



JOYFUL ROBINS CHILDCARE CENTRE

Joyful Robins Childcare Centre

PARENT HANDBOOK

LICENSED CHILD CARE CENTRE

They will be our Future Leaders – There is a power in Play

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Welcome to Joyful Robins Childcare Centre! We are very excited to meet you and have your child be part of our school. It is very important for us to be transparent about all of our policies and procedures and, most importantly, provide quality care with a program that will stimulate your child's potential creativity and intellectual growth. Please go through the Handbook to understand our structure.

Our licensing and approved capacity

- 1. We operate under a license issued by the Ontario Ministry of Education. Our primary and alternate capacity information is as follows:**

<u>Classroom</u>	<u>Primary capacity</u>	<u>Alternate capacity</u>
Room 1	16 Preschool spaces	16 Kindergarten spaces
Room 2	16 Preschool spaces	15 Toddlers spaces
Room 3	16 Preschool spaces	15 Toddlers spaces
Room 4	15 Toddlers spaces	15 Preschool spaces

We have obtained the Director's approval for mixed-age enrolment, as per Ministry directives aligned with the Child Care and Early Years Act 2014, subject to parental consent and the suitability of the child. **We can accept a limited number of infants aged 12 months and above, totaling nine infants.**

Mission Statement

Welcome to Joyful Robins Childcare Centre
Nurturing Tomorrow's Bright Minds, Today

At the Joyful Robins Childcare Centre, we believe that every child is unique, with a world of potential waiting to unfold. Our modern childcare center is dedicated to creating a nurturing, engaging, and developmentally enriching environment for toddlers, preschoolers, and kindergarten-age children. With a focus on social skills, personality development, and addressing modern life challenges, we partner with families to foster the well-rounded growth every child deserves.

Our Program Focus

2. **Social Skills & Emotional Intelligence**

Children at the Centre learn the importance of empathy, cooperation, and respect through interactive activities designed to develop positive social skills. Our experienced staff guides children in forming friendships, managing emotions, and building the confidence to express themselves healthily and respectfully.

3. **Personality Development**

We celebrate each child's individuality and help them explore their strengths and interests. Our curriculum includes activities tailored to boost self-esteem, encourage creativity, and nurture curiosity, fostering a lifelong love of learning and a strong sense of self.

4. **Modern Life Skills for a Changing World**

As families navigate modern challenges, we equip children with practical life skills that build resilience, adaptability, and problem-solving capabilities. With age-appropriate lessons on digital awareness, eco-consciousness, and teamwork, we aim to prepare children for the dynamic world ahead while supporting parents in their journey.

5. **Fine Arts**

At Joyful Robins Childcare Centre, we nurture creativity and self-expression through a dynamic fine arts program designed for toddlers, preschoolers, and junior kindergarten-aged children. Our engaging activities inspire imagination, build confidence, and encourage holistic development.

Music & Dance

Music and movement play a vital role in early childhood development. Our program includes:

- **Interactive sing-alongs** that enhance language skills and rhythm.
- **Exploring instruments**, where children engage with drums, maracas, and xylophones to develop coordination.
- **Creative movement and dance** help children express emotions and build physical strength through guided activities and free movement.

Painting & Visual Arts

Art is a powerful tool for self-expression and skill-building. Our activities include:

- **Finger painting, watercolors, and mixed-media projects** to inspire creativity.

- **Themed art sessions** introduce new techniques while exploring colors, textures, and patterns.
- **Collaborative projects** that foster teamwork and confidence in artistic expression.

Yoga & Physical Exercise

Physical well-being is just as important as creative exploration. Our fine arts program integrates:

- **Child-friendly yoga sessions** promote mindfulness, flexibility, and relaxation.
- **Dance-based exercise** that combines movement and rhythm for a fun, engaging experience.
- **Outdoor play and structured physical activities** to build strength, coordination, and teamwork.

Healthy Competitions & Group Activities

We believe in fostering a sense of achievement through positive, age-appropriate challenges, such as:

- **Mini-talent shows** allow children to share their musical, dance, or artistic talents.
- **Art exhibitions**, where children proudly display their masterpieces.
- **Friendly dance-offs and movement-based games** to encourage confidence and teamwork.

Why Choose Joyful Robins Childcare Centre?

Join us at Joyful Robins Childcare Centre for a truly modern childcare experience where children grow into their best selves – socially, intellectually, and emotionally.

- **Certified, Compassionate Staff:** Our trained and experienced educators bring a warm, supportive approach to every interaction, ensuring that each child feels valued and safe.
- **Holistic Learning Environment:** Our facilities and curriculum are designed to support mental, physical, and emotional growth, preparing children to excel in all areas.
- **Parent Partnership:** We recognize the importance of family involvement, and we offer resources, workshops, and open communication to support your child's progress every step of the way.

