

Parent Handbook



WELCOME TO LITTLE BRIGHT STARS DAYCARE

Finding the perfect childcare for your family is of utmost importance. Little Bright Stars Daycare is pleased to meet your needs by offering quality, professional care in a safe and nurturing environment.

Our enriched educational programs, designed for Infants through to Preschool are planned and developed by dedicated and caring staff.

Previous to opening Little Bright Stars Learning Centre, I owned and operated The Ridgeway Educational Centre, also in Mississauga. This Centre catered only to Kindergarten and School Age children, and I was often approached by parents needing educational opportunities for younger children

For the past several years I have been working diligently with my design team to create a new, full service centre which will offer families a unique and innovative approach to early learning.

With having children of my own, I know how wonderful it feels to have true peace of mind when leaving your child. Little Bright Stars Learning Centre can offer you that security, by creating your child's new "home away from home"

Sincerely,

Debbie O'Neill
Owner/Operator

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About Us

About Little Bright Stars Learning Centre

Little Bright Stars Learning Center opened its doors in January 2014. We offer childcare for children aged 0 months to 5 years. We are also approved for subsidy with the Region of Peel and are licensed with the Ministry of Education. We offer programs for infants, toddlers and preschoolers. All our staff are thoroughly screened before they start working with children. Our staffing consists of Early Childhood Educators who are registered with the College of ECE as well as Early Childhood Assistant teachers. Our staff are required to have their up-to-date First Aid CPR training and are also sent frequently on professional development workshops to keep up with the current happenings in the field of early childhood education. Little Bright Stars Learning Centre also accepts students and volunteers who are completing their work placements or volunteer hours.

Contact Information



<http://www.littlebrightstars.com>



<https://www.facebook.com/LittleBrightStarsLearningCentre>



info@littlebrightstars.com

CEWELC Program

Little Bright Stars Daycare has enrolled in the Canada-wide Early Learning and Child Care (CWELCC) System between the Province of Ontario and the Government of Canada. We believe that childcare provides a strong foundation for early childhood development and the well-being of children while parent's work. Participating in the CWELCC System will help us continue to provide high quality childcare that is accessible, affordable, inclusive, and sustainable.

Base fees by will be reduced by 25% and will be providing you with a rebate on your fees retroactive to April 1st, 2022. The Ontario childcare fee subsidy program will also continue to be available for eligible families. Parents enrolled can also expect to see a further reduction in fees by the end of December 2022, on average reducing the fees by 50%. The next reduction will be implemented in September 2024, and the final reduction to \$10/day childcare, on average, in September 2025.

Base Fees include the registration fee of \$100 which is reduced to \$47.25. This fee does not include our late fee of \$1.00 per minute (please see late fee policy)

Base Fees

<u>Classroom</u>	<u>Base Fee</u>	<u>2022 (25%)</u>	<u>2023 (25%)</u>
Infant	\$1700	\$1275.00	\$803.25
Toddler	\$1508	\$1131.00	\$712.53
Preschool	\$1322	\$991.50	\$624.65

Registration Fee - \$47.25

Non-Base Fees

Late Fee \$1.00 per minute

Philosophy

We at Little Bright Stars Learning Centre believe that each child is a unique individual who thrives in an environment that is safe, secure, and stimulating while allowing your child to explore and develop their social, communication, exploration, creative, fine motor and gross motor skills.

We offer children a play-based curriculum, where children learn through play. Children are given plenty of opportunities to take part in free play throughout the day as well as take part in activities that are planned by the teachers. The children are observed and activities are planned for the following day based on their interests. Teachers also share daily messages with children to provoke curiosity and interest in other subjects. The planned activities are designed to further develop and enhance children's social, emotional, cognitive and gross motor skills.

Our curriculum is guided by Early Learning for Every Child Today (ELECT), an initiative by the Government of Ontario. ELECT is a framework for Ontario Early Childhood Settings that describes how young children learn and develop, and provides a guide for curriculum in Ontario's early childhood settings. Teachers in our daycare ensure that their programs are meeting the requirements set out by the ELECT principles and the program plans for each room are addressing the ELECT domains and skills. The ELECT domain consists of Social, Emotional, Communication, Language and Literacy, Cognitive and Physical.

How Does Learning Happen? is another initiative by the Government of Ontario. It is organized around four foundations: Belonging, Well-Being, Engagement and Expressing. The goals and expectations of the program integrate the six guiding principles of ELECT. Our teachers use these goals and expectations to provide the best experiences and outcomes for themselves, children, and families.

Goals for our Centre

Our primary goal for all of the children is for them to enjoy being with us at Little Bright Stars and gain from their experiences. Some of the goals that we work on as a Centre are:

- Making everyone feel “at home” in a happy stress-free environment
- Encouraging children to express their feelings in an acceptable manner
- Encouraging children to empathize with their friends and teachers
- Encouraging friendliness and helpfulness with peers and adults
- Encouraging children to respect themselves and others
- Encouraging children to develop their independence and self-help skills
- Encouraging children to develop their creativity
- Encouraging children to develop their sensory and exploration skills
- Encouraging children to develop their communication and problem-solving skills
- Encouraging children to develop their gross motor skills

Program Statement

Belief about children

Little Bright Stars Learning Centre believes that all children are unique individual beings who are competent, capable, curious and rich in potential.

Goal

The goal of our program is to build upon our beliefs of children. Our programs are designed to foster creativity and investigation in children while helping the children develop their independence.

Goal accomplishment

The goals stated above are accomplished with foundations of “How Does Learning Happen?” and are stated as follows:

Belonging

Little Bright Stars Learning Centre has families that are from different backgrounds and cultures. We place strong emphasis on including families in our programs. Strategies to support interactions includes:

- Respecting values and beliefs of different families and incorporating them in the program
- Having family pictures of children in the classroom
- Incorporating different cultural events in programming, such as Christmas, Eid, Diwali, and Easter etc
- Organizing classroom events to include families such as Christmas social and Graduation etc.
- Incorporating childcare Centre's inclusion policy to ensure that all children and families have a sense of belonging in the childcare Centre

Little Bright Stars Learning Centre believes that communication is the cornerstone of our environment. We encourage strong communication between staff and parents. Daily communication takes place between staff and parents in the following ways:

- Face to face communication at drop off and pickup times
- Communication through telephone
- Communication through e-mails
- Communication through newsletters

Well - Being

Little Bright Stars Learning Centre is a nut sensitive place. Our food is catered by Princess Pea Catering and is delivered fresh every day. Children are provided with morning snack, lunch and afternoon snack. The food menu is rotated each week and consists of all food groups from Canada Food Guidelines. Children's allergies and food restrictions are accommodated and an up to date allergy list is posted in the Centre.

