

Guide and Grow STEM Preschool
2874 Longfields Dr. Ottawa, ON K2C3H1

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 confident young 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 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 theory, which Guide and Grow Daycare Centre believes in and practices 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 to the needs of children individually.

Guide and Grow Daycare Centre has set the following goals for the children and the following approaches will be used to be consistent with the Ministry of Education pedagogy that reflects the view of children as competent, capable, curious, and rich in potential. Our goals and approaches are as follows:

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.

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 highchair, 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 childcare centre or home childcare 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
- (f) Inflicting any bodily harm on children including making children eat or drink against their will.

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Character Education: It is very important to prepare children to be 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 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 alternate emergency safe shelter location is in the lobby of the apartment complex in the same parking lot as the daycare, in the event an evacuation is required. Parents may pick their child up there after attendance has been taken and not 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 in our daily written log and symptoms of ill health form. Guide and Grow Daycare Centre is required to have up to date immunization records OR a certified letter of exemption for conscious or religious beliefs, on file at all times. Any child who is sick can return only when they are gastrointestinal symptom free for 48 hours (for vomiting and diarrhea) and fever free for 24 hours, before returning to daycare. Our medication policy requires that medication be kept in a locked medicine box, out of reach of children unless it is deemed an emergency medication. Only an R.E.C.E. administers medication and medication must have the original, clear, pharmacy labelled prescription with the child's name on it and be in its original container from the pharmacy. A medication administration authorization form must be completed by the parent which clearly specifies the dosage, times and any other instructions for administration. A medication administration log will be maintained, clearly indicating each time a dose has been administered, the date, time and staff who administered it. Good hygiene habits are strongly encouraged. Everyone (Staff and children) is required to wash their hands upon entering the room, after toileting and before eating. 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.
- 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 brush their teeth and wash their hands and face before coming to daycare. 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. 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). Supervision is done regularly to meet the requirements of staff to the children in ratio at all times.
- As a preventative measure, to reduce the risk of exposure to an allergen and as part of our Anaphylactic Policy and Procedures to ensure the safety of all our children, parents are encouraged **not** to bring food to daycare from home unless it is absolutely necessary due to a specific dietary requirement or food intolerances. Any food brought into the Centre **MUST** be peanuts / nut free. Staff will be required to check any food brought from home with the parent at morning drop off to confirm it is peanut / nut free and to note any other ingredients that could be an allergen for any of the other children in the program. ALL food must be CLEARLY labelled with the child's name, and must be stored in the kitchen / kitchenette, in refrigerator if required. When possible, a complete list of ingredients should accompany the food brought in, unless it is food that

was cooked at home and brought in a container where an ingredient list is not able to be provided, staff will be required to get verbal confirmation of the ingredients which have been brought from home.

- **Child-to-Staff ratios are always maintained to ensure the safety of the children as required by the Ministry of Education.**

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.

Encourage 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. 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.

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. 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. 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.

Provide child-initiated and adult supported experiences. The RECEs and Assistant Teachers will follow the child's lead in our interactions and in developing an environment that is rich in opportunities for exploration and interaction. Adults will engage as co-learners alongside the children. Staff will follow the children's lead in play, supporting and extending play through open ended questions. By including the child's interests, thoughts and ideas into the experience, it allows the child to feel valued, that their contributions matter and that their ideas, thoughts and questions are important.

Plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans. 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. Making observations and then 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. Working with the children's families, and outside consultants such as resource consultants, speech therapists, etc. will ensure the environment supports and fosters the development for children with special needs. The development of an individualized medical plan for any child who requires one will be a collaborative effort to develop of Centre staff, resource consultants, specialists' family physicians and the parents of the child.

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 childcare. Guide and Grow Daycare centre will follow the guidelines of the CCEYA in our program, routine, and environment. 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, and providing a variety of active materials. Where outdoor play cannot happen due to inclement weather, the teachers will implement some large motor, active activities for the children to have an outlet for their energy in a positive way and to help support an active, healthy lifestyle. Examples of these indoor activities are balloon volleyball, dancing, move and groove circle times, aerobics, yoga, etc. 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. Guide and Grow Daycare utilizes the Homeroom App to post daily pictures and short videos for the parents and families to view, of what activities the children are engaging in throughout the day. This is a closed group app, only the parents of the children enrolled in the program, and educators have access to the app. This helps parents to see their children engaged, what activities their children are participating in and also about upcoming events and special days. In addition, this supports ongoing communication between the child and their family at the end of each day as a reflection of their day.

