

# Guide and Grow Daycare Centre Inc.



**Phone: 613-790-3946**

**Email: [info@guideandgrow.ca](mailto:info@guideandgrow.ca)**

**Website: [www.guideandgrow.ca](http://www.guideandgrow.ca)**

## Guide and Grow Daycare Centre Inc.

Guide and Grow Daycare Centre strives to provide exceptional childcare, where children grow in a safe and nurturing environment, fully equipped with 21st century skills. We design fun and engaging activities to make sure the children enjoy their STEM learning experience during their most important early years. We build and mentor young confident minds and prepare them to be a part of our fast-developing world, letting them open gates to endless opportunities for their future!

Guide and Grow Daycare Centre is licensed by the Ministry of Education under the Child Care and Early Years Act (CCEYA). Our teachers are trained Registered Early Childhood Educators (R.E.C.E.). All of our teachers are members of the College of Early Childhood Educators, who continue to engage in professional activities to upgrade their training and education. All employees and volunteers undergo a Police Clearance Check with Vulnerable Sector Scan prior to interacting with the children in our care.

At guide and grow daycare centre, we believe children are talented and competent. We engage in child initiated, teacher supported play-based learning and use the guidelines of the How Does Learning Happen? Ontario's Pedagogy for the Early Years Document (2014). The four foundations of this document, which Guide and Grow Daycare Centre agrees with and practice in our program, are Belonging, Well-Being, Engagement and Expression. There are copies of this document available in the office or online at: <http://www.edu.gov.on.ca/childcare/pedagogy.html>

We believe children learn through play therefore, we use STEM (Science, Technology, Engineering, and Mathematics) to deliver an expertly designed curriculum which is age appropriate, spans a broad range of skills, and blends with the Ontario Ministry of Education's curriculum.

Children learn through hands-on experiences, get the encouragement required to look for solutions to problems, and apply their knowledge accordingly. At Guide and Grow Daycare Centre, the educational opportunities are provided with great support to challenge each child's development and well-being in a supportive early learning environment. Our daily activities are all child initiated and adult supported, which enhance the level of curiosity of little minds while they actively explore the world around them. We provide a sense of belonging for children and families; to their classroom, their centre and their community. We respect inclusion, equality and diversity as it is key for optimal development and learning. A variety of teaching methods are used by the educators to cater the needs of children individually.

Guide and Grow Daycare Centre has a set target for the children to be consistent with the Ministry of Education pedagogy that reflects the view of children as competent, capable, curious and rich in potential. Our stance states:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and well-being.
- Every child is an active and engaged learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who expresses himself/herself in many ways. The approaches to our goals are reviewed monthly and changes are made when deemed.

Under no circumstances are the following prohibited practices (as set out in section 48 of Ontario Regulation 137/15) permitted in Guide and Grow Daycare Centre:

- a) Corporal punishment of the child;
- b) physical restraint of a 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 exits of the child care centre or home child care premises for the purpose of confining a 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

Guide and Grow Daycare Centre Inc.

(f) Inflicting any bodily harm on children including making children eat or drink against their will.

**Character Education:** It is very important to prepare children to be the successful students as well as the productive future citizens. In order to do this, we actively teach the importance of demonstrating positive character traits. We value character education where kindness, sharing, caring and politeness are the focused values. Most importantly, these values are not just taught during the day but are also demonstrated through actions. Our teachers live out these values every day to the observant eyes of their students. Likewise, we help kids to learn how to live these values out in their interactions with others. We want to help kids grow morally just as they are growing physically and intellectually.

### **Program Statement:**

Guide and Grow Daycare Centre is licensed by the Ministry of Education under the Child Care and Early Years Act (CCEYA). Our RECEs are members of the College of Early Childhood Educators, who continue to engage in professional activities to upgrade their training and education. All employees and volunteers undergo a Police Clearance Check with Vulnerable Sector Scan prior to interacting with the children in our care.

At guide and grow daycare centre, we believe children are talented and competent. We engage in child initiated, teacher supported play-based learning and use the guidelines of the How Does Learning Happen? Ontario's Pedagogy for the Early Years Document (2014). The four foundations of this document, which Guide and Grow Daycare Centre agrees with and practice in our program, are Belonging, Well-Being, Engagement and Expression. There are copies of this document available in the office or online at: <http://www.edu.gov.on.ca/childcare/pedagogy.html>

We believe children learn through play therefore, we use STEM (Science, Technology, Engineering, and Mathematics) to deliver an expertly designed curriculum which is age appropriate, spans a broad range of skills, and blends with the Ontario Ministry of Education's curriculum.