Little Bright Stars Learning Centre places a strong emphasis on staff and children's health and safety. Safety of the environment is maintained through a monthly safety check. All maintenance issues are dealt with on a regular basis.

Both the junior and senior playground are also maintained properly and are checked in the morning and afternoon for safety hazards. Playground is inspected monthly, seasonally and yearly to ensure that it is safe for children to use,

Little Bright Stars Learning Centre is overseen by the Region of Peel and our illness policy is designed in accordance with the Public Health Guidelines. A hand washing procedure, sanitizing procedure and diapering procedure is posted in each classroom and is followed by the staff members. Children are given a visual check upon arrival at the Centre to ensure that they are in good well-being. Parents are provided with accident reports if their child gets hurt at the daycare. Any symptoms of illness for children are documented and children are sent home if they display any communicable illness such as fever, vomiting diarrhoea and eye infection. Any illnesses and outbreaks happening in the Centre are posted outside the classroom. Public Health is called in case of an outbreak in order to get a clear guideline as to how to stop the illness.

Little Bright Stars Learning Centre believes in providing children with problem solving and self-help skills. We promote regulation through:

- Using small groups
- Using six steps of problem solving
- Having staff members do role modelling
- Providing children with problem solving opportunities

Little Bright Stars Learning Centre places a huge emphasis on outdoor play. Children are taken outside twice a day. Daily schedule of all classrooms provides the outdoor time. Children get their outdoor time by using the playground or by going out on neighborhood walks. The outdoor time provides development of gross motor skills as well focuses on exploration, fine motor and cognitive skills. Children in toddler and preschool classrooms also take part in special events that are planned by teachers.

Little Bright Stars Learning Centre is connected with various community partners. Our partners include:

- Ministry of Education - Our regulatory body who ensures that Centre is following and meeting the requirements set out in Early Years Act.
- Region of Peel - Our local governing body.
- Peel Public Health - Local health inspection body.
- Peel Inclusion Resource Services (PIRS) - A combination of community services.

- Raising the Bar Program - A quality initiative program overseen provided by Childcare Development Resource Connection Peel.

Engagement

Little Bright Stars Learning Centre has families that come different cultures and backgrounds. Staff members will provide an inclusive environment through:

- Activities that are age appropriate
- Activities and materials that are multicultural, and represents different families
- Providing programmed activities and free play
- Including behavior management strategies provided by parents and PIRS consultant

Little Bright stars Learning Centre provides a play-based environment for children which enables:

- Children to take part in free play activity
- Teachers to implement small groups during the day
- Teachers to observe children's and plan activities based on children's interests
- Teachers to setup classroom environment reflecting children's interests
- Teachers to reflect and document children's learning

Little Bright Stars Learning Centre provides an environment for children that:

- Has age appropriate activities reflecting children's interests
- Requires staff members to reflect and engage in children's play

Little Bright Stars Learning Centre keeps children and families engaged in the program by maintaining a Programming Board that consists of Weekly Observation Sheet, Indoor and Outdoor Program Plan, ELECT, and documentation of activities.

Expression

Staff members are encouraged and provided professional learning opportunities where they can learn and further enhance their skills and knowledge in the field of education. Programs supporting staff child -child interactions include:

- Professional Development workshops provided by Childcare Development Resource Connection Peel
- Raising the Bar program
- College of Early Childhood Educators
- Monthly staff meetings
- Mentoring students

Privacy Statement

At LBSLC we are committed to protecting your privacy. We only collect personal information to provide you and your child/children with the services for which you have asked. LBSLC does not give, rent or sell our client information to any organization or individual. Your personal information and that of your child is processed and is stored in a secure database with strict access control. Any forms which need to be signed by the parent are kept in locked files in the office. Should you feel at any time that there is information of a sensitive nature which you would like to protect further, please speak to the Owner/Operator and we will do our utmost to accommodate your concern.

Human Rights

Accommodation

Little Bright Stars Learning Centre is designed in a way to accommodate people with different abilities. Emergency doors, broad hallways, classrooms, and playground are all open and unobstructed. Classroom environment including furnishings and toys can be manipulated and setup according to children's needs.

Diversity

Little Bright Stars Learning Centre values diversity. Our staff and families represent different cultures and backgrounds. This is evident from the pictures that are displayed on the bulletin boards throughout the Centre. Children's cubbies are represented by child's picture. This provides them a sense of belonging. Parents values are appreciated at all times and are also used for transitioning children to the program. Toys, books, and activity materials provided to the children are multicultural and provides them a feeling of belonging. Parents are encouraged to share more information about their culture with staff so that it gets represented in the classroom.

Little Bright Stars Learning Centre does not tolerate racism, discrimination, and harassment (including sexual harassment) of any kind in the Centre. All staff and parents are encouraged to talk to each other while maintaining respect and understanding cultural values. Any inappropriate incidents will be investigated and documented thoroughly. Supervisor and Owner will make every effort to resolve the situation. Dismissal is a possibility only if parents and staff cannot agree to a plan of behavior modification.

About Our Programs

Infant Program

We offer two infant programs, Junior Infants and Senior Infants. Junior Infants program has infants as young as 4 months to 12 months. Infants are at a stage where their mind is absorbing whatever they see in their surroundings. They also discover themselves, and as they learn to crawl and walk, they explore more of their surroundings. Our Junior Infant program is designed to provide infants with a safe and secure environment with stimulating toys and activities that provoke their curiosity and encourage them to learn more about themselves. Learning areas in the junior infant program consist of group time, creative, sensory, language, music & movement, and gross motor activities. Infants are introduced to the outdoors by means of daily walks in the strollers around the neighborhood. With the age group so young, the program is flexible enough to accommodate individual needs of a child. A separate room with cribs and soft music is available for children during sleep time.

