

# Young Achievers & Where Children Grow Daycare



Parent Handbook

**2021-2022**

This handbook is effective June 2020-August 2021 or until additional changes are made at which time parents will be notified via newsletter or issued a new handbook. Parents will also receive a newsletter monthly to keep you informed with current news from *Young Achievers Daycare & Where Children Grow*.

If there is a topic that you would find helpful but is not included in the handbook, please let the main office know at

**613-525-2189 613-551-8862**

*Last revised Jan 4<sup>th</sup>, 2021*

Dear Parent and Caregivers,

Thank you for choosing **Young Achievers Daycare (Where Children Grow)**. We are delighted that you have entrusted our program to be responsible for the care of your child.

We provide a play-based learning setting where we encourage interests and foster independence by providing the children with the opportunity to make choices and offer suggestions. We respect each child's personal growth rhythm and actively listen to his/her challenges and reflection.

While at our program, your child will be cared for by **Registered Early Childhood Educators (RECE)**. These professionals along with support staff form a team dedicated to your child's development and education. Our Educator's frequently reference the Early Learning for Every Child Today framework "ELECT" and the How Does Learning Happen? Ontario's Pedagogy for the Early Years to assist in the delivery of **Young Achievers Daycare's** high-quality program. If you would like additional information about these resources the links are available below:

<http://www.edu.gov.on.ca/childcare/pedagogy.html>

<http://www.edu.gov.on.ca/childcare/excerpts.html>

<http://www.edu.gov.on.ca/childcare/oelf/>

If at any time you have questions or concerns, we encourage you to speak to the Educators in the program who will clarify the issue or resolve the problem efficiently. However, we are also available to address any questions or concerns that you may have. Through ongoing, open communication, we are able to offer a service reflective of your needs. It is our goal that our families are content and confident with the childcare they are receiving.

Our contact information is available on **page 23** with reference to the **Young Achiever Daycare & Where Children Grow** programs available in your area. If you wish to speak directly with one of us, please contact our office location. We accept inquiries by phone, mail and email. Please allow 1 business day for a response.

Looking forward to meeting you and your family!

*Mary Seguin* (director)

**OUR MISSION** is to offer a high quality educational program to families as an integral part of the community at a reasonable cost.

**PHILOSOPHY AND PURPOSE**, it is the programs philosophy and responsibility to ensure a safe, healthy and wholesome environment for your child. Our purpose is to guide children to their full potential. We respect each child’s personal growth rhythm and actively listen to his/her challenges and reflection. We offer a curriculum that is fun, active and is based on engaging, play-based learning activities.

Our purpose is to facilitate learning through play, create a relaxed fun environment while still engaging the children in activities that develop their social, emotional, cognitive, physical and creative skills. We believe that children are competent, capable, curious individuals who are and rich in their potential.

The children are also taught to care for their own personal belongings as well as respect the person and property of others. The children will be encouraged to integrate healthy relationship principles into their daily lives. We provide a relaxed, welcoming environment where children can express himself/herself freely without prejudice.

An attitude of respect and kindness is extended to all children, parents, staff, personnel and anyone else associated with the program. The pursuit of a cooperative link between all parties enhances the developmental potential of the child and the services offered by ***Young Achievers Daycare & Where Children Grow.***

	<b>PROGRAM OBJECTIVES</b>	<b>ACTION TAKEN</b>
1	To provide a safe, positive environment that will allow the children to explore and feel independent.	The program is equipped with safe materials and qualified, trained staff. The staff have a vast knowledge of child development and therefore set appropriate expectations for the children to thrive in skill building.
2	To provide a program with planned, scheduled activities geared for all ages.	A variety of activities that can be tiered for different ages is available to meet everyone’s skill level. A schedule of activities is posted and followed daily so that the children and parents can follow what’s happening in the program.
3	To give opportunities for children to self-regulate and problem-solve in a positive learning environment.	Through various social activities the children are given the opportunity and encouraged to solve problems on their own (with staff supervision). Staff will assist by modelling, mediating and mentoring.

4	To allow children to create through child-initiated adult supported experiences.	Staff observe interests and prompt discussions and activities to extend learning. Staff allow time in the schedule for spontaneous activities.
5	To allow their minds to imagine and learn as they play.	Staff provide open-ended activities that focus on process rather than product so that the children can come to their own creative conclusion.
6	To foster and encourage family and community engagement.	Through newsletters, field trips and events the staff are able to involve families and the community.
7	To allow local community partners to support the children and their families.	<b>Where Children Grow &amp; Young Achievers Daycare</b> partners frequently with community organizations such as Community Living whenever their support can positively impact the program or a child in the program.
8	To incorporate indoor and outdoor play.	Outdoor play and outdoors activities are included in the daily routine to ensure the children are receiving adequate time outdoors.
9	To give consideration to the individual needs of the children.	<b>Where Children Grow &amp; Young Achievers Daycare</b> tailors' activities to meet the needs of all of the children in the program. Special considerations are made for programming, equipment and supplies if it will assist in the child's learning and development.
10	To encourage continuous professional development.	The staff are given many opportunities throughout the year to attend workshops or seminars to further their training.
11	To review and document each year the impact on children and families.	We ask that our staff document and reflect by reviewing the planning that they have put out in the program to see if they are following our mission, philosophy and strategies that have been developed in our policies. By documenting they will be able to see by observing collecting and analyzing the impact of your program statement on the children and their family. This is done bi-monthly (August, October, December, February, April, June)

## Compliance of Policies, Procedures and individualized Plans

A complete review of all company policies, procedures and individualized plans is conducted on an annual basis at the mandatory staff start-up meeting each September by the Director.

- It is policy that prior to beginning employment, that all newly hired staff read the company policies, procedures and individualized plans and sign off that they read and understand their meanings, purpose and intent
- It is policy that prior to a casual/supply staff beginning employment, that they read the company policies, procedures and individualized plans and sign off that they read and understand their meanings, purpose and intent

The site supervisor is present while the employee reads the policies, procedures and individualized plans and ensures they are read and signed. The policies, procedures and individualized plans are in a location accessible and available for all staff to refer to.

## Ensuring Compliance of Policies, Procedures and individualized Plans

The site supervisor monitors staff routines daily to ensure policies, procedures and individualized plans are being followed and maintained. Routine checklists are in place to ensure compliance. A review of the checklists is performed by the site supervisor to ensure they are in compliance. Scheduled and non-scheduled site visits by office personnel and the director are conducted weekly to ensure compliance of policies, procedures and individualized plans.

