



# GREENHILLS CHILDCARE CENTER INC

## PARENT HANDBOOK

MAY 2025

Website: [WWW.GREENHILLSCHILDCARE.CA](http://WWW.GREENHILLSCHILDCARE.CA)

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**WELCOME TO GREENHILLS CHILDCARE INC.**

Greenhills Childcare Center INC is licensed by the Ontario Ministry of Education and inspected yearly by an Early Childhood Licensing Specialist. We meet and maintain provincial standards set out in Ontario Regulations 137/15 made under the Child and Early Years Act, 2014 concerning programming and operations as well as standards set by the Health and Fire Departments. Greenhills Childcare Center INC is licensed to provide care for children between the ages of 18 months to 4 years. Greenhills Childcare Center INC is registered under the Canada Wide Early Learning and Childcare (CWELCC) system, to provide subsidized childcare services.

The Ontario government is committed to increasing transparency and parent access to information about licensed childcare programs. You can now find licensing inspection findings on the Licensed Child Care Website which is available at [Search for licensed child care](#)

**PROGRAM STATEMENT:**

**Greenhills Childcare Center Program Statement**

Greenhills Childcare Center is licensed by the Ministry of Education under the Child Care and Early Years Division and follows all regulations as outlined in the Child Care and Early Years Act, 2014. Greenhills Childcare Center follows an Emergent Curriculum program that is inspired by the Reggio Emilia Philosophy. Educators will use observations of your child's skills and interests to set up invitations for learning that will challenge and engage your child. We believe that your child can explore the world and learn and grow in all areas of development. Our employees will use a warm, responsive, and inclusive approach, building positive relationships with your child.

Educators continually learn from you and your child and adjust their practice as a result. Our educators will be involved in play with your children which will enable them to support development, challenge thinking and extend learning. Educators

will provide provocations for your child to investigate and will build on those opportunities by scaffolding to enhance the experiences.

The educators are reflective practitioners who learn about your child using various strategies. They listen, observe, document, and discuss with their co-educator understanding that your child is a unique individual. Our educators reflect on their own practices and the impact they have on all involved with them and our organization. When planning activities and experiences for your child, they do so with intention as to meet their interests while focusing on their development.

The “How Does Learning Happen?” document is embedded in all that Greenhills Childcare Center practices and believes. We work to ensure that everyone feels a sense of belonging and well-being. We encourage all to express themselves in many ways as well as be engaged in all areas of our program and organization.

At Greenhills Childcare Center, we strive to have a full complement of Early Childhood Educators, who are registered with the College of Early Childhood Educators. Greenhills Childcare Center expects that all staff engage in professional learning opportunities to upgrade their training and education. All employees, volunteers and students require a Criminal Reference Check with Vulnerable Sector prior to interacting with your child.

### **Our Mission**

Greenhills Childcare Center is committed to providing quality care and learning experiences for children in a safe environment. Our programs enrich the emotional, social, physical and intellectual growth of each child. Greenhills Childcare Center will continue to be a valued community leader making a positive difference in the lives of children and families by providing exceptional care, expanding services and building partnerships.

We create an environment where everyone is included, valued and treated with dignity. We develop collaborative, respectful and open relationships with individuals, families and community partners. We create an inclusive environment that is open and welcoming to all. We embrace change and foster new and creative ideas. We practice high standards of ethical behaviour and conduct ourselves in a professional and honest manner.

Greenhills Childcare Center believes that your child is competent, capable of complex thinking, curious and rich in potential. Children grow up in families with diverse social, cultural, and linguistic perspectives and should feel that they belong. Your child is a valuable contributor to his or her surroundings and deserves the opportunity to succeed.

Our goals for your child, consistent with the Ministry of Education pedagogy, include the following:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and well-being.
- Every child is an active and engaged learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who expresses himself or herself in many ways.
- Positive Interaction, Self-Regulation and Prohibited Practices

At Greenhills Childcare Center we believe that:

- behaviour guidance is an important part of a child's learning experience
- positive behaviours should be always acknowledged
- discipline is designed to assist the child to learn appropriate behaviour
- redirection should be used when at all possible
- expectations should be realistic and clear
- limits and boundaries should be developmentally appropriate
- discipline will be positive and consistent and will be appropriate to the child's age and action
- discipline will be carried out as soon as possible, and not on to further situations
- the preferred method of discipline is to help the children solve problems by discussing unacceptable behaviour and coming up with a solution together removal from the situation will be used as a last resort

As required by the Child Care and Early Years Act, 2014; the following behaviour guided techniques will not be tolerated:

*“(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. ")*

### **Our Ongoing Practices**

Greenhills Childcare Center has developed an Implementation Policy to ensure that we are meeting not only the above-mentioned practices but also discusses, in greater detail, the responsibilities in regard to the following:

- Ensuring health, safety, nutrition and well-being of children
- Promoting positive interactions among children, families, childcare providers and staff
- Providing positive learning environments and experiences
- Building and maintaining community partnerships
- Greenhills Childcare Center will provide ongoing professional learning opportunities

Our goals to implement and follow the above policy will be as followed:

(a) to promote the health, safety, nutrition and well-being of the children we will follow the Ministry of Education and Health Unit policies in providing nutritional snacks and meal that are child friendly but follow the Canadian Food Guide. Greenhills will have proper nutritional meals for all dietary restrictions, by following the parents' directions and still following the Candain Food Guide.

(b) to support positive and responsive interactions among the children, parents, childcare providers and staff we will be joining a communication outlet such as

HiMama to provide communication to families throughout the day about the child. We will encourage all staff and families to communicate daily through this, as well as positive drop-offs and picks-ups where communication can happen as well. Providing fun activities that encourage the children to have positive interactions with their peers. Staff will engage with the children with positive interactions by following the child's lead and being at their level to communicate.

(c) to encourage the children to interact and communicate in a positive way and support their ability to self-regulate we will provide activities and books that help encourage positive interactions.

(d) to foster the children's exploration, play and inquiry we will provide play-based materials for the children to create and explore their creativity.

(e) to provide child-initiated and adult-supported experiences we will provide a fun-loving environment to help foster relationships with the educator's and peers. The educators will foster the educator/children by being consistent and reliable following through routines. Showing warmth and patience, greeting each child by their name and eye contact.

(f) to plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans, we will document each child's individual needs and wants to provide the proper material needed for them to thrive. Staff will ensure a safe and fun-loving environment by making it a warm and inviting environment, with pictures of the children, and creating a like-home environment, with family photos throughout the classroom. Providing activities that are child led to their child's interest. Having open communication with families through interaction on HiMama and at daily drop off and pick up time. Having meetings with families to set up development plans at the time on enrollment and during the time the child is in care. Educators will be developing plans based on each child's individual interest and needs.

