us, and that starts with a consistent drop off time. It is our responsibility to ensure that individual and group needs are considered when establishing an end time for arrivals. Therefore, to ensure maximum support for all children (the child arriving and the group of children already in attendance); children not in attendance by 11:00 a.m. will be marked absent on the attendance record and will not be accepted into program. For maximum benefits, we seek your cooperation and partnership in supporting your child and the group as a whole, by having your child arrive by 9:30 a.m.

We recognize that at times, children may have medical appointments that go beyond 11:00 a.m., exceptions will be made case by case with advance notice.

Any parent/guardian who pick up after 5:30 pm will be required to sign the "Parent Late book".

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24. SAFE ARRIVAL AND DISMISSAL POLICY

On January 1, 2024, subsection 45 (1) of the Regulation is amended by adding the following clause: (See: O. Reg. 325/23, s. 4)

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

(c.1) a copy of the safe arrival and dismissal policy described in section 50;

Safe Arrival & Dismissal Policy

Effective January 1, 2024 Version 1.0 (2023-12-05)

1. Accepting a child into care

When accepting a child into care, program staff must:

- ✓ greet the parent/guardian and the child;
- ✓ if shared by (or discussed with) the parent/guardian, document any one-time change to pick-up procedure during the child's check-in process on DigibotGO;
- ✓ check-in the child on DigibotGO.

2. When a child has not arrived in care as expected

When a child does not arrive at the centre, and the parent/guardian has not reported the absence in advance via the parent portal, program staff will receive a notification on the DigibotGO staff app requesting confirmation that the child has not arrived. This notification will be triggered as follows:

- For school-age programs in the morning: 15 minutes before transition to school
- **For school-age programs in the afternoon:** 15 minutes after transition from school to childcare
- **For infant, toddler and preschool programs:** 180 minutes (3 hours) after the centre opens

If program staff does not confirm the child's absence within 10 minutes and/or if their DigibotGO device is offline, the site supervisor will be required to confirm the child's absence. Once the child's absence has been confirmed:

- **Level 1** – Authorized parents/guardians will receive a notification asking them to confirm the child's presence or absence.
- **Level 2** – If parents/guardians do not confirm the child's absence within 20 minutes, the site supervisor will personally attempt to contact each person listed on the child's

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emergency contact listing in the sequence identified in the child's file. If the supervisor is unavailable, the incident will be referred to a designated SADP lead.

- **Level 3** – If no parent/guardian or emergency contact can be reached, the site supervisor will contact a SADP lead to confirm the next steps. The SADP lead may give permission to contact other authorities, including police services.

3. Releasing a child from care

Staff supervising the child at the time of pick-up must only release the child to a parent/guardian or authorized contact listed on the child's Digibot contact listing available in the DigibotGO staff app or on the child's printed emergency card. During the first three (3) interactions between a staff member and a parent/emergency contact, the DigibotGO staff app will require the staff to confirm the person's identity:

- by checking with another staff member, or;
- by checking the person's photo identification.

If the person is not listed as an authorized contact for pick-up, the educator must obtain authorization in person or verbally (by telephone, walkie-talkie, intercom, etc.) from the site supervisor or an SADP lead to release the child to this person. In this case, an automated email will be sent to parents/guardians to document the interaction and remind them to add the emergency contact via the portal.

4. When a child has not been picked up upon centre closing

If a child has not been picked up 15 minutes prior to the centre closing time, program staff will receive a DigibotGO notification to confirm that the child is still present. If staff does not confirm the child's attendance within 10 minutes and/or if their DigibotGO device is offline, the site supervisor will be asked to confirm the child's attendance. Once it has been confirmed that the child is still on site:

- **Level 1** – Authorized parents/guardians will receive a notification asking them to confirm that they are on their way.
- **Level 2** – If parents/guardians do not respond to the notification within 20 minutes, the site supervisor will personally attempt to contact each person listed on the child's emergency contact listing in the sequence identified in the child's file. If the supervisor is not available, the incident will be assigned to a designated SADP lead.
- **Level 3** – If no parent/guardian or emergency contact can be reached, the site supervisor will contact an SADP lead to confirm next steps. The SADP lead may give permission to contact the local Children's Aid Society (CAS). Program staff must follow CAS instructions regarding next steps.

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5. SADP Incident Reports

Every time SADP steps are engaged, regardless of level, an SADP incident report will be generated. Incident reports will require an electronic signature from the site supervisor as well as a parent/guardian. At the centre's discretion, several high-level incidents may result in further warnings and/or termination of childcare services.