As the infants are able to walk, they are moved to the Senior Infant program where they get to further develop and explore their surroundings. The program is carefully designed to enhance children's skills and prepare them as they get ready to move to the toddler program. A strong emphasis is placed on the development of the gross motor skills through the means of push toys, outdoor environment and gross motor activities. Learning areas of the program include group time, creative, language, music & movement. A separate sensory area is available in the classroom for sensory play. A book center with age appropriate books are also available in the classroom. Another learning area that is introduced is the dramatic play where the children discover more about themselves by trying on different clothes.

Toddler Program

Little Bright Stars Learning Centre offers two programs for the Toddler age group. Our Junior Toddler program is designed for children who are 18 months and up. The classroom is designed with well-defined interest areas to help the children further develop their cognitive, fine motor, social-emotional and gross motor skills. Learning areas in the classroom includes creative, sensory and a book area. A complete dramatic area is setup with age appropriate toys and materials, giving it a home like look. A separate block area is set up to introduce children to the concept of building. A variety of blocks, cars and figurines are provided to further build on children's imagination skills. The materials and activities in the classroom also introduce children to the concept of sounds and numbers. Science activities are introduced in order to further develop discovery and investigation skills. Children are strongly encouraged to develop their self-help skills whenever possible. Older children in the program are introduced to potty-training if they are ready. They will also explore the outdoor environment by using the toddler playground or going out on neighborhood walks.

Our Senior Toddler program builds up on the Junior Toddler program and develops children's skills further in order to prepare them for the preschool program. A huge emphasis is placed on the children's language development and self-help skills. Older children in the program are introduced to activities that are planned in the preschool program. Learning areas consist of creative, sensory, blocks, dramatic, cognitive, science and a book area. Gross motor skills are developed further by means of music & movement and gross motor activities. Children continue to build their gross motor skills by means of using the playground and going on neighborhood walks.

Preschool Program

Preschool program is geared for children who are 2 1/2 to 5 years of age. The classroom is divided into areas such as creative, sensory, dramatic, blocks, cognitive, science and book area. Our Preschool program is designed to further refine children's language, social emotional, cognitive, and gross motor skills. Materials and activities in the classroom continue to help children develop the concept of patterning, sequencing, problem solving, and spatial development. Children are placed into small groups that helps teachers focus more on children's individual interests and provide them with materials to further develop their interest and skills. Our Preschool program also provides opportunities for children to develop their problem solving and self-help skills. Gross motor skills are further developed by use of the preschool playground as well as neighborhood walks. Children in the Preschool program also take part in special events and field-trips which further helps children extend their learning.

Outdoor Program

Our Centre has two big playgrounds at the back. One playground is used by walking infants and toddlers. The second playground is used by preschoolers. Both playgrounds are surrounded by fence, with gate locked up for safety reasons. The playgrounds are designed carefully, keeping nature in mind. Surface for playgrounds are kept natural while an area in the toddler playground is covered with rubberized surface for younger infants. Each playground has access to a large sandbox which is open for children to use at all times. Preschool playground has a mud kitchen placed right next to the sandbox. Wooden benches, spools, colored tires, and tree stumps are provided in both playgrounds for staff and children to use. Both playgrounds also have a pretend house, which are used for children's play. Preschool playground has a large area with wood chips and tree logs in it. All these materials provide a natural element to the playground and encourages risky, but safe play.

Lots of bikes and riding toys are provided to children in warmer weather while toboggans, sleds and shovels are provided in the winter weather. Toddler playground also has access to a water outlet. This is used in the summer for setting up water activities, splash pads and other fun stuff.

Staff, Students and Volunteers

Staffing

Little Bright Stars Learning Centre has staff consisting of Registered Early Childhood Educators (ECE) and Early Childhood Assistants (ECA). Majority of staff are ECE and are registered with the College of Early Childhood Educators. We exceed the Ministry of Education requirement in staffing and have two ECE in each program. ECA are hired based on their experience working with children. All our staff are hired once they meet our security and screening requirements. Our staff also represent different backgrounds and nationalities, bringing in their own culture to the Centre.

All staff are first aid and CPR trained. They are also sent on professional development workshops so that they can further enhance their skills and bring in new ideas to the program.

Students and Volunteers

Little Bright Stars Learning Centre believes in supporting our community partners. We work closely with Sheridan College, Humber College and Algonquin College. Our Centre accepts students who are either completing their work placement hours or are doing research/observation for their assignments. We believe that they bring in new ideas to the program as well as provide an extra set of eyes in the classroom, while students get opportunity to complete their placement hours as well get work experience to complement their studies. Students who meet our Centre's staffing requirements are hired as supply staff or permanent staff once their placement has been completed and hiring opportunity becomes available.

All students are thoroughly screened for security purposes before they are accepted in the Centre. An in-depth orientation process as well our Centre's policy is discussed with them before they start their placement. Training for use of Epi-Pen is also provided to them. Student are required to wear their identification tag at all times and their profile is also posted outside the classroom where they are doing their work placement. All students are constantly supervised by program staff and are not part of the classroom ratio. They are also never left alone with children. Parents are requested to be aware of students in their child's program and to not leave their child with them if the program staff is not present.

For confidentiality purposes, students are required to use child's initials when doing observations/assignments. Students are not allowed to take picture of children for their assignments unless a parent has given written consent for it. Parents will be provided with a consent form from the individual college. Parents can also ask students to provide them with the copy of completed assignment if consent was given for taking child's picture.

Enrolling Your Child at Little Bright Stars Learning Centre

Tour of the Centre

Parents are requested to visit the Centre before enrolling their child. Tours are done between the hours of 10:00 am to 3:00 pm and need to be booked. They provide an opportunity for parents to meet staff and visit the program. Parents will be able to observe the program and ask questions.