(g) to incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and consider the individual needs of the children receiving childcare we will provide a proper outside schedule for lots of outdoor activities,

the children will enjoy outdoor times for 2 hours daily, unless weather restrictions are in place. and inside activities to help foster all the children's needs. As well as a peaceful rest time where they can rest or enjoy quiet activities all based on their needs. This will be a 2-hour duration for rest or quiet activities based on the child's needs.

(h) to foster the engagement of and ongoing communication with parents about the program and their children we will be joining a communication outlet such as HiMama to provide communication to families throughout the day about the child. Educators will foster relationships with the children by building a strong, trusting relationship with each child. Setting up spaces that are inviting, inclusive and organized to encourage exploration. Welcoming routines in the morning to create belonging. Such activities as scavenger hunts, building fairy houses, tower building, having many loose parts to support these activities.

(i) to involve local community partners and allow those partners to support the children, their families and staff we will attend local community workshops in our community, as well as join in any local activities to help promote childcare and the families. Greenhills will establish a relationship with Fanshawe College to help encourage students to do placement with the centre.

(j) to support staff, childcare providers or others who interact with the children at childcare center premises in relation to continuous professional learning we will ensure all documents that are required to have any support staff in our centre are up to date and all policies are read and signed off with these support staff.

(k) to document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families we will keep files of each child and staff up to date and signed off yearly. We will also have monthly staff meetings for the educators. Staff will document children play experience through HiMama for families. As well as having pictures and write-ups around the classroom.

References in this document are from:

How Does Learning Happen? Ontario's Pedagogy for the Early Years 2014

The Extended Day Program – Ministry of Education, Ontario

Child Care and Early Years Act, 2014

**POLICIES AND PROCEDURES ARE AS FOLLOWS. IT IS IMPORTANT THAT YOU THOROUGHLY UNDERSTAND THE CONDITIONS OF ADMITTANCE AND ATTENDANCE.**

**DAYS AND HOURS OF OPERATION:**

Full day programs are offered year-round Monday to Friday from 7:30am- 5:30 p.m.

Programs that are offered for children between the ages of 18 months to 4 years of age

PROGRAM TYPE	AGE GROUP	DAY OF THE WEEK	DURATION OF THE PROGRAM	INCLUDES:
Full Time (5 days) Full Day	Toddler	Monday to Friday	7:30 a.m. to 5:30 p.m.	AM and PM Snack Hot Lunch
Full Time (5 days) Full Day	Preschool	Monday to Friday	7:30 a.m. to 5:30 p.m.	AM and PM Snack Hot Lunch

**PLEASE NOTE:** Morning Snack for the Morning Program is served at 9:00 a.m. We recommend that children eat a healthy breakfast at home prior to coming to childcare. Parents, please make every effort to have your child at childcare by this time. If, on any given day, this is impossible, please call and let the staff know.

**Please Note:**

Parents have until 5:30 p.m. to pick up their children or late pick up fees will apply (\$1.00/min late).

If a child is not picked up by 5:30 p.m. and contact is not established by 6:00 p.m., the Children’s Aid Society and Police will be notified.

When you bring your child to Greenhills Childcare Center INC, we require that you accompany him/her into the childcare and to his/her room. Please make sure that the staff is aware that your child is present.

We also ask that all children be escorted into and out of the daycare by someone 18 years of age or older. Parents must fill out and sign an "Authorization for Youth Escort" form for anyone under the age of 18 who will be dropping off or picking up their child(ren) from the childcare. These forms are available from the Program Supervisor when the need arises. We will not release children to anyone under the age of 18 unless authorization is complete.

**FEES:**

As a non-profit organization, we depend on your prompt payment of fees. There is an initial registration fee of \$50.00 (which will be applied towards the first few days of care) to be paid at the time of registration along with the first month's payment.

Fees need to be paid according to the Fee Schedule that can be found online (for a paper copy, please ask the Program Supervisor). Fees can be paid by cash, e-transfer, debit and/or credit card. A late charge of \$10.00/week will be charged if base fees are not paid by the date indicated. Fees are due on the first of the month for that upcoming month. Submitting post-dated cheques at the beginning of the month usually prevents late payments. Parents will also be responsible for paying an additional charge on all cheques returned NSF. Non-payment of fees will result in the withdrawal of childcare services. For income tax purposes, a receipt for fees paid will be issued at the end of February for the previous year.

If there is an overcharge this will be reversed within 5 business days to the account holder.

**Base fee means:** Everything considered to be mandatory charge to a parent for providing childcare, including everything a licensee is required to provide under the CCEYA. **Non-base fees** mean fees charged for optional services (e.g., field trips, transportation) or any fees where a parent fails to meet agreement terms

(e.g., fees for late pick-up) If any field trips are planned there will be a permission slip for each child. If there is a fee with the field trip, parents are obligated to pay that fee prior to the trip. If your family is unable to pay due to financial reasons, please speak with the Program Director in the main office. Base fees as a non-profit organization, we depend on your prompt payment of fees. There is a non-refundable registration fee due at the time of registration, along with the first month's payment for care. All late fees must be paid before care can continue.

**Non-Base fees may include, but are not limited to:**

- Field trips/bus rentals\_ prices vary for field trips
- Late pick up fees- \$1.00 for each minute late
- Late payment fees- \$10.00 a week

Please read, sign and return Greenhills Childcare Center INC (included in this package). Must be received prior to your child's first day of childcare.

**Childcare Daily Base Fees**

TODDLER	FT\$22.00/ PT \$22.00
PRESCHOOL	FT\$22.00/ PT \$22.00

**REGISTRATION:**

Once a spot is confirmed for your child and upon picking up your registration package, you will be required to make the first payment for that program. If you are downloading the registration package, you will have 1 week to come in and make the first payment for that program. This deposit confirms your spot.

PLEASE NOTE: There will be a four-week notice period prior to any type of fee increase. All changes to your child's attendance will be implemented at the beginning of the month. We require at least two weeks' notice of any changes to your child's care needs.

**EXCEPTION TO THE LATE CHARGE POLICY:** If a child is absent, non-base fees may be submitted when the child returns to childcare without a late charge being applied.

**VACATION TIME (MANDATORY):**

Vacation time fees are still to be paid in full. This is to be able to hold your spot. You are able to withdraw your child/children from the program to avoid the fees but there is no guarantee the spot will be available.

**STATUTORY HOLIDAYS:**

**Greenhills Childcare Center INC observes the following holidays:**

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Civic Holiday
- Thanksgiving Day
- Christmas Day
- Boxing Day

**PLEASE NOTE:** Full fees are payable on these days.  
You cannot switch days to avoid or make up for these days.

**IMPORTANT:** Should Greenhills Childcare Center be forced to close for a day or be required to close due to any natural disaster or emergency (flood, gas leak, fire, power failure, water shortage, etc.) fees are still payable.