- **Fine Arts at Joyful Robins Childcare Centre:** At Joyful Robins Childcare Centre, fine arts learning is more than just an activity – it's a journey of self-discovery, growth, and joy.
- **Our Standards of Facilities and Services:** At Joyful Robins Childcare Centre, we go beyond industry standards to create a safe, nurturing, and enriching environment where children thrive. Our recently renovated and upgraded facility is designed to provide the highest levels of safety, comfort, and quality care for your little ones.

Uncompromising Safety & Security

- 24/7 indoor and outdoor video surveillance ensures constant monitoring and peace of mind.
- Designated parking for families with special needs children enhances accessibility and convenience.

Bright, Modern, & Spacious Learning Environments

- Floor-to-ceiling south-facing windows maximize natural light, creating a bright and cheerful atmosphere.
- Open, airy classroom designs provide space for exploration and growth.

Premium Comfort & Hygiene Standards

- Anti-slip flooring, custom-built furniture, and filtered drinking water maintain the highest safety and hygiene standards.
- XL nap beds with vibrant cotton sheets add to children's comfort.

Nutritionally Inclusive Meal Plans

- We accommodate diverse dietary needs with certified allergy-cautious meal plans.
- Families will have vegetarian and halal-friendly options on request in advance.

Enhanced Play & Outdoor Safety

- Our anti-slip outdoor play area features a rubber safety surface and a 5+ ft safety fence for a fun yet secure experience.

Superior Health & Maintenance Standards

- Proactive pest control measures ensure a consistently clean and hygienic space.

- **Signature-quality toiletries and wash cabinets reflect our commitment to premium hygiene.**

Advanced Emergency Preparedness

- **A double fire alarm system, continuous monitoring, and a structured evacuation plan provide the highest safety standards.**

Optimal Indoor Air Quality

- **Our high-performance dehumidifier purifies the air, ensuring fresh, clean breathing conditions year-round.**

At Joyful Robins Childcare Centre, your child's safety, happiness, and well-being are our top priorities. Discover a childcare experience that truly cares!

1. CWELCC

Currently, the Centre is not enrolled in the CWELCC.

We applied to Halton Region to participate in CWELCC. We successfully met all requirements; however, the Region was unable to approve due to the Ministry's refusal to approve new spaces for the Halton Region, as well as funding constraints from the federal and provincial governments.

2. Hours of Operation

Joyful Robins Childcare Centre is open Monday through Friday from 7:30 am to 6:00 pm for the following age groups:

- Toddlers/early toddlers (12-30 months)
- Preschoolers (30-44 months)
- Kindergarten (45-68 months)

We are closed on all of the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday

- Labor Day
 - Thanksgiving
 - Christmas Day
 - Boxing Day
-
- Joyful Robins Childcare Centre will close at noon on Christmas Eve and New Year's Eve.

Important Note: Fees will still be payable on these days if they conflict with your regular due date.

3. Notice of Absence

If your child will be absent for any reason, please notify the office before 9:00 a.m. You may leave a text message or a voicemail message.

If your child will be away on vacation, please advise the Supervisor *in writing* of the dates that your child will be absent. You must continue to pay your fees whenever your child is absent due to illness or vacation in order to maintain your child's space in the program.

4. Program Statement

Joyful Robins Childcare Centre offers families in Burlington high-quality childcare. Our program and curriculum are consistent with the Ministry of Education's Policy Statement, as outlined in "How Does Learning Happen (HDLH)?"

This Program Statement will be reviewed annually by the licensee, childcare staff, students, and volunteers, or whenever an amendment is made. Joyful Robins Childcare Centre holds the view that the purpose of early childhood education is to create value, not just in our own lives but for the whole of society and the world. We aim to serve as a role model of childcare excellence for the community by providing an authentic play-based early learning program. This Program Statement outlines our objectives for children at Joyful Robins Childcare Centre and the strategies we employ to achieve these goals.

SEE Appendix A for the full program statement

All staff, students, and volunteers will sign and date the Program Statement review form at Orientation before starting work at Joyful Robins Childcare Centre annually or when changes have been made to the Program Statement.

The Director and the owner of Joyful Robins Childcare Centre will conduct observations and document the staff, students, and volunteers within all learning environments to ensure they're following the program statement, goals, and approaches and following up by implementing staff, students, and volunteer appraisals and meetings to address any concerns or to help guide and support any individual who requires assistance in following the Program Statement, goals, and approaches set out by Joyful Robins Childcare Centre.

