



Child Care Family Handbook

Revised – November 2021

The names Wesley Christian Academy, Wesley Christian Early Centre, Wesley, Early Learning Centre, WCA, ELC, WCA/ELC and Some Place Special Christian Day Care & Academy all refer to the same organization.

The most up-to-date version of this Handbook is posted on the parent portal of the WCA/ELC website. Access to the parent section is given prior to the start of a new academic year for registered students. It is the responsibility of parents and guardians to consult the most current version available.

WCA/ELC reserves the right to makes changes to this Family Handbook at any time without notice.

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PROGRAM STATEMENT

Wesley Christian Early Learning Centre (WCA/ELC) is committed to follow the Ministry Policy Statement on Program and Pedagogy as well as to offer a stimulating and creative environment that is designed to meet your child's physical, spiritual, social, emotional and intellectual needs.

Our Vision

To build a caring community and provide positive experiences where every child will develop a sense of belonging, to nurture healthy development, to encourage creativity and uniqueness and to build Christian character.

GOALS AND IMPLEMENTATION

In following the Ministry's Policy Statement, our goals are outlined using the following elements as listed in the *Child Care and Early Years Act (CCEYA)*, realizing that there is some blending of these elements. The Program Statement shall describe the goals that guide the licensee's program for the children at a child care centre it operates or oversees and the approaches that will be implemented in the program to:

1. Promote the health, safety, nutrition and well-being of the children
2. Support positive and responsive interactions among the children, parents, child care providers and staff
3. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate
4. Foster the children's exploration, play and inquiry
5. Provide child-initiated and adult-supported experiences
6. Plan for and create positive learning environments and experiences in which each child's learning and development will be supported
7. Incorporate indoor and outdoor play, as well as active play and rest and quiet time into the day and give consideration to the individual needs of the children receiving child care
8. Foster the engagement of and ongoing communication with parents about the program and their children
9. Involve local community partners and allow those partners to support the children, families and staff
10. Support staff or others who interact with the children at a child care centre in relation to continuous professional learning
11. Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families

The following program goals and implementations reflect our belief that all children are competent, capable and curious individuals who demonstrate their personal ability to reach their unique potentials.

Goal 1:

WCA/ELC follows the recommendations related to health and safety in order to ensure the overall well-being of the children in our care. Our daily practices and supervision procedures take measures to protect our children's health and wellness.

Implementation:

- First Aid items will be kept in an easily accessible location. Its contents will be checked and replenished or replaced if needed.
- Record of immunizations or written letter of objection are kept in the child's file.
- If a child appears to be ill, he/she will be separated and symptoms of the illness will be noted in the logbook. The parent of the ill child will be contacted to take him/her home as soon as possible.
- When a child is injured, an accident report will be filled out to describe the injury and any first aid administered. A copy of this report will be given to the parent of the child after it has been signed.
- A summary of any incident(s) affecting the health, safety and well-being of an enrolled child will be documented in the child's communication book and will be available for the parents to pick up at the end of the day. A daily written record (log book) is maintained and will include any incident(s) affecting the health, safety and well-being of staff or enrolled children.
- Serious occurrences will be reported to the program advisor through the *Child Care Licensing System (CCLS)* within 24 hours after the occurrence has been deemed serious.
- Training regarding how to administer the epinephrine auto-injector may be provided by a physician, a parent, a supervisor, a designate of local medical officer or health, a certified epinephrine auto-injector trainer or by other certified agencies. A list of dates of training will be retained by WCA/ELC.
- Individual student emergency medical plans will be reviewed by all WCA/ELC staff. Anaphylactic Emergency Plans are posted in classrooms, the cafeteria, the gym and in the office area.
- Medication can only be administered to a child where the parent provides written consent with a schedule that sets out the times medication is to be given and dosage to be administered. The medication must be prescribed by a physician or approved with a physician's note. Medication brought by parents will be kept in a locked container and placed in the medical cupboard. Medication that requires refrigeration will be kept in a locked box in the refrigerator. Medication can be administered to a child only from the original container or package that is labelled with the child's name, the name of the medication, the dosage and instructions for storage. The supervisor, principal or designate will be responsible for administering medication.
- Known allergies and dietary restrictions are carried out in accordance with the written instructions of the parent of the child. All food served to the children must be from an approved food premise that is government inspected. Parents may provide food (lunch and

snack) for their own children. Menus for the current week will be posted in conspicuous places. A list of children who have allergies will be placed in all classrooms.