## **ADMISSION:**

Once a spot becomes available for your child, an appointment will be arranged prior to enrollment to familiarize you and your child with the Center and staff. At this time, we will answer any questions, provide you with a Registration Package (Policies and Procedures and the Registration Forms) and require the first payment of care for the program you are enrolling your child in. This payment is non-refundable. Your child's place is confirmed once the first payment is made, and this amount will be credited toward your fees when care begins. The registration forms, including the medical, must be filled out and submitted at least two weeks prior to your child beginning childcare. When possible, we would like to gradually introduce the child to our childcare centre by lengthening the amount of time the child spends in his/her new environment. Therefore, if possible, over the course of the child's first week at the centre, the child will stay a little longer each day. This process makes the transition from home to centre a more positive experience for both parents and children.

## **Refund and/or Credits:**

If a refund or credit needs to be made to a family, for such things as over-payment, bill correction or early withdrawal from program will be issued within 5-10 business days by e-transfer.

## **Below is the Waitlist Policy**

### **Greenhills Childcare Waiting List Policy and Procedures**

**Name of Child Care Centre: Greenhills Childcare**

**Date Policy and Procedures Established: May 24, 2024**

**Date Policy and Procedures Updated: July 28, 2024**

#### **Purpose**

**This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of 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 childcare 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

- Greenhills Childcare will strive to accommodate all requests for the registration of a child at the childcare 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 program supervisor will be responsible for updating and maintaining the waitlist.

## Procedures

### Receiving a Request to Place a Child on the Waiting List

The licensee or designate will receive parental requests to place children on a waiting list via email, phone and in-person.

### Placing 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.

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 to [describe method of determining priority, e.g. children who are currently enrolled and need to move to the next age grouping, siblings of children

currently enrolled, children of staff, children of employees of nearby organizations, etc.].

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 by phone or email that a space has become available in their requested program.

Parents will be provided a timeframe of 24 hours in which a response is required before the next child on the waiting list will be offered the space.

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. Program Supervisor will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.

Program supervisor 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.

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 licence issued by the Ministry of Education responsible for the operation and management of the childcare 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 include legal guardians, but will be referred to as "parent" in the policy)

**The following forms must be completed and returned before your child is admitted into the program**

Use this checklist to ensure you have all forms filled out prior to your appointment with the Director:

- Parent and Family Background Information Form
- Background Information Form
- Emergency Contact Information Form
- Medical and Health Care Information Form (2 pages)
- Parent Consent for Medical Treatment Form
- Smoke-Free Policy and Procedures Form
- Parent Agreement to Fee Payment Form
- Immunization Information Form & provide copy of Yellow Immunization Card from Doctor
- Fee Payment Policy for all Programs
- Child's Emergency Information Sheet (not attached to Registration Forms)
- Parent Agreement (last page of this booklet - to be signed and returned)

Please inform us immediately of any medical conditions your child may have: asthma, anaphylactic or any other type of allergy, food sensitivity, on medication, special needs, etc.

### **WITHDRAWALS / DISMISSALS:**

If you wish to withdraw your child from the Center, two weeks advance notice must be given to the Program supervisor. If notice is not received, full fees will be charged for the two-week period. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. To hold your child's spot, regular payment of fees is required. If you decide not to pay this fee, your child's name will be placed on the wait list, and you will need to re-register him/her when the time comes.

### **DISMISSALS / TERMINATION OF SERVICES:**

Greenhills Childcare Center INC reserves the right to terminate services if policies are not followed, fees are not paid or if the program is unsuitable for the child – i.e. in such instances that a child's behaviour is repeatedly disruptive to the program or threatens the safety of other children and staff (in reference to our Behaviour Management Policy – which can be found in the Parent Handbook binder in our Main Entrance). Every effort will be made to amend unacceptable behaviour prior to dismissing the child from the program.

### **Disruptive Behaviour Policy**

Greenhills Childcare Center INC mandate is to provide a safe and respectful environment for all the children in our care. When children break the rules, it makes it difficult to fulfill this. Therefore, we must ensure that when this occurs the situation is dealt with appropriately. Disruptive behaviours include visible and/or verbal disrespect given to educators and other children, refusal to participate in the program, name-calling, disregard for classroom rules, harmful behaviours (towards themselves, others or property) and bullying.

The process

Greenhills Childcare Center INC follows when dealing with these types of incidences is detailed below:

1. Currently, when a child is being disruptive, the following procedures take place:

- The educator takes the child aside and explains why the behaviour is unacceptable.
  - The parent of the child is informed upon pick-up.
2. Depending upon the seriousness of the incident, the following steps are included:
- The child is redirected from the situation and given the opportunity to engage in a different activity.
  - An incident report will be filled out by the educator, which is to be signed by the parent and will be kept on file.
3. Repeated disruptive behaviours, after all possible options have been explored:
- A letter of warning is issued to the child's parent(s) that outlines previous incidences. The letter will also explain that the next serious incident (to be determined by Program supervisor and Owner) will result in possible suspension of the child from the childcare centre for one to five days – therefore the letter specifies terms and conditions of continued enrollment. At this time, the Owner will meet with the parent(s) of the child (child and/or classroom educators (s) may be present).
  - If behaviour persists, withdrawal of childcare services – this decision is made by the Program supervisor and Owner.

## Withdrawal of Childcare Services Due to Parent Behaviour

While on the premises of Greenhills Childcare Center INC, the following is expected:

1. Everyone must be treated with respect, including children, staff, volunteers and parents.
2. You must carefully choose the words you use while in the centre. Refrain from loud and angry voices, rude, crude or threatening remarks.
3. All concerns and/or complaints that cannot be dealt with by room staff should be brought to the Program Supervisor or designate and should not be addressed in front of the children or in the classrooms.
4. Any deviation from the above will result in a written warning. At this stage, a meeting may be held with the concerned parties, the Program Supervisor and or Owner.
5. If the parent's inappropriate behaviour re-occurs/ continues, the parent and their child(ren) will be withdrawn from the centre resulting in the termination of childcare services
6. Any threat of violence or any violent act against any person at the childcare centre (child, staff, parent, volunteer, etc.) will be immediately reported to the police and is reason for immediate withdrawal of the child(ren) and parent from the childcare centre as well as immediate termination of childcare services.