Involve local community partners and allow those partners to support the children, their families, and staff. Guide and Grow Daycare Centre encourages and has developed community partnerships in order to strengthen our abilities to meet the needs for all of our children and their families. We fully support and encourage the collaboration with any community partner for the benefit of our children and their families. We welcome every opportunity to work with local Colleges such as Algonquin and St. Lawrence College to welcome placements into the program which also provides enrichment for children and families. We have partnered with Children Integrated support services (CISS), their amazing resource consultants, professional recommendations and toy resources benefit all children of the program and their families. We support and offer available resources by fundraising and promoting different local agencies, such as collecting food through food drives, etc. In turn, offering contact support and other resources for our families to reach out to our community partners such as the Ottawa Food Bank, the Snowsuit Fund, Toy Mountain, and others as needed. In addition, we have made collaboration with outside organizations such as Monkey rock Music to offer enriched musical programs. Our children who have special needs are supported by setting program goals with Children Inclusion Services, Cheo, and other area occupational therapists, speech therapists and others. These Specialists and Resource Consultants provide ongoing support using a team approach, for all children in our program by suggesting strategies for adapting activities and providing training to ensure a positive inclusion experience for everyone.

Support staff, childcare providers and others who interact with the children at the childcare centre in relation to continued professional learning and development. All staff are encouraged by Guide and Grow Daycare center to participate in continued professional development. Teacher assistants and other support program staff are supported by Guide and Grow Daycare Centre and encouraged to pursue courses such as Early Childhood Education. Any information regarding grants or courses offered that Guide and Grow Daycare Centre receives, is always forwarded to the staff for their consideration and professional growth. As a member with the College of Early Childhood Educators, it is a requirement for any Registered member to participate and engage in continuous professional learning to enhance their practice. Guide and Grow Daycare center supports all staff by covering time off to participate in courses, conferences or workshops, and any opportunities for continued professional development to upgrade their skills and develop new areas of expertise. As part of their lifelong continued professional learning commitment, the teaching teams participate at minimum ten hours of workshops, and online courses. Internal training is offered in group settings for our staff to continue their professional leaning and grow together as a team, (examples of this type of training is the Module Training offered through Andrew Fleck Childcare Services – Children's Inclusion Support Services, or further medical training such as seizure training which all staff completed together in February of 2022.) In addition, Guide and Grow Daycare Centre takes pride in offering opportunities for further advancement within the company to grow with the company. All training and support are offered to all staff by the Licensee, Director, Supervisors and external consultants and sources. As required by the CCEYA, Guide and Grow Daycare Centre must review our strategies to ensure we are meeting the

needs of the children and their families in our care. To ensure we continue to meet the needs of the children and their families, an annual review (and any other time it is required throughout the year) will be conducted with all teaching team members, other support staff, parents, the Licensee and Director working collaboratively to collect feedback and reflect on classroom observations. Making changes as required to ensure the continued development and quality of our programs. All staff, supply staff, students and volunteers are expected to review the program statement prior to interacting with the children and implement the approaches set out in the statement. All staff will review the Program Statement annually and at any time when the program statement is modified.

Documenting and reviewing the impact of strategies included in the Program Statement on the children and their families. All staff of Guide and Grow Daycare Centre will review the program statement prior to working with the children and participate in an annual review of the program statement, the goals and approaches set forth, documenting and maintaining record for reference and continued growth. Any parent issues or concerns brought forth, is a specific time when the program statement goals, approaches and strategies will be reviewed to see where we as a team can improve, and to ensure a plan of action is developed going forward. Observations will be conducted on the approaches and Program Statement Implementation for all staff and maintained on file throughout the calendar year. In addition, staff will undergo an annual performance review to ensure the program and its delivery are aligned with How Does Learning Happen and the four founding principles. Routine Staff meetings and smaller team meetings are open forums to discuss all strategies and program goals. All staff will review the program statement any time there are any changes or updates made, at the request of the Director and at the very least once annually.

Character Education:

It is very important to prepare children to be 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.

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.

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 highchair, 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 childcare centre or home childcare 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
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

The 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, students, or volunteer is kept indicating the review was completed.