- Menus follow *Canada's Food Guide* recommendations and are posted.
- Requirements of the *Safe Drinking Water Act* are fulfilled in accordance with the Act.
- The playground is checked daily, monthly, seasonally and annually to ensure equipment is safe and in good condition.
- All staff have obtained and maintain their Standard First Aid & CPR-C, a two-step tuberculosis test and a vulnerable sector police check.
- All staff are trained using *Plan to Protect*, a guide of best practices developed by Winning Kids to protect vulnerable individuals and those who work with them and to create a safe environment for all.

Goal 2:

WCA/ELC strives to support positive and responsive interactions among the children, parents, child care providers and staff.

Implementation:

- Children interact with one another through free play and organized group activities.
- Program plans provide a range of child-lead activities that promote a child's sense of inquiry, curiosity and exploration.
- Communication books are kept up to date with parents daily.
- Daily logs are kept up to date to ensure consistent communication.
- Staff welcomes the opportunity to dialogue with parents/caregivers in order to discuss their child's needs and ongoing development at the centre.
- *This Week at Wesley* is sent out via email every Friday to keep parents/guardians updated regarding the week's activities as well as important upcoming events.
- Teacher-child conversations are held at eye level whenever possible.
- Various events are held throughout the year that invite and encourage home and centre relationships. (Some examples are Meet and Greet evening, annual Walkathon, family BBQs, Christmas concert, Leadership Day and Pancake Breakfast.)
- Progress reports in JK and SK are issued once per term, so that parents are informed of their child's development.
- Ongoing discussions and observations are made with every student to keep parents informed.

Goal 3:

WCA/ELC encourages children to interact and communicate in a positive way and support their ability to self-regulate.

Implementation:

- Teachers guide and redirect a child into acceptable options when engaged in an unacceptable activity through inquiry, asking questions and making suggestions.

- Boundaries are developed by the staff for the children as a group, as well as for individual children according to each situation.
- Appropriate choices are outlined and children are encouraged to make decisions for themselves, when safe and acceptable.
- Positive reinforcement encourages children to make acceptable choices.
- Children are allowed to learn and observe the result of natural consequences, when safe and acceptable.
- Space within the classroom is provided for children to calm down when needed.
- Teachers ask and encourage the child to come to his/her own conclusion to problems to foster problem solving skills.
- Teachers will model positive communication within the classroom.

Goal 4:

WCA/ELC fosters the children's exploration, play and inquiry.

Implementation:

- Hands-on activities that foster the opportunity for children to explore, create and discover will be combined with academic work.
- Weekly themes will be based on the children's interest, as well as selected themes to stimulate their curiosity during the day.
- Blank spaces will be included in weekly program plans to allow spontaneous activities that are child initiated. These blank spaces will be filled out by the end of each day.
- Program plans are fluid and flexible and are based on written and visual observations that allow for spontaneity and change.
- Themes will be expanded based upon children's interests.
- Staff will provide new play possibilities through interest centres and by rotating toys to support and spark curiosity and exploration.
- Physical activities will be inserted between seated table work.

Goal 5:

WCA/ELC strives to provide child-initiated and adult-supported experiences.

Implementation:

- Children will select which materials they would like to explore or play with.
- Daily opportunities are given for children to share experiences and interests during group time.
- Teachers observe and take cues from children to expand on selected themes.
- Materials are provided that represent the children's interests.
- Children are allowed to serve themselves during meal times under adult supervision and when it is safe to do so.
- Child participation and help are encouraged and welcomed (e.g. taking care of plants, helper of the day, etc.).

Goal 6:

WCA/ELC endeavors to foster positive learning environments and experiences in which each child's learning and development will be supported.

Implementation:

- Accommodations will be made to address the different learning styles of children.
- Teachers will encourage children verbally or with other incentives.
- Children who have special needs are enabled to work closely with our staff through modifications, if needed.
- Appropriate support and resources are put in place to ensure optimum success for the child.
- The staff will encourage each child to see him/herself as a capable individual.
- Materials utilized within the classroom are child-sized and age-appropriate.

Goal 7:

WCA/ELC will incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day and give consideration to the individual needs of the children.

Implementation:

- Children are to have a minimum of two hours of outdoor play each day (weather permitting).
- While outdoors, staff will allow children to develop their sense of independence in order to foster their own sense of competence and mastery without being scheduled to play at specific areas.
- Staff will expand the children's interests by adding materials and enhancing the children's learning by providing new ideas.
- Opportunities for quiet activities are implemented throughout the daily schedule.
- Quiet and rest areas are available within the classroom when needed.
- Each class will have designated indoor gym time to expand on gross motor skills, play and cooperative games.
- Different materials are provided to encourage rich indoor and outdoor play.

Goal 8:

WCA/ELC encourages and promotes ongoing communication with parents about the program and their children.

