



Stratford Cygnets Cooperative Preschool
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Stratford Cygnets Cooperative Preschool Parent Handbook

Program Statement & Implementation

At Stratford Cygnets Cooperative Preschool, we follow “How Does Learning Happen?” This Program Statement is a living document, and will be reviewed and revised annually to reflect our evolving goals. As our staff and program continue to learn and grow, so will our Program Statement to reflect those changes.

The 4 Foundations and Goals of How Does Learning Happen?

Belonging, Well-Being, Engagement & Expression

Stratford Cygnets Cooperative Preschool strives to provide a child care program that uses these 4 statements as their foundation for optimal learning and healthy development. The following statements will outline the goals we have in place for each of the 4 foundations and how we achieve the goals set out by the CCEYA.

Goal #1 Belonging - Every child has a sense of belonging when he or she is connected to others and contributes to their world.

Approach to Achieve Goal #1:

At Stratford Cygnets Cooperative Preschool, the child attending develops a sense of belonging through building healthy secure relationships with the teachers and the other children at the centre. The teachers take pride in their relationships with each individual child and family. The children feel like the classroom belongs to them by having a wall within the room dedicated to family pictures and completed projects. The children have the option of taking their creative masterpieces home or hanging them in the classroom. When children see their art work on the walls in their space it helps them feel accomplishment and pride. Every child and adult receives a friendly greeting as they enter making them feel comfortable and valued. We welcome parent volunteers into the program and provide them with the opportunity to help with roles that are intricate in providing the children with quality care. Every child is recognized on their birthday with a message in our monthly calendar as well as a special card and present. Our program is inclusive and promotes inclusive practices giving the children hands-on opportunities to share in their learning with others. Stratford Cygnets also welcomes and works alongside other community

partners such as, but not limited to: Occupational Therapists, Speech Pathologists, Physiotherapists, and Resource Consultants. We feel that these community partners help support the children in our care as well as their families and our staff. They help staff to create goals for the children, and strategies to meet these goals, along with supporting their families and providing any extra support or information they may need. At Cygnets, we really do believe it takes a village, and we are happy to have so many local community partners. Our teachers enjoy capturing play in the moment and documenting it for parents. Through documenting their learning children feel that sense of belonging and are excited to share their accomplishments with parents and friends. Stratford Cygnets cooperative preschool hosts a Christmas concert and Graduation ceremony for parents and grandparents to celebrate and share in these exciting milestones. Children will prepare for these events by performing songs and showcasing some of their creative artwork.

Goal #2: Well-being - Every child is developing a sense of self, health and well-being.

Approach to Achieve Goal #2 -

Stratford Cygnets Cooperative Preschool promotes a healthy sense of self by providing opportunities for children to care for themselves and others in their learning environment. Children are encouraged to take responsibility for their health and well-being through independent hand washing. Both Stratford Cygnets Cooperative Preschool and duty parents provide healthy options for snacks in hopes of demonstrating healthy eating and nutritional food options. Both the toddler and preschool staff encourage independence and self-help skill development by encouraging children to pour their own water at snack time, scrape their plates when they are finished with their snack and place their dishes in the dirty bin. Duty parents have a unique opportunity of working with their children to plan and prepare nutritional snack options for their classmates. We offer opportunities to participate in yoga and mindfulness which promotes self-regulation, and has proven to be a successful addition to our early learning environment. Empathy is encouraged and practiced openly in all of our programs. Being able to understand another child's perspective is a lifelong skill that we are dedicated to reinforcing. We follow the Perth District Health Unit's Exclusion Policy to help maintain a healthy environment for all.

Goal #3: Engagement - Every child is an active and engaged learner who explores the world with body, mind and senses.

Approach to Achieve Goal #3 -

We offer a play-based, child directed program designed in a way to offer learning choices to children. By offering children choices we are promoting autonomy and independence. There are many opportunities for open-ended, engaging and inquiry based activities where the children can use their imaginations and senses to explore their environment. The children have many invitations to engage with their peers helping them learn about themselves and the world around them. We encourage the children to use the materials provided in a way that is meaningful to them therefore encouraging them to be fully invested in their own learning experiences. Teachers are moving around the classroom stepping in to scaffold the learning and expand on the opportunity to learn more about a topic the children are interested in. The teachers use iPads and communication tools such as Seesaw to document the play and learning. Staff and other professionals that work with

the children in our program are encouraged to engage in continuous professional learning and development. We are Stratford Cygnets and have a staff bulletin board where we post upcoming seminars and workshops for our staff to sign up for. It is important for us to continue our learning and bring new tools and ideas in the classroom.