Children learn through hands-on experiences, get the encouragement required to look for solutions to problems, and apply their knowledge accordingly. At Guide and Grow Daycare Centre, the educational opportunities are provided with great support to challenge each child's development and well-being in a supportive early learning environment. Our daily activities are all child initiated and adult supported, which enhance the level of curiosity of little minds while they actively explore the world around them. We provide a sense of belonging for children and families; to their classroom, their centre and their community. We respect inclusion, equality and diversity as it is key for optimal development and learning. A variety of teaching methods are used by the educators to cater the needs of children individually.

Guide and Grow Daycare Centre has a set target for the children to be consistent with the Ministry of Education pedagogy that reflects the view of children as competent, capable, curious and rich in potential. Our stance states:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and well-being.
- Every child is an active and engaged learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who expresses himself/herself in many ways. The approaches to our goals are reviewed monthly and changes are made when deemed.

Under no circumstances are the following prohibited practices permitted in Guide and Grow Daycare Centre:

- a) Corporal punishment of the child;
- b) physical restraint of a 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 exits of the child care centre or home child care premises for the purpose of confining a 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;

## Guide and Grow Daycare Centre Inc.

- (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.

## Character Education:

It is very important to prepare children to be the successful students as well as the productive future citizens. In order to do this, we actively teach the importance of demonstrating positive character traits. We value character education where kindness, sharing, caring and politeness are the focused values. Most importantly, these values are not just taught during the day but are also demonstrated through actions. Our teachers live out these values every day to the observant eyes of their students. Likewise, we help kids to learn how to live these values out in their interactions with others. We want to help kids grow morally just as they are growing physically and intellectually.

## Goals and Approaches of our Program Statement:

### Guide and Grow Daycare Centre will promote health, safety, nutrition and well-being of the children.

- All Registered Early Childhood Educators (R.E.C.E.) are licensed by the College of Early Childhood Educators. All Staff will be trained in health and safety protocols. The Centre observes and follows the Ministry of Health and Safety guidelines and has fire drills on a monthly basis. Our safe shelter location is at the **main lobby of Barrhaven Non-Profit Housing** in the event an evacuation is required. Parents may pick their child up there after attendance has been taken and not to go to Guide and Grow Daycare Centre once notified that an evacuation has taken place.
- All Staff have Standard First Aid, including Infant and Child CPR. Centre will collect health assessment from each Staff member. Teachers will review all information regarding a child before said child starts in their classroom (especially noting allergies, diet and Parental preferences). The health of each child is documented on a daily and monthly basis including documentation of immunization. Any child who is sick must be **48 hours vomit and diarrhea free** before returning to daycare. Our medication policy requires that medication be kept in a locked medicine box, out of reach of children. Only an R.E.C.E. administers medication and medication must be pharmacy labeled and have the child's name on it. A medication log is kept for each child and parents must sign it and specify the medication and the dose (as well as the time to be administered) and it must match the pharmacy label. The R.E.C.E. will sign the log when the dose has been administered. Good hygiene habits are strongly encouraged. Everyone (Staff and children) are required to wash their hands upon entering the room, after toileting and before eating.
- The Centre supplies two healthy snacks and a balanced lunch based on the Canada Food Guide. Allergies will be posted in applicable classrooms as well as the kitchen. We are a nut safe facility. We request that anyone who has eaten peanut butter to brush their teeth and wash hands and face before coming to daycare. Parents are asked not to bring food into the centre. Water is always available to drink throughout the day. Guide and Grow Daycare centre does have an Anaphylactic Policy and Procedure in place and the staff has been trained in the use of EpiPen.
- The staff will role model to the children healthy eating behaviors by participating in lunch, snacks and modelled through creative play activities, and dramatic play. There is a chart to inform parents of how their child's day was in regard to lunch and sleep time. The menu is also posted. Staff will provide a clean and safe environment. Washrooms are cleaned and disinfected after each washroom routine and floors are swept after lunch and snack. Toys are cleaned and disinfected weekly as well as before being stored and any time they have been mouthed. Beds and linen are washed and disinfected weekly as well as when illness or bed wetting incidents occur. All furniture is kept clean and in good order (broken furniture is fixed or removed immediately upon discovery).

Guide and Grow Daycare Centre Inc.

- **Supervision is done regularly to meet the requirement of staff to the children in ratio at all times.**
- **Support positive and responsive interactions among the children, parents, child-care providers and staff.**
- Staff have an open-door policy with parents. Staff will greet the parents and children each day on arrival and departure and share information pertaining to the child through verbal or written communication. Staff will phone or email to maintain communications with Parents. Teachers will make themselves available for parent/teacher meetings when the needs of the child or parent require it. Documentation is displayed for parents to see what is happening during their child's time at daycare.
  
- Staff will practice and encourage inclusive and positive interactions. Toys or play areas are never gender defined, rather all children are encouraged to experience all areas of the classroom. Staff will foster an atmosphere of inclusion, cooperation, sharing and friendliness. This behavior is modeled in teachers' interactions with coworkers, children and Parents.
  