5. Staffing Ratios

Joyful Robins Childcare Centre has the following staffing ratios, as per the CCEYA Act 2014:

Age Group	Age Range	Staff-to-Child Ratio	Max # of children in a group
Toddlers/early toddlers	12 months to 2.5 years.	1:5	15
Preschoolers	2.5 to 6 Years	1:8	16
Kindergarten	4 to 6 years	1:13	16

6. Program Base Fees

Our current monthly tuition fees are as follows:

Program	Toddlers/early toddlers	Preschoolers	Kindergarten
Part-time and Full-time Fees per month	\$795 - 2 days (Tuesday and Thursday) \$1,155 - 3 days (Monday, Wednesday and Friday) \$1,695 - 5 Days (Monday to Friday)	\$767 - 2 days (Tuesday and Thursday) \$1,096 - 3 days (Monday, Wednesday and Friday) \$1,685 - 5 Days (Monday to Friday)	\$739 - 2 days (Tuesday and Thursday) \$1,075 - 3 days (Monday, Wednesday and Friday) \$1,635 - 5 Days (Monday to Friday)

Please note:

- Tuition fees are not refunded due to illness or vacation.
- For convenience, monthly payments will be made through automatic debit withdrawals.
- Tuition must be paid on the first of every month.
- Tuition fees are subject to change with 30 days' written notice.

7. Refund Policy

Joyful Robins Childcare Centre maintains a no-refund policy except in the following circumstances:

- Parents may receive a prorated refund for unused services if the Centre initiates withdrawal due to unforeseen operational issues.
- Refunds for extended absences due to **medical emergencies** may be considered on a case-by-case basis, provided a doctor's note and written approval from the Operator are obtained.
- Deposits are **non-refundable** unless cancellation is requested within **two weeks of confirmation (signing) of registration** (as per the waiting list policy).

Note: Tuition fees remain payable during illness, vacation, or emergency closures (e.g., snow days, power outages), as outlined in the Handbook.

Additional Fees

- **Registration Fees:** \$250 (non-refundable)

Non-Base Fees

- **NSF:** \$35 Payment that has returned as "Non-Sufficient Funds"
- **Late Pick Up:** \$1/Minute is paid in cash directly to the staff that has stayed behind.
- **Late Payment:** \$10 weekly (for a maximum of 2 weeks, and if still outstanding, additional measures will be taken by the management, which may include the suspension of childcare provided until paid in full.

Payment Methods and Due Date

- **Registration fee** – eTransfer at the time of enrolment
- **One-month deposit** – eTransfer at the time of enrolment (to be offset against the last month's fees)
- **Monthly fees** - Direct debit from a bank account on the 1st day of each month

8. Arrival and Pick-Up

Safe Arrival and Dismissal Policy and Procedures

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

- Joyful Robins Child Care 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 to whom the parent/guardian has provided written authorization, and the child care center may release the child.
- Joyful Robins Child Care Centre 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 may only be released to an adult over 15 years of age. For anyone under 15 years old, the child cannot 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 emergency contact form, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - Document the change in the 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 via voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - Inform the Program Director, and they must commence contacting the child's parent/guardian no later than 10:00 am. Staff will make two attempts to reach the Parents.
 - If staff are not able to reach any of the Parents to confirm the child's absence from care, the Program Director will be informed.
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 to whom the parent/guardian has provided written authorization that the child care may release the child. 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 the 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 by 5:45 pm, the staff on duty shall contact the parent/guardian by phone and parent app 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 contact the emergency contact persons. 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 will notify the Executive Director.

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 has **not arrived by 6:1** Staff shall ensure that the child is given a snack and an activity while they await their pick-up.
2. One staff member shall stay with the child, while a second staff member will call the parent/guardian to advise that the child is still in care and inquire about 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 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 7:0 pm**, the staff shall proceed with contacting the local Children's Aid Society (CAS) (information listed on emergency numbers sheet) Staff shall follow the CAS's direction with respect to next steps.

5. The staff will notify the Executive Director of the final outcome of the situation.

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.

9. Meal Plan

Joyful Robins Childcare Centre provides three meals for children, morning and afternoon snacks, and a hot lunch. Individualized snacks and allergy information are posted in the kitchen and serving areas.

As an interim measure, until the Centre reaches the required threshold of enrolments, the meals are cooked onsite by a certified cook, duly inspected and cleared by the Public Health Department. Once the Centre reaches the minimum threshold for service by the catering company (20 children), the snacks served to our children will be provided by *REAL FOOD FOR REAL KIDS*. This catering company has been serving the industry for several years. Their meal plans comply with the Child Care and Early Years Act (CCEYA) and the Canada Food Guide. The meal plan will be posted on the Centre's notice board for parents.

