



Parent Handbook

Created: November 2021
Revised: July 2026

Locations and Contact

Hickory Creek Childcare Centre

12 Young Street

Welland, Ontario L3B 4C4

Hours: 7:00am to 5:30 pm

Supervisor: Chevelle B. – hickory@creekchildcare.ca

Phone: (905)658-1222

Ages: Toddler, Preschool, ELKP/School Age

Cedar Creek Childcare Centre

116 West Street

Smithville, Ontario L3B 4C4

Hours: 7:00am to 6:00 pm

Supervisor: Shanice S. – cedar@creekchildcare.ca

Phone: (289)780-1733

Ages: Infant, Toddler, Preschool, ELKP/School Age

Director/Owner

Mackenzie Curran B.A., R.ECE.

Email – mackenzie@creekchildcare.ca

Phone: (365)467-9991

Welcome to the Creek Childcare Centre Family!

“Rooted in Nature, Guided by Heart”

Our Team at Creek Childcare Centres welcomes you and is proud to have you join as a crucial part to our centre! We hope you feel comfortable with your child's learning environment and with everyone around as your child's success in everyone's top priority.

Creek Childcare Centres, an award-winning childcare program, strives to provide an enriched learning and childcare environment. We combine loving and thoughtful childcare with specially designed curriculum and programming to ensure the very best experience for children ages 3 months to 12 years old.

Creek Childcare Centres Incorporated was established in 2021 and is growing year to year. Our centres include: *Hickory Creek Welland*, *Cedar Creek Smithville*. We have plans to open a fourth centre by the end of 2027, early 2028 in Niagara Falls!

Our unique centre names stem from the most popular tree found in the area of each childcare centre location. We hope that the natural name style of our centres will help gain the natural atmosphere inside.

At Creek Childcare Centres, our educators encourage nurturing young minds through their dedicated care and nature-based learning skills - where their passion meets purpose in Early Childhood Education.

Creek Childcare Centres strongly believe that every child has a right to be who they want to be. Our focus is on making every child feel included and belong in our small, but mighty community. We always make sure to create an atmosphere of trust, love and honesty where our students are emotionally connected and part of a bigger community. We are inclusive of children with all different needs and different learning styles that children may bring us. Creek Childcare Centres are very accepting of others and don't see differences, looking beyond abilities, races and language barriers. By creating a fun learning environment, children at Creek Childcare Centres are able to learn through play and develop lifelong friendships.

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Program Statement and Goals

Our mission at Creek Childcare is to provide our communities with a safe, nurturing, and natural environment that feels like home, where the children can be inspired for a lifetime of exploration and discovery. We are committed to providing safe, affordable, high-quality care for families living in the local area.

Creek Childcare Inc. is dedicated to supporting children's learning, development, health and well-being through caring and responsive Early Childhood Educators, who focus on active learning, exploration, play and inquiry, and who see children and their families as competent and able, and as active participants in all aspects of the program.

We believe that the outdoor atmosphere and natural play materials are the best for young minds. By using natural colours, tools and materials, children can learn imagination and discovery.

At Creek Childcare, we follow the How Does Learning Happen pedagogy where children can learn through play and engage in many hands-on activities. Our core program mirrors the Early Learning for Every Child Today (ELECT) guide while merging with the well-known Emergent curriculum (child led).

A key feature of the Child Care and Early Years Act 2014 (CCEYA), is the focus on strengthening child care programs and ensuring high quality experiences for all children. The CCEYA authorizes the Minister of Education to issue policy statements regarding programming and pedagogy for the purpose of guiding operators of child care and early year's programs. How Does Learning Happen is organized around four foundational conditions that are considered essential to a child's learning and healthy development:

- **Belonging**, which refers to a sense of connectedness to others, a child's experience of being valued, of forming relationships and making contributions to feel a sense of community.
- **Well-being**, which addresses the importance of physical and mental health and a child's wellness. It incorporates capacities such as self-care, self-awareness, and self-regulation skills.
- **Engagement**, which suggests a state of being involved and focused in a classroom setting. Through exploration play and inquiry, children develop skills such as problem solving and creative thinking, which are essential for learning and success in a child's future beyond care.
- **Expression** is when a child can communicate through their bodies, words, and use of materials. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours.

The four foundations apply regardless of a child's age, ability, culture, language, or setting. Unlike a structured school type of curriculum, HDLH states that children naturally seek for themselves and should not be viewed as incompetent to self-learning.

Goals and Values

All children and staff have the right to equitable learning opportunities that help them achieve their full potential as engaged learners and valued members of society. Thus, all Early Childhood Operators and Educators have a professional obligation to advance equity. They can do this best when they are effectively supported by the early learning settings in which they work, and when they and their wider communities embrace diversity and full inclusion as strengths, uphold fundamental principles of fairness and justice, and work to eliminate structural inequities that limit equitable learning opportunities. We commit to fostering a compassionate, accepting, and inclusive environment in our organization and in each of our child care centres.