- Staff will encourage self-help skills. Every child is given the opportunity to develop their potential. Staff will encourage children to do as much for themselves as possible, without becoming discouraged or frustrated. Staff will assist them as is needed. Staff will challenge the children's skills so as to facilitate the development of new and stronger skills. Staff will also encourage the children to be helpful and kind to each other as well.
  
- All staff will follow the CCEYA guidelines for Behavior Guidance. Teachers guide behavior use positive language when talking with children and adults. They guide behavior through the use of positive language, questions and encouragement. Each staff member will sign off on the "Duty to Report" upon being hired. "Duty to Report" is a professional advisory published by the college of early childhood educators. It is designed to explain the duty to report and to emphasize the responsibilities of the early childhood educator.
  
- **Encourage the children to interact and communicate in a positive way and support their ability to self-regulate**
- Staff will model the use of positive language and behaviors at all times when talking with the children and other adults. We will work to help children to develop communication skills and problems solving skills such that they become competent in using multiple forms of communication (words, sign language, and body language) to solve any issues.
  
- To encourage self-regulation, we strive to create an environment where every child feels safe and supported. Staff work to teach the children to recognize their emotions and to discover ways in which to deal with them effectively.
  
- **Foster the children's exploration, play and inquiry**
- Children make their interests known in a variety of ways. To discover those interests the Teachers observe, listen and talk with the children and document their interactions. Using the Four Foundations of How Does Learning Happen (Belonging, Well-Being, Engagement and Expression) we will create an environment that allows the children to explore the topic of interest, and the world around them, with their natural curiosity and exuberance. Through play-based learning, children will develop the skills needed to expand their abilities as well as their knowledge and understanding of their world.
  
- **Provide Child-initiated and adult supported experiences**
- The RECE will follow the child's lead in our interactions and in developing an environment that is rich in opportunities for exploration and interaction. Reflecting on our documentation we discover the child's current interests, which guide us in the materials we provide and the opportunities we offer in all areas of the child's development. While considering the needs of the group, individual needs are always considered as well. The environment will then be set up to encourage the children to challenge their abilities, expand their interests and develop relationships.

Guide and Grow Daycare Centre Inc.

- **Plan for and create positive learning environments and experiences in which each child's learning and development will be supported**
- Regular observations of the children's activities and interactions will initiate planning a program that will stimulate the interests and development of the children. We will provide a variety of activities, both active and quiet, which will meet the needs of the developing child regardless of the level of need and development. We will make changes in our environment and program as the children's interests and developmental needs change.
  
- **Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving care.**
- We will follow the guidelines of the CCEYA in setting our program. We strive to provide equal opportunities for all children to find the active and quiet time that meets their individual needs. We make use of the playground for two hours every day, weather permitting, providing a variety of active materials. Nap time is offered for two hours per day after lunch.
  
- **Foster the engagement of and ongoing communication with parents about the program and their children**
- Parents are welcome to visit and are encouraged to participate in their child's classroom. Teachers will keep communication open via short discussions, notes, phone calls and emails. Each class sends out a monthly newsletter/calendar and Parent/Teacher meetings occur whenever necessary.

#### **Reviewing the Program Statement:**

The Program Statement will be reviewed by all staff, students and volunteers prior to working with the children and then annually or when any revisions occur. They will sign off, as having read and being in compliance, on the various components of the program statement. Staff will also review and sign off on all policies and procedures including all individual plans and fire codes. This sign off sheet will be individual, and a copy will be in their file.

**Written process for monitoring compliance and contraventions used for all Policies and Procedures, Program Statement and Individual Plans for staff, students and volunteers.** The Ministry requires the following policies and procedures to be reviewed by all staff, students, and volunteers before starting their work or placement with children and annually thereafter. A sign off sheet signed and dated by the supervisor and staff, student, or volunteer is kept to indicate the review was completed.

- Playground Safety Policy
- Anaphylactic Policy
- Sanitary Practices Policy
- Sleep Supervision Policy
- Serious Occurrence Policy
- Medication Policy
- Supervision of Volunteers and Students Policy
- Program Statement Implementation Policy
- Staff Training and Development Policy
- Criminal Reference Check/Vulnerable Sector Check Policy
- Fire Safety/Evacuation Procedures
- Waiting Lists
- Process for Monitoring Compliance and Contraventions
- Parent Issues and Concerns Policy
- Emergency Management Policy
- Individual Plans (Anaphylaxis and Medical)

The Process will be reviewed initially at the beginning of employment, and then annually with all staff, or when any changes occur. Students and volunteers will review before they begin their educational placement or volunteering; and annually thereafter and any other time when changes are made. The record with the date of each review conducted of the policies,

**Guide and Grow Daycare Centre Inc.**

procedures and individualized plans will be kept for 3 years. A verbal warning by the supervisor will be given, OR a written warning, OR dismissed immediately.