Our aim is to work with parents and families in the best interests of the child(ren) in our care. At times, meetings will be set up with you to discuss issues, concerns and/or possible changes to the services and care provided. Parents are asked to work co-operatively with staff to ensure that everything possible is being done to correct any problems and/or difficulties and that issues are being handled fairly and quickly. If a parent refuses to co-operate with this process, and inappropriate behaviours are persistent and on-going, services may be

withdrawn. Any appeal for re-instatement of a withdrawn child may be brought to the owner of Greenhills Childcare Center INC

**ARRIVAL TO THE CHILDCARE:**

Regular routines establish a child's sense of security. It is therefore recommended that you try and maintain fixed hours to drop-off and pick up your child.

The childcare opens at 7:30 a.m. The staff arrive a little early and need this time to set up for the day – check messages, prepare for snack, etc., but we are not licensed to have early drop off so you would have to stay with your child outside until the doors open at 7:30 am

The children begin their daily program with morning snacks at 9:00 a.m. We ask that you drop off your child by 8:45 a.m. so as not to interrupt this time. We have found that it is unsettling for a child to walk into a room of children sitting at the table looking at him/her and difficult for the educators to attend to both the snack duties and the child arriving. This also causes disruption during a time when we believe children need to remain calm and relaxed and be able to enjoy their snack and get ready for the day ahead.

**PLEASE NOTE:** Morning Snack is provided for all age groups. Regardless, all children should eat a healthy breakfast at home before coming to childcare.

All children should be in the centre by 9:00 a.m., so they are able to participate fully in the program.

If your child is absent or is going to be in after this time, please telephone the centre and notify us

### **DEPARTURE FROM THE CHILD CARE:**

Unless the Childcare is previously notified, only a parent or person specified on the admission forms may pick up a child. If someone other than the parent is picking up a child, they should be introduced to the staff (if at all possible) and provide identification upon arrival. We ask that staff is made aware each time any change is made to regular pick-up arrangements – even though the person who is picking up your child is specified in the registration package.

Also, if any staff member has reason to believe that the designated adult picking the child up from the childcare is under the influence of alcohol or drugs, the child will not be released into their care. If the adult under the influence insists on taking the child off the childcare premises, the staff is required to telephone a child protection agency and the police.

**Let us please work together to guarantee the safety and well-being of every child.**

PLEASE NOTE: Our centre does not have the authority to deny a primary caregiver access to his or her child(ren) without a court order. In order to deny access, the centre must have a current copy of the court order on file.

### **LATE PICK-UP FEE POLICY:**

The childcare closes promptly at 5:30pm. There is a late fee policy of one dollar per minute if children are picked up after 5:30p.m. A late fee slip will be filled out by the staff person on duty and signed by the parent or the person who picks up the child. If you have delegated the picking up of your child to someone else, the parent/guardian is still responsible for any late fees owing. Also, please respect our staff's personal lives and arrive on time.

If a parent is consistently late, child(ren) may be withdrawn from the program.  
PLEASE NOTE: It is important that parents and staff communicate in order to find an alternate solution if lateness becomes an issue.

## **Below is Greenhills Childcare Center INC Safe Arrival and Dismissal Policy**

### **Child Care Centre**

#### **Safe Arrival and Dismissal Policy and Procedures**

Name of Child Care Centre: Greenhills Childcare Center

Date Policy and Procedures Established: November 15, 2025

Date Policy and Procedures Updated: November 15, 2025

#### **Purpose**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

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

#### **Policy**

##### **General**

Greenhills Childcare center INC ensures that any child receiving childcare at the center is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization, the childcare centre may release the child to:

- Greenhills Childcare Center will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## **Additional Policy Statements**

Children will only be released to an adult that is on their pickup list, each person that is on the pickup must provide proper picture identification prior to the child to be released

## **Procedures**

### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the children's emergency pick up list or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
  - document the change in pick-up procedure in the daily written record.
  - sign the child in on the classroom attendance record.

### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the staff and supervisor and they must commence contacting the child's parent/guardian no later than 10 am Staff shall use HiMama to contact parents if they are not able to use HIMAMA then a phone call will be made by the supervisor.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

## **Releasing a child from care**

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up to 30 minutes passed the time given the Supervisor, shall contact the parent/guardian by phone. and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must leave a message for the parent to call back and explain why. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall Contact the emergency contacts.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:35 pm staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall , contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian

3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the authorized individuals listed on the child's file.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00pm the staff shall proceed with contacting the local Children's Aid Society (CAS) 519-455-9000 press #5. Staff shall follow the CAS's direction with respect to next steps.

### **Dismissing a child from care without supervision procedures**

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

### **Glossary**

*Individual authorized to pick-up/authorized individual:* a person that the parent/guardian has advised the childcare program staff in writing can pick-up their child from care.

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

*Parent/guardian:* 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.

## HEALTH POLICY

The following factors have been considered in developing our Centre's Health Policy:

- The inability of a child who is ill or not feeling well to cope with the day's program
- The need to protect children from contagious disease
- The need for a guideline to assist parents in deciding whether to bring in a child who is "not quite well" to childcare
- The responsibility and commitment of parents who work full-time

### POLICY REGARDING SICK CHILDREN:

In the best interest of all children attending Greenhills Childcare Center INC, a child should be kept at home when he/she has any of the following symptoms:

- a cold that hinders day to day functioning (phlegm/congestion, yellowish/green discharge from nose)
- a sore throat, persistent coughing
- an earache
- discharge from the eyes or ears
- swollen neck glands
- fever
- digestive upset – vomiting or diarrhea
- unexplained rash or skin eruption

These signs and symptoms are obvious and indicate that the child is unwell. The child should be kept away from the centre until the child is symptom-free for at least a 24-hour period; temperature has been normal for at least a 24-hour period and/or the child has been prescribed medication for a 24-hour cycle.

This means that if a parent is picking up their child from childcare with any of the above symptoms, said child may not return to childcare the following day. Greenhills Childcare Center INC 24-hour policy must be adhered to and cannot be overruled by a doctor's note. If there is a declared "outbreak", Greenhills

Childcare Center INC may ask that your child be kept at home for 48 hours as per London Public Health Guidelines, especially in instances of an Outbreak.

When a child is ill and cannot attend childcare, the centre should be notified by telephone by 9:30 a.m. It is also suggested that parents prepare and arrange for emergency backup childcare in anticipation of these situations.

If a child appears unwell, staff have the right to refuse admittance, the staff do daily Health Checks of each child upon arrival. Depending on the situation, we will request a medical note and/or request immediate pick-up of a child who is ill or not capable of full participation in the program for any other reason. If a child becomes ill while in attendance, the child will be isolated from the other children until the parent arrives. This is for your own child's wellbeing as well as others in childcare. If a parent is not available, the emergency number and contact person will be called.

**Contagious Disease:**

If a child is suspected of having any contagious / communicable disease, the child must not be in the Centre. If symptoms develop during the day, the parents will be notified and asked to take the child home immediately. The child will not be accepted into the Centre until there is a note from the doctor stating that the child's condition is no longer contagious.