Goal #4: Expression - Every child is a capable communicator who expresses himself or herself in many ways.

Approach to Achieve Goal #4 -

Every child was encouraged to express themselves. We believe every child is a capable communicator in their very own way and stress the importance of seeing each child as an individual. The staff model appropriate communication skills with each other, parents, visitors, and the children throughout the program time allowing the children to observe effective communication. We make the child feel comfortable and ensure they view the preschool as an extension of home therefore allowing them to feel safe sharing their home lives with us. Our staff talks to each family at pick up and drop off allowing time to share special moments about their child's day. Our children are encouraged to use their words to express themselves in situations where they are experiencing many emotions. Staff help children identify what they are feeling, and how to express these emotions in a positive way. To help encourage and foster self-regulation, staff will ask thought provoking questions about the child's current actions and how it is making them feel, as well as how it is making others feel. Staff will also explain and help children understand what the outcome of these actions will entail. We have open dialogue during snack time where the children are supported in expressing their feelings about how their day is going and allowing everyone to have a turn to speak and listen.

Stratford Cygnets Cooperative Preschool believes that we encompass the 4 foundations in everything we do at Preschool. We understand that children need opportunities to explore the world around them in their own way, making they're learning experiences as unique as they all are. We foster and support their individual needs allowing every child to research their potential.

Philosophy/Mission Statement

Stratford Cygnets Cooperative Preschool provides a stimulating and caring environment for all children including those with special needs. Our program supports the development of emotional, physical, intellectual and social skills. These skills will help the children prepare for kindergarten. The children will develop these skills through play-based learning experiences.

Age of the Children/Ratios and License Capacity

We are licensed by the Early Learning Division of the Ministry of Education for 10 - children between the ages of 18-30 months, 16 children between the ages of 30 months (2 ½ years) and 60 months (5 years) per session. We are also licensed for 13 JK/SK aged children, and 30 Gr. 1-6 aged children in before and after school programs. Our license does allow us to have 2 children between the ages of 15 months and 18 months in our toddler program, and 3 children between the

ages of 24 months and 30 months in our preschool program. Our ratios of adults to children are as follows: 1:5 in the Toddler room, 1:8 in the Preschool room, 1:13 for JK/SK and 1:15 in the school-age programs.

Intake Procedure

Before your child can start at Preschool, parents must submit the registration forms fully completed and have provided an up to date copy of your child's safety and they will provide us with information that is important for your child's personality, habits and needs. In order to maintain accurate records, we ask that you notify us of any changes in this information (new address, phone number, emergency contact numbers, immunization boosters, etc.) Special needs/and or past therapy must be disclosed in the registration forms so that we can make sure we meet the needs of every child in our program.

There will also be a non-refundable \$35 (Non-Base Fee) registration fee due at the time of registration. If you, at any point during the school year, would like to volunteer in the classroom, it will be your responsibility to submit an original copy of Criminal Reference Check with Vulnerable Sector obtained within 45 days before submission to be kept on file at the Preschool. You are also responsible for submitting an up to date immunization record for yourself. If a criminal record is on file, the Supervisor and Chair of the Board of Directors will consult on the admissibility of that volunteer.

Payment Procedure

The Preschool payment system consists of 10 post dated cheques that must be dated for the first of each month that your child will be attending preschool, as well as a non-refundable \$35 (Non-Base Fee) one-time registration fee. Please ensure these cheques are handed in prior to your child starting preschool and are made out to Stratford Cygnets Cooperative Preschool. If parent fees reach one month in arrears we will kindly ask that your child refrain from attending preschool until payment is received within a week of being notified that payment is due, your child's spot will be offered to the next available person on the list. A \$20 (Non-Base Fee) charge will apply to all cheques returned as NSF. There will be no reduction/credit for days missed due to vacation, illness, inclement weather or any unexpected centre closures including labour disputes that limit Stratford Cygnets access to Child Care and program spaces.

Child care subsidy is accessible to families. For information about applying for child care fee subsidy please contact the City of Stratford Social Services Department at 519-271-3773 ext. 254 and speak to an intake clerk.