Enrollment Procedure

Once parents decide to enroll their child in the Centre, they will be given an enrollment package to fill out. The package contains enrollment papers and policies which the parents will need to sign off on. This package is also available on our website. A registration fee of \$47.25, which is the reduced fee (CEWELC program) and is non-refundable. Registration fee can be paid through e-transfer to info@littlebrightstars.com

Waitlist Procedure

If a spot is not available in any of our programs, child is placed on wait list. Children are placed on the wait list on first come first serve basis. There is no fee associated with putting a child on wait list. A separate Waitlist Tracking Sheet is available for parents to see how many children are placed on the waitlist

Procedure for placing children on waitlist

1. A Waitlist Form is filled out by parents
2. The child's name is added to Waitlist Tracking Sheet
3. The Waitlist Form is kept in the Waitlist Binder, in order of first come first serve
4. When a spot is becoming available, the supervisor will contact the parent who placed their child first on the wait list
5. A time is set with parents for a visit if they want to continue with the registration process
6. Child's name is scratched off the Waitlist Tracking Sheet once the child is enrolled
7. Parents will fill out the enrolment form and pay a \$100.00 registration fee that is non-refundable
8. The child now has a spot in one of our programs. Supervisor and parents discuss the start date and visiting date for visiting the program.
9. A file is created for the child and all the waitlist forms for the child are moved in that file

Starting at Little Bright Stars Learning Centre

Once the enrollment procedure is completed, parents can communicate with office staff about the start date for their child. Parents will be given a week-long visit before the child starts in the Centre. The whole purpose of the visiting is to transition the child gradually in the program before their start date. The visiting procedure involves visiting the child's program, getting to know the staff and providing information to staff about the child. Parents will be able to leave the child in the program as the week goes by. Parents will be given a list of items that they will need to bring in for their child.

Immunization Requirements

Little Bright Stars Learning Centre requires parents to provide the Centre with their child's immunization record upon enrollment. This is extremely necessary as the child will be surrounded by other children and can get sick easily. Immunizations shots protects child against any harmful disease. As they get more shots during their stay at the Centre, parents are requested to provide an updated copy of immunization to the Centre.

Parents who prefer not to immunize their child due to religious or medical beliefs needs to provide the Centre with an exemption form which is kept on the child's file.

Children with no proof of vaccination or exemption forms will not be able to join our Centre unless they meet those requirements.

First Day at Little Bright Stars Learning Centre

Parents will need to bring in their child's belonging which includes their diapers, wipes, milk bottles, sippy cup, change of clothes in a backpack, and outdoor clothes (for the cold weather).

Parents must create a drop off routine with their child which involves handing the child over to the teachers and giving them a hug/kiss goodbye before leaving. This routine will help child transition more easily to the program.

Parent Rights and Responsibilities

Drug and Substance Abuse

The Smoke-Free Ontario Act, 2017 prohibits the smoking of tobacco, the use of electronic cigarettes (e-cigarettes) to vape any substance, and the smoking of cannabis (medical or recreational) in enclosed workplaces and enclosed public places, as well as other designated places in Ontario, to protect workers and the public from second-hand smoke and vapor. Little Bright Stars Learning Centre is a Smoke Free Zone. Our policy states that:

- Smoking in the Childcare Centre and the playground is not allowed
- Smoking within nine meter radius of the Childcare Centre and the playground is not allowed
- Violation of the Smoke-Free Ontario Act, 2017 is reportable to the Region of Peel and person is liable to a fine upon conviction

Use of Cell Phones

Parents are reminded to refrain from using cellphones when they are dropping off or picking up their child. We understand that with a busy lifestyle, parents maybe attending an important phone call. But it is also important to remember that a child will have a much better transition when parents give them their undivided attention. Pick up time are also a wonderful opportunity to observe what your child is doing in the classroom and chat with staff about their day.

Car parking

Little Bright Stars Learning Centre is located in a strip plaza near the main intersection of Dundas Street and Winston Churchill Blvd. The plaza has ample parking available. The daycare location is easily accessible by public transportation.

Parents can park their cars in any of the parking spots available in the plaza. There are a few handicapped parking spots available right next to the daycare. They are only to be used by people who have vehicles displaying a disabled parking permit issued under and displayed in accordance with the Highway Traffic Act. There is a fine between \$300.00-\$5000.00 which is payable by anyone who contravene the Accessible Parking By-Law. Parking along the sidewalk of the daycare in the front is not permitted as there are signs posted there by the City indicating it's a no parking zone. The area needs to be empty in case emergency vehicle needs to park there. Parents parking their cars there could be subjected to a fine according to the City-bylaw.

Little Bright Stars Learning Centre promotes no-idling policy as unnecessary idling leads to release of greenhouse gases and air contaminants including carbon dioxide and volatile organic compounds that are harmful to the environment and our health. According to the Idling Control By-Law, vehicles must not idle continuously for more than 3 minutes.

Parents using public transport are more than welcome to leave their stroller in the front foyer as long as its foldable and not blocking emergency exits. Parents who are taking turns picking up and dropping off their child can leave their car seat in the daycare if they have only one car seat available. All strollers and car seats must be labeled with the child's name so that it doesn't go missing. All strollers and car seats must be free of food particles as our Centre is a nut sensitive place. Please see our food policy for more information.

Be" Scent Aware"

Little Bright Stars Learning Centre is a "scent aware" facility. Infants, in particular, can have adverse reactions to perfumes, colognes, aftershaves, and other scented toiletries. These reactions can include nausea, headaches, difficulty breathing, rashes, etc. We request that parents join us in keeping children safe by limiting the amount of perfume, cologne, or aftershave that is used. We would also like to remind parents that strong scents can be passed from parent to child when hugs and kisses are exchanged. The scent then remains on child's skin and clothing.

Little Bright Stars Learning Centre uses "scent-free" cleaning products when possible, and uses low scent air fresheners only when necessary.

Breast-feeding

Little Bright Stars Learning Centre understands the importance of breast feeding and are aware of the needs of the breast-feeding moms. We accommodate mothers who are breastfeeding their child.