***Note:* For the safety and well-being of all children, please DO NOT allow your child to bring any food into the school at any time.**

10. Staff

Joyful Robins Childcare Centre consists of a Director, Administrator, RECE Supervisor, Early Childhood Educators, and ECE Assistants. The Early Childhood Educators and Supervisor have a degree/diploma in Early Childhood Education and are registered educators.

The number of early childhood educators is determined based on the number of children registered at the Centre, and the CCEYA ratio provided by the Ministry of Education is calculated. The ratio of teacher to student is maintained at all times throughout the day.

All the educators at Joyful Robins Childcare Centre have at least 2 years prior experience in child care. All staff members receive training on a regular basis. They also participate in a group review of experiences to improve the operations of the Centre.

In addition to all the expertise and the regular training the staff team has, the RECE Supervisor administers the program daily. If there is anything that is worrying you as a parent or any suggestion that you would like to leave with the team at Joyful Robins Childcare Centre, please contact the Supervisor.

Students and Volunteers

Students and volunteers at Joyful Robins Childcare Centre are not considered employees, and they are not counted in the teacher-to-student ratios. Students and volunteers are not permitted to be alone with children at any time. Their primary role is to assist teachers in daily activities.

Before their start date at Joyful Robins Childcare Centre, all students and volunteers will review all policies and procedures. In addition, they will also review the individualized plan for children with anaphylaxis and emergency procedures. All students and volunteers must complete a Vulnerable Sector Reference Check prior to starting. The staff will supervise and monitor volunteers and students, as well as review and evaluate their performance. The designated staff will be held responsible for this supervision.

Please review the Supervision Policy for Volunteers and Placement Students carefully for further details.

11. Documents

All childcare centers must collect and retain documents for each registered child in separate files. Each file will consist of a registration form, immunization record, any other medical forms, and any relevant information about the child. After the withdrawal of the child, the file will be kept on record for up to 3 years.

Confidentiality

Information collected from parents/guardians is only for the use of Joyful Robins Childcare Centre staff. The information will only be released upon the request of a parent.

12. Off-Premises Activities

Joyful Robins Childcare Centre believes in extending learning beyond the classroom through safe, supervised off-premises activities.

- Children will participate in **neighborhood walks** and **visits to nearby parks** as part of their outdoor exploration.
- During warmer months, children may have opportunities to enjoy **splash pads or wading pools** under strict staff supervision.
- The center also invites **local community partners**, such as **firefighters, yoga instructors, and French storytellers**, to enhance learning experiences.
- Parents will be notified in advance of any scheduled outings beyond routine walks, and consent forms may be required.

13. Photography

During registration, parents will be provided with a consent form for photography. This consent will be used for the staff members to photograph children during special activities, group activities, and individual milestones.

14. Medical

Immunization

As per the requirement of CCEYA and the Health Department, each child has to be immunized before the date of admission. If the child is registered and is not immunized, the immunization record must be submitted at least two business days before the date of admission.

For the children who are not immunized for religious, medical, and conscience of conviction reasons, they must submit the form approved by the Ministry. The Medical Exemption Form must be completed by a doctor or a nurse practitioner. Statement of Conscience or Religious Belief is also available at <http://www.forms.ssb.gov.on.ca>

Illness / Accident

The parent/guardian will be contacted if a child becomes ill during the day. The child will have to be picked up as soon as possible for their own and the other children's well-being.

During the registration process of a child, the parent/guardian will complete a consent form giving Joyful Robins Childcare Centre **the** authority to transport the child to the nearest hospital via ambulance in the event of an emergency. Therefore, it's important to have immediate contact with the parent or the guardian at a critical time to be able to provide information and updates.

If your child is experiencing or suffering from any of the following, they may not attend the program unless they are free of the symptoms for no less than 24 hours:

- A fever of 38.0 C or higher
- Unusual Skin Rash
- Diarrhea
- Vomiting
- Red/itchy eyes or discharge from either eye
- Head Lice
- Cold (phlegm, congestion, yellow/green from the nose, or sore throat)
- Earache

Please regularly monitor the Notice Board for all the updates on communicable diseases. If your child is suspected of having any contagious or infectious disease, they must not attend the Centre. If the symptoms appear during the day at the Centre, the parents will be notified and asked to take the child home immediately.

Unless the Centre receives a note from the doctor clearly stating that the child's condition is no longer contagious, the child will not be permitted to return to the program.