## Contraventions of Policies, Procedures and individualized Plans

In the event of a contravention of a policy, procedure and/or individualized plan, the following action are taken:

- The supervisor **addresses** the employee immediately regarding the issue and seriousness of the contravention; provides direction, guidance and support
- The site supervisor informs the office staff/director of the situation; he/she then records all details of the event in a separate log book
- The supervisor has the employee **review** the policy to ensure he/she has a full **understanding** of its meaning and purpose
- The employee may be placed on an **action plan**
- The supervisor **monitors** the employee's performance for **improvement** closely during the next 2-10 shifts, depending on the severity. He/she also **follows-up** with the employee between 2-10 days, depending on severity
- A site visit is conducted by the office staff/director between 1-7 days to ensure compliance; issues a discipline if necessary

**LICENSING AND MONITORING** *Young Achievers Daycare (Where Children Grow)* is licensed and monitored by the Ministry of Education. Our license poster is posted in the childcare room and our most recent licensing reports are available for you to view at your request. The Eastern Ontario Health Unit (EOHU) is also actively involved with our programs to ensure that we are up-to-date on the current health standards in Ontario.

**INCLUSIVITY** Children with special needs are welcomed and encouraged to participate in the **Young Achievers Daycare & Where Children Grow** program. If the program requires additional support for the child to attend, we may ask permission to reach out to external services such as Community Living for guidance and enhanced support. We accept all children (within our approved licensed age groups) as long we can ensure their safety and well-being while in the program. Please note that we reserve the right to terminate care if parents do not give full disclosure at the time of registration. We aim to maintain a safe environment for the children and staff.

**AGE** *Young Achievers Daycare* has toddler (18 months-30 months) and preschool programs (30 months-67 months.) For availability in your area please refer to **page 23**.

**AGE** *Where Children Grow* accepts children 3.8 to 12 years of age. Any child that turns 13 while enrolled in our program will no longer be eligible for our services.

**INTRODUCING YOUR CHILD** We encourage parents to bring their child to visit the program before he/she starts. We prefer that the child experience the program and familiarize himself/herself with the setting and educators prior to starting. Your child may have difficulty adjusting to the new environment. It will probably take a couple of weeks for him/her to transition completely and feel comfortable with the staff, children and routines.

Young Achievers will receive a communication journal documenting your child's daily progress. This journal is an important communication tool between the parents and the program. Please feel free to address any questions or concerns you may have through the communication journal or in person.

Any specific information parents could provide in regards to the child's circumstance will assist the staff in keeping the child happy. (I.E. Poor night's sleep, change in schedule, family disruption etc.) The program depends on the interest and co-operation of every parent in order to offer an exceptional program for the children.

**METHOD OF ADMISSIONS** Before admission into the program, parents are required to fill out the registration forms and provide any additional information pertaining to the health and safety of their child (i.e. Immunization records, custody records, medical information etc.) Please be sure to notify us with any changes or additions to your registration information (new cell phone number, change of address, new job, etc.).

A **registration fee** applies to any family registering with *Young Achievers Daycare*. The registration fee is per family and is renewed on an annual basis. The registration fee is \$20.00. If you are also registering with *Where Children Grow*, only one registration fee will be charged. This fee is per family and is renewed on an annual basis.

## **Wait List Policy**

There is no fee to place your name on the wait list. It is the parent/caregiver's responsibility to notify **Where Children Grow/Young Achievers Daycare** of any change in information.

When the program is full, the 'Wait List Form' **must be submitted** to be considered.

If there is space, then you can contact your program location to register. Each location has its own separate waiting list. Therefore, if you are considering multiple locations you will need to fill out a separate form for each.

For a copy of our wait list form please go to [www.wherechildrengrow.ca](http://www.wherechildrengrow.ca) or you can request a copy at 613-551-8862 or [wherechildrengrow1@gmail.com](mailto:wherechildrengrow1@gmail.com).

**Where Children Grow** and **Young Achievers Daycare** approves new clients based on priority, not order. The following criteria will be considered:

### **1. Eligibility**

**All the required documentation must be filled out and returned prior to being granted a space.** If the documentation is not given within a reasonable time frame then someone else will be given the space. The reasonable time frame is decided based on circumstance and will be discussed with the parent/caregiver during admission.

### **2. Schedule**

**Full-time spaces are granted first** but part-time spaces are considered if we can accommodate.

### **3. Transfer**

A child currently enrolled at another site requiring a transfer will receive priority over a new registrant.

### **4. Siblings of current participants**

Families with children already enrolled in the program will be granted approval over a new registrant.

### **5. Children with Special Needs**

Children with special needs that have support workers may be granted approval in order to expedite their inclusion into the program. Children with special needs that do not have approved support workers will still be considered if we can ensure their safety while in the program. We recognize that early inclusion is an important step for development and we will try to accommodate whenever possible.

### **6. Special consideration**

This will be given to families on the wait list who risk losing their newly granted fee subsidy if they do not secure a child care space within a specific time frame.

### **7. Process for parents to obtain status of child's wait list**

Parents will contact the main office for a status update regarding their child on the wait list. Only information pertaining to their child will be shared.

**PROGRAM HOURS** Our program is open from 6:30am to 6:00pm.

Our **Young Achiever** program starts and ends the same as a regular school day. If you require childcare outside of those parameters, then your child will be in our before or after-school program known as **Where Children Grow**. There are no additional charges; it is included in our service when your child is participating in our **Young Achiever Daycare program**. However, if your child attends our before or after-school program when they are regularly scheduled to be in school, then you will be charged for the **Where Children Grow** services.

**PRIVACY POLICY** It is necessary to obtain personal information from families regarding the child being registered with **Young Achievers Daycare & Where Children Grow**. We require the following information for your child to be accepted into the program:

- Child's name, address, phone number, allergy details
- Mother/father/guardian's name, custody information, address (if different from the child,) employment information, emergency contact person (x2), authorized individuals for child pick-up, family physician's name, address and phone number
- Immunization record
- Consent forms
- Financial agreement
- Policy agreement
- And any other pertinent information that will guide us to care for your child. (I.E. behaviors, routines, specific needs, etc.)

All information obtained is strictly for the use of **Young Achievers & Where Children Grow Daycare** and on strict occasions for other professionals (I.E. Eastern Ontario Health Unit, Ministry of Education.) These professionals supervise our programs to ensure we are meeting the highest standards of childcare. The school or any other person cannot receive any information that you have given us without your consent.

**CHANGE OF INFORMATION** It is the parent's responsibility to inform the program of any changes that may have a bearing on the child's care. (I.E. name change, address, phone number, emergency contact information, authorized pick-up persons, custody information.)