- At Creek Childcare, our teachers are people from the community who have completed the qualifications for Registered Early Childhood Educators (RECE) and have obtained their First Aid and Police check clearance. We support our educators through professional development workshops, to obtain the best educational sources to teach their students. All staff will promote the health, safety, nutrition and well-being of each child by providing a clean and safe environment, nutrition based on the Canada's Food Guide, access to drinking water throughout the day, limited transitions, eliminating any environmental issues that may cause undue stress to the child, unnecessary disruptions to play and reducing hazards that may cause injury. Educators will familiarize themselves with all information concerning any medical conditions, exceptionalities, allergies, food restrictions, medication requirements, and parental preferences in respect to diet, exercise and rest time.
- At Creek Childcare, we believe that children should be treated with respect and dignity, to feel safe and secure, to have opportunities for learning through play, decision-making, and social interaction with their peers. As educators, we support and encourage the development of creative and social skills through opportunities of sensory play through a wide variety of materials, activities, and programming. All staff will foster the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content, that encourages choices, and active play.
- All staff will support positive and responsive interactions among the children, parents, and educators. The Director and Supervisor will support this through the hiring of qualified, responsive, and well trained Early Childhood Educators and assistants who support families in their role as primary caregivers, and understand the needs of each child as an individual.
- All staff will encourage children to interact and communicate in a positive way, and support their ability to self-regulate; acknowledging that each child is competent, curious and rich in potential. Staff will support self-regulation in children (defined as the child's ability to gain control of bodily functions, manage powerful emotions and maintain focus and attention) Self-regulation in early

development is influenced by a child's relationship with the important adults in that child's life, including the ECEs in the program. All staff will provide the experiences, support and encouragement that help young children learn to self-regulate, which is a crucial component of quality care.

- All staff will foster the children's exploration, play and inquiry by providing a variety of activities, and an environment rich in content, that encourages choices, and active play, supported by qualified, attentive and interactive Early Childhood Educators.
- All Staff will provide child-initiated and adult supported experiences. The Early Childhood Educators will observe the children and use that information to plan and create a positive learning environment that is based on the interests of the child, and supported by all the adults in the child care environment, and be inclusive of all children, including children with individualized plans. Educators will be responsible for introducing new ideas, interests, facts, concepts, skills and experiences to widen the child's knowledge and life experiences.
- All Early Childhood Educators need to be reflective practitioners who learn about children through listening, observation, documentation, and discussion with others, families in particular, to understand children as unique individuals. They will observe and listen to learn how children make meaning through their experiences in the world around them, and use this to have meaningful interactions, and engage children on a daily basis.
- Each child will experience indoor, and minimum two hours of outdoor play (weather permitting) daily, as well as a time to rest and sleep if needed, quiet and active times, always being mindful of each child's needs and parental direction.
- Regular and ongoing communication with parents is an important component of the day. Communication may be in person, by phone, e-mail or through an app we use called Lillio, where parents will be sent a daily report of their child. Communication needs to come from all members of the organization: the Director, the Supervisor and all staff.
- Parents will be directed to resources outside of the centre if necessary and community partners such as early year's services, speech therapists, support services, occupational therapists, counsellors, etc., this will be an important part of the centres support to all children and their families. Our relationship with the local elementary schools are also important for our Before and After school Program; relationships with principals, faculty and teachers are critical in the success for both the child, family and our centre. We view the community as a valuable resource and our educators plan learning opportunities to engage the community in our programs. We seek out opportunity to share our knowledge and to learn from others in the community.

- Creek Childcare will provide ongoing opportunities for educators to engage in critical reflection and discussion with others about pedagogy and practice, to support continuous professional learning.
- All staff will build a climate of trust, honesty, and respect in the workplace, working collaboratively in order to provide a safe, secure, healthy and inviting environment for all children and their families, building and maintaining healthy professional relationships that encourage growth and offering support and mentorship.
- Our School Age Programs: Before, After School Days, & Full Day PD Day/Camp Programs Our school age programs for 4-5 year olds and 6-12 years of age is in keeping with our vision, to provide children and families with a seamless day from child care to the school day. At this particular age, children are looking for challenges and opportunities to help plan their activities all while building self-esteem and discovering their talents through social, emotional, physical and cognitive play. Our overriding goal is to support children through this discovery and provide environments that are safe, fun, hands-on and play based.

Program Statement Implementation Policy

Creek Childcare is committed to supporting children to grow to their fullest potential in a safe, caring and nurturing environment. In alignment with our view that children are competent, capable, curious and rich in potential, our Program Statement describes specific goals for children's learning and development, and the approaches that will be implemented to achieve these goals.

Creek Childcare recognizes that how adults interact with children impacts their overall learning. Each member of our childcare centre's team holds a role and responsibility in ensuring that the approaches in the Program Statement are implemented.

Roles and Responsibilities in Implementation and Monitoring

Management will:

- Conduct a comprehensive annual review of the Program Statement including the goals and approaches and integrate information gathered through various monitoring practices including curriculum assessments, parent and employee surveys, and trends in performance reviews. A record will be kept of the review and signed and dated by the Director.
- Ensure that all new educators, students and volunteers are oriented to the Program Statement before they interact with children.
- Ensure that annually, educators will receive training on the Child, Youth and Vulnerable Persons Protection Policy and Prohibited Practices.
- Respond immediately to any concerns or commissions of prohibited practices observed or reported, in consultation with Human Resources.