In order to keep tuition fees as low as possible, preschool parents are required to fundraise a minimum of \$100 (Non-Base Fee) in profits, \$150 (Non-Base Fee) for more than one child during the course of the 10-month school year. Fundraising goals are reviewed annually. If you are unable to reach your fundraising goal, you will be required to pay the difference. You also have the choice to pay the fundraiser throughout the year.

Discharge Policy

Written notice of permanent withdrawal from Stratford Cygnets Preschool must be given one full month (30 days) in advance. If notice is not received, full program fees will be charged. If at the time of your written notice you have not fulfilled your fundraising obligation, we will divide the amount of \$100 (Non-Base Fee) by the 10 months of the school year. Therefore, you will be required to pay \$10 (Non-Base Fee) for every month that your child is enrolled.

Staff

At Stratford Cygnets Preschool you will find qualified staff, trained specifically in child development. The teachers are trained to deal with any difficulty that may develop during the day. They will help your child explore the world around them through play in an atmosphere of warmth and caring. All staff are trained in Standard First Aid and CPR.

All staff are available to answer your questions and please feel free to talk to them at drop off or pickup time. If you would like to have a more in-depth conversation, please talk to your teacher about arranging a time to speak that is convenient for both the staff member and family. We are always more than happy to discuss your child's progress but not provide "formal" evaluations.

Hours of Operation

Our Toddler program runs morning sessions from Monday - Friday 8:00am - 11:45am. We also have two preschool programs. The morning session runs from Monday - Friday 8:00am - 11:45am and the afternoon preschool program runs Monday - Thursday from 12:30pm - 4:00pm. Please be mindful of these times and know that we will not open the doors until it is start time as our teachers are setting up the classrooms with exciting and stimulating activities for your children. Our before school program runs from 7:00am - 9:00am, If you require an early start time, please reach out to one of the Supervisor. Our after school program runs from 3:15pm - 6:00pm.

Each program uses the same door to enter Cygnets. Families can arrive at the Cygnet's doors and buzz to be let in. These doors are located on the left side of St. Ambrose School, walk through the gates to find the door.

We ask that if your child is going to be absent, please call 519-273-8096 and let us know, as we need to record all illnesses.

Please be respectful of pickup times and note there will be late fees for parents who pickup late. The late fee is \$1 (Non-Base Fee) /minute to be paid to the teacher that has been taking care of your child.

Emergency Care

If your child has not been picked up by the end of their enrolled program, all attempts will be made to get in contact with parents/guardians. If we are unable to reach a parent/guardian, we will try to contact the emergency contact provided. If an emergency contact cannot be reached

after 30 Minutes the Children's Aid Society will be called to provide emergency care.

Statutory Holidays and Closures

Stratford Cygnets Cooperative Preschool is closed for all statutory holidays: Thanksgiving Day, Christmas Day, Boxing Day, New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day Canada Day and the Civic Holiday.

For the 2022/2023 year Stratford Cygnets will be closed from December 26th - January 2nd, and will be resuming to normal programming Tuesday January 3, 2023.

Professional Development Days

Stratford Cygnets values lifelong learning for our educators. We will be closed for professional development days throughout the year. For the upcoming 2022/2023 year we are closed Monday October 24th, and Friday March 24th. Families will not be charged for these days.

Excursions and Field Trips

Parents/Guardians will be notified and required to grant permission for all activities off the premises that require the transportation of students. Walking excursion permission is included in all registration packages, as well will occasionally go for walks around the neighbourhood.

COVID-19 Update

Under the current federal travel requirements, individuals must do the following upon return from international travel:

- Wear a mask at all times when in public spaces for 14 days (including at child care, unless under 2 years old)
- Maintaining a list of all close contacts for your first 14 days in Canada - Monitor yourself and your child for signs and symptoms of COVID-19.

According to the Ministry of Health, if you are exposed to a case of COVID-19 in the community: - Wear a mask for 10 days, avoid activities where mask removal is necessary (such as dining out, high contact sports) and follow all other public health measures if leaving home.