Implementation:

- Staff will document information about the children's well-being and activities in the children's communication books. These books will be available for parents to pick up at the end of each day.
- Parents are encouraged to write comments, questions and/or concerns in the communication book daily.
- Photos of children engaged in activities will be posted throughout the year.

- Children's artwork will be displayed within and outside the classroom.
- Ongoing conversations regarding each child is encouraged throughout the year.
- Program Plans are posted on the classroom page of the website every Friday for parents to view.
- Children participate and perform in concerts which will include practices over several weeks. We encourage parents to assist at home with reviewing lyrics and actions.

Goal 9:

WCA/ELC involves local community partners to support the children, their families and staff.

Implementation:

- We invite special visitors and community helpers to visit and interact with the children.
- Parents and other family members are welcome to share special talents and skills with the children.
- We invite parents and other community partners to speak with the children during chapel and assembly times.
- We recommend the involvement of agencies to support children, families and staff.
- Parents are encouraged to join children on field trips, provided the parent volunteer requirements have been satisfied.

Goal 10:

WCA/ELC supports staff and others who interact with the children at the child care centre in continuous professional learning.

Implementation:

- Resource materials are available for staff to borrow.
- Staff is encouraged to attend workshops and seminars.
- Staff who attend workshops or seminars will present the information to the rest of the members upon request.
- During staff meetings, staff are given the opportunity to network and to engage in discussions with each other regarding pedagogy or to ask for input regarding a concern.
- Staff evaluations and behavior management are formally conducted once a year, with ongoing conversations regarding questions or concerns throughout the year.
- Staff is given a formal opportunity to express their thoughts and concerns without judgement regarding the classroom, program, supervising and such during evaluations. They are also welcome to do so at any informal time.
- Concerns are addressed immediately to prevent miscommunication and confusion.
- Staff are given the opportunity and encouraged to book meetings with parents and supervisors, when they feel a child may benefit from doing so.

Goal 11:

WCA/ELC will document and review the impact and the strategies set out in clauses (1) to (10) on the children and their families.

Implementation:

- Planning processes and observations are continuous and available to parents.
- Supervisors frequently sit in or observe each classroom, as well as engage in conversation with the staff regarding the children, programs, concerns or general feedback.
- Information regarding the children's health and well-being are documented. Parents will be informed verbally or via communication books.
- Evidence of the children's learning is posted in the classroom, as well as outside the classrooms.
- Special events such as meet the teacher night, annual barbeque, Christmas presentations, classroom socials, walkathon and also observing cultural events and celebrations offer opportunities for parents, staff and children to gather together in meaningful conversations about the learning experiences at the centre.
- Notes are kept during meetings, so that they can be reviewed and improved upon throughout the year.
- The Family Handbook is updated to include the latest and most up to date information.

Annual Review of the Program Statement:

All Wesley Early Learning Centre staff adheres to our policies and procedures, the program statement, as well as Ministry, fire and health regulations. All staff, students and volunteers will read and sign off on the program statement prior to working with the children and annually thereafter or following any changes or modifications to the statement.

Annual review of the program statement and these policies and procedures ensure our staff is knowledgeable and prepared to handle any situation with effectiveness and professionalism. A record will be kept with the date of each review conducted of the policies and procedures and will be signed by the Supervisor/Director.

This statement will be reviewed with the intent to explore ways to improve its effectiveness and to modify or change areas that no longer make a positive impact on the learning environment. The Supervisor/Director or designate will observe staff at varying times during the day, as they interact on a daily basis with the children, to ensure that no prohibited practices are observed and that staff adhere to the CCEYA 's guidelines.

The Supervisor/Director will refer to observations and interactions with staff to complete a behavior management monitoring record when necessary. The Supervisor/Director will conduct team meetings when necessary, to discuss classroom and children's activities and to support staff in implementing the program statement.

The Supervisor/Director will review the Behavior Management Policy annually with the staff. Staff will sign to indicate that they understand and will adhere to the guideline as set by WCA/ELC in accordance with CCEYA.

ASSESSMENT

At WCA/ELC we strive to support each child's individual learning and development. As part of this process, observation, assessment and ongoing communication are essential. Usually during the first term of each school year, or at other times if it is warranted, staff will complete an assessment for each child. If there are any concerns or questions, the parents/guardians will be contacted to schedule a meeting to discuss next steps.

PARKING

Parking Lot

The flow of traffic in the parking lot is in one direction only. Please enter the parking lot from the west side of the building and exit from the east side. The parking lot can become very busy at drop-off and pick-up times. The safety of the children is always our primary concern. Therefore, please exercise patience and caution in the parking lot.

The parking lot is available for faculty, staff and parents. There are some designated spaces for staff, visitors and people with physical exceptionalities. Parents should not park in these designated spaces. Please use undesignated spaces when dropping off and picking up your children.