6. Dismissing a child from care without supervision

If the centre allows, and only if the parent/guardian has provided prior written authorization via the designated permission form, program staff may allow a child aged 12 years (144 months) or older to leave the centre unsupervised. Program staff must document the unsupervised departure via the check-out process on DigibotGO.

7. Parent/Guardian Responsibilities Parents/guardians agree to:

- ✓ report their child's absence in advance via the parent portal;
- ✓ maintain their child's updated emergency contact listing via the parent portal; notify program staff of any punctual changes to their child's daily drop-off or pick-up procedures.

8. Program Staff Responsibilities Program staff agrees to:

- ✓ adequately and accurately complete the child's check-in and check-out process;
- ✓ complete SADP attendance validation when prompted; complete identity verification when prompted.

9. Disclaimer

The purpose of this policy is to implement procedures to ensure the safe arrival and departure of children. It relies on the participation and collaboration of parents/guardians, program staff and management staff to function optimally. In addition, the organization uses several Digibot technological tools and features to support the implementation of this policy. Some factors may affect the implementation of these procedures, the accuracy of the information dispatched and/or the triggering of these automated processes - including power outages and/or network failures, equipment malfunction and manual oversights or errors. The childcare centre and Digibot will not be held responsible in the event of such a situation. Furthermore, as this policy stems from brand new requirements of the Child Care and Early Years Act, 2014 (Regulation 325/23 section 5, Regulation 137/15 section 50), the childcare centre and Digibot reserve the right to modify the policy at any time with reasonable notice.

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25. HEAD LICE

We check children's hair on a fairly regular basis and we encourage all parents/guardians to do the same. If an inspection of your child's hair shows that they have live lice, you will be asked to pick your child up from the Centre. Your child will be excluded until there is evidence that treatment has been applied (no live lice found). Eggs must be removed and disposed of, otherwise the issue will not resolve. We also ask that you complete and return the lice treatment form.

While having lice is not considered a serious problem, it can have a direct impact to the program(s). When there are cases of head lice we remove some program resources from the children's play to help prevent the spread of lice to other children. The bedding and like materials are removed daily, washed and dried on high heat until there are no more cases of head lice in the program(s).

We understand that this can be overwhelming for some people, there are services available for those who wish to have assistance in dealing with lice. Please speak with us, if you would like to know more.

26. ILLNESS/MEDICATION

Your child must remain at home whenever he/she is unwell. Children must be free of symptoms and no longer require medication when they return to child care.

- vomiting or diarrhea should be excluded until 48 hours symptom free
- fever should be excluded until 24 hours symptom free and medication free for 24 hours such as Tylenol, or
- diagnosed by a physician as having a contagious disease and has started medication - must be on that medication for 24hrs before returning

Unless OPH advises us of a longer exclusion period for any of the communicable infections.

https://www.ottawapublichealth.ca/en/professionals-and-partners/resources/Documents/cd_guidelines_ccc_en.pdf

Parents/guardians will be notified and requested to pick up their child when he/she appears to be ill and/or shows symptoms such as fever, vomiting, diarrhea, or unidentified rashes.

Parents/guardians may be requested to have unidentified rashes diagnosed by a physician. The child may return to the program with a medical note/certificate stating that the child is free from communicable disease.

In considering whether a child is well enough to return to the program, he/she must be well enough to participate in regular indoor and outdoor activities and does not require one on one support from an Educator.

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Only medication prescribed by a physician will be administered by an Educator with written authorization (form provided by the Centre) from the parent/guardian. The medication must be in its original container, clearly labeled with your child's name, name of medication, dosage, instructions for storage, administration and expiry date. We will not administer over the counter medications such as Advil/Tylenol without a written prescription from a physician. Parents/guardians will be notified if a child refuses medication or an attempt was unsuccessful (i.e. child spits out the medication); a secondary dosage will not be administered.

Always ensure a 'Medication Authorization Form' has been completed and signed by yourself and verified by a staff member. Incomplete forms will be returned to parents/guardians and medication will not be administered until the form is complete. Medication cannot be stored in your child's cubby or backpacks.

All unused or expired medication will be returned to you for disposal.