Upon receiving the doctor's note, the Medical Authorization Form must be completed and recorded if the child requires medication. All medication must be prescribed by a doctor and be provided to the Centre in its original container. Please review the 'Health and Administration of Drugs' for further details.

In the event of an accident at the Centre, the staff members will provide immediate care or first aid. The parent or emergency contact will be notified immediately. The staff will also prepare an Accident Report Form, which will be acknowledged and signed by the parent, with a copy provided for your records.

In the event that an accident occurs at the Centre, 911 will be contacted to transport the child to the nearest hospital via an ambulance and notify you.

Please note that the parents will be responsible for any costs at the hospital and transportation.

Medication

As per the CCEYA, Joyful Robins Childcare Centre **will** administer prescription drugs only. To administer, please provide the following:

- Completed Medical Authorization Form that includes details of the dosage, times to be taken, child's name, date of purchase, and instructions for storage and administration
- Medication must be in its original container and, if prescribed, for that child
- Ensure that the medication is provided directly to the designated teacher and not left in the child's bags or cubby, as it will put the child and other children at risk.

For any Medical Authorization that involves a long-term medication, the authorization must be renewed every six months. All expired or unused medication will be returned to the parent directly, accompanied by a Medication Return Acknowledgement signed by both the parent and staff.

In each classroom, the ECE will be responsible for administering the medication to the children, and the administration will be signed off by the staff administering it in each school and the Supervisor. For the safety of all children, all medication will be stored in a locked box.

15. Clothing

All children must be dressed appropriately for the daily physical activities, the weather, and the season. Each child will be provided with a cubby and a labeled hook to store their outdoor clothing, shoes, and extra clothes. Please ensure that your child has a complete change of clothing in their cubby in case of wet spill accidents.

Please clearly label all your children's clothing and belongings to minimize mix-ups and lost items. Joyful Robins Childcare Centre is not responsible for lost or missing clothing or personal items. **Children must be potty-trained and be out of diapers.**

16. Cancellation/Withdrawal Policy

It is essential to distinguish between cancellation and withdrawal. In a childcare environment, **cancelling an enrolment** and **withdrawing a child** refer to two different stages of the childcare process, and they carry **different financial and administrative implications**:

Cancelling Enrolment

- **Definition:** This occurs before the child begins attending the childcare centre.
- **Policy Implications:**
 - Registration fee is non-refundable.
 - Deposit is refundable if cancelled within two weeks of registration date; otherwise, it is forfeited.

Withdrawing a Child

- **Definition:** This happens **after the child has started attending** the childcare centre.
- **Policy Implications:**
 - **Notice Period:** Requires **written notice** at least 30 days before withdrawal.
 - **Fees:** Parents are required to pay for the notice even if the child stops attending immediately.
 - **Deposit:** **The deposit is applied to the last month of care if proper notice is given. Parents are responsible for paying if the notice period is less than 30 days and the deposit is insufficient to cover the one-month fees.**

Joyful Robins Childcare Centre may withdraw a child from the Centre, with one month's notice, under the following circumstances:

- Improper behavior that is a safety hazard to other children and staff
- Failure of the child to follow the code of conduct
- Failure of parents to comply with policies
- Failure of parents to clear program fees that are outstanding for more than 2 weeks with no written explanation or accommodation that the program Director approves.

17. Parent Participation

Joyful Robins Childcare Centre **believes** in working with parents to deliver the best program for their children. If you have any concerns or questions, please communicate

with the program teacher and/ or Supervisor. If you are still unsatisfied, please contact the Director.

18. Child Abuse Policy

All occurrences of suspected child abuse will be reported directly to the Children's Aid Society. All Team members of Joyful Robins Childcare Centre (staff/students/volunteers) receive regular training from the Supervisor to observe and teach the children about bullying and child abuse.

19. Prohibitive Practices Policy and Procedures

Prohibited Practices

The following actions constitute prohibited practices at Joyful Robins Childcare Centre :

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

The performance of a prohibited practice, as specified above, will justify immediate cause for termination of teacher employment.

Staff members will sign off on this policy and confirm that these practices are not allowed and do not occur in the program.

20. Child Care Waiting List Policy and Procedures

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

- Joyful Robins Childcare Centre 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 Supervisor and the Designate will be responsible for managing the waiting list.

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via the Online Application App.

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.