Guide and Grow Daycare Centre Inc. welcomes both placement students and volunteers into the programs offered in our child care centre. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of child care centre program. Our Supervision of Students and volunteers policy as listed below, is intended to fulfill the obligations set out under Section 11.1 of Ontario Regulation 137/15 for policies and procedures regarding volunteers and students for childcare centres.

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 accounted for in staff to child ratios. No child is supervised by a person under the age of 18. Only employees of Guide and Grow Daycare Inc. will have direct unsupervised access to children. All 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. All students and volunteers must provide a vulnerable sector check (VSC) prior to commencing placement or volunteer hours and an annual offense declaration (where applicable) is to be completed and remain on file for all students and/or volunteers. All students and/or volunteers will be informed of their duty to report suspected child abuse or neglect under the Child and

Family Services Act. Students and/or Volunteers must maintain professionalism and confidentiality at all times, unless otherwise required to implement a policy, procedure or individualized plan.

We offer childcare for children ages 19 months to 60 months. Our hours of operation are Monday through Friday from 7:00am to 5:00pm.

We are open year-round except for the following observed Holidays as listed. In addition, we are open until 12:00 on Christmas Eve (December 24<sup>th</sup>) and New Year's Eve (December 31<sup>st</sup>). Full payment is required for both half days and all noted Holidays below;

New Year's Day (January 1) October)	Victoria Day (In May)	Thanksgiving (In
Family Day (In February) (December 25)	Canada Day (July 1)	Christmas Day
Good Friday (In April)	Civic Holiday (In August)	Boxing Day (December 26)
Easter Monday (In April)	Labour Day (In September)	

**Waitlist Policy**

Guide and Grow Daycare Centre Inc. will strive to accommodate all requests for the registration of a child at our child care centre. Where the maximum capacity of the program has been reached and spaces are unavailable for new children to be enrolled, the wait list procedures set out will be followed accordingly. No fee will be charged to parents for placing a child on the waitlist. The Supervisor and Designate will be responsible for managing the waitlist. This policy was developed to fulfill the obligations set out under Ontario Regulation 137/15 for a child care centre that maintains a waitlist to have related policies and procedures.

1. The Supervisor or Designate will receive parental requests to place children on a waitlist via telephone, email request or by an in-person meeting.
2. The Supervisor or Designate will place a child on the waitlist in chronological order, based on the date, and time that the request was received.
3. Once a child has been placed on a waitlist, the Supervisor or Designate will inform the parents of their child's position on the list.
4. When space becomes available in the program, priority will be given (as listed in the following order):
  - I. to children who are currently enrolled in the program who need to move to the next age grouping, followed by;

Guide and Grow Daycare Centre Inc.

- II. Siblings of children who are currently enrolled in the program, followed by;
  - III. Children of staff, followed by;
  - IV. Children on the waitlist beginning with the child whose parents requested to be on the waitlist first (following in order by date and time of request).
5. Parents of children on the waitlist will be notified via email first, then by telephone within 24 hours if no response from the parent has been received in order to inform them of a space becoming available within the program.
  6. Parents will be given 10 business days in which a response is required before the next child on the list will be offered the space.
  7. Where a parent has not responded within the given timeframe, the Supervisor or Designate will contact the parent of the next child on the waitlist to offer them the space.

The waitlist 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 waitlist will be provided to the parents. Names of other children or families and/or their placement on the waitlist will not be shared with other individuals. Parents and their child's name will be removed off the waitlist after multiple attempts of contacting them by telephone and email after 60 days of no response from the parents in regards to the supervisor or designates attempts to inform them of a space becoming available. If a parent contact's the centre after the time frame of 10 business days and the space has already been offered to another child as the required timeframe had passed, parents can then resume their position on the waitlist for the next available space. Guide and Grow Daycare Centre Inc. will utilize the City of Ottawa's Centralized Waitlist in order to inform parents of spaces becoming available if there are no children on the waitlist, as a means to offer the available space to perspective parents requiring care for their child.

### **Admission and Discharge**

In order to register your child for our program, please complete the enclosed Registration forms and return them to Guide and Grow Daycare Centre. A registration fee of \$200.00 (non-refundable) and a security deposit of \$600.00 is required at the time of registration. The Security Deposit is refundable with 4 week's written notice of withdrawal from the program. If for any reason a child is unable to continue attending our daycare, a minimum of 4 weeks' written notice is required before withdrawal in order to have the security deposit refunded. Guide and Grow Daycare Centre reserves the right to terminate care of any child who they deem is not benefiting from the program or whom they feel that our program is not suited to the child's needs, with one month's written notice. In cases of violent behaviour, care will be terminated with 2 weeks' written notice and in extreme circumstances the care will be terminated immediately.