To support the health, safety, and well-being of children with medical needs, parents/guardians of children who have anaphylactic allergies or any other medical conditions or needs such as asthma, diabetes, seizure disorders such as epilepsy, or acute conditions such as concussions will have an individualized health plan for each child with medical needs. This will be done in consultation with a parent/guardian of the child and with any regulated health professional who is involved in the child's health care and who, in the opinion of the parent, should be included in the consultation.

****IT IS ADVISABLE TO PLAN FOR ALTERNATE CARE FOR ILL CHILDREN AT THE TIME OF ENROLMENT****

Over-the-Counter Products

CBCEL will administer the following over-the-counter products to children without documentation of administration (except where the item is a drug, as defined in the *Drug and Pharmacies Regulation Act*): sunscreen, moisturizing skin lotion, lip balm, insect repellent, hand sanitizer and diaper creams.

Over-the-counter products must be labeled with the child's name, stored in accordance with the instruction for storage on the label, and administered in accordance with the instructions on the label and the parents/guardians authorization and written instructions.

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27. ACCIDENT AND INCIDENT REPORTING

If your child suffers a significant injury requiring more than basic comfort (soap, water, band-aid, ice, TLC) or that is more than would be expected in the normal course of play; staff will administer first aid. Staff will also complete an accident report before the child is signed out (when possible) or by the next day that care is provided. The centre will make an accident report and let the child's parents/guardian/designate know about the child's injury by providing the parent with a copy of the accident report.



Examples of non-reportable incidents include: child falls and scrapes themselves, insect bites that don't cause an unexpected reaction, minor bumps and bruises. Examples of reportable accidents include: a bump to the head, a bite from another child, major bruises or swelling.

If the injury is severe enough to warrant medical assistance, parents/guardians will be notified immediately to come and pick up their child to seek medical attention. If emergency treatment at a hospital is required, parents/guardians will be contacted to either accompany or meet staff at the hospital. If parents/guardian cannot be contacted the designated staff will follow emergency procedures and call either ambulance services or 911, depending on the severity of the injury.

28. SERIOUS OCCURENCE

All licensed child care programs are required to report a Serious Occurrence to the Ontario Ministry of Education Child Care Quality Assurance and Licensing Offices.

Serious Occurrences will be posted on our Parent Board for 10 business days as required. If the posting is related to an incident that involved your family, you will be personally notified.

A serious occurrence consists of:

- Death of a child
- Abuse or mistreatment of a client
- Life threatening injury or life threatening illness of a child who receives child care at the Child Care Centre
- Child is missing or temporarily unsupervised
- Unplanned disruption to service

29. BEHAVIOUR

When a child's behavior puts the health and safety of others or themselves at risk, a parent/guardian will be notified to pick up their child. However, all behaviours will be

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addressed in a positive and supportive manner at a level that is appropriate to their actions, age, and level of development with the goal of promoting self-regulation.

Appropriate guiding and caring techniques are discussed at staff meetings and all our Educators are required to review and sign our Guidelines for Responsive and Caring Relationships policy annually.

30. STUDENTS/VOLUNTEERS

1. Only employees will have direct access to children
2. Volunteers and students may not be counted in staffing ratios
3. No child is to be supervised by a person under 18 years of age

Responsive and caring relationships will be supervised under the direction and support of a qualified Registered Early Childhood Educator and program staff. All volunteers and students will review, sign and date policies and procedures. Criminal reference checks (vulnerable sector) are required for all students/volunteers having direct contact with children in our Centres.

31. PARKING AREAS

A limited number of “drop off” spaces are available in the parking area. Parking lots are a source of danger to young children and extreme caution must be used when entering and leaving the area.

Children are not to be left unattended in vehicles. When dropping off and picking up your child, please ensure that the motor is turned off. Please respect the no parking zones and the accessible parking spaces.

UNDER NO CIRCUMSTANCES ARE VEHICLES ALLOWED TO DRIVE ONTO THE HILSON AVENUE PUBLIC SCHOOL YARD OR IN “RESERVED PARKING” SPOTS NOR ONTO THE GREENBORO PATHWAYS.

32. WORKPLACE HARRASSMENT POLICY

The management of the Charlotte Birchard Centres of Early Learning (CBCEL) is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors, educators, staff, placement students, volunteers and parents/guardians are expected to uphold this policy, and will be held accountable by the organization.

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Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace -- a comment or conduct that is known or ought reasonably to be known to be unwelcome against a CBCEL staff or parents/guardians.

Harassment may also relate, but is not limited to, a form of discrimination as set out in the Ontario Human Rights Code.

This policy is not intended to limit or constrain the reasonable exercise of management functions at CBCEL.