2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

1. When space becomes available in the room of choice, **a registration fee of \$250 and a one-month fee deposit are required to hold the spot at the time of enrollment. The one-month deposit is to be offset against the fees for the last month.** Deposits are per child; a discount may be offered for multiple children placed. **The fee deposit is only refundable within two weeks of registration upon receipt of a written request for cancellation.** Cancellation after two weeks from the enrolment date will result in forfeiture of the deposit. The one-time **registration fee of \$250 is non-refundable.**
2. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

1. Parents of the children on the waiting list will be notified via phone call or email that a space has become available in their requested program.
2. **Parents will be provided a timeframe of 5 business days in which a response is required** before the next child on the waiting list is offered the space.
3. Where parents have 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.
4. Upon acceptance of the offer, **a registration fee of \$250 and a one-month fee deposit are required to hold the spot at the time of enrollment. The one-month deposit is to be offset against the fees for the last month.** Deposits are per child; a discount may be offered for multiple children placed.

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

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

Maintaining Privacy and Confidentiality

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

Additional Procedures

In the event of a child's name being removed from the waiting list because the parents/guardians have not responded within the specified timeframe about the space availability notification and they contact after the timeline, their name will be added to the waiting list again, with a priority.

21. Child Care Centre Anaphylactic Policy and Procedures

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers, and visitors at the child care Centre. This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylaxis policy for childcare centres. The requirements set out in this policy align with Sabrina's Law, 2005.

Anaphylaxis symptoms may include

- Skin: hives, swelling, itching, warmth, redness, rash
- Breathing (respiratory): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing
- Stomach (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea
- Heart (cardiovascular): pale/blue color, weak pulse, passing out, dizzy/lightheaded, shock
- Other: anxiety, the feeling of "impending doom," headache, uterine cramps, metallic taste in mouth

(Source: <http://foodallergycanada.ca/about-allergies/anaphylaxis/>)

Causative Agent (allergen/trigger): a substance that causes an allergic reaction. Common allergens include, but are not limited to:

- eggs
- milk
- mustard
- peanuts
- seafood, including fish, shellfish, and crustaceans
- sesame
- soy
- sulphites, which are food additives
- tree nuts
- wheat
- latex
- insect sting

Rules for Parents Who Provide Food /Drink from Home

- Parents cannot bring food that contains any allergens (follow up with the Supervisor for the list)
- Parents must provide written instructions for all children with dietary needs.
- Food/drink provided by parents must be clearly labeled with the child's name and the dates the food/drink was sent to the Centre.
- Food/drink is stored in a manner that maximizes their nutritive value and minimizes the risk of contamination or spoilage. Parents must provide ice packs for times when a refrigerator is not present. (e.g., trips)

22. Child Care Centre Supervision of Students and Volunteers Policy

Purpose

Joyful Robins Childcare Centre welcomes placement students and volunteers to the various programs offered in our childcare program. We believe it is a valuable part of gaining experience in a childcare environment. Volunteers and students also play an important role in supporting staff in the daily operation of childcare programs.

This policy will provide supervising staff, students, and volunteers with a clear understanding of their roles and responsibilities.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for childcare centres.

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

Policy

General

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

Additional Policy Statements

All students and volunteers will be enrolled with proper documentation that will be documented for at least 7 years, including their criminal record check.

Student and Volunteer Supervision Procedures: Roles and Responsibilities

The licensee/ designate must:

- Ensure that all applicable policies, procedures, and individual plans are reviewed with students and/or volunteers before they start their educational placement or begin volunteering annually thereafter and when changes occur to the policies, procedures, and individualized plans to support appropriate implementation.
- Ensure that all students and/or volunteers have been trained on each child's individualized plan.
- Ensure that a vulnerable sector check (VSC) and annual offense declarations are on file for all students and/or volunteers in accordance with the child care center's criminal reference check policy and procedures and Ontario Regulation 137/15.
- Ensure that expectations are reviewed with students and/or volunteers, including, but not limited to:
 - how to report their absence;
 - how to report concerns about the program;
 - timely recording of the paperwork provided by their institution for the Supervisor to review
- Inform students and/or volunteers that they are never to be included in staff-to-child ratios or left alone with children.
- Appoint supervising staff to the students and/or volunteers and inform them of their supervisory responsibilities.
- Inform students and/or volunteers of their duty to report suspected child abuse or neglect under the Child and Family Services Act.

- Inform their weekly schedule and daily activities.

The supervising staff must:

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

Students and/or volunteers must:

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

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

23. Parent Issues and Concerns Policy and Procedures

General

Parents/guardians are encouraged to take an active role in our childcare services and regularly discuss what their child(ren) is experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff and instructors 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 Joyful Robins Childcare Centre and will be addressed. Every effort will be made to 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 to the Supervisor. Responses and outcomes will be provided verbally or in writing. Confidentiality of all parties involved will be respected.

An initial response to an issue or concern will be provided to parents/guardians within five business days (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 the 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 Organization maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will, therefore, not be tolerated by any party.