Moms who are breast feeding their child are entitled to their privacy. Infant sleep rooms and staffroom can be used for breast feeding purposes

Nutrition

Meals

Little Bright Stars Learning Centre believes in providing children with food that is healthy and nutritious for them. Our food is provided by Yummy Catering, and consists of morning snack, lunch and afternoon snack. The food menu for the catering company is designed by a registered dietician, keeping the Canadian Food Guidelines for Children in mind. The food menu is posted outside each classroom and is rotated on a weekly basis. Menu is also rotated every season. We provide food for children who have allergies and food restrictions. Parents need to provide information regarding their child's food restrictions to the supervisor at the time of enrollment. The food menu is also posted on the Hi Mama App for parents to refer to when preparing dinner.

Parents are requested to bring in their children on time for the morning snack. Children who are coming in way past their snack time will not be served snack as the classroom routine gets disrupted and the kitchen is getting ready for lunch time. Parents who are bringing their children at 7:00 am in the morning must give the child proper breakfast before bringing them to the Centre. This is due to the fact that morning snack is done between 8:15 am and 8:30 am and is a long wait for the child to go hungry.

****** Children in the infant program are the only exception as they are younger and their feeding schedule is not consistent**

Little Bright Stars Learning Centre is a peanut/nut sensitive facility as we may have children with severe allergies in our programs. Food containing any type of peanut/nuts, may contain peanut/nuts or prepared in a facility that processes peanut/nuts is not allowed in the Centre. Food that has been prepared in a facility that processes peanut/nuts, is not allowed in the daycare. Parents wishing to bring in treats for their child's birthday or any other special occasion must contact the office or classroom teachers. They will be provided with suggestions to stores or food that is nut free.

****** Children in the infant program are allowed to bring in food from home as they haven't been introduced to different food at that time. Some infants are also picked up close to 6:00 pm and may need something to hold off until dinner time. All food items that are brought in must be nut free, in a clearly labelled bin with ingredients listed on it.**

Infant Meals

Infant programs are provided with two pans of food for lunch. One pan contains solid food which is broken down into smaller pieces and given to infants that have teeth. The second pan contains pureed food, which is a mixture of fruit, vegetable and protein item.

Parents must provide prepared bottles. The bottles must be labeled with child's name and date. Parents who are breastfeeding can bring in a container of breast milk along with empty bottles. Bottles will be stored in the fridge and will be poured in the bottle when the infant needs it. Parents who have their children on formula must provide pre-made bottles as we cannot prepare them in the classroom. All bottles and sippy cups are sent home for sanitizing each day in the evening and must be brought back the next day.

Illness Policy

Illnesses and Exclusion Guidelines

Little Bright Stars Learning Centre believes that all children should be in good health when they are in the Centre. Our illness policy lays out guidelines in situations when a child is sick. The policy has been set out in accordance with the guidelines provided by Ministry of Education and The Region of Peel.

Our illness policy states that children that are sick with fever (over 99.8°F), have vomiting, diarrhea, eye infection or are not taking part in the program due to sickness will be sent home. They need to be 24 hours fever free. For vomiting and diarrhea, they need to be vomit or diarrhea free for 48 hours. Children with eye infections should be on medication for 24hrs and no discharge should be coming out when they come back to the Centre. This is extremely important as the sicknesses mentioned above are contagious and can spread to other children in the classroom.

Children that are sick due to other communicable illnesses will need to stay at home, according to the guidelines laid out by Peel Public Health. Parents who have children in the program that are not immunized will be informed immediately of the illness. Parents who are expecting a child will also be notified of the illnesses as it can be transmitted to the fetus. Children can come back to the daycare with a written note from the doctor. In case of outbreaks, parents will be asked to keep their child home for 48 hours instead of 24 hours, as per the guidelines of Peel Public Health.

Little Bright Stars Learning Centre understands that sometimes children, especially infants, are not actually sick but are displaying symptoms of illness due to other reasons such as teething, immunization shots, reaction to medication, change of diet/milk, introduction to new food, something that didn't sit well with them or some sort of a reaction. Parents are strongly encouraged to provide staff with any health and dietary changes information on a daily basis so that they are not given unnecessary calls for pickup if a child displays symptoms of illness during the day.

If a child is not able to take part in the program due to illness (inside and outside), then we suggest that the child stays home until they are able to take part in the program. Parents are requested to bring in a doctor's note if their child tends to get sick due to outdoor time. Little Bright Stars Learning Centre will try its best to accommodate such situations but cannot guarantee it all the time as staff/child ratios need to be maintained at all times.

Medication Policy

Little Bright Stars Learning Centre administers medication to children whenever needed. A medication form needs to be filled out properly. All medications must be prescribed by the doctor and labelled properly. Medications are kept on site for 10 days. A new medication form must be filled out for medications that needs to be administered beyond 10 days. Medications must be taken home by parents once they are no longer needed. Medications that are left in the child's backpack will not be administered by staff. All medications must be handed to the program staff.

****** Staff are not authorized to administer medication if medication has been expired or the medication form is not filled out properly.**

****** Please remember that medications that are left in the backpack can possess a safety risk for children as they are going through their cubbies each day in order to get dressed or undressed for outside time.**

Little Bright Stars Learning Centre is NOT authorized to administer Tylenol or any medications that are used for breaking fever. Tylenol is only given in rare conditions such as child having a seizure. A doctor's note will be required for administering Tylenol in those situations.

Asthma

If a child is diagnosed with Asthma, parents must inform the office immediately. An Asthma Action Plan will need to be filled out by the parents. The plan will be posted in the child's program and teachers will be trained accordingly. Parents will be asked to provide the Centre with medications (puffers) for the child. The medication will be kept on site until it expires or the child leaves the Centre. Parents will also be asked to fill out a medication form for the medication.

****** Parents who don't bring in medication for their child will be leaving the child at the Centre at their own risk. They will be asked to sign off on a consent form every time medications are not brought in.**

Allergies and Anaphylaxis

If a child is diagnosed with an anaphylactic allergy, parents must inform the office immediately. An Anaphylactic Action Plan will need to be filled out by parents. The plan will be posted in all classrooms and kitchen. It will need to be renewed each year by the parent. All staff will be trained accordingly. Parents must provide the Centre with medication (Epi-pen). The medication will be kept on site until it expires or the child leaves the Centre.