Should a child require medication when he/she returns to childcare, parents need to fill in and sign a medication authorization form. All medication must be prescribed by a doctor and needs to be in its original container. Please see, Health and the Administration of Drugs.

**Immunization Records – must be on record, current and kept up to date for your child to attend childcare.**

## **HEALTH AND THE ADMINISTRATION OF DRUGS:**

The Ministry of Education regulations require children to spend a minimum of two hours each day on outdoor activities. If your child is not well enough to go outside, then he/she is not well enough to attend childcare.

Any child who has been absent from childcare due to a communicable disease will not be readmitted until a doctor's note is provided. A child who shows signs of fever, diarrhea or vomiting will not be admitted. A "Resource Manual on Communicable Diseases" is available for parents. Where a doctor prescribes medications, the child may not attend Greenhills Childcare Center INC for at least a 24-hour period – please follow our “Policy Regarding Sick Children” guidelines. The policy is to ensure the control and prevention of infecting other children and/or staff in the centre.

## **GIVING A CHILD MEDICATION:**

A parent must fill out and sign a Medication Authorization Form for a staff member to administer medication prescribed by a doctor. Included on the form is authorization and information regarding the dosage and time the medication is to be administered by staff. Parents who bring in prescribed medication must make sure it comes in its original container and that it is labeled with the child's name, time of administration, dosage and date.

We will not administer “over the counter” medicine unless it is accompanied by a doctor’s note with specific and clear instruction on dosage and time of administration and our “Non-Prescription Medication” form which is available for your doctor to fill out.

**PLEASE NOTE: Greenhills Childcare Center INC is not responsible for any allergic reactions your child may have to medication.**

**We will not:**

- has not been authorized by a parent
- is not in its original container
- is prescribed to another child (brother or sister)
- has not been labeled with proper information (non-prescription)
- is expired

Please make sure medication is not left in your child's knapsack/school bag/cubby. This is not only potentially dangerous to your own child, but also for other children in the childcare.

All medicine is stored in the classroom/kitchen area. There is a locked storage box in the refrigerator and another non-refrigerated locked storage box in the classrooms. The keys to these boxes are available to the educators only and are not accessible to the children.

Medications for ongoing medical conditions (i.e. asthma) do not need to be freshly prescribed, but we must have a form completed by the doctor and/or parent that provides instruction for administering the medication to your child. This form needs to be updated yearly, or as necessary.

## **ANAPHYLACTIC ALLERGIES / MEDICAL NEEDS POLICY:**

### **Child Care Centre Anaphylactic Policy and Procedures**

Name of Child Care Centre: Greenhills Childcare Center

Date Policy and Procedures Established: May 12, 2025

Date Policy and Procedures Updated: June 8, 2025

### **Policy and Procedures**

#### **Development of Individualized Plans and Emergency Procedures for Each Child with an Anaphylactic Allergy who Receives Child Care**

- Individualized Plans and Emergency Procedures for Children with Life Threatening/Anaphylactic Allergies
- • Before attending the childcare centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.
- • Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation (the form in Appendix A may be used for this purpose).
- • All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.
- • The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.
- • All individualized plans and emergency procedures will be always made readily accessible to all staff, students and volunteers at the childcare

centre and will be kept in each classroom of the centre, bathroom and the kitchen.

- All individualized plans and emergency procedures will be reviewed with a parent of the child annually to ensure the information is current and up to date.
- Every child's epinephrine auto-injector must be carried everywhere the child goes.

### **Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens**

- The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the childcare centre.
- Do not serve foods where its ingredients are not known.
- Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.
- Ask the cook to provide the known ingredients for all food provided. The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the childcare centre cannot meet the child's needs, ask the child's parent to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.
- Do not use craft/sensory materials and toys that have known allergens on the labels. • Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the childcare centre.
- Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.
- Refer to the allergy list and ensure that it is up to date and implemented.
- Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.

- Update families when changes to allergies occur while maintaining the confidentiality of children.
- Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the childcare centre.

### **Communication Plan**

- The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.
- Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.
- Parents and families will be informed about anaphylactic allergies and all known allergens at the childcare centre through our parent app. If there are parents who are not connected to app we will send an email.
- A list of all children’s allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.
- Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.
- Each child’s individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving childcare.
- The cook, individuals who collect groceries on behalf of the childcare centre and/or other food handling staff, where applicable, will be informed of all the allergies at the childcare centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the cook as soon as new allergies are identified. The supervisor or designate will communicate with the cook about which foods are not to be used in food prepared for the childcare centre and will work together on food substitutions to be provided.
- The childcare centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.

- This communication plan will be continually reviewed to ensure it is meeting the needs of the childcare centre and that it is effectively achieving its intended result.

### **Training**

- Director will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication
- Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the childcare centre.
- Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.
- A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training. The form in Appendix B may be used for this purpose.

### **Confidentiality**

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

### **Additional Policy Statements •**

- Each child that requires to have an epi- pen must always have one left at the centre, as to avoid a situation where the parent/guardian have forgotten to put medication back into the child's bag.

- If epi-pen is not with the child and we don't have one at the centre. Ex: expired. Parents will be notified immediately and either must pick up the child or bring in another epi pen. Page 5 of 8 • It will be the staff's position to make sure the required emergency medication (ie. Epi-pen, puffers) is always with the child/ child's group.
- Parents that bring their child's food are required to meet the nutritional recommendations of the Canada Food Guide • All containers must be labelled with the child's name
- Parents must respect Kinder learning centres allergy awareness procedures, including prohibited foods (e.g., peanuts and egg) • Parents must Practice proper food storage procedures
- Have written instruction provided by the parent for all children younger than 44 months of age.

## **Regulatory Requirements: Ontario Regulation 137/15**

### **Anaphylactic policy**

39.

1. Every licensee shall ensure that each childcare centre it operates and each premises where it oversees the provision of home childcare or in-home services has an anaphylactic policy that includes the following:
  1. A strategy to reduce the risk of exposure to anaphylactic causative agents.
  2. A communication plan for the dissemination of information on life-threatening allergies, including anaphylactic allergies.
  3. Development of an individualized plan for each child with an anaphylactic allergy who,
    - i. Receives childcare at a childcare centre the licensee operates, or
    - ii. Is enrolled with a home childcare agency and receives childcare at a premises where it oversees the provision of home childcare or in-home services.
  4. Training on procedures to be followed in the event of a child having an anaphylactic.
2. The individualized plan referred to in paragraph 3 of subsection (1) shall,

- a. be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child's health care and who, in the parent's opinion, should be included in the consultation; and
- b. include a description of the procedures to be followed in the event of an allergic reaction or other medical emergency.