Supervisors will:

- Review the Program Statement with all educators, students, and volunteers on an annual basis or any time there is substantive changes to the program statement. A sign off with the educator, student, or volunteer and supervisor signature indicating the date of review will be completed on the Annual Policy Signoff Sheet and kept in the centre.
- Provide opportunities, coaching and guidance for educators to engage in ongoing reflective practice and collaborative inquiry with the centre team.
- Monitor all educators, students and volunteers for compliance with the approaches set out in the program statement and the commission of any prohibited practices. This will be done through a combination of observation, reports from colleagues, parents, and community partners, and reviewing curriculum documentation. Observations are completed and documented on the Program Statement Implementation Monitoring Tool for every educator, student and volunteer. The observations are discussed with the individual and an action plan will be documented where required.
- Conduct Performance Management with each staff, student and volunteer following the format and cycle selected by either Human Resources (for staff), the post-secondary institution (for students), Volunteer Development (for volunteers). Goals related to the implementation of the Program Statement are included in the reviews.
- Immediately report any concerns or commission of any prohibited practices to the Director.

Educators will:

- Prepare documentations as prescribed by the curriculum standards that demonstrate the implementation of the approaches in the Program Statement.
- Engage in ongoing reflective practice and collaborative inquiry with the centre team as a means for reflecting on documentation and achievement of Program Statement goals.

Prohibited Practices

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to manage unwanted behaviour.

Research from diverse fields of study shows that children who attend programs where they experience warm, supportive relationships are happier, less anxious and more motivated to learn than those who do not. Experiencing positive relationships in early

childhood also has significant long term impact on physical and mental health, and success in school and beyond.

Creek Childcare's Program Statement sets out approaches that support positive interactions between children, families, educators and the community.

The following practices are not supported by our Childcare Centres:

- (a) Corporal punishment of the child;*
- (b) physical restraint of the child, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;*
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures, one staff member must still be present with child;*
- (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;*
- (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.*

Additionally, all Early Childhood Educators (ECE) have made a commitment to abide by the standards of their profession as set out in the College of Early Childhood Educators Code of Ethics and Standards of practice. All Early Childhood Educators hold themselves accountable, and will use the Code of Ethics, the Standards of practice and the CCEYA to guide their decisions made daily in the classroom.

We keep records pertaining to the implementation of, and staff adherence to, our Program Statement, for 5 years.

Any reports involving breach of the above prohibited practices are taken seriously and will be dealt with by the Director. Individuals who violate the prohibited practices and this policy are subject to disciplinary or corrective action up to and including termination of employment or volunteer assignment.

Note: References and information in this living document are extracted from: “*How Does Learning Happen?*” Ontario’s Pedagogy for the Early Years; and Ministry of Education’s Extended Day Program

Duty to Report

Duty to Report is defined under section 72 (1) of Ontario’s Child and Family Services Act and sets out what must be reported to a child protection authority ie: Family and Children’s Services (FACS). A report must be made immediately if a child is, or appears to be, suffering from abuse or is at risk of harm. While the Duty to Report applies to the public, it also includes special reporting responsibilities for professionals in the child care field. Registered Early Childhood Educators also have this obligation under the College of ECE. Creek Childcare supports its staff in their Duty to Report responsibility. Creek Childcare does not investigate these reports; we cooperate fully with FACS’ investigations.

Canada-Ontario Early Years and Child Care Agreement

As of November 2022, Creek Childcare Centres agreed to Opt-in to participate in the Canada-Ontario Early Years and Child Care Agreement. This agreement has allowed our registered families to access childcare at a reduced fee, in hopes to make childcare \$10-a-day by 2026. This is reflected in our daily Base Rate Fees portion of this handbook. This discount is currently only for our two Niagara centres, and children ages 0-6 years old, ELKP students. There is no discount for children that are 6 years and older. When our centres find out new information on price reduction, families will then be notified.

Our Haldimand County Centres are currently not opted-in to CWELCC at this time. When it becomes available, we will be opting-in. Sorry for the inconvenience this may cause!

Arrival and Departure

At Creek Childcare, our core teaching hours are from 9am until 3pm and we ask that you not drop off/pick up between these hours, as it interrupts the learning environment for all children and teachers. Please remember that our amazing educators plan outings and special activities according to these times and if your child dropped off later than 9:00am or picked up earlier than 3:00pm, they would miss out on these opportunities. We also have a “wake up” period from 2:00-3:00pm every day, where educators are getting the children up from naps, washroom routine and snack, so we ask you please do your best to pick up outside of these hours.

All parents and guardians must walk their child into the centre and make their educator aware of the child being left for the day, before they can leave the building. While you can see the rooms from the main area, parents are not permitted into the classrooms unless otherwise approved from the centre director or supervisor.

We ask that parents fill out the registration forms accurately, as we use that information to allow pick up of the children in our care. If there is someone who is not normally there to pick up, parents must give their name and phone number to the supervisor and the person will be asked for a piece of I.D. upon pick up.

Our parking lots at all centres are very small and accidents can occur, so please drive safely. Creek Childcare is not responsible for any damage to cars in the parking lot or street parking.

School Aged Children:

All of our Before and After school programs are bussed to and from their respective schools to their registered centre. Parents who wish to have their child registered with our centres must request their child be picked up and dropped off at their respective centre to the school/bus company. Once they get confirmation on bus pickup/drop off, parents then let the supervisor know they have been approved for bus pick up/drop off, and the bus number that the child will be on.