### **Our Fee Policy**

All fees are due on the 1<sup>st</sup> of each month, if fees have not been submitted by the 5<sup>th</sup> of the month then a late fee of \$50.00 will be applied to your account. If fees still have not been submitted by the 10<sup>th</sup> of the month \$100.00 late will then be applied to your account. If fees have not been submitted by the 15<sup>th</sup> of the respective month child care services will be suspended until the account is paid in full. Child care fees may be made via cheques, money order or E-transfer. Cheques should be made payable to Guide and Grow Daycare Centre Inc. An NSF charge of \$50.00 will be applied to the account for any NSF/returned cheques. If you prefer to pay by E-transfer please inquire with the Supervisor for the instructions for doing so and the required security answer.

**Please note: Fees are required for all absences, sick days and vacation time the family may take away from our care. Fees are payable for all Statutory holidays.**

Our fees cover the regular operation hours of 7:00am to 5:00pm. A late fee will be required for care exceeding these hours. If you are unable to pick your child up by 5:00pm a late fee will be required to compensate the staff for the unplanned extension of their work day. You will be required to pay the educator present \$5.00 for the first 10 minutes and then \$1.00 per minute then afterwards, per child. This money will go directly to the educator and does not get submitted to the daycare.



## **Our Fee Schedule**

### **Preschool STEM Program:**

Full time Care (5 days per week)      \$1245.00 per month

Part Time Care (2-3 days per week)      \$60.00 per day

Full day care includes morning and afternoon snack with lunch. Morning snack is served from 8:00 to 8:30 am daily, lunch is served at 11:30 daily and afternoon snack is served at 2:30 daily. We are a nut free centre. We provide a pork free menu plan with Halal and Vegetarian meal options.

Prior to your child's actual start date, we suggest and offer 1 DAY of transition time from 9-12 to allow for a successful entry into the program. You will not be charged for this transition day. Please schedule this day according to your child's start date with the Centre's Supervisor.

**Parent Issues and Concerns Policy and Procedure:** Parents and guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child (ren) are experiencing with our program. All issues and concerns raised by parents/guardians are taken seriously by Guide and Grow Daycare Centre Inc. and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. Issues and concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to the parents/guardians within 5 business days. The person who raised the concern/issue will be kept informed throughout the resolution process. Investigations of issues or concerns will be fair, impartial and respectful to parties involved. Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society). Our Centre maintains high standards for positive interaction, communication and role-modeling for our children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/ guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

**Procedures for addressing Parent Issues and Concerns**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/Concern</b>	<b>Steps for Staff and/or Licensee in responding to issue/concern:</b>
<p><b>Program Room-Related</b> Eg: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- The classroom staff directly</li> <li>OR</li> <li>- The supervisor or licensee.</li> </ul>	<p>-Address the issue/concern at the time it is OR -arrange for a meeting with the parent/guardian within 5 business days.</p>
<p><b>General, Centre- or Operations-Related</b> Eg. Child care fees, hours of operation, staffing, waitlists, menus, etc.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>- the supervisor or licensee</li> </ul>	<p>Document the issue/concerns in detail. Documentation should include:</p>
<p><b>Staff-, Duty parent, Supervisor, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>-the individual directly</li> <li>Or</li> <li>-the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>-the date and time the issue/concern was received -the name of the person who received the issue/concern -the name of the person reporting the issue/concern -the details of the issue/concern -any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</p>
<p><b>Student / Volunteer Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>-the staff responsible for supervising the volunteer or student</li> <li>OR</li> <li>-the supervisor/licensee</li> </ul> <p>-All issues or concerns about the conduct of students an/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

**Escalation of Issues or Concerns**

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to: Madiha Nasri Licensee / Owner Guide and Grow Daycare Centre Inc. 3013 Jockvale Rd. Nepean, ON K2J 4E4

Issues or 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. Ministry of Education, Licensed Childcare Help Desk: 1-800-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

Issues and concerns may also be reported to other relevant regulatory bodies (i.e. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers, etc.) where appropriate.

### **Parent Conduct**

All parents, guardians and family members are expected to treat staff members respectfully. There is zero tolerance for yelling, swearing, threats, abuse or any other form of harassment. Guide and Grow Daycare Centre is an inclusive and diverse environment, where everyone feels welcome. There is zero tolerance for racial, gender, religious or any form of prejudice or discrimination. Guide and Grow Daycare Centre reserves the right to terminate care for any family who treats our staff in an abusive, discriminatory, or harassing manner. If Guide and Grow Daycare Centre determines a parent, guardian or family member has been abusive to our staff or in a harassing manner, care will be terminated without notice and without any refund. As this policy must be strictly enforced to ensure staff of Guide and Grow Daycare Centre are working in an environment free from any form of discrimination, abusive behaviours, or harassment.