Kiss and Ride Area

The Kiss and Ride area may only be used to pick up a child in the elementary division who is already waiting at the gate OR to drop off a child who is old enough to enter the school alone. This area is only to be used for 2-3 minutes of time to stop to drop off or pick up and leave immediately. The driver must always remain in the vehicle. If you need to wait or go into the school building, please park in an undesignated parking space. **Please do not park** in the Kiss and Ride area. For the safety of all, please **do not stop** at the playground gate. Always pull ahead into the Kiss and Ride area.

As children in the child care division always need to be escorted into the building, this section on the Kiss and Ride Area will not be an option for parents of young children. This section has been included for information purposes only.

BUILDING SECURITY

Surveillance cameras monitor the facility twenty-four hours a day. Access to the school is only via the rear doors on the east side of the building. Each family will receive their own personal

and exclusive code that can be used to unlock the door and enter the school. If a code has been compromised, it may be disabled. Those who do not have a code will need to ring the bell for initial screening and the receptionist may unlock the door remotely. For the safety of all, students and parents should never open the door to someone they do not know. Strangers should be reported to the office. The office will determine if admittance should be granted.

HOURS OF OPERATION

We are open Monday to Friday from 7:00 a.m. to 6:00 p.m.

Wesley Christian Early Learning Centre closes for all statutory and civic holidays recognized by federal, provincial and municipal governments.

We will also be closed for the month of July.

We reserve the right to close on alternate days or for emergency situations, should it be warranted. We usually close early in the afternoon on the last working day before Christmas Day and New Year's Day, unless specified otherwise. You will be informed in advance of all closures.

Fees will not be refunded or credited for statutory holidays, additional or early closings or unforeseen closures.

It is very important that parents pick up their child(ren) and exit the building by 6:15 p.m. Our dedicated staff member on the late schedule may have other appointments to attend to. Occasionally, parents may be late due to unforeseen circumstances and the staff will stay on to care for the child(ren) until a parent arrives.

Late Pick Up

A late fee may be charged when children are still in the building after 6:15 p.m. The rate is \$1.00 per minute on the first two occasions and \$2.00 per minute for third and subsequent late pick-ups during a twelve-month period. Parents will be asked to pay the amount directly to the staff member on-site at the time of pick-up. This represents over-time compensation for the staff member.

Parents will be asked to sign a late pick up form. All late pick-ups will be monitored closely. If parents are late on a regular basis, they may be asked to discuss the issue with the child care supervisor. As a last resort, withdrawal of a child may be considered. In case of an unavoidable emergency, the parent should call the centre and let the staff know that they will be late.

ABSENCES

If your child will be absent from school, will arrive late or will leave early, please inform the classroom teacher in advance, whenever possible. On the day of the absence or late arrival, parents are asked to contact the office before 8:00 am via e-mail at info@wesley.ca or by telephone at 905-201-8461. Alternately, you may report an absence using the Edsby platform.

Your message should provide the first and last name of the child, the child's class and teacher, the reason for the absence and the expected length of the absence. Please contact the office, even if you have informed the classroom teacher.

Every effort should be made to schedule appointments for medical or dental visits outside of classroom hours.

WAIT LIST

WCA/ELC provides a multi-level wait list, structured by age, for parents who wish to enroll their child. The wait lists are for those who: 1) do not have a space due to full enrolment or 2) their child is not yet of age. The wait lists operate on a first-come-first-served basis. The information is kept confidential and accessed only by staff; however, parents may know their status in line. There is no fee to place a child on the wait list.

When a space becomes available, the wait list will be checked starting from the oldest entry and parents will be called accordingly. This may be dependent on factors, including but not limited to, subsidy capacity, exceptional needs, family situations and siblings already enrolled. If the parents wish to secure the space, they can proceed with the registration process. If the parents wish to decline the space, a note will be made regarding their decision to remove their position in line and the next person on the wait list will be called.

Our waitlists tend to be long. Placing a child on a waitlist does not guarantee that WCA/ELC will ever be in a position to offer a space in one of our programs.

UNIFORMS

Toddlers and Pre-Kindergarten children are not required to wear a uniform. Junior and Senior Kindergarten children are required to wear the prescribed uniform. Students will remain in their uniform until they are picked up at the end of the day. They do not change into street clothes at the centre.

Uniform Supplier

Information regarding the uniform supplier can be found in the enrolment package, at the office, on Wesley's website and on the supplier's website. All uniform items must be purchased from the supplier.