****** Parents who don't bring in medication for their child will be leaving the child at the Centre at their own risk. They will be asked to sign off on a consent form every time medications are not brought in.**

Children with Medical Conditions

If a child is diagnosed with medical conditions that requires need of support materials, parents must inform the office immediately. An Individual Action Plan will need to be filled out by parents. The plan will be posted in all classrooms and kitchen. All staff will be trained accordingly. Parents must provide the Centre with required support materials. Parents can take the materials home if needed when the child is picked up. But they are responsible for bringing it back to the Centre the next day.

Policies for the Program

Payment of Fees

Little Bright Stars Learning Centre is a subsidized as well as a non-subsidized facility. Families that are approved for subsidy get coverage from the Region of Peel based on their net family income. They can either get complete coverage or partial coverage from them. Parents who are covered partially by through subsidy must pay the remaining amount to the Centre. Parents who are not on subsidy must pay the full fee to the Centre.

Fees are invoiced at the beginning of each month and is payable upon receipt. Parents can do e-transfers at info@littlebrightstars.com. Receipts for income tax purposes will be issued by the office during the month of February, of the following year.

Late Pick Up Fees

There is a late fee of \$1.00 per minute if child is picked up after 6:00 pm. The fee is payable to the office who will then pay the staff who stayed with the child. Repeated late pickup will not be tolerated and such situations will be addressed by office management.

Absence from the Program

Parents are requested to notify the Centre if their child is absent due to illness or vacation. They do not get a fee reduction or refunds. Families that are over their absent days with Subsidy must pay full fee to the Centre for days their child has been absent.

Termination from the Program

Little Bright Stars Learning Centre can terminate a child's care due to:

- Arrears in fee and arrangements for payment cannot be agreed upon
- Habitual lateness in picking up child
- Program not being the right fit for the child. All resources will be exhausted before child is dismissed from the program. Parents will be given two weeks grace period to come with alternative childcare arrangements

Please be assured that every effort will be made to resolve any problems before dismissal becomes a possibility.

Withdrawal from the Program

Parents must provide one month's written notice to the office when withdrawing their child. All outstanding payments and late fee must be paid before withdrawal date.

Hours of Operation

Little Bright Stars Learning Centre operates from 7:00 am to 6:00pm, Monday to Friday, 52 weeks a year. We do observe the following holidays:

New Year's Day	January
Family Day	February
Good Friday	March
Victoria Day	May
Canada Day	July
Civic Holiday	August
Labor Day	September
Thanksgiving	October
Christmas	December
Boxing Day	December

The Centre closes early on:

Christmas Eve	December 24
New Year's Eve	December 31

Inclement Weather

Little Bright Stars Learning Centre is closed on days that Peel Public School is closed due to severe weather. A notice will be sent to all parents on Hi Mama App and will also be posted on our Facebook website after 6:30 am. Parents are requested to check the Hi Mama App or our Facebook site on cold days before bringing their child into the daycare.

If poor weather conditions develop during the workday and Peel Public School announces closure, then Little Bright Stars Learning Centre will also be closed for the rest of the day. Parents will be given a call to make arrangements for picking up their child.

Parents are required to pay Little Bright Stars Learning Centre for snow days as they are not scheduled in advance.

Hi Mama App

Little Bright Stars Learning Centre uses Hi Mama App in all our programs. The App is used for posting child's daily routine. Throughout the day, child's snack/lunch intake, nap routine and diaper changing routine is posted by the program staff. Pictures of children during the day are shared with parents. The app also has a messaging tool which is used by both staff and parents to communicate with each other.

Once a child starts in our program, they are added on the Hi Mama App. Parents can download the App on their phones, tablets and computers. An email will be sent to them with setup instructions.

Developmental Screening and Child's Progress

Little Bright Stars Learning Centre uses screening tools for keeping track of child's development. We use Ages and Stages in all our programs. The questionnaire is filled out by both staff and parents. A one-page report called Glow and Grow is also completed by staff. Completed questionnaires are shared between staff and parents. Opportunity for staff and parent meetings are also provided. Developmental concerns are shared with the resource consultant assigned to our Centre, if written consent is provided by a parent.

Arrival and Departure

Any parent arriving before 7:00 am must remain with the child until the Centre opens. When dropping off your child please take him/her to their classroom and ensure that they have been received by the teacher. Parents are responsible for removing the child's outer clothing and putting on his/her shoes. Parents must avail the opportunity to communicate with teachers at this time.

Parents can bring in their child around lunch time or sleep time if their child has an appointment. They must ensure that the staff are aware of the appointment and late arrival. Parents who are bringing their child after lunch time must ensure that their child is fed lunch before bringing them to the Centre. Staff won't be able to help with lunch routine as they will be helping the rest of the children with nap routine. Parents who are constantly bringing in their children after lunch time or during sleep time will be reminded about the Centre's arrival and departure policy. Office staff will be more than happy to come up with a solution with parent to resolve the issue. Parents who are bringing in their children after nap time will not be taken in the program as its closer to the time when morning staff is heading home and staff to child ratios needs to be maintained.

A child will only be allowed to leave the Centre with his or her parents unless it is stated otherwise on the enrollment form. If another person is to pick up your child, staff must be notified in advance. The designates name and address must be provided to the Centre. When the designated person comes to the Centre for pickup, they must ring the bell and provide photo identification to program staff. Your child will only be released to designated individuals who are 18 years of age and older. If there are special custody arrangements the Centre must have a copy of the legal papers on file.

Clothing and Personal Belongings

Parents must provide extra set of clothing for the child as they take part in messy activities or tend to have accidents. Parents are requested to bring in clothing that are easy to manipulate for children. Clothing such as onzie is not recommended when a child is learning to use the potty. All clothing items must be labelled with child's name and left in the backpack.

Toys from Home

Parents are requested to leave toys at home as they get mixed up with toys from the Centre or get broken. We advise that children do not bring toys from home, especially costly items which could get lost or broken. Toys can be brought in for show and share and for sleep time.