## VOLUNTEERS AND STUDENTS

<b>Roles and Responsibilities: Supervision Requirement for Volunteers and Students</b>	
Completion of the following:	
<b>Director</b>	<ul style="list-style-type: none"> <li>• <b>APPROVE</b> start date for students and volunteers.</li> <li>• <b>REVIEW AND ENSURE that all staff, students and volunteers sign</b> policies and procedures prior to start date and annually thereafter.</li> <li>• <b>ENSURE</b> that sufficient insurance is provided by institution of student and that volunteers can provide their own prior to start date.</li> </ul>
<b>Supervisor</b>	<ul style="list-style-type: none"> <li>• <b>REVIEW</b> and provide a copy of the centre's policies and procedures.</li> <li>• <b>PROVIDE AND EXPLAIN</b> child care centre philosophy.</li> <li>• <b>TOUR</b> of building and fire procedures.</li> <li>• <b>PROVIDE</b> a copy of the parent handbook to students and or volunteers.</li> </ul>
<b>Cooperating Teacher</b>	<ul style="list-style-type: none"> <li>• <b>RECOMMENDATION:</b> That the designated cooperating teacher have a minimum of 2 years' experience in the field.</li> <li>• <b>REVIEW</b> student information package and outline expectations of the school and child care centre.</li> <li>• <b>SIGN OFF</b> polices and contract has been completed and reviewed with student</li> <li>• <b>MONITOR</b> and complete all reporting documents and evaluation forms.</li> <li>• <b>COMMUNICATE</b> frequently about progress.</li> <li>• <b>MODEL AND MENTOR</b> appropriate behaviours, conduct and program philosophy.</li> <li>• <b>ENSURE</b> that the volunteers and students are supervised at all time while in the presence of the children.</li> </ul>
<b>Student</b>	<ul style="list-style-type: none"> <li>• <b>READ, UNDERSTAND AND SIGN-OFF</b> on all policies, procedures and contracts.</li> <li>• <b>ABIDE</b> by the policies and procedures.</li> <li>• <b>PROVIDE</b> the following documents: WSIB form, Clear Criminal Reference Check including vulnerable sector (CPIC), Emergency information, CPR and First Aid (if applicable), student information package.</li> <li>• <b>Maintain confidentiality.</b></li> </ul>
<b>Volunteer</b>	<ul style="list-style-type: none"> <li>• <b>READ, UNDERSTAND AND SIGN-OFF</b> on all policies and procedures.</li> <li>• <b>ABIDE</b> by the policies and procedures.</li> <li>• <b>PROVIDE</b> the following documents: Clear Criminal Reference Check including vulnerable sector (CPIC) which should be renewed annually, Emergency information, CPR and First Aid (if applicable).</li> <li>• <b>Maintain confidentiality.</b></li> </ul>

***Where Children Grow/Young Achievers Daycare will review this policy annually.***

## STUDENT AND VOLUNTEER POLICIES

- No child is supervised by a person less than 18 years of age.
- In our child care centres, only employees will have direct unsupervised contact with the children.
- Volunteers and students **are not** counted in the staffing ratios in child care centre.
- Employees will sign off on Volunteer/Student Rules and Regulations (provided in section 18).
- Students/volunteers will read and sign off on our policies and procedures.
- Students will sign a contract for working in our facility (contract example in section 18).
- Students/volunteers will be monitored by a designated staff member while they are in our facility.
- Ensure that the student is covered by their school's insurance and volunteers provide their own insurance or are covered under the centre's insurance prior to start date.

Where Children Grow/Young Achievers Daycare will ensure that the policy is reviewed with employees before they begin their employment and at least annually afterwards. Students and volunteers will review the program statement prior to interacting with children and at any time when the program statement is modified.

Students and volunteers will be monitored on an ongoing basis by the Supervisor and Cooperating Teacher. Any violation of this policy will result in disciplinary action and or dismissal.

**ARRIVAL AND DEPARTURE** A parent or guardian is requested to accompany the child into the program, sign the child in and remain with the child until a staff member has received him/her. The program is not responsible for the safety of a child who enters the program unaccompanied. At pick-up, a parent or other authorized person must inform the staff that they are picking the child up and sign the child out.

Your child will only be released to the people that are listed on his/her registration form. If you wish for someone else to pick up your child, you must inform the staff via letter of consent. **Proper identification will be required upon arrival.** Our childcare program closes at 6:00pm. If you are late picking up your child, the following will occur:

- First time: an oral warning
- Second time: a written warning
- Third time: a charge of \$5.00 will apply for the first 5 minutes late, then \$10.00 for every 5 minutes after that
- Fourth time: same charge as the third
- Fifth time: termination of daycare due to noncompliance with our policies

Due to safety and liability concerns, a person under the age of 16 will not be permitted to pick up a child from the program without the parents' signed *waiver of liability* from Young Achievers and Where Children Grow acknowledging the risks.

If a parent arrives intoxicated or if this is suspected by a staff member then the staff member will offer to call the emergency contact or a taxi. If the parent refuses and leaves with the child, then the police

will be called and informed of a suspected impaired driver. **Young Achievers Daycare** staff would have to report this incident to the Children's Aid Society (CAS.)

If the intoxicated person is not a custodial parent, the intoxicated person will be denied the release of the child and the parents will be contacted.

**ABSENTEEISM** There will be **no refund** for childcare fees for absences including sickness, appointments, holidays, vacations etc. Childcare spaces are reserved; your contract fee remains the same regardless if your child attends the program.

**PROGRAM CLOSURE AND HOLIDAYS**, you **will** be charged on days that the program is closed. **Program Closure Days:** New Year's Day, Family Day, Victoria Day, Good Friday, Easter Monday (some locations will be open for Easter Monday- If we have 10 or more children registered) Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Eve, Christmas Day, Boxing Day.

Full day care (toddler and preschool) programs will be a flat rate of \$20.00 per child.  
Before and after school care programs will be a flat rate of \$15.00 per child.  
A max family rate of \$60.00 will be charged if you have multiple children.

There is an opportunity for the programs to be open at March Break, Easter Monday, during the summer and Christmas Break if there are at least 10 children present each day. Please refer to **page 17** for the availability at your school. The availability is listed under "Break Programs." *The same daily fees apply to regular days and Break Program days. There is no additional cost on Break Program days.*

## **DUTY TO REPORT**

Everyone has a duty to report suspected child abuse.

### **Child and Family Services Act CFSA s.72(1)**

#### **Responsibility to report a child in need of protection -**

If a person has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information upon which it is based to the Children's Aid Society.