Uniform Requirements

The uniform for both boys and girls consists of the following:

- Embroidered white short sleeved polo shirt or embroidered white long sleeved polo shirt
- Wesley Athletics sweat pants
- Wesley Athletics hooded full-zip sweat shirt
- white gym socks
- non-marking indoor gym shoes (with closed toes and heels)
- Wesley Athletics gym shorts (optional)

Optional for Girls:

- navy skort
- navy knee socks or tights (when worn with skort)
- hair accessories

Care and Share Day

The last Thursday of the month is usually designated as Care and Share Day. On Care and Share Days, students are not required to wear the prescribed uniform, but may wear casual clothes. On Care and Share Day students are encouraged to bring a donation for a selected charity.

Other days may also be designated for wearing casual attire. Clothing should be free of offensive words, statements or logos. Should there be a difference of opinion, the interpretation of the administration must be respected.

FINANCIAL INFORMATION**Fees**

Fees are reviewed and set annually by the administration of WCA/ELC. Due to a lower child/teacher ratio, rates for the toddler and pre-kindergarten programs are higher than the other age levels. Tuition fees are usually published in January for the following academic year (September to June).

Fees are due on the first of each month. Tuition may be paid by a series of post-dated cheques or by pre-authorized payments. Exceptions must be approved by the school administration. A one-time payment option is also available with a small discount. Details regarding fees and the payment schedule is available in the Fees Policy. A copy is provided to new families during the enrolment process and annually in either printed or digital format to returning families.

Family Discount

The youngest child in the family pays the full, published tuition fee. Other siblings in the family receive a 20% discount. To qualify for the discount, children must be siblings with at least one common parent.

Late Payment/Returned Cheque

A penalty may be charged for late payment of tuition fees. There is an additional charge for cheques returned by the bank for any reason (e.g. insufficient funds, closed account).

Non-Payment of Fees

Non-payment of fees may result in the child being withdrawn from WCA/ELC

Fees Charged During Absences

Child care fees must be paid in full for all days of absence, sickness, public holidays and family vacations. There is no reduction in fees when a child is absent or unable to attend.

Fees will not be charged for a hospital stay of more than seven days. A written note from the child's doctor is required.

Fee Assistance

Fee assistance may be available through the Region of York for area residents. Please see the child care supervisor for further information.

Child Care Receipts

Child care receipts are based on when services are provided rather than on payments dates.

Donation Receipts

As a registered nonprofit, charitable organization, the Canadian Revenue Agency permits the organization to issue donation receipts. Donation receipts are issued for all donations, gifts and pledges over \$20.00.

Registration Deposit

A Registration Deposit is required for each student upon acceptance. The deposit is non-interest bearing and it is not applied to tuition fees. It will be refunded less any unpaid costs, provided there is no contravention to the withdrawal policy as stated in the Fees Policy.

PROGRAM

We are committed to providing a varied and stimulating program aimed at meeting the developmental needs of the individual child, as well as those of the group. Our programs are planned based on observations and inspired by *How Does Learning Happen?*, Ontario's pedagogy for early years under the *Child Care and Early Years Act* (2014). Children may engage

in activities off premises to gain experience and knowledge through field trips. Parents will be notified ahead of time through permission forms and information sheets regarding dates, times, costs and the planned activities.

The children enjoy many activities such as:

- science explorations
- creative arts
- music, drama, puppetry, and stories
- cooking
- sensory activities (sand, water, clay, cornmeal, etc.)
- indoor and outdoor activities
- trips
- special events
- academic material (math, language, etc.)

For children, play is one way they learn about themselves and their world. As maturity is achieved, an academic preparatory program will begin using *A Beka*, an accredited and comprehensive program for kindergarten through grade 12 with a Christian perspective. We are committed to providing a well-balanced program of learning academic material through play and other means. The primary component of our program is to provide an environment where children can feel joyful about learning; one that will help them to grow steadily in self-esteem and in their capacity for sympathy and empathy.

MEALS

Nutrition

WCA/ELC provides a morning breakfast, a well-balanced lunch, and an afternoon snack. We follow *Canada's Food Guide*, which recommends foods low in sugar, salt and food additives as well as appropriate portions. The food is cooked on site and delivered to the classrooms daily. Menus are posted in the cafeteria, on parent information boards outside the classroom and on the website.

Allergies

WCA/ELC does not serve foods that contain or may contain nuts. Parents and guardians are asked not to bring foods containing these products to the centre. However, due to potential events beyond our control, WCA/ELC cannot guarantee the absolute exclusion of various types of nuts.