Weather Guidelines and Clothing Requirements

Children at Little Bright Stars Learning Centre are required to take part in outdoor program everyday if weather conditions are met. Classrooms go out for 1 hour in the morning and 1 hour in the afternoon. Parents must provide clothing appropriate for the weather. Snow pants, jackets, hats, mittens and boots must be available during winter time. Sunscreen and summer hat must be provided in the summer time. Two sets of shoes must be available, for indoors and outdoors use.

During summer weather, 31°C is the cutoff for outdoor time. Humidity, air quality and other weather alerts are taken into consideration before going outside. During winter weather, -10° is the cut off for infants and -16° is the cut off for older children. Windchill, ice, wind speed and other weather alerts are taken into consideration before going outside.

Please note that classrooms may not necessarily go out for the whole hour in the playground but may go out for 15 minutes if weather conditions are not suitable for longer outdoor play. Little Bright Stars Learning Centre plays strong emphasis on outdoor play as we believe that fresh air will help children in maintaining their health and will keep them away from sicknesses.

Parents bringing in their child after 9:00 am in the summer weather must apply sunscreen on their child before leaving them with staff. Program staff will re-apply sunscreen in the afternoon. Parents bringing in their child after 9:00 am during winter weather must dress child for outdoor play and bring them to the program staff if they are outside.

Sleep Policy for Infants

Little Bright Stars Learning Centre provides a separate sleep room for the infant program. These rooms are designed based on the size of the infant classroom. The rooms are used by infants when they are sleeping. All children going down for sleep time must be placed in a manner that is consistent with the recommendations set out in the Joint Statement of Safe Sleep. Joint Statement of Safe Sleep indicates that:

- Infants must be placed on their backs for sleep time
- Infants must be placed in a crib for sleep time
- An adult must be present in the same room where infants are sleeping

Parent Involvement

Little Bright Stars Learning Centre encourages parent involvement in our programs as we believe they play a huge role in children's life. We place strong emphasis on daily communication between staff and parents. Pick up time is perfect for communicating with staff. Parents are invited to take part in events at the Centre such as the Summer Carnival, Meet and Greet, Christmas Social, and preschool graduation party. Grandparents and other family members are also encouraged to attend these events.

Special Events

Little Bright Stars Learning Centre believes in providing children with opportunities that can enhance their learning experiences. We provide children with special events throughout the year. Visit from the firetruck, dentist and face painting are some of the events that are provided to the children. Parents will be asked to provide written consent for their children to take part in the event.

Emergency Situations

If a child suffers a minor accident, an accident report will be filled out by staff in the program. Parents will be asked to sign off on the accident report and will be provided with a copy of the report. In case of serious accidents, parents will be notified immediately. If necessary, an ambulance will be called to take the child to the hospital. Any fees incurred as a result of the medical emergency are the responsibility of the parent. A serious occurrence form will be filled out with the Ministry of Education.

Emergency Shelter for Evacuation Purposes

Little Bright Stars Learning Centre has Emergency Management Plan in place in the event of any emergency situation. Should it become necessary to leave the Childcare Centre building, or immediate area, our emergency shelter site is the Training Center, located at 2575 Dundas St. West, Unit 7, Mississauga, ON, L5K 2M6

Parents will be called and informed about the emergency, as soon as possible through phone calls. A sheet will be posted, if possible, near the front entrance informing parents about the emergency situation as they come for pickup. All children will remain supervised by Little Bright Stars staff the entire time of the emergency.

Probationary Practices

Little Bright Stars Learning Centre believes in guiding children's behaviour through positive reinforcement and providing them with problem solving skills so that the children can regulate themselves and have control of their emotions. Little Bright Stars Learning Centre does not allow the following practices and considers them prohibited. The prohibited practices are:

1. Corporal punishment of the child
2. Physical restraint of the child, such as confining the child to a highchair, carseat, 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.
3. Locking the exits of the childcare centre 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.
4. 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
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
6. Inflicting any bodily harm or children including making children eat or drink against their will.

Behavior Management

Little Bright Stars Learning Centre understands that each child is unique and different, and portrays different behaviours due to a reason. When younger children exhibit behaviours such as biting, hitting, scratching and pushing, it is because:

- They want something another child has
- The other child is in their way
- They are looking for attention
- They are exploring their friend's reaction when they get hurt

Teachers try to understand the reason behind the behaviour before they take disciplinary actions. Once the reason is identified, the teachers discipline the behaviour by:

- Providing the children with words that they can use, for example, Can I play with you? It's my turn
- Redirecting children to another activity
- Giving children some quiet time / quiet activity to work with until they have calmed down before they can play with their friends.

The older children exhibit these behaviours for different reasons such as:

- Wanting to join other child's play
- Wanting to play with the same toy as their friends
- Seeking attention
- Trying to understand and explore different emotions

Disciplinary actions for older children are a little bit different compared to younger children. The teachers first try to determine the reason for the behaviour. They follow the six steps of problem solving, which are:

1. Staff comes down to the level of children
2. They ask the first child what happened and try to understand the problem
3. They then ask the second child what happened and try to understand the problem
4. The teacher reiterate the problem to the children and verifies it with them
5. The teacher then asks children to come up with different solutions to solve the problem
6. The teacher then helps children pick out the best solution and implement it.

The six steps for problem solving encourages children to be involved in solving the problem and helps in developing their problem solving skills. Children are also disciplined in other ways such as:

- Teachers sharing words with children that they can use, for example, "Can I play with the toy once you are done playing with it?"
- Redirecting children to another activity
- Giving children some quiet time / quiet activity to do so that they are away from the situation and have a chance to think about their behaviour before they join the play

Serious Occurrence

A serious occurrence is an event which takes place which involves either a child in our care, or a staff member on duty and a third party, other than family members or staff. If for instance, one of the following events took place, an outside party would need to be contacted:

1. Death
2. Fire
3. Child abduction
4. Missing Child
5. Serious accidents
6. Flood
7. Abuse/ Neglected child by parent or staff
8. Abandoned child
9. Evacuation

A third party could be from the following agencies:

1. Police
2. Fire Department
3. Children's Aid Society
4. EMT's
5. Ambulance
6. Hospital Emergency

In the event of a serious occurrence, all childcare centres are required to post a Serious Occurrence Notification Norm in a common area within 24 hours of the event. This form will remain posted for ten days and must be updated as new information becomes available. The privacy of each individual will be respected.