### **Child and Family Services Act**

#### **What are "reasonable grounds to suspect?"- CFSA s.72(3)**

You do not need to be sure that a child is or may be in need of protection to make a report to a Children's Aid Society. "Reasonable grounds" are what an average person, given his or her training, background and experience, exercising normal and honest judgment, would suspect.

#### **What does "Duty to Report" mean to families?**

Duty to report means that every staff member with **Young Achievers & Where Children Grow** that has any suspicions of child abuse must legally contact the Children's Aid Society. While it is our duty to report, it the responsibility of the Children's Aid Society to investigate. The results of this investigation are confidential between the Children's Aid Society and the family involved. The staff at Young Achievers daycare **will not** contact the family prior to calling the Children's Aid Society nor will they contact the family to notify them that a report has been made.

For our full **DUTY TO REPORT** policy please see the Policies and Procedures book available at your program location.

**HEALTH** When groups of children play together, illness can occur or most will experience illness. Children get partly ill because their immune system is developing throughout the early years and because of exposure to hundreds of germs, which are all present in their environment.

It is the responsibility of the adults caring for children to reduce the risks of infections thereby preventing illnesses from occurring. Even though it is virtually impossible to prevent all illnesses, we can help prevent the spread of infections. Therefore, it becomes very important for parents and staff to share in the task of ensuring a healthy environment for children.

**If your child has any of the following symptoms, parents will be contacted to have their child picked up:**

- ❖ **Diarrhea**
- ❖ **Difficult or rapid breathing**
- ❖ **Fever**
- ❖ **Headache, earache, stiff neck**
- ❖ **Lethargy**
- ❖ **Persistent-crying or irritability**
- ❖ **Pink eye**
- ❖ **Severe cough**
- ❖ **Signs of a contagious disease**
- ❖ **Unidentified rash**
- ❖ **Vomiting**
- ❖ **Yellowish skin or eyes**

**DIARRHEA** This is the most common symptom of gastro intestinal infection. It is a change in consistency and or frequency of your child's bowel movement.

The centre will follow these steps:

1. Staff will notify parents after one case of diarrhea and make them aware of the situation.
2. After the second episode of diarrhea, parents will be called to pick up their child. If the child has additional symptoms, such as fever, loss of appetite, vomiting, blood or mucus in the stool, he or she may be required to see a physician. A medical note may be requested. This will be at the discretion of the administration.
3. **A child must stay home until the diarrhea stops for at least 48 hours** and they have a solid/normal bowel movement again.

**The Health Unit will be notified if two or more children have diarrhea within 48 hours of each other. These situations are called “outbreaks.” Steps must be taken to control the infection, including determining the cause. The Health Unit will then decide what steps need to be taken by the Centre.**

**FEVER** Any child that shows a temperature of 101°F (38.5°C) will be returned home. A child that requires fever-reducing medication to eliminate fever will not be accepted in the program. A child can return to the program once their fever has been absent for 12 hours without the assistance of medication.

**HEAD LICE** Children with head lice **are not** excluded from **Young Achievers Daycare**. Rather the following strategies are implemented to try and assist with minimizing lice in the classroom:

1. Promote and prevent the spread of head lice by teaching the children proper hygiene practices. (i.e. no sharing of hats, clothing etc.)
2. Fabric dress-up clothes and fabric toys are cleaned weekly.
3. When there are lice in the classroom, teachers will remove dress up clothing and fabric toys.
4. Parent literature will be sent home when a case of head lice is known.
5. A sign will be posted when there are head lice in the classroom so that parents can take extra precautions with their children’s items that travel to and from school.

**VOMITING** A child will be accepted back into the program after a **48 hour period** since the last case of vomiting. The child must also be able to keep food or fluids down.

**LETHARGY** A child that shows signs of lethargy is often a symptom of impending illness. Due to this, you may be called to pick up your child.

**PERSISTENT CRYING AND IRRITABILITY** A child that is showing persistent crying and irritability may be experiencing an undiagnosed visible illness. You may be asked to pick up your child if this behaviour continues for a consecutive period of time and is not considered their “regular” standard of behaviour.

**COMMUNICABLE DISEASE** When a child has been exposed to or is suffering from a communicable disease, the parents of all children attending the program will be advised. A notice will be posted describing the condition. Staff will be monitoring all children at the centre during the incubation period for any signs of the disease. If there is any indication that your child may have the contagious condition, he/she will be isolated from the other children, and you will be contacted immediately. We will expect you to pick up your child as soon as possible. If a parent cannot be contacted, the designated emergency contact will be informed. If the child’s condition worsens, the child’s physician, an ambulance or any other necessary steps will be taken to ensure your child’s well-being.

**MEDICATION** Staff must receive medication directly from the parent. Medication sent through the child’s lunch kit or school bag will not be accepted. Medication prescribed for your child must be kept in its **original container** with the child’s name, physician’s name and the directions for use. A medication consent form must also be filled out by you prior to the staff administering the medication to the child. Non-prescribed medication can be administered at the consent of the parent via the medication consent form. Non-prescription medication may not be administered for more than 3 days unless accompanied by a doctor’s note.

Children that are ill are **not to** be brought to the centre since infection travels quickly from child to child. Any child with a contagious disease (i.e. measles) will not be allowed into the program. *If your child*

*becomes ill at the centre, you will be notified of the symptoms and may be requested to pick up your child depending upon the severity of illness. We ask that you respect these requests since our goal is to minimize the spread of illness.* If leaving work unexpectedly is difficult, then please provide an emergency contact that can be phoned if your child becomes ill at the program and requires immediate pick-up.

**DISCIPLINE PROGRAM** *Our Philosophy* is to eliminate violence from our program in order to provide a nurturing environment for the children. Violence will be properly addressed and resolved at the program. If a child is continuously violent, he/she will be suspended and possibly terminated from the program.

**The Purpose** of this philosophy was developed to promote a safe and secure environment for children and staff without violence.

**Identification** of any behaviours that can endanger the well-being of a child (physically, emotionally, or psychologically) shall be considered acts of violence and will be documented using the "Behaviour Incident Reporting Form."

Your child's environment assists his/her development in three ways:

- ❖ Physical well being
- ❖ Psychological well being
- ❖ Emotional well being

### **Examples of violence**

**Physical violence:** pushing, punching, hitting, pinching, biting, slapping, kicking etc.

**Psychological violence:** vulgar language, spitting, lack of respect to other and objects, blackmailing, threats, screaming, intimidating etc.