### **SMOKE-FREE POLICY:**

Smoking is prohibited within all areas of Greenhills Childcare Center INC. The Centre prohibits all staff, students, volunteers and/or parents and relatives/friends of the children enrolled at the childcare centre to enter the premises and/or remain on premises with a lit or unlit cigarette or holding a pack of cigarettes (where they are visible to the children in our care). This will also be enforced in and around all areas where children play - i.e. playground. This policy has been legislated by law - Smoke Free Ontario Act. Should this occur, said person will be asked to leave the premises.

### **EXTENDED ILLNESS/SICK LEAVE:**

Full fees are due when your child is home due to illness, regardless of length of time away.

If your child has been absent due to a communicable disease, a doctor's note confirming wellness must accompany his/her return to Greenhills Childcare Center INC.

### **PEDICULOSIS (LICE) POLICY:**

Should you be informed that your child(ren) has pediculosis it will be your responsibility to treat it that same day. If you begin treatment (shampoo) immediately and remove all nits (comb through hair and pick out eggs) that same night, your child(ren) may return to Greenhills Childcare Center INC the following day - but treatment should be continued, the Program Supervisor will check child's hair for live lice and nits prior to entering the classroom. In seven days, you will be required to re-apply the treatment.

### **ACCIDENTS OR ILLNESS:**

If your child becomes ill or has an accident at the center, the program supervisor or center staff will provide immediate care and/or first aid. We would then contact you. If you cannot be reached, we will call the emergency contact person on file. If your child is injured while in care at the centre, the staff will prepare an accident report form for your signature. If your child has an accident or injury at home, we would appreciate being informed when the child comes into our care the following day.

**PLEASE NOTE: All staff are trained in Standard C First Aid and CPR**

### **EMERGENCIES AT THE BEGINNING OF THE DAY:**

If a staff member arrives at the centre and finds that there has been damage, a break-in or some breakdown in systems they will decide on the best and safest arrangements possible for the children coming into childcare. The program Supervisor or senior qualified educator shall assume responsibility and will contact Owner, the police or qualified trades people as determined by the type of emergency. Depending on the seriousness of the emergency, the Program Supervisor or educator may decide to ask parents not to leave their children at the childcare for that day.

### **EMERGENCIES AT THE END OF THE DAY:**

If a child is ill or has been injured at the end of the day when the parent is in transit and therefore cannot be reached, and if the educator feels that the child should be taken to the hospital, the educator will accompany the child to the hospital and will also ensure that a staff member remains behind to inform the parent of the circumstances and the location of the child. Otherwise, a detailed note, outlining the circumstances and the location of the child, will be left on the door where the parent can see it. If possible, the childcare staff will try and reach the person at the emergency number to inform them of the situation.

Greenhills Childcare Center INC has Emergency Management Policies & Procedures and a statement regarding how parents will be notified if an emergency occurs. This policy can be found in the office of the Program Supervisor. In case of an emergency parents will be notified by phone by a staff, program supervisor or cook. If we are unable to reach parents, we will contact the emergency contact provide to the center at the time of registration.

**POSTING OF SERIOUS OCCURRENCES:**

The safety and well-being of children is our first priority. The Staff at Greenhills do their utmost to provide a safe and nurturing environment for every child. Despite this, serious occurrences / incidents can sometimes take place.

The Ontario government has introduced a new policy (November 01, 2011) that requires licensed childcare centers to post information about serious occurrences that happen at the centre. This form, outlining information on the serious occurrence, will be posted on Greenhills parent board for 10 days from the initial occurrence or from the most recent update. Please respect that for confidentiality reasons, there will be no “identifiers” on the posting...i.e. names of children or educators, age group, room, etc. This posting will only give parents information about the incident and outline follow-up actions and outcomes.

Should you require more information on this policy, or on what constitutes a Serious Occurrence please speak with the Program Supervisor

**FIRE DRILL / LOCKDOWN PROCEDURES:**

The childcare practices Fire Drill Procedures with the children monthly. In case of a real fire situation, our emergency shelter is London Public Library. The Program Supervisor will always have the emergency binder with each child's emergency information on hand and will contact every parent regarding the situation.

It is therefore very important to notify us with any changes to the “emergency information sheet” that we have on file for your child.

### **CLOTHING AND POSSESSIONS:**

Children should come to the centre in their "work" clothes so that they may concentrate on their play and not on trying to stay clean. Your child should be dressed in clothing that is appropriate for physical activity, the weather and season. We suggest that children wear clothing that is comfortable and easily handled by little fingers. This is important so that we can encourage their self-help skills and help them develop a sense of independence. Also, we ask that shoes have rubber soles and are properly fitted, which allows them freedom and safety of movement for full participation in all activities.

The following is a list of articles a parent needs to bring to childcare. Please make sure that all items are labeled and replaced when necessary:

- ☐ enough diapers and wipes weekly (for children in diapers)
- ☐ two full changes of clothing, season appropriate
- ☐ a blanket (for children who have a sleep time)
- ☐ appropriate outdoor clothing

Children (regardless of age have accidents) should have a second full set of season appropriate clothing at childcare in case of accidents (getting soiled with food, paint or wetting themselves). Staff will place soiled clothing in a plastic bag in the child's cubby. Please check their cubbies daily and replace anything that is brought home. Should your child not have a full change of clothing in their box, you will be notified and required to come in with one if we do not have any extras in our childcare clothing box. We will not borrow clothing from other children.

Please label all clothing and other articles clearly with your child's name. Do not send your child to childcare with any money, food or toys unless otherwise specified by staff. We are not responsible for any lost items.

### **Quiet time OR rest time:**

Quiet time/rest time is from 12:30 p.m. to 2:30 p.m. Ontario

Regulation 137/15 made under the Child Care and Early Years Act, 2014 requires that preschool children who receive care for six hours or more a day have a rest period not exceeding 2 hours in length. At Greenhills Childcare Center INC, after resting for 1 hour, children who are not asleep and wish to get up, will be allowed to engage in a quiet activity – i.e. look at a book and colour at one of the tables, do puzzles, etc.

Each child is assigned his/her own cot. Parents may provide children with a cot sized blanket. Rest time is supervised by qualified staff who perform periodic visual checks of the children – walking around the sleep area and around every cot (checking on children, adjusting blankets, etc.). During visual checks (done approximately every 15 minutes), if staff observe any significant changes in a child's sleeping pattern or behaviors, parents will be informed and adjustments will be made to the frequency / manner of the visual checks. Any observances, instructions, changes made will be noted in our daily book to be shared with other staff.