### **Emergency Management Procedures**

Emergency Management Policies and procedures are reviewed with staff, students and volunteers prior to them commencing employment or placement with our daycare, and annually thereafter. These procedures include the following situations; fire, gas leak, flood, power failure, bomb threat, lock down procedures for any outside threats, natural disasters such as tornados, etc.

Staff will follow emergency response procedures by following these three phases:

1. Immediate Emergency Response
2. Next steps during an emergency; and
3. Recovery

Staff will ensure that the children are kept safe, are accounted for and are supervised at all times during an emergency situation. Emergency evacuations would include, but are not limited to the following; fire, gas leak, power outage, etc.

For situations that require evacuation of the childcare centre, the **meeting place** to gather immediately will be located at:

**On the grass on opposite side of the driveway from the play yard.**

If it is deemed 'unsafe to return' to the childcare centre, the **evacuation site** to proceed to is located at:

**3854 Prince of Wales Drive, Ottawa ON (Residence directly behind the daycare facility)**

**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.**

If deemed unsafe to return to the child care centre, all children and staff would proceed to the evacuation site as listed above. Once everyone is safely at the emergency evacuation site, staff will contact parents/guardians by telephone to inform them of the emergency and request them to pick their child up at the evacuation site as listed above. If staff are unable to reach the parents/guardians with all of the phone numbers provided to them, the staff will then call the listed emergency contact person according to the child's file to inform them of the emergency and request them to pick up the child. .

### **Field Trips and Activities off the Premises**

Any field trips or activities that the daycare program will participate in will ensure the parents are informed in writing the exact destination of the trip or where the activity will take place, the route that will be taken to and from the activity location, the means of transportation, the exact departure and arrival times and the purpose for the field trip and/or activity off premises. Child to Staff ratios will be maintained and will never follow relaxed ratios while off the premises. Parent volunteers would be welcomed to join our field trip or activity off premises. A signed consent form from the

parent/guardian of each child participating in the field trip or activity off the premises will be collected before the date of the field trip or planned activity. Care will still be provided for any children not attending on the field trip.

### **Illness Policy and Procedures**

Guide and Grow Daycare Centre wants to ensure the health, safety and wellbeing for all the children in our care, their families and our staff. If your child is too unwell to participate in the normal daycare routine and activities, we ask you please keep them home or if attendance would be harmful to themselves or others. If your child develops any of the following symptoms during the day, you will be requested to come and pick up your child immediately;

- Your child develops a fever of 39 degrees Celsius or 102 degrees Fahrenheit and above;
- Your child vomits or has 2 diarrhea or very loose bowel movements during the day;
- Your child is lethargic and cannot function normally;
- Your child develops an unexplained skin rash;
- Your child has red eyes and or discharge that returns when wiped;
- Your child shows two or more signs of the following: runny nose (green/yellowish mucus), cough, runny eyes, or sore throat.

Your child needs to be symptom free for 24 hours before returning to the program under normal circumstances.

If the program is under 'outbreak' your child needs to be 48 hours symptom free (this includes vomiting and diarrhea) before returning to our care. Guide and Grow Daycare Centre follows the "*Guidelines for Schools and other Child Care Centres on Communicable Diseases and other Childhood Health Issues*" Issued by Ottawa Public Health; June 2018 for all the symptoms, transmission, incubation and exclusion periods for illnesses. This guideline document can be viewed at the following link: [https://www.ottawapublichealth.ca/en/professionals-and-partners/resources/Documents/cd\\_guidelines\\_ccc\\_en.pdf](https://www.ottawapublichealth.ca/en/professionals-and-partners/resources/Documents/cd_guidelines_ccc_en.pdf)

It is very important you notify the daycare as soon as your child becomes ill or has been seen by a doctor, so that we may monitor for signs of an outbreak and inform other parents. Please do not administer fever reducer in order to allow your child to attend the Daycare Centre. The fever reducer does not prevent sickness or the spread of illness from being transferred to other children or staff. We thank you kindly for your understanding and support with this matter for the wellbeing of everyone. You are required to contact the daycare by telephone or email to inform the staff of your child's absence, and the reason for the absence to assist us in monitoring for specific symptoms of illness.

### **Medication and Administration of Medication**

Guide and Grow Daycare Centre cannot administer over the counter medications (such as fever reducer, for example). Any medication must be prescribed by a Doctor and must be in the original container from the pharmacy with the prescription label clearly indicating your child's full name, the name of the medication, the required dosage and times for administering the medication as well as a start and finish date. (Unless it is an emergency medication; an end date would not be given). An authorization for administering medication form must be completed and signed by the parent/guardian authorizing their consent to administer the medication as per the prescription label. Medication will be kept in a medication lock box out of reach of the children at all times.

We ask you to provide the following items for your child; a standard size crib sheet and blanket (we will send home at the end of each week for laundering), complete spare change of clothes, indoor shoes, water bottle or sippy cup for ongoing water throughout the day, diapers, wipes and any bum creams (if applicable), sunscreen, sun hat, seasonally appropriate clothing for outdoor play.