Hickory Creek:

Our Welland Location hours are open from 7:00 am to 5:30pm Monday to Friday, year-round excluding all holidays and centre closures.

Parents and guardians dropping and picking up their children will buzz the supervisor at the side entrance of the church to be allowed in; the door is locked at all times for everyone's safety.

Cedar Creek:

Our Smithville Location hours are open from 7:00 am to 6:00pm Monday to Friday, year-round excluding all holidays and centre closures.

Parents and guardians dropping and picking up their children will use their provided Key Fob to be allowed into our centre; the main door to the childcare space is locked at all times for everyone's safety, while the main doors to the church remain open while we are open.

Admission and Discharge

Once a space becomes available and has been offered to a family, there are a number of steps that need to take place. **The families are asked to pay a non-refundable registration fee of \$50.00 (Base Fee).** Enrolment forms on our Lillio App must be completed and returned before the child starts in the program, as well as first month's tuition payment the week prior to their start date. The forms are designed to include all of the information required by the Ministry of Education and the Public Health Department. It also provides the teachers with a good introduction to your child.

To allow for proper staffing, schedules of children must remain constant for each week. We are unable to accommodate a varying schedule of days that correlates to shift work etc.

The centre reserves the right to adjust any childcare fees on a yearly basis. Fees will be reassessed in December of every year and parents will be notified as soon as possible if there are any changes.

Part Time Care

Priority for childcare space is given to full time registration. Part time care is only available on a limited basis and is vulnerable as the centre reaches capacity and/or there is an existing waitlist. Creek Childcare strives to serve our childcare communities, and relying on fees for financial viability, we register each component of care to the full operating capacity. Requests to change from full time registration to part time will not be approved if the centre has a waitlist. Part time care is 3 days minimum, no less. Anything more would be considered full time care. At this time, we are currently only accepting Fulltime childcare.

Withdrawal/Termination

A notice of **One-Month** of your child's scheduled days must be given prior to the withdrawal of your child from the centre. This policy is reflected and followed by the withdrawal deposit when a child is registered. When a parent/guardian wishes to withdraw from care, we then use the deposit as their last two week's tuition and no final invoice will be sent.

Creek Childcare cannot guarantee a permanent space if you wish to temporarily withdraw your child from the program. Your child must be placed back on our wait list to re-enter. This includes summer withdrawals. It is the responsibility of the parent to make regular contact and communication with the Supervisor regarding availability of space.

Creek Childcare Centres reserves the right to terminate services if policies are not followed, fees are not paid, and health and safety concerns- for both your child and the childcare centre.

Subsidy

At this time, only Creek Childcare Centres - Niagara Based Centres are approved to accept subsidized care for families. If your family is applying for subsidized care, you must let the centre supervisor know PRIOR to registering. If your child has already been approved for Childcare Subsidy through the Region Support, please let your supervisor know who your current case worker with the Region is.

Subsidized families are responsible for making sure their approvals do not expire. As a childcare centre, we receive the approvals with dates and prices from the case worker assigned to each client.

If your approval expires and you do not renew, you will have to pay full price for tuition until the new approval comes through, or withdraw from care.

Age Groups

Hickory Creek

- Toddler: 15 children (18 months to 2.5 years) 1:5 staff ratio
- Preschool: 16 children (2.5 to 5 years) 1:8 staff ratio
- Before and After School: 26 children (3.5 years to 13 years) 1:13 staff ratio

Cedar Creek

- Infant: 6 children (3 months to 18 months) 1:3 staff ratio
- Toddler: 10 children (18 months to 2.5 years) 1:5 staff ratio
- Preschool: 16 children (2.5 to 5 years) 1:8 staff ratio
- Before and After School: 26 children (3.5 years to 13 years) 1:13 staff ratio

In all our classrooms, we invite the children to explore based on topics that they have expressed interests in. These interests are observed by our qualified educators and have been further planned through activities and play. The teachers create documentation to record and follow the learning experience that each child has. These documentations will be posted and will be readily available for parents and guardians to read and browse through.

Daily Activities

Within all our programs at Creek Childcare Centre's, we believe the children should have control of their own activities, but as educators will provide a routine based on these interests. We provide times during the day that peak the child's interest through reading, writing, puzzles, manipulatives, dramatic play, sensory, music and art. A lot of our tools and activities stem from Loose Parts, where children are encouraged to build and play with more natural 'toys' and are free to express their knowledge of cause-and-effect and risk play.

Our students have a 2-hour rest time, 12:00pm-2:00pm, allocated for a relaxing time so children can reset and enjoy the rest of their day. The children are allowed to bring a blanket, or a small comfort item to rest with. Staff will assist the children to sleep by rubbing their backs along with soft sleep time music. Preschool children are encouraged to rest but not forced to sleep for the 2-hour period, they will be given books or a quiet activity after 1 hour.

At any Creek Childcare location, our students will have 2 hours of outdoor play: 1 hour in the morning and 1 hour in the afternoon, weather permitting. Our centres have a grassy, fenced in lot where the children can run, jump, and skip as much as their hearts desire. We make sure at all our locations that the fences are Ministry required height and that all locks and gates are in perfect working order, for your child's safety.

Costs (Base Rates for 2026)

Part time Care is 3 days a week, anything more will be charged Full time Pricing

Full time care is charged for all operating days in the month, exception of centre Closures only; not including Statutory Holidays, Sick Days, Vacation Days.