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

Concerns about the Suspected Abuse or Neglect of a Child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly. Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaaid/reportingabuse/index.a spx>

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:
<p>Program Related e.g., activities</p> <p>General, Organization or operations-related E.g., Fees, hours, staff, regulations</p>	<p>Raise the issue or concern to the staff. If the issue cannot be resolved, speak to the /owner-operator Executive Director.</p> <p>Raise the issue or concern to the operator/Executive Director.</p>	<p>Address the issue/ concern raised. Or arrange for a meeting with the parent/guardian within 5 days</p> <p>Document issue/concern in detail</p> <p>Documentation should include</p> <ul style="list-style-type: none"> - The date and time - The name of the person who received the concern - The name of the person reporting the concern

<p>Staff, Parent, Owner and/or Licensee Related</p>	<p>Raise the issue or concern to The individuals directly Or The Director or licensee All issues or concerns about the conduct of staff , parents etc. that puts a child's health, safety and well-being at risk should be reported to the Executive Director as soon as parents/ guardians have been made aware of the situation.</p>	<ul style="list-style-type: none"> - The details of the issue/concern and - Any steps taken to resolve the issue and/or information given to the parent/guardian regarding next steps or referral <p>Provide contact information for the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in the writing</p>
<p>Student/Volunteer Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - Staff responsible for supervising the volunteer/ student <p>Or</p> <p>The Executive Director/ Owner operator</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Executive Director/owner operator as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parents/ guardians who raised the issue/concern</p>

Escalation of Issues or Concerns: Where parents/ guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern in writing to the owners.

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.

24. Emergency Management Policy and Procedures

In the event of an emergency that may affect services, Joyful Robins Childcare Centre has policies and procedures in place for various types of Center and city-wide emergencies. These are reviewed regularly by all employees to help ensure the safety of all children, parents, employees, and visitors to the center.

In the event of an individual center emergency (i.e., evacuation), information will be shared with parents via:

- Postings on the doors of the Centre, and
- Parents/Guardians or child emergency contact will be notified of the emergency via telephone numbers provided. We have an Emergency backpack ready to go at all times.

Fire Drills and Emergency Evacuations

Fire drills are conducted on a monthly basis in accordance with regulations. It is imperative that children are appropriately dressed in hard-soled footwear, as we are required to perform fire drills, regardless of weather conditions. In the case of a serious fire, all children will be taken to the designated for situations that require the evacuation of the child care Centre; the **meeting place** to gather immediately will be located at **KN Crowder**

If it is deemed 'unsafe to return' to the child care Centre, the **evacuation site** to proceed to is located at **1220 Burloak Dr, Burlington, ON L7L 6B3.**

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

Snow Days/Emergency Closures

Joyful Robins Childcare Centre will be closed if the Supervisor cannot successfully/safely get a staff member to open the site by 7:45 am. The decision to close the Pre-School shall be jointly decided between the Director and the Supervisor. We use the school board closures as a guide when considering our decision. The Supervisor will send an email to all families on the emailing list to notify of the closure. Every attempt

will be made to ensure that this occurs before 6:30 am. All decisions made to close the Pre-School are final. Should the Pre-School open but need to close mid-morning, parents may be notified at drop off of the possibility, and will be asked to be prepared to pick up within an hour of the call.

Joyful Robins Childcare Centre may also be closed on occasion due to other emergency situations such as lack of hydro or water. Under these circumstances, we are required to close immediately by the Ministry of Education. You will be notified immediately to arrange for the pick-up of your children if our Center closes for emergency purposes.

Note: If Joyful Robins Childcare Centre is closed due to weather conditions or other emergency situations, parents will still be required to pay their regular fees if their child was scheduled to attend on that particular day.

Appendix A

Program Statement

Joyful Robins Childcare Centre provides families with high-quality childcare in Burlington. Our program and curriculum are consistent with the Ministry of Education's Policy Statement as set out in "How Does Learning Happen (HDLH)?"

This Program Statement will be reviewed annually by the licensee, childcare staff, students, and volunteers or whenever an amendment is made. Joyful Robins Childcare Centre holds the view that the purpose of early childhood education is to create value, not just in our own lives but for the whole of society and the world. We aim to serve as a role model of childcare excellence for the community by providing an authentic play-based early learning program. This Program Statement describes our goals for children at Joyful Robins Childcare Centre and the approaches we implement to meet those goals.