We try our best to accommodate various allergies. However, if a child has a severe allergy to certain foods, it may be advisable to send all lunches and snacks from home. Parents may provide food (lunch or snack) for their child, if the school is not able to accommodate. They must adhere to the following guidelines:

- Lunches must be peanut and nut free. Parents must read all food labels to ensure that the food product has not been contaminated with nuts or nut products.
- A list of allergies will be posted in each classroom. Parents must not bring in food related to allergies or illnesses of other children in the classroom.
- Lunches and drinks should be labeled to ensure there is no confusion.
- Parents will be asked to provide ice packs for lunches that require refrigeration.
- Lunches should follow Canada's Food Guide to ensure the child receives proper nutrition. Some examples of recommended food items are fruits, whole wheat bread, cheese, milk, yogurt, cold meats, eggs and vegetables.
- Candies, chips, pop, chocolate and sticky foods should be avoided because of their low nutrient value and their high sugar content. Occasionally, we may serve these items on special occasions; however, we ask that children do not bring these foods in their lunch.
- We ask parents to keep us updated in writing regarding their child's food allergies.

Parents are encouraged to teach their child with such allergies to avoid contact and not to accept food or snacks from others.

Children that require Epi-pens will be required to complete an Anaphylaxis Individual Plan which requires a physician to review, approve and sign. An epi-pen policy form along with a consent form will also be required. Epi-pens are stored in the office as well as in the classroom. Teachers will carry epi-pens with them wherever they go.

HEALTH POLICIES AND PROCEDURES

What happens when a child becomes ill at the child care centre?

Group child care is not a good environment for children who are ill. Our staff have a continuous association with the children and are trained to observe their performance. Therefore, the teacher is quickly aware of changes in the appearance or behaviour of a child. The staff is frequently the first to detect the earliest signs of a possible illness or a communicable disease.

If we observe that your child shows signs and symptoms of ill health, we will bring the child to the office to receive medical attention from the principal, child care supervisor or designated person. The child's temperature will be taken to establish whether he/she has a fever. Parents will be called if a fever, vomiting or diarrhea are present and the child must be excluded from the centre for a full twenty-four hours. For example, if a child is sent home ill on Tuesday, the earliest possible date for return to the centre is Thursday – the child cannot return on Wednesday. These policy restrictions are a requirement of the Public Health Department and cannot be waived or altered by the child care supervisor. Certain communicable diseases may require an exclusion from the centre for a longer period than 24 hours. We will keep your child comfortable until you arrive.

The child care staff is required under the *Child Care and Early Years Act* to exclude children who are ill in order to prevent the spread of contagious disease or illness.

Parental Responsibilities

Parents must be prepared to make other arrangements for their children when they are ill. This is not always easy for working parents; therefore, alternate arrangements need to be made in advance with a neighbour, friend, grandparent or other relative. An alternate emergency telephone number must be provided, so that when a parent cannot be reached, the emergency contact can be called. During the enrolment process, parents are also asked to authorize a trusted individual to pick up the child if they are unable to do so.

When Your Child Is Ill During the Night

If your child has been ill during the night, please be sure it has been a full twenty-four hours before bringing the child to the child care centre again. We ask that you tell the teacher if your child was ill during the night, so that we can watch carefully for renewed symptoms.

Staff Responsibilities Regarding Sick Children

Under Public Health Regulations, staff is required to perform a daily health check on each child as they enter the centre. If the staff feels that a child is not well enough to be at the centre, a parent will be asked to remove him/her until they are well enough to return.

Contagious Diseases

The child care centre will notify parents of any contagious disease that is discovered among students and staff. Please inform your child's teacher, if your child has been in contact with a contagious disease.

Medication

According to *Child Care and Early Years Act*, we are only allowed to administer drugs that have been prescribed by a licensed medical practitioner. A *Medication Authorization Form* must be filled out and signed by the parent, before we are able to administer any medication to a child. The medication must be in the original container. The child's name, the name of the drug, the dosage, the date of purchase and any instructions must be on the label.

Over-the-counter medication such as Tempera or Tylenol, as well as any other non-prescription medication, can only be administered to a child when accompanied by a doctor's note. Written parental consent must also be obtained.

A parent may provide medication that is to be administered on an "as needed" basis. On the *Medication Authorization Form*, a parent lists the criteria that must exist before "as needed" medication (prescription or over-the-counter) can be administered. Dosage to be provided.

Immunization

The Public Health Department and the *Child Care and Early Years Act* require that each child's immunization history be provided before admission to a licensed child care centre. It is the

responsibility of parents to ensure that immunization is updated as necessary to meet the requirements of the Medical Officer of Health. The centre is required to keep a copy of the immunization records. Parents of children, who object to immunization for religious, conscience or medical reasons, must complete the *Statement of Conscience or Religious Belief Affidavit*.

Outdoor Activity

The *Child Care and Early Years Act* requires two hours of outdoor gross motor time per day. Alternative gross motor activities will be arranged for days with inclement weather. As we are not equipped to supervise a child apart from the class, parents should make other arrangements for a child who is not well enough to take part in all aspects of our program, including outdoor play.