Addressing Complaints

Little Bright Stars Learning Centre understands that parents may have concerns regarding the program or Centre and places a huge importance on resolving these concerns. We believe that issues that are not resolved properly leads to further concerns, gossip and animosity between the parents and the childcare Centre. This creates negativity and leads to an unhealthy environment.

We encourage parents to resolve issues related to their child with classroom teachers. If any issue is not resolved with teachers or is related to the Centre, parents can bring it to the supervisor and owner/operator's attention.

Parents can get in touch with the office by calling the Centre at (905) 569-2267 or sending an email at info@littlebrightstars.com. It is strongly recommended that complaints brought to office's attention are submitted in writing in order to keep it on file. The office will try to resolve the issue as soon as possible. If a concern is brought to the office's attention during off hours or weekend, the office will try to contact the parents once the Centre is opened.

Complaints are resolved in different ways, depending on the situation. They may be resolved through a quick e-mail. Classroom teachers will be involved in resolving the complaints if it involves a certain classroom. Complaint are also addressed by having a meeting between an office staff, parents, teachers and outside party, if required. The following procedure is followed for addressing complaints:

Complaints	Contact person	Time taken to resolve issue
Communication between coworkers	Step 1: Between staff Step 2: Supervisor (if the communication impacts professional relationship and program)	* Staff will resolve the issue ASAP * Supervisor will try to resolve the issue within 24 hrs - 48 hrs
Gossiping	Step 1: Between staff Step 2: Supervisor	* Staff will resolve the issue between themselves ASAP * Supervisor will resolve the issue within 24hrs to 48 hrs
Switching shifts	Step 1: Between staff Step 2: Supervisor	* Staff will resolve the issue within 24hrs to 48 hrs * Supervisor will take action within 24 hrs to 48 hrs
Personal issues between co-workers	Step 1: Between co-workers	* Staff will resolve the issue between themselves within 24 hrs to 48 hrs
Communication with parents	Step 1: Staff Step 2: Supervisor	* Staff will resolve the issue ASAP * Supervisor will resolve the issue within 24 hrs
Conflict between staff and parents	Step 1: Staff and parent Step 2: Supervisor	* Staff will resolve the issue ASAP * Supervisor will resolve the issue within 24 hrs to 48 hrs
Program and classrooms	Step 1: Between staff Step 2: Supervisor	* Staff will resolve the issue within 24 hrs to 48 hrs

		* Supervisor will resolve the issue within 24 hrs to 48 hrs
Training new staff	Step 1: Between staff Step 2: Supervisor	* Staff will resolve the issue between themselves within 24 hrs to 48 hrs * Supervisor will resolve the issue within 48 hrs
Programming supplies	Step 1: Supervisor Step 2: Owner/Operator	* Supervisor will take action within 48 hrs (if items can be purchased from the stores in the neighbourhood) * Owner/Operator will take action within 30 days (if items need to be purchased from a supplier)
Staff absences	Step 1: Supervisor Step 2: Owner/Operator	* Supervisor will take action ASAP * Owner/Operator will take action ASAP
Times sheets, lieu time, vacation days	Step 1: Supervisor	* Supervisor will resolve the issue within 24 hrs to 48 hrs
Payroll	Step 1: Owner/Operator	* Owner/Operator will take action within 24 hrs and will resolve the issue within two weeks
Safety and maintenance	Step 1: Supervisor Step 2: Owner/Operator	* Supervisor will take action ASAP (call maintenance staff) and will try to resolve the issue ASAP

		* Supervisor will take action ASAP (call maintenance staff) and will try to resolve the issue ASAP
Children's attendance	Step 1: Owner/Operator Step 2: Supervisor	* Owner/Operator will take action ASAP * Supervisor will take action ASAP
Policies and procedures	Step 1: Supervisor Step 2: Owner/Operator	* Supervisor will take action within 24 hrs * Owner will take action within 24 hrs to 48 hrs

Child Care Centre

Safe Arrival and Dismissal Policy and Procedures

Name of Child Care Centre: Little Bright Stars Childcare Centre

Date Policy and Procedures Established: January 2024

Date Policy and Procedures Updated: January 2024

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 child care 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

- Little Bright Stars Childcare Centre will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Little Bright Stars 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.
- Any child that is in our care will not be released unless it's a parent or authorized adult. Anyone under the age of 18 years old is unable to pick up without a parent present.

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 our emergency contact list, where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email). The individual will be required to bring in a photo ID so that staff will be able to release the child to them.
 - 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 child care 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 **supervisor of the no show** and they must commence contacting the child's parent/guardian no later than **the same day at 11:00am**. Staff shall **contact the parents via HiMama app by 10:00am and phone call if no response is received and leave a voice message. Staff will continue to contact parents through phone call again once more if no response is received to confirm with parents of child's absence.**
 - **If staff are unable to reach a parent, they will be required to call emergency contacts listed in the child's file. If child's absence is not confirmed and unknown, we will then be obliged to contact police for a wellness check.**
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 child care 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 **30 minutes after specified time**, the **program staff** shall contact the parent/guardian **via phone call** 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 **continue to call parents for 15 minutes until a response is received**. 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 **be required to contact emergency contacts listed on file**.

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 **6:00pm**, 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 parents first to let them know that the child is still in care and proceed to contact authorized individual if contact information is provided**.
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 **then call emergency contacts listed in 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 **6:30pm**, the staff shall proceed with contacting the local Children's Aid Society (CAS) **905-363-6131**. 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 child care program staff in writing can pick-up their child from care.

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

Regulatory Requirements: Ontario Regulation 137/15

Safe arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises, or

(ii) a child is not picked up as expected from the centre or home child care premises.

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

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