- Playground Safety Policy

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- 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, 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 childcare centre. We believe it is a valuable part in gaining experience in a childcare environment. Volunteers and students also play an important role in supporting staff in the daily operation of childcare 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 childcare. 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 24th) and New Year's Eve (December 31st). Full payment is required for both half days and all noted Holidays below;

New Year's Day (January 1)
Family Day (In February)
Good Friday (In April)
Easter Monday (In April)

Victoria Day (In May)
Canada Day (July 1)
Civic Holiday (In August)
Labour Day (In September)

Thanksgiving (In October)
Christmas Day (December 25)
Boxing Day (December 26)

Waitlist Policy

Guide and Grow Daycare Centre Inc. will strive to accommodate all requests for the registration of a child at our childcare center. 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. Guide and Grow Daycare Centre opted into the Canada Wide Early Learning Program (CWELCC). As part of the CWELCC, Guide and Grow Daycare Centre is required to utilize the Centralized Waitlist through the City of Ottawa to fill any available childcare spaces. The Supervisor and Designate will be responsible for managing the waitlist, contacting families, and placing children on the waitlist into a program accordingly. Guide and Grow Daycare Centre will contact families from the waitlist in order that they joined the list and based on when they are requiring care to begin, to ensure fairness and equal opportunity to our programs.

- I. 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;
 - II. Siblings of children who are currently enrolled in the program, followed by;
 - III. Children of staff, followed by;
 - IV. Children on the waitlist begin with the child whose parents requested to be on the waitlist first (following in order by date and time of request).
2. 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.
3. Parents will be given 2 business days in which a response is required before the next child on the list will be offered the space.
4. 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.

Guide and Grow Daycare Centre Inc. will abide by the terms of use for the City of Ottawa's Centralized Waitlist and maintain confidentiality at all times. Guide and Grow Daycare Centre Inc. Is required to report any vacancies in the programs by the 5th of each month onto the Centralized Waitlist. 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 regard to the supervisor or designates attempts to inform them of a space becoming available. If a parent contacts the centre after the time frame of 2 business days and the space has already been offered to another child as the required timeframe has passed, parents can then resume their position on the waitlist for the next available space. Guide and Grow Daycare Centre Inc.

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. One month's childcare fees is due when registering your child into the program and will be applied to your **LAST MONTH** of care with 1 (one) calendar months' notice of withdrawal from the program. **The monthly rate is \$487.50, this means that \$487.50 is due upon registering and will be applied to the last month of care, as long as Guide and Grow Daycare Centre is given one calendar's month notice of withdrawal from the program.** In addition, a one-time, non-refundable registration fee of \$200.00 (non-refundable) is required at the time of registration.

If for any reason a child is unable to continue attending our daycare, a minimum of one calendar month's written notice is required before withdrawal. 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 a calendar months' notice. In cases of violent behaviors, the care will be terminated with 2 weeks' written notice and in extreme circumstances the care will be terminated immediately. Guide and Grow Daycare Centre has zero tolerance for any abusive actions towards its staff from parents or families enrolled in our program (this includes discrimination of any form, harassment, yelling, swearing, threats etc.) In addition to terminating care under these extreme circumstances, in order to ensure the health and wellbeing of our staff, if applicable, the proper authorities would also be contacted to inform of such behavior.

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Our Fee Policy

All fees are due on the 1st of each month, if fees have not been submitted by the 5th 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 10th of the month \$100.00 late will then be applied to your account. If fees have not been submitted by the 15th of the respective month childcare services will be suspended until the account is paid in full. Childcare 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 workday. You will be required to pay the educator present \$1.00 per minute for any time past 5:00pm, per child. This money will go directly to the educator and does not get submitted to the daycare.

Our Fee Schedule

Please note: Guide and Grow Daycare Centre has been accepted into the CWELCC (Canada Wide Early Learning Childcare). Beginning January 1st, 2025, the Government has mandated that CWELCC childcare fees be reduced to \$22.00 per day, (for all programs enrolled in the CWELCC program for children ages 0 to 5 years old). The monthly fee is calculated by the following formula:

261 Service days (including 11 STAT holidays) x \$22.00 per day = \$5,742.00 per year / 12 months = \$478.50 per month.

Base Fees: means any fee or part of a fee that is charged in respect of a child for childcare, including anything a licensee is required to provide under the *Childcare and Early Years Act, 2014 (CCEYA)*, or anything a licensee requires the parent to purchase from the licensee, but does not include a non-base fee

Guide and Grow Daycare Centre provides morning and afternoon snacks with lunch. Morning snack is served at 8:30 daily, lunch is served at 11:15 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.