**Emotional violence:** harassment, verbal abuse, rejection, gossiping etc.

**GUIDANCE POLICY** The following practices are used by our staff when guiding behaviours:

- Managed** in a positive and consistent manner.
- Implemented** as soon as possible after the inappropriate behaviour.
- Appropriate** to the level of the child.
- Related** to the current inappropriate behaviour.
- Designed** to assist the child to learn the appropriate behaviour.
- Discussed** with the parent(s) if a difficult situation arises with a child.

**PLEASE NOTE:** A discussion/explanation will follow all discipline methods where appropriate.

### **PROHIBITED BEHAVIOUR MANAGEMENT PRACTICES**

Any form of unacceptable intervention is prohibited. Unacceptable intervention is any intervention that puts in danger the physical and psychological well-being of one or more of the children.

The following forms of behaviour management practices are **not permitted** by anyone including staff, volunteers, students, parents on the premises of **Young Achievers Daycare**:

#### **Prohibited practices:**

- (a) corporal punishment of the child;

- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

The Director/Human Resources Manager /Site RECE Supervisors / Team Leaders will assure the approach to discipline and policies are being respected by staff, students and volunteers with:

1. Observations
2. Frequent visits
3. Annual performance appraisals
4. Immediate meetings with staff if a situation arises

**PARENT INVOLVEMENT** Parents are welcome to visit the program at any time. We encourage parents to share a special talent or participate in field trips and other special activities planned for the children. If you have any suggestions of special activities that you think the children would enjoy, please let the educators know and they can try to incorporate it into the program.

**FIELD TRIPS** Field trips are outings that are outside of the centre's premise. The program will inform parents every time they are going on a field trip. A consent form for short distant trips within walking distance from the program is on **page 19**. Field trips that are not within walking distance will have a different consent form for parents to sign. This consent form will be available when the field trip has been chosen since these trips require more preparation.

**PERSONAL BELONGINGS AND CLOTHING** Each child should bring a small blanket that can be used at rest time. They are laundered weekly by our staff to minimize the spread of germs. Also, each child is to have a complete change of clothes labelled clearly with the child's name as well as a pair of indoor shoes. Children must come dressed for the weather. Even though we do our best to ensure that the clothing does not become lost, we regret that we cannot be held responsible for lost or stolen articles. However, the children have individual cubbies; minimizing articles being misplaced. You can greatly assist with this matter by labelling all of your children's items and clothing.

**TOYS** Please do not bring the child's personal toys to the program. We have plenty of toys and resources at **Young Achievers Daycare**. Toys from home can be lost or broken and we cannot be held responsible for these items.

**OUTDOOR PLAY** Your child will be outside a minimum of 2 hours per day (weather permitting.) It is vital that you prepare your child with proper clothing for the weather. Improperly dressed children will still be taken outside or you will be asked to come and pick up your child.

If your child is not able to participate outdoors due to physician's request than alternate arrangements are to be made by you for your child on that day. Unfortunately, we do not have the extra staff to accommodate separating the group.

We will not go outdoors if the temperature including wind chill is at or above -20 degrees Celsius or if the heat index including humidity is at or above 32 degrees Celsius.

We will also not go outdoors if there is any safety concern in regard to the play area or if air quality conditions that could pose a health risk (i.e. smog warning, high humidity.) **Playground checks are completed by the staff daily to ensure that the children are playing in safe conditions.**

**SUNSCREEN** *Young Achievers Daycare* staff will apply sunscreen on the children in the afternoon if consent is given by the parent (*refer to the consent form section*). The parent is responsible to apply sunscreen before dropping his/her child off in the morning. There is a \$3.00 sunscreen fee if you are utilizing the daycare's sunscreen. If you would like to bring in your own sunscreen, please label it with your child's name.

**TRANSPORTATION** The program and CDSBEO are not responsible for arranging transportation of your child. It is your responsibility to arrange your child's arrival and departure from the program.

**INCLEMENT WEATHER DAYS** The program is still open on inclement weather days when the school buses are cancelled. We recognize that some children will not attend on snow days because alternate arrangements are already set in place. If you know that you will not require care when the buses are cancelled you can fill out the consent form and you will not be charged. ***If your child was scheduled for inclement weather days and did not attend the program, you will be charged for the full day as we have hired staff for the specific child to educator ratio.***

**REST TIME** *Young Achievers Daycare* provides a rest time for all children to a maximum of two hours. The children are expected to rest quietly but they are not required to sleep. Each child will be provided with an individual cot for rest time with a fitted sheet. Parents can provide a blanket or one will be provided for your child.

These are the standards set out the ministry and will be carried out by our center;

(a) an employee periodically performs a direct visual check of each sleeping child by being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviours. This will be checked every 15 minutes for each child and documented on our sleep check chart;

(b) there is sufficient light in the sleeping area or room to conduct direct visual checks; and

(i) provide that children will be assigned to individual cribs or cots in accordance with this regulation,



(ii) provide that parents will be consulted respecting a child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request,

(iii) provide that parents of children younger than 12 months will be advised of the licensee's obligation. Every licensee shall ensure that a child who is younger than 12 months who receives child care at a child care centre it operates or at a premises where it oversees the provision of home child care is placed for sleep in a manner consistent with the recommendations set out in the document entitled "Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada", published by the Public Health Agency of Canada, as amended from time to time, unless the child's physician recommends otherwise in writing.

(iv) provide that parents of children who regularly sleep at the child care centre will be advised of the centre's or agency's policies and procedures regarding children's sleep,

(v) provide that the observance of any significant changes in a child's sleeping patterns or behaviours during sleep will be communicated to parents and will result in adjustments to the manner in which the child is supervised during sleep, and

(vi) include details regarding the performance of direct visual checks, including how frequently direct visual checks will be performed and how direct visual checks will be documented.

**WAKERS PROGRAM** Children that do not sleep will have the opportunity to participate in quiet table activities such as books, puzzles, or coloring until rest time is over.

**MEALS** Our goal is to promote the development of healthy food habits. Snacks and lunches are included at *all* locations for preschool programs. ***If you would prefer to send a lunch for your child please inform Young Achievers Daycare in advance.*** If you would like to send a hot lunch for your child, please send it with a microwave safe dish with instructions on serving.