### **OUTDOOR PLAY –**

#### **WEATHER ADVISORIES – SMOG/HEAT or COLD/WINDCHILL ALERTS:**

Greenhills Childcare Center INC believes that children should be exposed to fresh air and sunlight. Aside from the natural benefits this provides, it is also an opportunity to experience the outdoor environment and learn about it. It is also a requirement under Ontario Regulation 137/15 made under the Child Care and Early Years Act, 2014 that children participate in outdoor play (weather permitting) for at least two hours each day. Greenhills Childcare Center INC Daily Schedule programs for one hour in the morning and one hour in the afternoon. If possible, alternate arrangements will be made for children who are unable to participate in outdoor play – a physician or parent of the child must advise of this in writing.

During very hot or cold months, Greenhills Childcare Center INC policy on outdoor time is as follows. The Program Supervisor informs the childcare staff of any broadcast advisories. If there is an extreme weather alert, the children's outdoor time is shortened or cancelled. During the summer months, parents are responsible for applying sunscreen in the morning prior to dropping off their children at childcare. The staff will re-apply as needed throughout the day. We will not apply bug spray, please do not bring it in. We will do our best to limit outdoor time during hot weather to before 11:00 a.m. and after 3:00 p.m. - when the sun is less intense. We encourage that every child, especially in the summer, come to childcare with a re-useable water bottle - the staff will refill as needed.

Clothing in the summer should include - sun hat/cap, bathing suit, sunscreen, towel, comfortable walking shoes, running shoes (children are not to wear sandals on walks, in the playground).

Clothing in the winter should include - mittens or properly fitting gloves (no strings), snow pants, hat (no strings), boots, coat (no strings), extra socks, extra pants and a pair of indoor shoes - boots are not permitted indoors.

**Walks and or field trips:**

Parents will be notified in the morning of walks that will be happening that day. With walks the educators will do a headcount prior to leaving the centre and head counts during the walks as well. One educator will be at the front of the children, one educator halfway between the children and one educator at the end of the line. Educators will take walkie-talkies as well as one cell phone in the backpack with all the emergency cards, first aid kit, and any medications needed in the fanny pack. Prior to leaving, the educators will inform the program supervisor of the walk and the route they will be taking. Once they return from the walk they will let the program supervisor know of their return and how many children are in attendance.

For field trips, the parents will get permission slip this must be filled out prior to the trip. If it is not filled out the child cannot join in the field trip. With field trips the educators will do a headcount prior to leaving the centre and head counts during the field trip as well. One educator will be at the front of the children, one educator halfway between the children and one educator at the

end of the line, while getting on the bus (if needed) and while on the field trip. Educators will take walkie-talkies as well as one cell phone in the backpack with all the emergency cards, first aid kit, and any medications needed in the fanny pack. Prior to leaving, the educators will inform the program supervisor of the field trip, if she is not attending. Once they return, they will let the program supervisor know of their return and how many children are in attendance. If parents want to join the field trip they will not count in ratio and only oversee their child. Parents will need to get a police check done prior to the field trip. There will be no reduced ratios on walks and or field trips.

### **NUTRITION AND MEALS:**

The childcare serves nutritious, hot lunches as well as morning and afternoon snacks. These include servings from all the Food Groups represented in Health Canada's Eating Well with Canada's Food Guide. Children's special dietary needs and allergies are posted in the classrooms and in the food preparation area. If your child(ren) has food restrictions due to allergies, medical conditions, sensitivities or personal observances, please inform the Program Supervisor during the registration process or as soon as an allergy becomes known so that accommodations can be made. Lunch and snack menus are posted in the entrance area of the childcare as well as on our website. If you would like a hard copy, please ask one of the staff. Lunch is based on a four-week rotation schedule and is cooked in house.

### **BEHAVIOUR MANAGEMENT GUIDELINES:**

Children have the right to quality care that is safe, healthy and provides learning opportunities to promote their growth and development. Our strategies are based on a child's age and level of development and encourage self-regulation. Our goal is to help the children in our care achieve a sense of self-discipline and inner control by talking about inappropriate behavior and understanding the consequences of their actions. The role of the educator is

to support a child's sense of self-worth while providing opportunities for the child to learn appropriate ways to interact with others. We're hoping that the children in our care will grow to have a greater understanding of concepts such as health, safety, and respect for others and property.

When situations arise, we encourage children to verbalize their feelings and to listen to the other views involved. The educator then helps the child (ren) find a solution to his/her problem through sharing, taking turns, redirection or alternatives to the undesired behaviour. In ongoing situations, removal from play/activity (maximum 5 minutes) may be used to allow the child to think about his/her actions. We hope to teach children positive ways of solving problems and the ability to understand logical consequences of their behaviour.

All children are addressed and approached in a positive way and at an appropriate age level. We try and prevent and/or anticipate problems, conflicts and accidents and work together to create a happy and safe environment. Please realize though that accidents and injuries sometimes do occur since children will be children and not all situations are avoidable.

#### **PROHIBITED ACTIVITIES (PROHIBITED FORMS OF BEHAVIOUR MANAGEMENT):**

#### **FORBIDDEN and/or UNACCEPTABLE STAFF BEHAVIOURS ARE**

*“(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 childcare center or home childcare 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 center staff are guided by our Behaviour Management Policy and Guidelines. Each staff is required to review and sign it each year. A Behaviour Management Evaluation is completed on each staff three times a year.

### **GUIDELINES FOR DE-ESCALATING VOLATILE SITUATIONS:**

Greenhills Childcare Center INC Behaviour Management Guidelines for staff include strategies in dealing with difficult situations and/or challenging behaviours in children. These guidelines are reviewed annually with staff and behaviour management monitoring is completed three times a year.

Greenhills Childcare Center INC provides care to all children and children come to our centre with varying needs, characters and personalities. As a result, incidences of inappropriate behaviour may occur at the childcare. It should be recognized that in extreme situations (wherein a child is endangering his/herself or others) staff might find themselves having to respond to a crisis using physical guidance as a method to defuse and/or de-escalate a volatile situation. Guidance (moving the child to a safer, quieter environment; moving other children into another area away from danger; giving the child space and time needed to calm down) will only be used to guarantee the safety of all involved and in a manner not intended to harm the child in question.

### **DUTY TO REPORT -**

**Responsibility to report a child in need of protection: CFSA s.72(1)**

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 a children's aid society and/or a family and children's services organization.

Ontario's Child and Family Services Act (CFSA) defines the term "child in need of protection" and sets out what must be reported to a children's aid society. This includes physical, sexual and emotional abuse and neglect.

The CFSA recognizes that persons working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions, and so makes it an offence to fail to report. Any professional or official who fails to report a suspicion obtained in the course of his or her duties is liable to a fine of up to \$1,000.