According to the Ministry of Health, if you live with someone who has symptoms or has tested positive for COVID-19, you do not need to isolate if one of the following applies to you: - You have previously tested positive in the last 90 days and do not have symptoms

- You are over 18 years old and have received a COVID-19 booster done - You are under 18 years old and are fully vaccinated
- Children under 5 who are household contacts are required to stay home for 5 days (even if they are asymptomatic)

Instead

- Self-monitor for symptoms
 - Wear a mask and avoid activities where mask removal would be necessary - Do not visit anyone who is at higher risk of illness, such as seniors, or any highest risk settings (unless you previously tested positive in the past 90 days)
- If you do not meet any of the criteria above, you must isolate while the person with symptoms/positive test result isolates (or for 10 days if you are immunocompromised)

Snack Time

Everyday snack time is an opportunity for your child to practice and develop their language, cognitive, fine motor, and social skills. It can be a wonderful time for children to speak openly and share ideas and stories, while enjoying nourishment. The children are encouraged to try new food, but they always have a choice.

Stratford Cygnets Nutrition Policy

All snacks, and beverages provided to the children in our care meet the requirements set out in Health Canada's document "Eating Well with Canada's Food Guide". Planned menus will be posted on our bulletin board in the hallway, so that it is visible to all families, for the current and following week. All children with special dietary or feeding arrangements must be fed following the parent's written instructions. Any substitutions made, will be noted on the substitution chart hanging beside the menu in the main hall. The menu as well as the substitution lists will be kept for a minimum of 30 days after the last day they apply to.

The supervisor will be in charge of getting the snacks each week. These snacks will be brought to Stratford Cygnets in their original, unopened packaging, and/or original form (uncut). Having a snack brought in its original packaging ensures that there is no cross contamination and helps us ensure we follow our nut free policy. Allergy restrictions are considered when developing our four week menu. Parents will be given a copy of the snack policy and requirements with their welcome package, as well as being available in our parent handbook.

If a parent is bringing food because of an allergy or dietary restriction, the parent-supplied food and/or drink must be labeled with the child's name. Staff ensure that drinking water is available at all times. We keep a list posted of all children enrolled who have allergies and restrictions and ensure those are in the cooking and serving areas, in each play area or play room and in any other area may be.

****We are a nut free facility so please check all labels to ensure everyone's safety.**

School-Age Bagged Lunch Policy

Parents must send a bagged lunch for children enrolled in non-instructional days only. This includes PD days, March Break and Summer Break. On these days children must provide their own snacks and lunch to last throughout the day. All lunches and snacks need to be “NUT FREE” and an ice pack must be sent to maintain food safety and nutritional value of bagged lunch. If the staff observe that a child’s lunch items are compromised by temperature because of a missing ice pack, program staff will replace the compromised items with a nutritious alternative. Program staff will also document the missing ice pack and speak to the parent upon pick up, stating that an ice pack is mandatory.

The staff at Stratford Cygnets Cooperative Preschool will assist and monitor the lunch time. In the event that a child’s lunch has been forgotten, every effort will be made to contact the parent to have lunch brought to the program. Fast food items are not acceptable. If a parent is not available the program staff will provide a sandwich (or another grain item), fruit and vegetable in accordance with the food guide.

An example of a well-balanced lunch would include 1 slice of veggie pizza, cucumber slices, strawberries and a container of milk. Unhealthy choices like chocolate bars, chips and donuts are discouraged. All bagged lunches and drinking containers MUST be labeled with the child's name. All water bottles must be labeled with the child’s name also.

Resources for healthy lunch suggestion can be found on the healthy lunch suggestion can be found on the Health Unit Website at:

<http://www.pdhu.on.ca/wp-content/uploads/2015/03/One-Month-of-Mini-Meals-for-School-Nurtiti-on-Breaks.pdf>.

Parent Issues and Concerns Policy and Procedures

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

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)

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 Stratford Cygnets Cooperative Preschool and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

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

An initial response to an issue or concern will be provided to parents/guardians within 2 business days. The person who raised the issue//concern will be kept informed throughout the relationship process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

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 Supervisor or their designate, as well as the Board of Directors.

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.

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).

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 or their designate 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 and 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>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report an Issue/Concern	Steps for Staff and/or Licensee in Responding to Issue/Concern:
<p>Program Room-Related</p> <p>E.g: Schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - The classroom staff directly <p>OR</p> <ul style="list-style-type: none"> - The Supervisor/licensee 	<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 2 business days
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p> <p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - The supervisor/licensee 	<p>Document the issues/concerns in detail.</p> <p>Documentation should include:</p> <ul style="list-style-type: none"> - The date and time the issue/concern was received; - The name of the person who received the issue/concern - The name of the 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 - Duty Parent - Supervisor - and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - The individual directly <p>OR</p> <ul style="list-style-type: none"> - The Supervisor /licensee <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>

	<p>soon as parents/guardians become aware of the situation.</p>	<p>Ensure the investigation of the issue/concern is initiated by the appropriate party within three business days or as soon as reasonably thereafter. Document reasons for delays in writing.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - The individual directly <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> - The Supervisor and/or licensee <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns: where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the supervisor or designate, as well as the board of directors.