We encourage healthy eating in our program by following "Canada's Food Guide." Parents are asked to keep in mind the importance of good nutrition when preparing snacks and lunches. If you send your child to the program with unhealthy options, ***Young Achievers Daycare*** will provide a nutritious alternative. For healthy lunch ideas visit the "Canada's Food Guide" website at [www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php](http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php)

**PACKING A SAFE LUNCH** Perishable foods such as meats, fish, seafood, yogurt, cheese, hummus, dips and mayonnaise can start to grow harmful bacteria when left out at room temperature. Please follow the tips below to pack a safe lunch for your child:

- Keep hot food hot** - Use a wide mouth thermos. Let boiling water stand in thermos for few minutes. Pour out water. Quickly add hot food to thermos and keep the lid on until lunch time.
- Keep cold food cold** - In an insulated lunch bag, use a frozen drink container, a frozen water bottle or a freezer pack for foods that can spoil quickly.
- Wash fruits and vegetables** - before packing. Take the skins off cut up oranges and melons or give them a good scrub with a firm brush.
- Throw out perishable leftovers** - Do not reuse wrappings.
- Peanut- Free** - Check food labels to ensure your food choices are peanut-free.

(Information taken from [www.eatrightontario.ca](http://www.eatrightontario.ca))

**MORNING AND AFTERNOON SNACK** *Young Achievers Daycare* provides a morning and afternoon snack at all locations for preschool programs. These snacks include a minimum of 2 food groups. For a list of the snacks we are offering, please refer to the snack menu that is posted in the room. Kinders and school age children are not provided with any snacks or meals. Bagged lunches are required in the program.

A child will not be permitted to take out his/her own morning snack during our designated snack time unless it is also nutritious. Once the child has had our afternoon snack, then he/she can choose something from his/her lunch regardless of its nutritional content.

**ANAPHYLAXIS AND ALLERGIES** *Anaphylaxis is a rapidly progressing, life-threatening allergic reaction. If your child is anaphylactic, an Epipen is required to be at the centre and must be kept in the same room as the child when your child attends the program. Prior to your child starting in the program, an anaphylaxis form must be filled out completely.* It will be posted in a place accessible to our staff and our staff will review it prior to your child starting in the program.

Please inform the staff of any allergy, food restriction or anaphylactic condition that your child has prior to starting in the program.

**PEANUT RESTRICTION** We make every reasonable effort to reduce the risk to children with severe allergies or anaphylaxis. Peanut allergies are a common allergy among young children. They tend to be more severe than other food allergies. Therefore, peanuts and peanut products are **restricted** in all our *Young Achiever* programs. **Absolutely NO peanut products are allowed in our facility** - children that come to school with peanut products will be offered an alternative from our program at cost to the parent.

**BAKED GOODS** We appreciate the time and courtesy involved in making baked goods. Therefore, if a parent or a staff member would like to make something for the children please include the list of ingredients upon delivery of the baked items so parents can be informed of what it contains.

Because we cannot guarantee cross-contamination of anaphylactic ingredients, home baked goods are not permitted to be given to children at *Young Achievers Daycare* without consent from the parents. Please refer to the consent form.

**SMOKING** It is strictly prohibited to smoke in the school as well as on the property. This rule is applicable to the parents and the employees.

**ANIMALS** It is strictly prohibited to bring any animals to the program without consent from the daycare.

#### **SERIOUS OCCURRENCES**

- (a) the death of a child who received childcare at a childcare centre, whether it occurs on or off the premises,
- (b) abuse, neglect or an allegation of abuse or neglect of a child while receiving childcare at a childcare centre,
- (c) a life-threatening injury to or a life-threatening illness of a child who receives childcare at a childcare centre,

(d) an incident where a child who is receiving childcare at a childcare centre goes missing or is temporarily unsupervised, or

(e) an unplanned disruption of the normal operations of a childcare centre that poses a risk to the health, safety or well-being of children receiving childcare at the childcare centre

Any serious occurrence reported to the Ministry of Education by **Young Achievers Daycare** will be posted on the parent board via the ‘Serious Occurrence Notification form.’ It will be posted 10 days from the last update the form receives and then it will be filed on site.

**Please be sure to check the parent board for these notifications.**

All serious occurrences are reviewed by the director and program changes are implemented when necessary to maintain quality of care. If you have any questions about a serious occurrence, please speak to the program staff or contact the main office at 613-525-2189 or 613-551-8862.

**EMERGENCY PROCEDURES** Monthly, unannounced fire drills are completed to ensure quick and efficient departures. Lockdown procedures are also practiced throughout the year to familiarize children and staff. In the event of an emergency the children and staff will evacuate the school to our safety location. If we cannot gain re-entry into the school, you will be notified to come and pick up your child at our safety location.

For a list of all of our safety locations please refer to our evacuation strategy handbook available in the program. In the event of emergency parents or emergency contacts will be contacted by a phone call immediately once the children have been brought to safety. See Section 23 Emergency properness manual of our Policies and Procedures book for further information

SCHOOL Young Achievers Daycare	EVACUATION LOCATION	EVACUATION ADDRESS
Bishop MacDonell	St. Peter’s Catholic School	1811 Second St. East, Cornwall
St. Finnan’s	Terre des Jeunes	33 Lochiel St. East, Alexandria
St. Anne’s	Viscount Alexander School	1401 Dover Road, Cornwall

SCHOOL Where Children Grow	EVACUATION LOCATION	EVACUATION ADDRESS
Bishop MacDonell	St Peter’s Catholic School	1811 Second St. East, Cornwall
St. Andrew’s	St. Andrew’s Catholic Church	17298 County Road 18, St. Andrew’s West
St. Anne’s	Viscount Alexander School	1401 Dover Road, Cornwall
St. Finnan’s	Terre des Jeunes	33 Lochiel St. East, Alexandria
St. Peter’s	Bishop MacDonell	300 Adolphus St., Cornwall

**SUBSIDY** You may be eligible for subsidy. If you are interested in being assessed for subsidy, you can contact the City of Cornwall (613-933-6282 ext. 3310 or 3324.)

The procedure is very easy and you will know within a day or two if you are eligible.

**FEE AGREEMENT Young Achievers Daycare** We try to offer as much flexibility and choice in our programs. However, due to the current demand for childcare spaces, parents must choose one of the following fee agreements:

1. **Full-time:** This applies to children that attend 5 days a week.
2. **Part-time:** This applies to parents that have varying schedules every week. This space cannot be guaranteed. Full-time spaces have priority. You will be charged a minimum of 3 days per week (even if your child is not attending for 3 days).
5. **Half-Day:** This option will only be approved if the alternate space can be filled by another child. Full time (5 days) or part time (3 days minimum).