During cold weather, extra clothing, mittens, a hat, a scarf and at least one extra pair of socks should be left at the school. In warm weather, light cotton clothes, a sun hat and comfortable shoes should be provided. Open sandals are not allowed. Children should come to school with sunscreen on. Our staff will reapply sunscreen prior to afternoon outdoor play.

PROHIBITED PRACTICES POLICY

WCA/ELC does not permit:

- Corporal punishment of the child
- Physical restraint for the purpose of discipline or in lieu of supervision, unless the purpose is to prevent the child from hurting himself/herself or others. This should only be used as a last resort, until the risk is no longer imminent.
- Locking the exits for the purpose of confining the child, unless it is in an emergency situation
- The use of harsh or degrading measures or the use of derogatory language
- Depriving the child of basic needs
- Inflicting any bodily harm on the child

ACCIDENT POLICY

When a child has an accident at the centre, staff will first assess the injury. If the child has received a minor injury such as a scraped knee, one staff will attend to the child. If the injury requires additional attention, a staff will call the office for assistance. If immediate emergency medical care is required, the supervisor/designate will first call 911 and then contact the child's parent(s). The supervisor/designate will take the child's file and accompany him/her in the ambulance to the hospital. When the supervisor/designate returns to the centre, they in conjunction with the attending staff, will notify the program advisor in York Region through the online Child Care Licensing System (CCLS) Serious Occurrence System.

In all cases of injury, attending staff will complete an *Accident Report*, which must be signed by the attending staff, the supervisor or an office staff member. The parents are required to sign the report to indicate their notification of the accident. Parents will be given a copy of the completed and signed Accident Report. A copy of the report will remain in the child's file.

Serious Occurrences

The term "serious occurrence" means:

(a) the death of a child who received child care at a child care centre, whether it occurs on or off the premises (b) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre (c) a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre (d) an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised and (e) an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving care at a child care centre.

If any of the items listed above occur, a *Serious Occurrence Report* will be filled out.

CONCUSSION POLICY

In compliance with the Ministry of Education Memorandum No. 158, Wesley Christian Academy has developed a Concussions Policy and Protocol. The policy and protocol provide staff with a basic definition of concussion, information about their responsibilities in treating concussions and a policy on acclimatizing students who suffer from a concussion back into normal school routine.

The full Concussion Policy and Protocol is available for review in the school office.

EMERGENCY PROCEDURES

Emergency Records

It is the parent's responsibility to ensure that the centre's records for medical information, emergency contact, individuals authorized to pick up the child, home address and parents' telephone numbers remain up to date.

Fire Drills and Emergency Management

Fire drills are conducted monthly and children are instructed regularly regarding emergency evacuation procedures. As outlined in the Emergency Management Policy and Procedures, should an occasion occur where the premises need to be completely evacuated, our designated emergency location is the Centennial Community Centre at 8600 McCowan Road. Parents will be notified through email, the school website or written communications. The centre's main voice mail will also be changed (if possible) to inform parents of the site location and to provide contact information.

Periodically we have a lockdown drill simulating an actual emergency and staff and students have the opportunity to practice policy expectations.

The full Emergency Management Policy and Procedures is available for review in the school office.

Emergency Closing

If the school must close for a day due to inclement weather or other emergencies, a notice will be posted on our website. In lieu of such a notice, parents should assume that classes would be held. Please do not block the phone lines by calling and inquiring whether the school is open. The decision to travel to the school during inclement weather is a parental choice.

PARENT ISSUES AND CONCERNS

Parents are encouraged to take an active role in our program and to regularly discuss with their child/ren what they are experiencing in the classroom. Any issues raised by a parent are taken very seriously by both the administrative staff and our program staff. Every effort will be made to address and resolve any issues and concerns to the satisfaction of all parties within a timely manner.

See **Appendix A** at the end of this handbook for the full Parent Issues and Concerns Policy and Procedures.

VOLUNTEERS

Parent Volunteers

Parent volunteers are an important and very necessary component of a class field trip. Below is a list of prerequisites all volunteers need to satisfy:

- Parents must be known to the Wesley community for a minimum of six months
- A Vulnerable Sector Police Check must be on file. The first one must be submitted within sixty days of its issuance. Thereafter, a new check must be completed every three years.
- Parents must provide two references who will need to verify their suitability to work with and supervise children.
- Parents must read the *WCA Field Trip Guidelines for Parent Volunteers* and sign a *Statement of Agreement* with those Guidelines.
- Parents must read and agree to the Guidelines annually.
- The *WCA Field Trip Guidelines for Parent Volunteers* are posted on the parent portal of Wesley's website. Instructions regarding how to access the parent portal is given to parents at the beginning of each academic year.