We hope you have found the information in this Parent Handbook to be helpful, however if you require further details or have any questions please contact the Daycare Supervisor who will be more than happy to assist you.

We ask that you please provide the following for your child:

- ✓ Complete spare change of clothes
- ✓ Sippy cup / water bottle to have on going water throughout the day
- ✓ Indoor Shoes
- ✓ Standard size crib sheet & top blanket
- ✓ Seasonally appropriate outdoor clothes (Min. of 2 hours of outdoor playtime per day)
- ✓ Diaper, wipes and any type of diapering cream you typically use (if applicable)

**Registration Form 1.**

**Child's Information:**

Family Name \_\_\_\_\_ First Name \_\_\_\_\_

Date of Birth (Day-Month-Year) \_\_\_\_\_ Sex M-F \_\_\_\_\_

Health Insurance Number \_\_\_\_\_ Tel. at Home \_\_\_\_\_

Spoken Language \_\_\_\_ French \_\_\_\_ English Other \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Postal Code \_\_\_\_\_

Siblings Names and ages \_\_\_\_\_

**Mother / Guardian Information:**

Family Name \_\_\_\_\_ First Name \_\_\_\_\_

Address  Same as above (If different please provide below)

Address \_\_\_\_\_ City \_\_\_\_\_ Postal Code \_\_\_\_\_

Tel. at Home \_\_\_\_\_ Cell Phone Number \_\_\_\_\_

Work Phone Number \_\_\_\_\_ Extension Number \_\_\_\_\_

Email Address \_\_\_\_\_

Employer and Occupation \_\_\_\_\_

Address at Work \_\_\_\_\_

**Father / Guardian Information:**

Family Name \_\_\_\_\_ First Name \_\_\_\_\_

Address  Same as above (If different please provide below)

Address \_\_\_\_\_ City \_\_\_\_\_ Postal Code \_\_\_\_\_

Tel. at Home \_\_\_\_\_ Cell Phone Number \_\_\_\_\_

Work Phone \_\_\_\_\_ Extension Number \_\_\_\_\_

Email Address \_\_\_\_\_

Employer and Occupation \_\_\_\_\_

Address at Work \_\_\_\_\_

**Registration Form 2.**

**Emergency Contact Information:**

**In case of emergency – if parents cannot be reached – please contact:**

Full Name \_\_\_\_\_ Relationship to the Child \_\_\_\_\_

Telephone Numbers (during Daycare Operation Times) \_\_\_\_\_

**Medical Information regarding your child:**

Doctor's Name \_\_\_\_\_ Telephone Number \_\_\_\_\_

Address \_\_\_\_\_

Does your child have any known allergies? If so, Please specify:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Previous History of Communicable Diseases? If so, Please specify:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Any other Health Concerns? If so, please specify:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please Note: We require a copy of your child's immunization record (or letter of exemption issued by Public Health for religious or conscious beliefs) at the time of registration and you are required to provide an updated record after your child receives any immunizations.**

**Additional Information:**

**Authorized Pick up List:** Please list people who may pick up your child and their relationship with your child. Any individuals listed will be required to show Photo I.D. before your child can be released to them. Please inform us regularly if there are any changes to be made to this list.

Full Name of Person	Relationship to Child	Telephone Number

Parent / Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

**Childcare Contract**

Child's Full Name \_\_\_\_\_

Care will commence on (dd/mm/yyyy) \_\_\_\_\_

Child's Age when care will commence \_\_\_\_\_

Income Tax Receipts should be issued in the name of: \_\_\_\_\_

I require  Full time care OR  Part time care

For Part time care please specify which days you will require care for your child:

Monday  Tuesday  Wednesday  Thursday  Friday

I require care from approximately \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m.

**By signing below I agree that I have read, understand and agree with Guide and Grow Daycare Centre Inc. Policies.** (This includes the Fee Policy, Late Fee Policy, Late Pick up Charge Policy, Illness Policy, the Centre's Policies and Procedures regarding Sleep and all other Guide and Grow Daycare Centre's Policies and Procedures.