Group	Program	Base Rate	Current
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			CWELCC Rate
Infant	Full Day	\$70.00	\$22.00
Toddler	Full Day	\$60.00	\$22.00
Preschool	Full Day	\$55.00	\$22.00
ELKP	Full Day Camps	\$45.00	\$21.26
	Before School	\$12.00	\$12.00
	After School	\$15.00	\$12.00
	Before and After School	\$27.00	\$12.76

Payment

Payments will be made on a monthly basis. Parents will fill out and sign off on the Pre-authorized Debit form and payments towards tuition will be taken from parents/guardians accounts on the 1st of the month. Invoices will be available to view for all parents/guardians to confirm the amount per month.

School Age:

PA Days, Summer Camp, March break and Winter Break are all to be paid first come first serve basis. Summer camp can alternate weeks but must be arranged by May 1st to allow for other children to register for their preferred weeks. March break and Christmas are not assumed spots for School Age children, parents must let their supervisor know that they need care for those weeks.

Separate Billing

If a family has more than one parent or guardian that pays for childcare tuition costs and requests both parents/guardians be billed separately, there will be an **additional \$50 (non-base fee) per parent/guardian** added to the invoices.

PAD Return of Fees

Fees will occur when pre-authorized payments are returned. If payments for care have not been made and there has been no communication between the child's parent or guardian and the supervisor, care may be suspended or terminated.

If a payment has bounced, parents will be charged an additional \$20.00 (non-base fee). The amount will be tried again on the following business day of

the month, and if the payment bounces again, parents will be notified that their child cannot attend care until funds have been paid for. Parents will get a physical notice that they may lose care if not paid by certain date.

Refunds and Credits

If a family has a credit or refund while their child is still enrolled (*miss-payment, overpayment, subsidy approvals, etc*) the parent/guardian on file will receive notice of changes to their following month's invoice where the fees will be credited until paid up.

If a family has a credit or refund while their child is no longer enrolled or has withdrawn, the parent/guardian on file will receive a notice to their email of a cheque to be picked up from their respective centre supervisors office. A sign off sheet indicating the cheque was picked up from a parent or guardian on file will be required.

No cheques or credits will be made unless the child is withdrawing from care.

Late Pick up Fees

A late fee of \$10 (non-base fee) for every 10 minutes, per child will be charged to any family who has not picked up their child from the centre before closing. This means that the children and the parents are out of the building before closing time or the parents/guardians will be charged the \$10 fee, even if it is 1-minute past closing.

Creek Childcare staff know emergencies occur and we ask that parents/guardians notify their centre as soon as possible to notify of any late pickups. If the children are not picked up after 30 minutes and no answer, we call the emergency contact on file. If after an hour and no contact has been made to any contacts provided to the centre and the child is still not picked up, the supervisor then contacts Children's Aid Society and the Regional or Ontario Provincial Police.

If a family receives 3 warnings with late-fees, there is potential for termination of care.

Absences

There will be no fee reduction should a child be absent from childcare regardless of illness, statutory holidays or any other reason. Please contact your child's teacher or supervisor as soon as possible when your child will be absent.

Vacation time

Full monthly fees are required irrespective of days missed for time off. We ask that if you plan on taking a vacation with the family, you let your supervisor know accordingly so we can adjust the attendances.

Invoices

Your childcare invoices are available on all parents and guardians Lillio profile for viewing at any time. Invoices will be available 5 days prior to the due date.

If there are any discrepancies, please contact our Operations Manager.

Tax Receipts

Childcare fees are tax deductible on adults' income taxes, but we do not charge any taxes for children under the age of 14.

A final annual statement will be available to each family **by the end of February** for income tax purposes on your Lillio Profile.

Parent Agreement

All parents are required to sign an agreement with Creek Childcare prior to their child attending our Centre. The form is to protect both the parent and the Program's interests. For some new parents, there are many questions about the Centre that can only be answered once the family has had a tour of our centre, thus we ask that all families have a tour prior to filling out any registration forms. During this tour, we ask that families be honest with the supervisor when explaining their child and their behaviours if any.

Parents Issues and Concerns Policy

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the staff and supervisor and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail

provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

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

Concerns about the Suspected Abuse or Neglect of a Child

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

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

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

Procedures

Program or Room Related:

We ask that parents or guardians raise the issue or concern to the classroom staff directly before coming to a supervisor or director. If the issue does not seem to get resolved in a timely manner, then we ask that the parent or guardian contact the centre supervisor. If the issue goes on further, the Director will become involved and meetings will take place with both the staff of that room and the parents/guardians.

General Centre or Operations Related:

We ask that parents, guardians and staff raise their concern or issue to the supervisor or director, as they are the people in charge of the general operations of our centres. If they would like to contact our supervisor privately, we have emails and phone call appointments available for their discretion.

Staff, supervisor or director Related:

We ask that parents, Guardians and staff raise their issue or concern to the individual directly, if appropriate. 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. If the situation calls for a more formal report, the supervisor will be happy to sit down with the individual to make one. If the report concerns the supervisor, the director will contact the parent and hold a meeting.