NON -Base Fees: means any fees charged for optional items or optional services, such as transportation or field trips, or any fees charged pursuant to an agreement between the parent and licensee in respect of circumstances where the parent fails to meet the terms of the agreement (e.g., fees for picking up a child late, fees to obtain items that the parent agreed to provide for the child but failed to provide), as defined in the CCEYA. **Non-Base fees include:** Late Pick Up Fee (arrival past 5:00pm to pick up your child, please see Late pick up fee section above) Registration Fee of \$200.00 due upon registering (please see admission and discharge section), Late Payment Charges and NSF Charges (please see Our Fee Policy section). Also, any field trips, special events or costs associated with special visitors to our programs are considered non-base fee as well.

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 the 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 by 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

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related Eg: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> - The classroom staff directly OR - The supervisor or licensee. 	-Address the issue/concern at the time it is OR -arrange for a meeting with the parent/guardian within 5 business days. Document the issue/concerns in detail. Documentation should include: -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. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
General, Centre- or Operations-Related Eg. Child care fees, hours of operation, staffing, waitlists, menus, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> - the supervisor or licensee 	
Staff-, Duty parent, Supervisor, and/or Licensee-Related	Raise the issue or concern to -the individual directly Or -the supervisor or licensee. 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.	
Student / Volunteer Related	Raise the issue or concern to -the staff responsible for supervising the volunteer or student OR -the supervisor/licensee -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.	

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 Operator / Director 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 Childcare 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

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 behaviors, 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, 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:

Rideau Valley Conservation Authority Building – 3889 Rideau Valley Dr. Manotick ON K4M 1A5

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 childcare 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.

Extreme Weather Advisories

The health and safety of our children, their families and our staff is of utmost priority. We follow the local school boards in making the decision to close our facility under extreme weather conditions such as snowstorms, tornado warnings etc. The decision to close the facility under extreme weather conditions is also based on environment Canada warnings. Parents are still required to pay for any of the days we would close due to extreme weather conditions, as our staff are still paid for these days and our expenses for the daycare remain the same. Parents would be notified by email of closure before 7:00am the morning of, or in cases where we must close early, parents would be notified by email and by phone if necessary.

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 welcome 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 the field trip.

Illness Policy and Procedures

Guide and Grow Daycare Centre Inc. is responsible to support children's health and wellbeing, comply with health-related requirements, and reduce illness from spreading from one child in the program to other children and adults, and respond to health problems. **Children cannot attend the centre if illness prevents their ability to participate in regular daily routines or if attendance could be harmful to themselves or others. Families will be advised to make alternative arrangements and seek medical attention for the following conditions:**

- Unexplained or undiagnosed pain
- Acute cold with fever, runny nose and eyes, coughing and sore throat
- Difficulty with breathing
- Fever over 38 Degrees Centigrade / 100.4 Degrees Fahrenheit
- Sore throat and difficulty swallowing
- Undiagnosed skin or eye rash
- Headache and stiff neck
- Unexplained Diarrhea (after child has had 2 bouts of diarrhea)
- Vomiting and/or abnormal cramps
- Severe itching of body and scalp
- Known or suspected communicable disease

Children must be symptom free for 48 hours before returning to the program.

Guide and Grow Daycare Centre Inc. follows the "Guidelines for Schools and Child Care Centres on Communicable Diseases and Other Childhood Health Issues." Issued by Ottawa Public Health; June 2018. https://www.ottawapublichealth.ca/en/professionals-and-partners/resources/Documents/cd_guidelines_ccc_en.pdf Please refer to this guide for Symptoms, Transition, Incubation, and Period of communicability: Exclusion and Reporting Information. When a child is diagnosed with a communicable disease (e.g. chicken pox) the childcare program must report to the local Medical Officer of Health according to the procedures and time line given in the guide as outlined by Ottawa Public Health. Guide and Grow Daycare Centre Inc. will advise families of other children in the program via telephone, email and/or posting a notice at the main entrance of the daycare.

Outbreak Control: "in order to prevent and control outbreaks, The City of Ottawa requests that childcare facilities exclude certain children with communicable disease until specific criteria are met. (See the EXCLUSION section of the guidelines chart within the Communicable Disease booklet.

Daily Written Record: The daily record will include a summary of any incidents affecting the health, safety or well-being of staff and children enrolled in the center.

Immunization: Parents/guardians will ensure up-to-date immunization shots. If a child is not immunized due to religious or conscious beliefs, the parent/guardian must provide the daycare centre with a letter of exemption from Public Health, in lieu of an immunization record. If an outbreak occurs, any child who is not vaccinated and has a Public Health Letter of Exemption must

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 reducers 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 in this matter for the wellbeing of everyone. You are required to contact the daycare centre 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.