**FEE AGREEMENT Young Achievers Daycare** tries to offer as much flexibility and choice in our programs. However, due to the current demand for childcare spaces, parents must choose one of the following fee agreements:

1. **Full-time:** 5 days a week before and/or after school depending on need.
2. **Part-time:** Schedule fluctuates on a week to week basis. A minimum of 3 days will be charged (even if your child is not present for 3 days). *This space is not guaranteed as it depends on schedules.*

Fees are to be paid on a bi-weekly basis unless arrangements have been made with the account manager. **If payments are not received on the Wednesday, childcare will be immediately suspended.** If your child does not attend on the day that payments are due, it is the parent's responsibility to make arrangements to do so. **If an account has three late payments, they will be asked to pay childcare in advance.**

#### **ALL LOCATIONS**

-Payment is to be made by e-transfer, cheque or money order to Young Achievers Daycare (regardless if you are in the all-day program or only the before and after school care program).

-Cash payments will not be accepted unless approved by the account manager.

A fee of \$25.00 will apply to any returned cheques due to insufficient funds or other reasons.

-E-transfers are accepted at [billing@wherechildrengrow.ca](mailto:billing@wherechildrengrow.ca). Please call 613-525-2189 or 613-551-8862 for more information.

**NOTICE OF TERMINATION** Parents are required to give two weeks' notice of termination before removing their child from the program. Completion of a "Withdrawal Form" may be required at the time of notification. The parent/guardian will be financially responsible for the full 2-week notification period (according to the regular schedule), even if they choose to withdraw their child prior to end of this period.

**SCHEDULE CHANGES** If you require occasional childcare OR if you have a schedule change please follow these steps to ensure there is space for your child:

- 1) Contact the main office at 613-551-8862 or 613-525-2189.
- 2) Email [kaitlyn@wherechildrengrow.ca](mailto:kaitlyn@wherechildrengrow.ca) OR [shallan@wherechildrengrow.ca](mailto:shallan@wherechildrengrow.ca)
- 3) Once you receive approval that your child can attend, contact the school office to let them know.

**GRIEVANCES OR CONCERNS** If parents have any concerns, they are encouraged first to discuss their concern with the educator that cares for their child or the supervisor of the program. If your concern is not dealt with to your satisfaction or if you prefer the option of contacting the director/assistant director/account manager directly, you may do so as well. The phone numbers are listed below for your convenience.

613-525-2189 OR 613-551-8862

**Mary Seguin (Director)** [mary@wherechildrengrow.ca](mailto:mary@wherechildrengrow.ca)

**Shallan Bond (Assistant Director)** [shallan@wherechildrengrow.ca](mailto:shallan@wherechildrengrow.ca)

**Kaitlyn Becker (Account Manager)** [kaitlyn@wherechildrengrow.ca](mailto:kaitlyn@wherechildrengrow.ca)

### **Parent Issues and Concerns Policy and Procedures**

Name Child Care Agency: Young Achievers Daycare & Where Children Grow

Date Policy and Procedures Established: 21/09/2017.

Date Policy and Procedures Updated: 21/09/2017

#### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care agency 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 agency it operates (i.e. the operator).

*Child Care Provider:* The individual with which the child care agency has established an agreement for the provision of child care in their agency's premises.

*Staff:* Individual employed by the licensee

#### **Policy**

Parents/guardians are encouraged to take an active role in our child care agency and regularly discuss what their child(ren) are experiencing with our staff. 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 Young Achievers Daycare and Where Children Grow 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 two business day(s). 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, child care providers, other persons in the child care premises, 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 agency 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, child care provider and/or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the home child care agency head office.

### **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 Provider, Staff and/or Licensee in responding to issue/concern:
<p><b>Program-Related</b> E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the child care provider directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the staff and/or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised; or</li> <li>- arrange for a meeting with the parent/guardian within 2 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p>
<p><b>General, Agency- or Operations-Related</b> E.g: fees, placement, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- the staff or licensee.</li> </ul>	<ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul>
<p><b>Provider-, Staff- and/or Licensee-Related</b> E.g: conduct of provider, Staff, agency head office staff, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the licensee.</li> </ul> <p>All issues or concerns about the conduct of the provider or staff that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
<p><b>Related to Other Persons at the child care Premises</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the staff and/or licensee</li> </ul> <p>All issues or concerns about the conduct of other persons in a child care premises that puts a child's health, safety and well-being at risk should be reported to the agency head office as 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 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p> <p>If the staff is unable to address the issues it will follow the chain of command. The issue will be brought to; in this order</p>
<p><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the person responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the staff and/or licensee.</li> </ul> <p><b>Note:</b> All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>	<ol style="list-style-type: none"> <li>1. Staff</li> <li>2. Supervisor</li> <li>3. Office Management</li> <li>4. Director</li> <li>5. The Board of directors (If applicable)</li> <li>6. Ministry of Education</li> </ol> <p>Staff will inform the director of the parental concern whether it is minor or a major issue.</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 director, Mary Seguin.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 must 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**

#### **Young Achievers Daycare & Where Children Grow**

3375 Bureau Rd  
Alexandria, ON K0C 1A0  
613-525-2189 OR 613-551-8862

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or  
[childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

## **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>



## YOUNG ACHIEVERS DAYCARE & WHERE CHILDREN GROW MAIN OFFICE

3375 Bureau Rd., Alexandria, ON. K0C 1A0

Phone: 613-525-2189 Cell: 613-551-8862 Email: [info@wherechildrengrow.ca](mailto:info@wherechildrengrow.ca)

Mary Seguin (Director) [mary@wherechildrengrow.ca](mailto:mary@wherechildrengrow.ca)

Shallan Bond (Office Administrator) [shallan@wherechildrengrow.ca](mailto:shallan@wherechildrengrow.ca)

Kaitlyn Becker (Account Manager) [kaitlyn@wherechildrengrow.ca](mailto:kaitlyn@wherechildrengrow.ca)

Office Hours: Monday to Friday 8:00am-4:00pm

LOCATION	ADDRESS	CONTACT	AGE GROUP	AM SNACK	PM SNACK	LUNCH	BREAK PROGRAM
Bishop MacDonell	300 Adolphus St. Cornwall	613-937-0876	30-67 months	yes	yes	yes	yes
St. Finnan's	220 Main St. Alexandria	613-525-0029	12-67 months	yes	yes	yes	yes
St. Anne's	607 Surgenor St. Cornwall	613-932-8086	18-67 Months	yes	yes	yes	yes

LOCATION	ADDRESS	CONTACT	BEFORE SCHOOL	AFTER SCHOOL	P.D DAYS	BREAK PROGRAMS
St. Andrew's	17283 County Rd 18 St. Andrew's West	613-933-1011	yes	yes	no	no
St. Peter's	1811 Second St. East Cornwall	613-551-8862	yes	yes	no	no

**\*Sites opened Monday to Friday from 6:30am – 6:00pm.**

# CONSENT FORMS

(Sign and return prior to your child's start date.)