These Policies were reviewed with me by (staff's name) \_\_\_\_\_

Parent Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

***For Office Use Only*** Date of Discharge \_\_\_\_\_

**Your Child's Sleeping Arrangement**

Guide and Grow Daycare Centre Inc. follows "The Joint Statement on Safe Sleep," provided by Public Health Agency of Canada. For further information regarding the "Joint Statement on Safe Sleep" please see: [http://www.phac-aspc.gc.ca/hp-ps/dca-dea/stages-etapes/childhood-enfance\\_0-2/sids/pdf/jsss-ecss2011-eng.pdf](http://www.phac-aspc.gc.ca/hp-ps/dca-dea/stages-etapes/childhood-enfance_0-2/sids/pdf/jsss-ecss2011-eng.pdf)

Does your Child sleep with a soother? \_\_\_\_\_ Suck his/her thumb or fingers? \_\_\_\_\_

Does your child have a special sleep toy or blanket that they sleep with at home? \_\_\_\_\_

How long does your child typically nap for? \_\_\_\_\_

How does your child fall asleep? Check all that apply.  In a crib / Bed  Bottle  
 Co-Sleep  Nightlight  Quiet Room  Music  White Noise  Dark Room

Parent Signature \_\_\_\_\_ Date \_\_\_\_\_

**Additional Information** (Optional)

What are your child's favorite foods?  
\_\_\_\_\_  
\_\_\_\_\_

Are there any strong dislikes to foods or food textures?  
\_\_\_\_\_  
\_\_\_\_\_

Does your child have any specific fears?  
\_\_\_\_\_  
\_\_\_\_\_

Any previous childcare setting experiences?  
\_\_\_\_\_  
\_\_\_\_\_

Any other information you would like to share with us regarding your child, their development, likes, dislikes, etc?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**Media Permission**

**We ask for your permission to take pictures of your child engaging in the program activities to share with you and for the following purposes. Please check if you give permission OR put an 'x' if you do not give permission.**

- Pictures to be taken of my child to be emailed or shared only with myself as the parent.**
- Pictures to be taken of my child and shared on the Guide and Grow Daycare Facebook page.**
- Pictures to be taken and shared on the Guide and Grow Daycare Website.**
- Pictures to be posted within the classroom on bulletin board displays or at the cubbies.**

**Please note we will never include your child's name with any picture.**

**Parent Signature \_\_\_\_\_ Date \_\_\_\_\_**

## COVID-19 Pandemic Risk Consent Form

**Child's Name:** \_\_\_\_\_

\_\_ I understand the novel coronavirus causes the disease known as COVID-19. I understand the novel coronavirus virus has a long incubation period during which carriers of the virus may not show symptoms and still be contagious.

\_\_ I understand that due to the presence of other children & staff at the daycare, my child might have a risk of contracting the novel coronavirus due to asymptomatic individuals. I understand that due to the presence of other children and staff members, my child is at high risk simply by being in the daycare center.

\_\_ I confirm that my child does not present any of the following symptoms of COVID-19 identified by Ottawa Public Health:

- Fever > 38°C
- Cough
- Sore Throat
- Shortness of Breath
- Difficulty Breathing
- Flu-like symptoms
- Runny Nose

\_\_ I confirm that my child doesn't have any of the symptoms mentioned above. I understand and agree to pick up my child from daycare and or keep my child at home if he/she displays any COVID-19 symptoms until tested negative. I agree that in cases of regular illness, children must be symptom-free for 72 hours before returning to the program.

\_\_ I understand that Guide and Grow Daycare Centre is taking every possible measure to ensure physical distancing however, it is always hard to maintain with young children.

\_\_ I verify that my family or my child have not returned to Ottawa from any country outside of Canada whether by car, air, bus or train in the past 14 days. After my child has begun attending, if anyone within my household including my child, travels outside of the country I will inform the daycare as soon as possible.

\_\_ I understand that any travel from any country outside of Canada, including travel by car, air, bus or train, significantly increases my risk of contracting and transmitting the novel coronavirus. I agree to follow the guidelines as set out by Ottawa Public Health regarding self-isolation following any travel outside of the country and to inform the daycare Centre as soon as possible of my child's absence due to self isolation.

\_\_ I verify that anybody from my family including my child have NOT been identified as a contact of someone who has tested positive for novel coronavirus or been asked to self-isolate by Ottawa Public Health, the Communicable Disease Control or any other governmental health agency. If anyone in our family is identified as a contact for a positive case or contacted by Ottawa Public Health and asked to isolate, I will inform the daycare immediately and understand that I will be required to keep my child home as per Ottawa Public Health Instructions.

\_\_ I understand if a COVID 19 case is confirmed at the daycare, Guide and Grow Daycare Centre will follow strict protocol in taking the required measures, informing all the families and employees at the Daycare Centre and reporting the outbreak to the Ottawa Public Health.

\_\_ I have been informed of the COVID19 Policy, plan and procedures by Guide and Grow Daycare Centre and have also given a copy for my records.

\_\_ I consent to my child using hand sanitizer with minimum of 70% of alcohol where hand washing is not adequate i.e., during outside play time.

Guide and Grow Daycare Centre Inc.

\_\_ I understand that there would be a Screening at the Daycare Centre daily, prior to the entrance of the classrooms for both children and staff members to ensure the people entering the premise are COVID and other diseases symptom free.

\_\_ I verify the information I have provided on this form is truthful and accurate. I knowingly and willingly consent to send my child back to the daycare center.

Signature of the Parent: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_