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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 will 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 (unless it is deemed an emergency medication) out of reach of the children at all times.

No Nit Policy

Guide and Grow Daycare Centre has a no-nit policy. This means if nits or bugs are found on a child's head, we will call the parent to come pick up the child from care. In order for the child to return, the child must be free from nits and bugs. There are many different types of treatments for head lice and some may take longer than others. We recommend Parents/guardians speak to their pharmacist regarding the best treatment for their child. By having children return to care nit and bug free, we are preventing the spread to other children and staff.

Confidentiality Clause

All of our staff must fulfill our confidentiality expectations, which are not to speak about the children, staff, Centre operations or any other matters outside of daycare hours and service with anyone. We ask that families, please do the same to ensure everyone's confidentiality is maintained and respectfully fulfilled. RECE's must be registered with the College of Early Childhood Educators and must comply with the Code of Ethics as outlined by the College, which includes maintaining a professional relationship with families; and strongly advises against dual relationships. Any correspondence between staff and client of Guide and Grow Daycare Centre that occurs outside of the daycare centre, on social media and any other method of communication is not permitted, monitored, and therefore Guide and Grow Daycare Centre will not be held liable, rather the staff who chose to do so will be held accountable. For RECE's this would result in an employer report to the College of Early Childhood Educators.

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Monitoring / Surveillance / App Use

Guide and Grow Daycare utilizes video cameras throughout the premises (indoors and outdoors) to monitor the quality of the program. Parents are not granted access to the live stream of the cameras, for confidentiality purposes. It is solely monitored by Management and is password protected.

Guide and Grow Daycare Centre utilizes the use of closed group apps such as Homeroom, and ProCare to communicate with parents about their child's day, updates, announcements, etc. Pictures and/or short videos are also posted for parents to see their child engaging in activities.

Guide and Grow Daycare also utilizes social media such as Facebook to share information about our program with families. A media permission form is included in the registration forms, in which you can indicate and let us know if you consent or do not want your child's photo on any social media platform.

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

Safe Arrival and Dismissal Policy and Procedures

Guide and Grow Daycare Centre Inc. will ensure that any child receiving childcare at the childcare centre is **only** released to the child's parent/guardian or an individual that the parent/guardian has provided **written authorization** the childcare centre may release the child to. Guide and Grow Daycare Centre Inc. requires written authorization from the legal parent / guardian, when another individual will be picking up their child from daycare, even if the individual is listed as 'authorized to pick up' on the child's registration forms. 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.

Accepting a child into care: 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 'authorized to pick up list' on the child's registration forms, or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email), and document the change in pick-up procedure in the daily written record and sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected: Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off (e.g., called the daycare, sent an email or advised the closing staff at pick-up the day before), the staff in the classroom must: inform the Supervisor and/or the Supervisor designate and they must commence contacting the child's parent/guardian no later than 10:00 a.m. Staff shall contact the parent(s) / legal guardian by telephone, email, or using our ProCare app (for our toddler program families). If parents cannot be reached by phone a voice mail will be left (if voice mail is activated). An email will also then be sent to both parents / legal guardians. It will be recorded in the daily written log which methods of contact were used, the times that contact was attempted, and if a voice mail was left. The Supervisor shall inform the Licensee if they were unable to reach / connect with parents / guardians. 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: The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the childcare may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual, where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization or emergency card.

Where a child has not been picked up as expected (before centre closes) 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 5:00 p.m. the program staff shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up. Where the staff is unable to reach the parent/guardian, staff must continue trying to reach the parent by phone and inform the Centre Supervisor / Licensee. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre. Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until 5:00 p.m. Where a child has not been picked up and program is closed, and if still unable to reach the parents/ legal guardian or authorized person to pick up, then call the emergency contact as listed on the child's file and emergency card.

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Where a child has not been picked up and the centre is closed Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:20, staff shall ensure that the child is given a snack and activity, while they await their pick-up. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the emergency contact as listed on the child's file and on their emergency card. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00, the staff shall proceed with contacting the local Children's Aid Society (CAS) Ottawa 613-747-7800. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care without supervision procedures: Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

In preparation for your child's first day:

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 (we will send home at the end of each week for laundering)
- ✓ 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)
- ✓ Sunscreen
- ✓ Sunhat

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