CBCEL staff and parents/guardians are encouraged to report any incidents of workplace harassment directly to the Executive Director. There will be no negative consequences for reports made in good faith.

The Executive Director and management will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting everybody's privacy as much as possible.

33. PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

Purpose

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

Policy

Parents/guardians are encouraged to take an active role in our Child Care Centres and regularly discuss what their child(ren) are experiencing within our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, foster the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by CBCEL and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

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An initial response to an issue or concern will be provided to parents/guardians within 3 business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

Conduct

Our Centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Executive Director, Program Supervisor.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

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Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program/ Room-Related</p> <p>Example: Schedule, sleep arrangements, toilet training, indoor/outdoor program activities</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - Your child's Early Childhood Educator <p>or</p> <ul style="list-style-type: none"> - the Program Supervisor 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 3 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;
<p>General, Centre-or Operations-Related</p> <p>Example: 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 Supervisor 	<ul style="list-style-type: none"> - 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>Staff, and Supervisor Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - staff directly <p>or</p> <ul style="list-style-type: none"> - Program Supervisor <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>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 3 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>

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Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student- / Volunteer- Related	Raise the issue or concern to <ul style="list-style-type: none"> - the Educator responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the Program Supervisor All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the CBCEL Executive Director.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. Ottawa Public Health, Ottawa Police Department, Ministry of Environment, Ministry of Labour, Fire Department, College of Early Childhood Educators).

Contacts:

CBCEL Executive Director: Westboro Children's Centre 613-728-1797, Greenboro Children's Centre 613-526-3203

Westboro Program Supervisor: 613-728-1797

Greenboro Program Supervisor: 613-526-3203

Ottawa Police- 613-230-6211

Children's Aid Society- 613-747-7800

Fire Department (non-emergencies) - 613-580-2860

Ottawa Public Health- 613-580-6744 1-866-426-8885

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College of Early Childhood Educators- <https://www.college-ece.ca/en/Public/Professional-Regulation>

Ministry of Education - Child Care Quality Assurance and Licensing regional office 1-877-510-5333 or information.met@ontario.ca

Ministry of Environment: 1-800-565-4923

34. CODE OF CONDUCT TO PARENTS

It is not the intention of *Charlotte Birchard Centres of Early Learning (CBCEL)* to restrict the rights of anyone, but to define and protect the rights of all, to ensure a good and healthy working relationship. It shall be our policy to be as fair and equitable as possible.

Conflicts that occur on CBCEL's property; Westboro Children's Centre and Greenboro Children's Centre, need to be brought to the attention of the Executive Director, on-site Program Supervisor immediately. A meeting will be arranged with all parties involved with the expectation that all participants agree to listen and conduct themselves in a professional and respectful manner to help resolve the issue.

This Code of Conduct requires all employees, all volunteers, all College/University/High School students, all parents/guardians to:

- Refrain from any act that would arouse fear in a reasonable person under any circumstances
- Refrain from words, actions and behaviour – in any medium - that demonstrate disrespect for CBCEL employees, volunteers, College/University/High School students or other CBCEL families and children
- Refrain from unlawful discrimination on the basis of race, national or ethnic origin, citizenship, colour, religion, gender, age, mental or physical ability, political beliefs, socioeconomic status, health-related status, sexual orientation, marital status, or any other grounds enumerated in the human rights legislation of the jurisdiction in which the individuals involved are located
- Refrain from any violent acts or intent to harm actions
- Be vigilant in ensuring CBCEL's environment is safe from emotional, physical, verbal and sexual abuse
- Respect others rights to privacy and confidentiality of their personal information.
- Respect CBCEL's property

As parents/guardians, you play an important role in the quality care and education of your child. We expect all families to participate in building and maintaining a positive partnership with all CBCEL staff; with the goal of maintaining a safe, inclusive, accepting and respectful learning and work environment.

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Should any employee, volunteer, student, and/or parent/guardian bring a concern forward, the incident will be taken seriously and will be documented and investigated and will result in a meeting with the Executive Director and/or other CBCEL members.

35. CONFIDENTIALITY

All information regarding children and families is considered confidential and is only shared on a need to know basis amongst staff. All staff, volunteers and students review and sign that they acknowledge and follow our Centre's policies and procedures.

36. SMOKING

Smoking is prohibited in any licensed Early Learning and Care Centre under the Child Care and Early Years Act, 2014.