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 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, first department, College of Early Childhood Educations, 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.helpdesk@ontario.ca

Jamie-Lee Wagler, RECE and Supervisor of Stratford Cygnets Cooperative
Preschool: supervisor@stratfordcygnetspreschool.ca ; 519-273-8096

Behaviour Management Policy

Objective:

It is our belief that children often act out in a negative way because they have no other knowledge of how to react or handle their emotions. Children must be taught that angry or frustrating feelings are OK and how to deal with these feelings in a positive and socially acceptable way. We accomplish this by teaching the children to identify their emotions, to understand them, to empathize with others and to problem solve difficult citations. The children are treated with respect and understanding in all situations. At no time is corporal punishment ever permitted.

The following is a list of Prohibited practices. None of these shall be used at Stratford Cygnets Cooperative Preschool at any time, by anyone. This includes all teachers, staff, duty parents, volunteers or students.

- Physical or corporal punishment, such as spanking, hitting or shaking, physical restraint of the child, such as confining to a high chair, car seat, stroller or other device for the purpose 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.
- Use of harsh or degrading measures or threats that would humiliate, shame, frighten, or undermine a child's self-respect, dignity or self-worth.
- Locking the exits of the preschool for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Depriving a child of his/her basic needs for food, shelter, clothing or bedding. - Using a locked or lockable room or structure to confine the child if he/she has been separated from other children.
- Inflicting any bodily harm on children including making children eat or drink against their will.

Contravention of Program Statement Implementation Practices or Engaging in a Prohibited Practice:

All staff and volunteers are expected to comply with this program policy. If a staff engages in physical abuse, or fails to comply with this policy, or the Child Care and Early Years Act, a verbal warning by the Supervisor will be given, OR a written warning, OR dismissed immediately.

To determine which disciplinary action to take, these aspects will be taken into consideration:

- Seriousness of the contravention
- Actual or potential risk of harm to the child
- Past record of employee and any previous disciplinary action taken

Illness

If your child is not well enough to participate in the program, both indoors and outdoors, please keep your child at home. If your child becomes ill while in our program, you will be contacted to come and pick up your child. Children suffering from infectious or communicable diseases are prohibited from attending the preschool, by Public Health Regulations. Please ensure that you call, or send an email to let us know that your child is ill, and what symptoms they are displaying.

Allergies

To reduce the exposure to causative agents in our program there will be allergy signs posted in the classroom adjacent to the snack table. The foods that cause anaphylaxis will be avoided at all times. All allergies must be identified on registration forms and individual medical plans will be completed by parents/guardians if the allergy is diagnosed by a physician and labeled life threatening.

Canada-Wide Early Learning and Child Care (CWELCC)

On Tuesday, November 8th, 2022, Stratford Cygnets officially was approved to join the Canada-Wide Early Learning and Child Care (CWELCC) system. This system was designed to support Ontario's children, families, employers, and the child care sector to make licensed child care programs are more affordable, accessible, inclusive, and of higher quality. We are working towards an average of \$10 a day for childcare. Our base fees are currently 25% less than before we signed up for the CWELCC system.

2022/2023 Fees (per child) for Toddler Program

	Non-Duty	Duty
2 Sessions	\$15 (Base Fee) / a day	\$12.75 (Base Fee) / a day
3 Sessions		
5 Sessions		

2022/2023 Fees (per child) for Preschool Program

	Non-Duty	Duty
2 Sessions	\$14.25 (Base Fee) / a day	\$12 (Base Fee) / a day
3 Sessions		
4 Session		

*PM ONLY		
5 Sessions		

2022/2023 Fees (per child) for School Age Program

	Children 5 Years and Under	Children 6 Years and Older
Morning OR Afternoon Care per day	\$9.75 (Base Fee) / a session	\$13 (Base Fee) / a session
Morning OR Afternoon Care per month	\$214.50 (Base Fee)	\$280 (Base Fee)
Morning AND Afternoon Care per day	\$21 (Base Fee) / a day	\$28 (Base Fee) / a day
Morning AND Afternoon Care per month	\$462 (Base Fee)	\$560 (Base Fee)

** 10% Family Discount for each individual sibling **

- Minimum sign up for a child is 2 program sessions per week

For Preschool and Toddler Program Only:

- You will have a choice of two costs for the programs: duty vs non duty; if you choose the duty fee, this is what it would entail:
- All duty parents will provide snack once a month for the room in which their child enrolled, as well as choosing one of the following monthly duty roles:

Playground and Sanitization: Once a month, on your assigned afternoon/evening, you will be responsible for sanitizing toys/equipment or tending to the playgrounds.