- A. We promote the health, safety, nutrition, and well-being of the children in our care by diligently meeting all the requirements of Ontario Regulation 137/15. At Joyful Robins Childcare Centre, we specifically:
- Encourage nutritious eating at snack time;
 - Teach the importance of personal hygiene, such as hand washing, blowing nose, sneezing and coughing;
 - Enforce public health guidelines around quarantines for various illnesses;

- Communicate illness outbreaks with parents via health memos sent via email as needed;
- Sign in and out of each child on a daily basis on the attendance records;
- Ensure all staff are CPR and First Aid trained.

B. We support positive and responsive interactions among the children, parents, Childcare providers, and staff through:

- Role-modeling for the children, parents, and staff the demeanor and behavior that we wish the children to exhibit;
- Connecting with each child, parent, and staff member as an individual in a way that is meaningful to them.
- Working with the children, parents, and staff to resolve conflicts in a peaceful and harmonious manner.

C. We encourage the children to interact and communicate in a positive way, and we support their ability to self-regulate through:

- Having a daily mindfulness circle time that encourages children to express their feelings, minimize anxiety, and increase happiness
- Offering positive, non-punitive direction to every child to support the classroom communities,
- Having developed guidelines and Centre policies that support the development of harmonious environments throughout the school, which allows children to develop their self-regulation and executive functions,

D. We foster the children's exploration, work, and inquiry through:

- Activities that assist children in becoming independent and capable of assisting others in the care of the self, care of the environment, and care of others
- Providing activities to explore and refine all the senses, as well as to discover sequencing and order,
- Providing activities to increase vocabulary, encourage discussion, explore sounds, and begin to develop the process of writing and reading activities
- Providing activities for cutting, coloring, painting, exploring color, shape and texture, pasting, and other artistic endeavors.

- Assisting the children in understanding where everything is kept and enabling them to choose and return activities independently and with their peers.
- E. We provide child-initiated and adult-supported experiences, specifically:
- Choice, respect, and responsibility are the foundations on which all of our classrooms are built;
 - The children initiate many of the activities each day. They are encouraged to experience the world by exploring.
- F. We plan for and create positive learning environments and experiences in which each child's learning and development are supported through:
- The daily curriculum and materials,
 - The children are disciplined in a positive manner at a level that is appropriate to their actions and their ages in order to promote self-discipline, ensure health and safety, respect the rights of others, and maintain equipment,
 - Children can choose work that they are capable of doing.
- G. We incorporate indoor and outdoor fun (when weather permits), as well as active Play and quiet time, into the day and give consideration to the individual needs of the children by allowing them to manage aspects of their day, including:
- Moving about the classroom with purpose,
 - Taking students for walks in the neighborhood and nearby parks. Many of these parks have splash pads / wading pools, with supervisory staff, where the children can play in the water in the summer.
 - Providing quiet time for those who still require some downtime each day.
- H. We foster the engagement of ongoing communication with parents about the program and their children in the following ways:
- Classroom teachers are available via email outside of classroom time.
 - Quarterly meetings are available to all parents,
 - Student projects are sent home so parents can observe their child's achievements.

- Teachers will also observe and document the challenges faced by the child and the strategies they will use to help the child deal with these challenges. These strategies are shared and communicated with the parents to promote similar and consistent learning at home.

I. Joyful Robins Childcare Centre involves local community partners, and we allow those partners to support the children, their families, and staff through:

- Invite specialists to come in and broaden the children's experiences through such events as yoga, French story-telling time, visiting firefighters, etc.
- Local neighborhood walks will extend learning from the school to the outdoors and reach out to the community.

J. Joyful Robins Childcare Centre supports its staff's professional development through:

- A small budget set aside for staff professional development
- Staff are encouraged to attend work-related seminars and workshops to keep up with the latest changes and research in the childcare field.
- Annual staff review and evaluation meeting

K. We document in several ways, including:

- Logs, records, and monthly newsletters.
- We track all lessons given and all work engaged in, as well as observe and communicate anecdotal information on each unique child and on the class as a whole.
- We observe and discuss concerns regarding social, emotional, developmental, or academic challenges.

We have regular staff meetings to encourage strong communication between staff.



JOYFUL ROBINS CHILDCARE CENTRE

PARENT HANDBOOK ACKNOWLEDGEMENT FORM

Child's Name: _____

Parent/Guardian Name(s): _____

I/We acknowledge that I/We have received and read the Parent Handbook for Joyful Robins Childcare Centre. I/We understand the policies and procedures outlined within and agree to abide by them while my child is enrolled at the centre.

I/We understand that the handbook may be updated from time to time, and I/We will be notified of any significant changes.

Please check:

I/We have read the digital copy of the Parent Handbook and understood all policies and procedures outlined.

Signature of Parent/Guardian: _____

Date: _____

Principal Signature: _____

Date: _____