Other Volunteer Opportunities

Volunteers are a valuable resource and there are many opportunities for parental involvement. We have provided a list of a few possibilities:

- Special events
- Christmas concert
- Classroom fundraising events
- Classroom parties
- Fun Friday activities
- Field trips
- Preparation of craft/lesson material at home
- Presentations about unique skills or professions

Volunteers and students are supervised by a WCA/ELC employee at all times. They are never permitted to be alone with a child at any time.

GENERAL INFORMATION

Orientation

The degree of difficulty experienced by a child upon separation from parents varies and manifests itself in many ways. We always give extra help and support to a new child. However, a settling-in period for both children and parents is to be expected. Parents know their own child best and should handle this time in a manner in which they feel comfortable. We will support parents through this period.

Individual Parent Meetings

If there are any concerns or questions about a child's development or the program, an individual meeting can be arranged with the child's teacher. The teachers may also request an individual meeting with parents, as the need arises.

Newsletters

A newsletter, *This Week at Wesley* is published every Friday and emailed to parents. Be sure to let the office know when your email address changes, so you won't miss any important information.

Parent Events/Meetings

Occasionally WCA/ELC may arrange parent meetings with an invited guest speaker, when a topic of interest or importance to parents arises. Parent prayer meetings take place once a month and all are welcome.

Pick-up of Children

It is important that the staff know if anyone other than a parent is picking up a child. Children will **NOT** be released to anyone other than a parent or those listed on the pick-up list without written authorization.

Toys from Home

As it is impossible to keep track of toys that are brought from home, we ask that children do not bring personal toys to the centre. However, a soft toy for rest time is always welcome! The teachers may plan a show and tell or toy-sharing day from time to time. However, jewellery and coins are not appropriate in a child care setting for two reasons. Firstly, in case of loss, we cannot be responsible for the value of the items and secondly, both are small items and could be swallowed by young children.

Clothing

Throughout the day, children are involved in arts and crafts and other activities that may cause their clothing to become soiled. Junior and Senior Kindergarten children should have one spare set of clothes at the centre, which should include pants, shirt, underwear and socks. For Toddler and Pre-Kindergarten children two sets of clothes should be available each day in case of spills or accidents. Please hang the WCA/ELC-issued bag containing the extra clothes on your child's hook outside his/her classroom.

Children should be dressed in clothes appropriate for active play and according to the weather, as outdoor play is a requirement of the Ministry and is an important part of our daily routine. Hats, as well as non-slip, non-marking and closed-toed shoes must be worn outdoors during warm weather. Warmer clothing, including boots, hats and mitts are needed during cold weather.

All clothing must be clearly labelled with your child's full name.

Special Needs

Special needs will be considered on an individual basis.

Custody Arrangements

It is the responsibility of the parent(s) to notify WCA/ELC of any legal changes regarding custody arrangements or court orders. Notification must be in writing and copies of relevant sections of the legal documents must be provided.

Summer Programs

The centre is closed for the month of July and re-opens after the Civic Holiday in August. The child care centre provides a summer program for children from Toddler to Senior Kindergarten. Children will be placed in the same program as in the last academic year. Enrolment may be monthly or weekly. Fees are adjusted if enrolled weekly.

More Questions

This handbook has been created so that parents and guardians who have children enrolled at WCA/ELC may be aware of the centre's routines and policies. Although we have attempted to be as inclusive and complete as possible, we realize parents and guardians may still have some questions that are not addressed in this handbook. In such a case, we invite questions from parents and you are welcome to call the school at any time or talk to your child's teacher for clarification.

Appendix A: Parent Issues and Concerns Policy and Procedures

Purpose

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

Definitions

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

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

Policy

General

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

All issues and concerns raised by parents/guardians are taken seriously by Mrs. Serio, Marilyn Bowen, Christy Scott or designated person and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 24 hours. The person who raised the issue/concern will be kept informed throughout the resolution process.

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

Confidentiality

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

Conduct

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

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

Concerns about the Suspected Abuse or Neglect of a child

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

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

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

For more information, visit

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

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the supervisor or licensee.	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 3 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.
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 supervisor or licensee.	- 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.
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to - the individual directly or - the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter. 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. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. 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.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

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 Mrs. Serio.

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

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Mrs. Serio – Wesley Christian Academy – 905-201-8461 or mserio@wesleyca.com

Mrs. Bowen – Wesley Christian Academy – 905-201-8461 or mbowen@wesleyca.com

Chris Martin – Public Health – 905-940-1333 ex 74233 or chrismartin@york.ca