Student or Volunteer Related:

We ask that parents, Guardians and staff raise the issue or concern to the staff responsible for supervising the volunteer or student. The staff will then talk to the student or volunteer and if the issues is consistent, the supervisor and/or director will become involved. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.

Steps for Staff in responding to Issue or Concern:

We ask that our staff/supervisor address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within 2 business days.

Document the issues/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; and
- 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 2 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.

Parent Issues and Concerns Resolution Policy

At Creek Childcare, we recognize that our engagement and communication with parents and guardians helps a child to feel a greater sense of belonging and is key as we strive to build relationships with our families.

We are committed to finding resolutions to issues and concerns that may arise for families while participating in our centres. We are committed to engaging with families and addressing their concerns in a timely manner, and all efforts will be made to resolve concerns within Creek Childcare policies. During this process confidentiality will be maintained at all times. Maintaining necessary documentation and reports is an important aspect of the process, and will also remain confidential.

Resolution Process

- Parents/Guardians are encouraged to share their concern with the Centre Supervisor or directly with staff at the childcare centre. Staff will bring the concern to the Supervisor.
- If the Supervisor receives the information through a third party, he/she will contact the parent/guardian within one business day.
- Centre Supervisor gathers information and determines if he/she can provide a solution to the concern or issue within two business days of initial contact.
- Centre Supervisor contacts the parent to resolve the concern. If the process for resolution is extended, the parent/guardian will be informed.
- If the Centre Supervisor cannot provide resolution to the conflict, the information will be shared with the Director for advice on how to proceed.
- Follow up with the parent/guardian will take place within two business days of the information being shared with the Director.

- If the parent/guardian is not satisfied with the resolution or information as presented to them, they may request that the concern be escalated to the next level of leadership. (Staff - Centre Supervisor – Director) Creek Childcare staff will provide the parent/guardian with the requested contact information.

Behaviour Expectations for the Child

We want all children to be safe, have fun, and enjoy our program. For this reason, we have expectations and rules that respect the rights of all persons in the program. Violence, swearing, and behaviour that puts others or self at risk are not permitted.

It is the intent of Creek Childcare to include all children in our programs. However, should a situation arise where concerns have been identified that a child's needs are not being met and/or other individuals are at risk, the Director, the Supervisor, the child (depending on age) and his/her parents/guardians will work together to resolve the situation. A step in the resolution process may include developing a case plan, keeping progress documentation, and consultation with community resources.

Behavioural Procedures and Referrals

When a child exhibits a behaviour/action more than 2 times (ie. biting someone, hitting repeatedly, screaming) that is unlike their normal behaviours, educators will start an ABC tracking sheet for that child and come up with a plan to allow for success in program. If the educators are stuck and their plan does not succeed, we will then ask our company Resource Assistant to step in and do an hour observation to come up any extra ideas for the child's success. *An out of the box thought process some might call it...* We are not referring the child at this point, but asking for any extra ideas or thoughts that our Resource Assistant might have that the educators or supervisors maybe have not thought of yet.

When our Resource Assistant comes in for observation, she should be given access to the child's behaviour logs, accident reports, and ABC charts, if at all documented prior. This observation gives us a baseline to be able to provide the proper assistance to our educators, as well as set up the child for success within a full program setting.

If by the end of observation, or a 3rd behavioural occurrence happens, we will move forward with asking parents/guardians to be able to complete the CARE Checklist and/or DPS for the child in question. From there we will work with the parents/guardians to create 3 OBTAINABLE goals for the child's success and discuss the possibility of a referral from the Resource Consultants within the Region. This is brought in from external resources and teams that are not a part of the Creek Childcare company.

With the help of the educators and families, a weekly tracker for the behaviours/actions will begin where if the child receives a certain number of stamps/stickers, the child will

receive a gratitude or "prize". These should not be extravagant, but simple: *a bouncing ball, a large sticker, a walk to their favourite park over the weekend, etc.*

After a month of these goals, supervisors will go over the goals with families to see if any goals were achieved, or if any need a little extra time to be achieved, and new goals would then be created.

We will do our best as Educators to make this a very positive process that will hopefully help alleviate the thought that a child needs to be referred without all options tested prior. Overall, we want families to know that we are aiming for the child's success while in program with our centres. Children are with their educators in childcare for long periods of time, sometimes upwards of 8+ hours a day, therefore streamlining our plans/procedures at home is the best way to achieve overall success for every child.

Denied Behavioural Assistance

If by ANY means, parents are not willing to complete any of the above steps and participate in the success of their child through channels provided by the centre, we will remind families of our zero-tolerance policy, and after 3 suspensions, the child is at risk of termination. **This is a LAST resort and only if the family is unwilling to participate in success for their child.** This is a very unfortunate result, but as a childcare centre operating with multiple children in one group, the safety of everyone will be considered.

Code of Conduct: Zero Tolerance Policy

At Creek Childcare, everyone within our centre is expected to follow our behaviour guidelines: to interact in a positive and appropriate manner with their fellow peers, educators, and other members of the Creek Childcare community. Behaviour (including but not limited to: violence, swearing, harassment; verbal threats; physical behaviour; etc.) that negatively impacts others physically or emotionally will result in a suspension where the child must be picked up by a parent or guardian as soon as possible, and/or result in the permanent termination from the childcare centre at the discretion of Creek Childcare Management. This policy extends to children, parents/guardians, staff, and/or any person of pickup authority for the child.