Laundry: Once a month you will be responsible for taking the laundry home on your assigned day, to be returned on the next day your child is enrolled.

Fundraising Committee: There are usually between 6-8 fundraising events in a year that you will need to assist with. You will be responsible for getting order forms, tallying of orders once they are returned, calling in the orders, as well as sorting orders on delivery day.

Community Outreach: You will be required to represent Stratford Cygnets in community events throughout the year.

- These include but are not limited to WinterFest, SoupsOn, Heartburn Day, Open Houses, Floats in parades, MS Walk, Coldest Night of the year Walk,

Relay for life and assisting in getting the preschool ready for September. These are just ideas, the team will come up with what events they partake in and recruit volunteers. A minimum of five events will be required.

Board of Directors: Your responsibility on the Board of Directors will be to meet once a month for the Board Meetings, which usually run in the evening and are approximately 2 hours in length. The Board of Directors' role is to oversee the program as a whole, review and keep track of the preschool's financials and human resources.

Supervision of Students and Volunteers Policy and Procedures

Stratford Cygnets Cooperative Preschool welcomes both placement students and volunteers into the various programs offered in our child care program. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care programs.

This policy will provide supervising staff, students and volunteers with a clear understanding of the roles and responsibilities. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for child care centres.

Policy:

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.
- Students and volunteers will not be counted in staff to child ratios.

Student and Volunteer Supervision Procedures: Roles and Responsibilities

The licensee/designate must:

- Ensure that all applicable policies, procedures and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering, annually thereafter and when changes occur to the policies, procedures and individualized plans to support appropriate implementation.
- Ensure that all students and/or volunteers have been trained on each child's individualized plan
- Ensure that a vulnerable sector check (VSC) and annual offence declarations are on file for all students and/or volunteers in accordance with the child care centre's criminal reference check policy and procedures and Ontario Regulation 137/15.
- Ensure that expectations are reviewed with students and/or volunteers including, but not limited to
 - How to report their absence:

- How to report concerns about the program;
- Inform students and/or volunteers that they are never to be included in staff to child ratios or left alone with children.
- Appoint supervising staff to the students and/or volunteers, and inform them of their supervisory responsibilities.
- Inform students and or volunteers of their volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act

The supervising staff must:

- Ensure that students/volunteers are never included in staff to child ratios. - Ensure that students/volunteers are supervised at all times and never left alone with children.
- Introduce students and/or volunteers to parents/guardians.
- Provide an environment that facilitates and supports students' and/or volunteers learning and professional development.
- Provide an environment that facilitates and supports students' and/or volunteers learning and professional development.
- Provide students and/or volunteers with clear expectations of the program in accordance with the established program statement and program statement implementation policy.
- Work collaboratively with the student's practicum supervising teacher.
- Monitor and notify the centre supervisor/director of any student and or volunteer misconduct or contraventions with the centre's policies, procedures, prohibited practices or individual plans (where applicable) in accordance with the child care centre's written process for monitoring compliance and contraventions

Students and/or volunteers must:

- Maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan.
- Notify the supervisor or designate if they have been left alone with children or have any other concerns about the child care program (e.g. regarding staff conduct, program statement implementation, the safety and well-being of children, etc.)
- Submit all required information and documentation to the licensee, the supervisor or designate prior to commencing placement or volunteering placement, such as a valid VSC.
- Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- Review and implement all required policies, procedures and individualized plans, and sign and date a record of review, where required.
- Review allergy lists and dietary restrictions and individualized plans and sign and date a record of review, where required.
- Respond and act on the feedback and recommendations of supervising staff, as appropriate.
- Report any allegations/concerns as per the "Duty to Report" under the Child and Family Services Act

- Complete offense declarations annually, no later than 15 days after the anniversary date of the last VSC or offense declaration (whichever is most recent) in accordance with the child care centre's criminal reference check policy.
- Provide an offense declaration to the supervisor/designate as soon as possible any time they have been convicted of a Criminal Code (Canada) offense.