PLEASE NOTE: This Act requires any person with a suspicion of child abuse to immediately report it to the Children's Aid Society and then to the Ministry of Education Licensing Specialist / Program Advisor. Although recommended, the staff does not need to discuss the suspicion with the Program Supervisor prior to reporting.

### INTENT

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern, they wish to have addressed by the licensee.

### Below is Greenhills policy for Parent Issue and Concerns

#### Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Greenhills Childcare

Date Policy and Procedures Established: May 5, 2024

Date Policy and Procedures Updated: November 1, 2024

#### Policy

Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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 The Greenhills Childcare Center Staff 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 1 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, 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 center maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

**Concerns about the Suspected Abuse or Neglect of a Child**

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

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

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

**Procedures**

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
Program Room Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to – the classroom staff directly or – the supervisor or licensee	<ul style="list-style-type: none"> <li>– Address the issue/concern at the time it is raised or – arrange for a meeting with the parent/guardian within 1 business days.</li> <li>Document the issues/concerns in detail.</li> <li>Documentation should include:</li> </ul>
General, Centre- or Operations- Related E.g.: childcare fees, hours of operation, staffing,	Raise the issue or concern to – the individual directly or – the supervisor or licensee. All issues or concerns about the conduct of staff, duty	<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; – the name of the person</li> </ul>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
waiting lists, menus, etc.	parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	reporting the issue/concern –the details of the issue/concern; and – any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
Student- / Volunteer Related	Raise the issue or concern to – the staff responsible for supervising the volunteer or student or – the supervisor and/or licensee. – All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s)

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
		who raised the issue/concern.

**Escalation of Issues or Concerns:**

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

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.

## **POLICY FOR THE SUPERVISION OF VOLUNTEERS AND PLACEMENT STUDENTS:**

Greenhills Childcare Center INC will ensure that no child will be supervised by a person under the age of 18. Also, all volunteers and/or placement students under and/or above this age will not have direct unsupervised access to children. Also, volunteers and students are not employees of the childcare centre and therefore not counted in the staffing ratios.

Only employees, who have met all employment requirements, will have direct unsupervised access to children.

## **PARENT COMMUNICATION AND INVOLVEMENT:**

The essence of a good relationship between a family and childcare is ongoing communication. It is only by working together that we can provide the best possible care and environment for your child(ren).

Upon registration, parents provide the Centre with information that allows the staff to get to know the child – background, personality, habits, interests, likes and dislikes and health conditions. Although a child may feel a little anxious when he/she first joins the centre, the staff and parents will work together to help the child make a successful transition.

The staff are available for discussion about your child. More formal interviews can be arranged on request. Parents are encouraged to participate in the program and are invited to join some of the many trips. Our Centre appreciates any contribution to program ideas and materials or parent participation in special program events.

A newsletter and / or calendar is prepared once a month that contains information about children's activities, notice of upcoming events in the childcare centre, the community and other information related to child development. Our website is also available for quick access to this information.

It is essential that staff be able to locate parents should an emergency or illness arise during the day. An alternate telephone number should be recorded in case parents are not available at their usual number.

PLEASE NOTE: Immediately inform the childcare of any changes to your address, home or work number or other emergency information.

Parents should discuss with us any events that occur in the home that may affect the child at childcare – a death in the family, the impending birth of a child, a marital separation, an extremely frightening experience, a remarkable achievement, etc.

At no time in a child's life is a close relationship between home and childcare more important than during these early years. We hope that our Centre will become an integral part of each child's extended family.

## **PARENT / GUARDIAN AGREEMENT**

PLEASE READ THE FOLLOWING AGREEMENT VERY CAREFULLY BEFORE SIGNING:

The conditions of this Agreement provide protection for our parents/guardians and children, as well as our Centre. In order to assure that we can provide the services that your children are entitled to, it is essential that the financial status of the Centre be stable. The Centre's salaries and overhead expenses cannot be reduced because of "Absentee Losses" in income. In essence, this Agreement is a parental guarantee to the Centre that you will financially support the enrollment space guaranteed for your child.

### **AGREEMENT TERMS AND CONDITIONS**

#### **Registration Deposit:**

The Parent/Guardian agrees to pay a deposit as specified in our Fee Payment Policy, amount depending on the option of care needed. This fee is payable when a spot has been confirmed and accepted and is non-refundable. It will be applied to fees when child starts care.

#### **Subsidy:**

This is made available through the Canada Wide Early Learning Childcare (CWELCC) system for qualified families.

#### **Fees:**

The Parent/Guardian agrees to pay fees as per the Fee Schedules and guidelines posted online. The Parent/Guardian understands that there are no deductions for absence, including Government Holidays. Late submission of fees results in a \$10.00 per week late charge.

#### **Withdrawal:**

The Parent/Guardian agrees to provide, in writing, with a two-weeks' notice of withdrawal and understands that failure to do so will result in having to pay the bi-weekly fees, after withdrawal, without proper notification.

#### **Receipts:**

Greenhills Childcare Center INC agrees to provide, at the end of each calendar year (end of February of the following year), an official receipt for the total amount of fees paid during that year.

#### **Absence:**

The Parent/Guardian agrees to pay **full fees** if the child is absent and / or is on vacation.

#### **Illness:**

The Parent/Guardian and Greenhills Childcare Center INC agree that if in the opinion of the staff, the child has a fever or communicable disease the child will not be accepted into the Centre that day or the next. This policy helps to control the spread of childhood illnesses to your child. The Parent/Guardian also agrees to keep the child at home for 24 hours after their temperature returns to normal. A 24-hour cycle of prescribed medication/ antibiotics must be completed before a child can return to childcare.

**Government Holidays:**

The Parent/Guardian agrees to pay for all Government Holidays for which the Centre is closed. Days cannot be switched to avoid or make up for these days.

**Medication:**

Both Parent/Guardian and childcare agree that medication will be given only in accordance with the childcare Medication Policy.

**Late Pick-Up Charges:**

The Parent/Guardian agree that if a child remains in the Centre past the scheduled times of closing the Parent/Guardian will pay, at the time of pick-up, extended care charges at the rate of \$1.00 / minute.

**Return Cheque Charges:**

The Parent/Guardian agrees to pay for any additional service or bank charges incurred on all cheques returned by NSF. If more than three cheques are returned by NSF the Parent agrees to pay fees in cash or by certified cheque.

This Agreement is subject to change if deemed necessary and advisable for the best interest of the Centre, with two weeks' notice of change given to parents. If you have any questions, please feel free to contact the Director.

**DATED:** Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

I hereby acknowledge receipt of a copy of the Agreement and consent to the terms and conditions of the Policies and Procedures herein.

**YOUR CHILD/REN'S NAME (please print):** \_\_\_\_\_

**PARENT SIGNATURE:** \_\_\_\_\_

Greenhills Childcare Center INC