After three consistent incidents for the same type of behaviour, a child/family may be terminated from our care. Our staff and other children's safety is our top priority, and we do not condemn physical abuse towards anyone in our care.

General Policies

Communication

At Creek Childcare, we use two apps to communicate with families in our care, allowing parents and guardians to see how their children are doing during their days.

Full time childcare uses an APP where staff send parents/guardians daily sleep, toilet and food reports to make sure the line of communication is open between families and childcare workers. Although it is nice when staff have time to send pictures of your children, please note that this is not a mandatory item, as being present with your children is our staffs' top priority.

School Age childcare uses "Remind" app, where the staff will send a quick safety message to let parents know they have arrived back to the centre after school. This app also allows teachers to let parents know of any fun days or activities being planned for future PA days.

Language and Altercations

All children, staff, parents and guardians must use appropriate language while on any Creek Childcare property. Foul language of any kind is not permitted on centre grounds, which includes playground and parking lot spaces.

If there are any indications of an altercation outside or inside the building, Creek Childcare staff have the right to call the local police department to solve any issues that may arise. We strive to provide a safe space for any parent, guardian or child at our centre and we must respect the safety of everyone, including staff and passerby citizens.

If foul language and/or altercations occur, the parties will be asked to leave the premises and may be asked for their child to stay home the following day. If the inappropriate actions continue, any children registered will be terminate from care and will not be welcomed back to any Creek Childcare site.

Cell phones/electronics

Children are encouraged to keep all electronic devices at their homes, unless needed for medical reasons.

Celebrations

We encourage parents and guardians to let their children share special occasions and celebrations with us at all Creek Childcare locations. If you would like to extend the celebration in the form of outside food, please contact the centre's supervisor for approval.

All parents/guardians will be asked not to send food containing specified allergens or ingredients and all food must be kept in the original container. This

means, no home baked goods or products as we cannot be sure of all of the ingredients in the item. Store bought foods must have the school safe, peanut free symbol on it.

We will ensure that parents label food brought to the child care centre with the child's full name and if applicable, the date the food arrived at the child care centre. Parents must bring food in the original container, to ensure all allergen precautions are taken

Clothing

We suggest that your child/children be sent in comfortable clothing so that they have can explore and play without the fear of getting dirty both indoors and outdoors. Clothing should be appropriate for all weather and seasons.

Winter Clothing: Boots, hats, mittens, scarves, winter coats, snow pants, extra socks.

Summer/Spring/Fall Clothing: Hat, jacket, shorts, t-shirt, running shoes for outdoor play and sunglasses. Please provide sunscreen for your child clearly labelled with their name on it.

Head Lice

When a case of head lice is found at the centre, parents will be notified immediately to pick up from child care. We ask that you check your children on a regular basis. Although they may sound awful, Lice (the plural of louse) are a very common problem through schools and child care centres from the ages of 3-12 years of age.

Treatment: When you are called about your child having head lice, you will need to pick them up and start treatment right away. You should check the entire family as well. There is a 24-hours period after the first treatment is given where the child cannot attend care. After the 24-hours, we ask that you check your child to make sure all louse and eggs are gone. If a child returns and more are found, the child must undergo another treatment and 24-hour period where the child cannot attend after treatment.

Eggs are often found near the scalp and sometimes around the ears and the back of the neck. Once you have checked your child and family members and they show no signs of lice then they can return to the centre. If you require more information in this regards, please contact your doctor or local pharmacy.

Home Items

Although Creek Childcare has a variety of age-appropriate toys and activities for your child to enjoy and share, some children might feel more comfortable in bringing an item from home. By allowing items from home, this will build responsibility, trust and social relationships with their educators and other children. We also accept children to bring in a blanket and stuffy for sleep time to allow for more comfortability.

Creek Childcare staff are not responsible for any lost or damaged personal items. If the item you allow your child to bring is something of value, we ask that you try to keep in mind that we share all toys/home items when brought to the centre.

Non-discrimination policy

At all Creek Childcare locations, we welcome all children and families and appreciate the opportunity to learn about various heritages and backgrounds. It is our policy to provide an environment that is free of unlawful discrimination of any type including discrimination based on race, color, religion, gender, national origin, age, disability, or any other characteristic protected by law.

Photograph and Video

Creek Childcare Centre's thrive on including pictures of activities in our documentation, which means that children may be included in photographs taken by team members. All of our centre's occasionally share pictures from our Centre on Facebook & Instagram, however we ensure that photographs shared online do not include the children's faces, unless we have consent from their parents/guardians. If you do not consent, please notify the Centre Supervisor.

A photo of your child will be updated annually for the centre's records.

All Creek Childcare locations have security cameras in the classrooms for the children's safety and our staff's safety as well. Parents will not have access to these videos as they are strictly for security purposes only.

Smoking

Smoking is prohibited on all Centre property, including parking lots and playgrounds. No one is permitted to smoke anytime with or in the presence of a child or in view of the Centre.

Statutory Holidays and Centre Closures

Our centre will be closed during the following holidays and families will be charged for these days:

- New year's day
- Family day
- Good Friday
- Victoria Day
- Civic Holiday
- Labour day
- Thanksgiving day
- Christmas Day
- Boxing Day

Extra Closures

All centres will be closed for the first week of July for a deep clean and refresh for all classrooms. Parents will not be charged these days.