Emergency Management

Stratford Cygnets Cooperative Preschool has emergency management policies and procedures in place, and the staff review these policies annually. In case of an emergency, parents/caregivers will be notified by phone, email, and/or other social media outlets. Our meeting spot should we have to leave the premises is the Gym at Anne Hathaway Public School.

Accidents and Serious Injury/Occurrence

If your child gets hurt at preschool, you will be notified by staff at pick-up time, and receive a written accident report. Parents/guardians or emergency contacts will be contacted in the event of any serious injury that requires medical attention. First aid will be administered immediately and arrangements will be made to pick up your child or meet the Supervisor at the emergency facility. Serious occurrences are reported to the ministry within 24 hours and a notification will be posted for all parents to view for 10 business days.

Access To Children

Only those persons designated by parents/guardians on the registration forms are permitted to pick up children. ID may be required under certain circumstances. For access protection for your child, please contact the Supervisor.

Child Care Waiting List Policy and Procedures

Name of Child Care Centre: Stratford Cygnets Cooperative Preschool

Date Policy and Procedures Established: April 16, 2019

Date Policy and Procedures Updated: April 16, 2019

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability information about the waiting list for prospective parents in a way that maintains the privacy and confidentiality of children.

The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parents with information about their child's position on the waiting list.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waiting list to have related policies and procedures.

Note: definitions for terms used throughout this plan are provided in a Glossary at the end of the document.

Policy

General

- Stratford Cygnets Cooperative Preschool will strive to accommodate all requests for the registration of a child at the child care centre
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements

The Supervisor will monitor the OneHSN website for new applicants and make sure that the waitlist on that site is up to date.

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the program, priority will be given as follows: - To children who are currently enrolled and need to move to the next age grouping - Siblings of children currently enrolled
 - In order of applications received on OneHSN
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of children on the waiting list will be notified via email and/or phone call, that a space has become available in their requested program.

2. Parents will be provided a timeframe of one week in which a response is required before the next child on the waiting list will be offered the space.
3. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List:

1. The Supervisor or designates will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
2. The Supervisor or designate will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

1. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.
2. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Glossary

Licensee: The individual or corporation named on the license issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent included legal guardians, but will be referred to as "parent" in the policy).

Regulatory Requirements: Ontario Regulation 137/15

Waiting Lists

75.1 (2) Every licensee that establishes or maintains a waiting list described in subsection (1) shall develop written policies and procedures that,

- (a) Explain how the licensee determines that order in which children on the waiting list are offered admission; and
- (b) Provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

Disclaimer: This document is a sample of a policy and procedure that has been prepared to assist licensees in understanding their obligations under the CCEYA and Ontario Regulation 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

First Day Checklist

In order for your child to begin attending Stratford Cygnets on the date discussed with the supervisor, you need to submit the follow:

- Completed Application Form
- Up to date Immunization Record or a valid Vaccination Exemption Form
- \$35 (Non-Base Fee) Non-Refundable Registration Fee
- First Month's Payment
- Blanket Creams Application Form

What you should bring on your Toddler's First Day:

- Diapers - a sleeve labeled
- Wipes - a container labeled
- Diaper Cream - labeled
- Change of clothes in a ziplock bag
- Weather Appropriate Clothing
- Indoor Shoes - Labeled
- Water Bottle - Labeled for Spring and Summer

What you should bring on your Preschooler's First Day:

- Diapers - a sleeve labeled
- Wipes - a container labeled
- Diapers Cream - labeled
- Change of clothes in a ziplock bag to stay here
 - If child uses the toilet or in the process of toilet learning, please pack a second extra clothes bag including socks and underwear

- Weather Appropriate clothing
- Indoor Shoes - Labeled
- Water Bottle - Labeled for Spring and Summer

What you should bring on your School-Ager's First Day:

- Change of Clothes in backpack
- Slippers to keep at program
- Water Bottle - Labeled

Updated and Reviewed May 17th, 2021
Parent Handbook Updated and Reviewed: Mar 22nd, 2022
Parent Handbook Updated and Reviewed: June 7th, 2022
Parent Handbook Updated and Reviewed: September 28th, 2022
Parent Handbook Updated and Reviewed: November 14th, 2022