We provide a smoke-free environment. Please extinguish any cigarettes before entering the building. Handling any cigarette items is prohibited on and surrounding the Centres.

<http://www.ontario.ca/page/smoke-free-ontario>

37. ALL DONATIONS ARE GREATLY APPRECIATED

You can donate several ways. A financial contribution can be made directly to our Centre anytime throughout the year and a tax receipt will be issued.

If your workplace participates in the United Way Campaign, please consider directing your contribution to our organization through a payroll deduction plan by indicating the charity of your choice. Please indicate to your canvasser that your donation should go to:

**Charlotte Birchard Centres of Early Learning
Registered Charity #11925 2369 RR 0001**



38. TIPS FOR FAMILIES

- ❖ Ensure that we always have current emergency contact names and telephone numbers
- ❖ Advise Educators/Program Supervisor of any changes to allergies or medical conditions
- ❖ Arrange for alternative care when your child is not well enough to participate fully in the program
- ❖ Advise the Centre of your child's absence due to illness or vacation
- ❖ Advise the Centre if your child will not be returning to the Centre after school (For Westboro Children's Centre school age children only)
- ❖ Ensure that your child has an extra set of clothing in his or her cubby
- ❖ Label all your child's clothing including their outdoor clothing
- ❖ Provide your child with appropriate outdoor clothing at all times

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- ❖ Discourage your child from bringing toys from home to his or her program with the exception of sleep toy/blanket
- ❖ Fees are due on the first day of the month
- ❖ Ensure that all policies and procedures as outlined in the Family Handbook are adhered to at all times

Things to bring in on your first day:

- Indoor shoes
- Extra clothing (socks, underwear, pants, shirt, sweater, etc.)
- Comfort stuffy or blanket for sleep time
- Diapers
- Diaper wipes
- Medication (Epi-pen, asthma inhalers, etc.) (previous discussion with Program Supervisor required)
- Special dietary requirements (previous discussion with Program Supervisor required)

39. WELCOME FROM THE BOARD OF DIRECTORS

The Board of Directors and Staff extend a warm welcome to all new children and their families. Board meetings are held on the last Tuesday of each month (excluding December, July and August) starting at 7PM. The location of the meetings alternates between the Westboro Children's Centre and Greenboro Children's Centre. We have displayed a binder with Board meeting minutes and agenda.

CBCEL utilizes the digital media communication platform, Digibot. It offers a parent/guardian portal that supports us in administering our programs more effectively. Parents/guardians can complete registration online, communicate with staff, and receive updates, about the organization/Centre/child's program, and their children.

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Our toddler and preschool programs use Storypark. Storypark is a secure, private online space to ensure your child receives the best support possible and that you are involved and up-to-date with your child's development.

Storypark provides each child with an online community, which you (their parent/guardian) own and control who has access to, at no cost, for as long as you wish.

Storypark helps Educators, children and families:

- Improved understanding of each child's interests and abilities so they receive even better support
- Deepen relationships and strengthen communication
- Share, videos, photos and text capturing children's learning and development
- Create a portfolio of your child's learning that travels with your child and can be accessed by you forever
- Reinforce experiences and deepen children's learning
- Capture family culture and heritage
- Involve the children in their portfolio
- Interact quickly and effectively through iPhone, Android and tablets
- Create smooth transitions when your child moves from one Educator/Centre to another

You can choose to add your own stories or leave comments and feedback for children and our team of Educators. You can also choose to share their stories with family members if you wish.

We hope that you will invite your extended family so that the children have an authentic audience who are genuinely interested in their learning.

Storypark takes security very seriously. Storypark is not open for just anyone to read, it is a password-protected private space for you, your child's Educators, and your family.

Content we add will only be shared with our Educators and the family members you choose to invite. No personal information is shared with any third party.

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Family Handbook Agreement Form

Your signature is required for these documents (Digibot). By signing your name electronically, you are agreeing that your electronic signature is the equivalent of your manual signature and you agree to the terms and conditions in this Family Handbook.

From time to time amendments may be made to the Family Handbook. An email will be sent to families highlighting the changes, along with a copy of the updated handbook. Hard copies are also available in the office.

In the event of a conflict between this document and documents that are in place as a requirement/directive from the Ministry of Education and/or the Ministry of Health, the later document will prevail. Advice of the local public health unit will be followed, even in the event that it contradicts this document.

I/We have also read the Pandemic Response Plan and agree to abide by the terms and conditions of the PLAN.

Digital Signature