CHILD'S NAME: \_\_\_\_\_ (\*NOTE each child needs to have their own consent forms)

- 
1. I give **Young Achievers Daycare & Where Children Grow** permission to take pictures of my child. These pictures will be for daycare purposes only and will not be available to the media.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

I do not give consent. Parent initials: \_\_\_\_\_

- 
2. I give **Young Achievers Daycare & Where Children Grow** permission to take pictures of my child for media purposes.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

I do not give consent. Parent initials: \_\_\_\_\_

- 
3. I give **Young Achievers Daycare & Where Children Grow** permission for my child to receive baked goods when a parent or staff member makes them from their home.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

I do not give consent. Parent initials: \_\_\_\_\_

- 
4. I give **Young Achievers Daycare & Where Children Grow** permission to apply sunscreen on my child before going outside.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

I do not give consent. Parent initials: \_\_\_\_\_

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5. I give **Young Achievers Daycare & Where Children Grow** permission for my child to go on field trips that are within walking distance of the program.

\_\_\_\_\_ / \_\_\_\_ / \_\_\_\_\_  
Parent's Signature Date

I do not give consent. Parent initials: \_\_\_\_\_

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6. If at any moment an accident, illness or an emergency occurs and your child needs immediate medical attention, you give the hospital consent to provide care to your child.

\_\_\_\_\_ / \_\_\_\_ / \_\_\_\_\_  
Parent's Signature Date

I do not give consent. Parent initials: \_\_\_\_\_

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7. I will not require care for my child on school bus cancellation days.

\_\_\_\_\_ / \_\_\_\_ / \_\_\_\_\_  
Parent's Signature Date

I will require care. Parent initials: \_\_\_\_\_

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**TAXATION RECEIPTS**

Receipts for income tax purposes will be issued to parents by February 28, 2022 for year 2021. The receipts will be emailed to you (or mailed to the last known address on file.)

Please indicate to whom the receipt should be made out to below:

\_\_\_\_\_

# WCG/YA FINANCIAL AGREEMENT 2021-2022

A separate financial agreement must be filled out per child.

PARENTS NAME: \_\_\_\_\_

CHILD'S NAME: \_\_\_\_\_

START DATE: \_\_\_\_\_

DROP-OFF/PICK-UP TIME (approx): \_\_\_\_\_

REGISTRATION DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_ \*\$20.00 registration fee will be on your first invoice

Refer to **page 20** for a breakdown of each childcare option. Check the childcare option that you require.

- Full-Time Program
- Part-time Program
- Half-Day Full-Time
- Half-Day Part-Time

<b>DAILY FEES</b>	<b>Age Group</b>	<b>Staff: Child Ratio</b>	<b>Nutrition Provided</b>	<b>Regular Day (\$) Over 5 hours but less than 9 hours</b>	<b>Full Day (\$) 9 hours or more</b>	<b>Half-Day (\$) Between 0 and 5 hours</b>
<b>St. Finnan's</b>	<b>Infant</b> 12-18 months <b>Toddler</b> 18-30 months	1:5	All	45.00 <b>40.00</b>	50.00 <b>45.00</b>	<b>25.00</b>
<b>Bishop/ St. Anne's</b>	<b>Toddler</b> 18-30 months	1:5	All	40.00	45.00	<b>25.00</b>
<b>Bishop/ St. Anne's/ St. Finnan's</b>	<b>Preschool</b> 30-67 months	1:8	All	37.00	40.00	<b>25.00</b>
<b>Bishop/ St. Anne's/ St. Finnan's</b>	<b>School Age</b> 44 months-13 years	1:13 Kinders 1:15 School Age	NA	37.00	40.00	<b>25.00</b>

I have read and understood the Policy Agreement for **Young Achievers Daycare & Where Children Grow**. I understand that I am responsible for the first 2-week payment regardless if my child utilizes the program or not. I understand that I will be invoiced according to the childcare option that I have chosen above. If I utilize the program more often than stated, my invoice will be adjusted accordingly.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

# WCG/YA FINANCIAL AGREEMENT 2021-2022

**A separate financial agreement must be filled out per child.**

PARENTS NAME: \_\_\_\_\_

CHILD'S NAME: \_\_\_\_\_

START DATE: \_\_\_\_\_ REGISTRATION DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

Refer to **page 12** for a breakdown of each childcare option. Check the childcare option that you require.

- Full-Time**       AM    PM (5 days a week)
- Part-time**       AM    PM (minimum 3 days)

**Days in Care**

Monday	Tuesday	Wednesday	Thursday	Friday
drop off Time	drop off Time	drop off Time	drop off Time	drop off Time
Pick up time	Pick up time	Pick up time	Pick up time	Pick up time

**FLAT RATES:**

**\$15.00 AM ONLY – 1 child** \*Before school ONLY (St Andrew’s, St Peter’s, Bishop, St Anne’s, St Finnan’s)

**\$15.00 PM ONLY – 1 child** \*After school ONLY (St Andrew’s, St Peter’s, Bishop, St Anne’s, St Finnan’s)

**\$25.00 AM & PM BOTH – 1 child** \*Before school AND after school (St Andrew’s, St Peter’s, Bishop, St Anne’s, St Finnan’s)

Summer program/all day programs offered on holidays to before and after school children will be at Bishop, St Finnan’s and St Anne’s. Please see daily rates fees.

I have read and understood the Financial Agreement for ***Where Children Grow & (Young Achievers)***. ***I understand that I am responsible for the first 2-week payment regardless if my child utilizes the program or not.*** I understand that I will be invoiced according to the childcare option that I have chosen above. If I utilize the program more often than stated, than my invoice will be adjusted accordingly

\_\_\_\_\_  
Parent’s Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

# **WCG/YA POLICY AGREEMENT 2021-2022**

**This application will only be accepted upon completion of all forms.  
(Sign and return prior to your child's start date.)**

I certify that I have read, signed and understood the following:

- ❖ Parent Handbook
- ❖ Consent Forms
- ❖ Guidance Policy
- ❖ Registration Forms
- ❖ Financial Agreement

**We reserve the right to terminate care if parents do not give full disclosure at the time of registration. We aim to maintain a safe environment for the children and staff.**

-I agree to full disclosure of pertinent information about my child that the daycare will need to ensure the best possible care. This will ensure a safe environment for all children and staff.

\_\_\_\_\_

Parent's Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Date

-I also understand that the "Policies and Procedures Manual" is available for me to review prior to my child starting in the program, or at any time during the course of my involvement with ***Young Achievers Daycare & Where Children Grow.***

\_\_\_\_\_

Parent's Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Date