All centres will be closed the Friday before Labour Day weekend for staff to set up their new classrooms and follow a Professional Development Day. Parents will not be charged for this day.

All centres will be closed a week at Christmas Holidays to allow all staff and families to be surrounded with loved ones during the holiday season. This week will be a year-to-year basis to see which makes the most sense to close.

Anaphylactic

All Creek Childcare Centre's are Nut free facilities. We make sure all staff are EpiPen trained and have a valid First Aid and CPR certificate. Creek childcare promises to make sure all staff and visitors to our centres are aware of who is Anaphylactic and what their emergency measures include. Staff will always know where to access EpiPens in case of emergency and will keep a 'fanny' pack with any EpiPens on them at all times when outdoors or off the premises.

We will ensure that parents label food brought to the child care centre with the child's full name and if applicable, the date the food arrived at the child care centre. Parents must bring food in the original container, to ensure all allergen precautions are taken

Nutrition

Our Niagara based locations have partnered with the local catering business "Healthy Roots" to provide the highest nutritional valued meals to our centre.

We serve an in-house morning and afternoon snack, as our lunches are fully catered and brought fresh every day. We follow Canada's food guide and make every meal as healthy as possible, while making sure it still meets the children's food interests. If your child has any dietary restrictions for cultural or medical reasons, we will do our best to accommodate these needs to our full extent.

Severe Weather

All Creek Childcare Centre's will follow the direction of the local school boards, both public and catholic, for centre closures. If the school board closes schools, then the centre will also be closed. If the schools remain open but the busses are cancelled, our director will deem if the roads are unsafe for staff and families to travel and will close the centres accordingly.

Please check the centre's social media for the latest updates on closures. We will try our best to also email all parents and post to the child's App.

If there are days of hazardous weather and we cannot open, parents will still be charged their normal daycare fees.

Outdoor

Creek childcare prides itself on believing in nature-based play with children. At all of Creek Childcare locations, children are permitted to go outside for a minimum of two hours a day. Parents must send their children in weather appropriate clothing; rain coat, boots, summer hat, etc.

Cold weather

During the winter months, outdoor play will be based on weather permitting. Once the temperature reaches a low of -18 degrees Celsius, the children will not engage in any outdoor play, as measured by the weather network. During colder weather warmer than -18 degrees but colder than -5, outdoor play time will be limited to 30 mins.

Hot Weather

During extreme heat, outdoor play may be limited and will be monitored by the centre's director. Once the temperature goes above 30 degrees Celsius or there is a heat warning, the outdoor play will be terminated as it could expose the children to heat stroke.

Off-site Excursion Policy and Procedure

To ensure a safe and useful off-site excursion, staff are required to produce a written proposal to the Supervisor. Field trips are booked according to children's interests, parental input, as well as available community resources.

The proposal must include:

1. Location of the field trip
2. Method of transportation
3. Adult ratio required for field trip
4. Date of the trip
5. Time of departure and arrival
6. Cost of field trip
7. Reason for this particular field trip
8. What the children will be doing on this field trip

Our staff will direct the accompanying adults in supervision of the children with an emphasis on safety and keeping the children together as a group. One adult will be responsible for accompanying single children or pairs away from the group to the washroom.

We may take children on an off-site excursion activity only when the child's parent has been advised of the activity, including the transportation and supervision arrangements with respect to the activity, and the child's parent has consented in writing to the child's participation in the excursion activity. Parents are always welcome to join us on off-site activities. Please let a staff member know as soon as possible if you will be joining us.

Emergency Procedures

Our centre follows emergency procedures as prescribed by our Emergency Evacuation Plan and are clearly marked on a diagram in each room. Emergency procedures are practiced as per our centers FIRE DRILL PROCEDURE. Emergency procedures are recorded by the Supervisor on a monthly basis.

Emergency Evacuation

If evacuation of our center proves necessary, children will be evacuated to the evacuation site prepared by the local fire department chief. Parents will be contacted and notified as soon as it is possible. Our staff will direct the accompanying adults in supervision of the children with an emphasis on safety and keeping the children together as a group.

When all clear is given

- 1) As soon as possible, the supervisor must notify parents/guardians of the emergency situation and that the all-clear has been given.
- 2) Where disasters have occurred that did not require evacuation of the child care centre, the supervisor must provide a notice of the incident to parents/guardians by email, a printed notice on the door and at pickup.
- 3) If normal operations do not resume the same day that an emergency situation has taken place, the supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

When unsafe to return:

- 1) Upon arrival at the emergency evacuation site, the supervisor will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.
- 2) Where possible, the supervisor will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

After Emergency has ended:

1. The supervisor must debrief staff, children and parents/guardians after the emergency.
2. Emails and newsletters will be sent out to appropriate people (parents, staff, volunteers).
3. Within 24 hours of emergency situation, parents and guardians will be notified of what happens next through email and phone calls.

Immunization

Your child must have been immunized to attend our program and proof must be provided along with your child's registration package. For information on what immunizations are necessary, please contact your doctor or your local public health office. If your child is not immunized, for either medical, conscience or religious beliefs, the Centre requires a completed affidavit, which has been notarized. In the event that your child is not immunized, and an outbreak of a vaccine preventable disease occurs, your child will be excluded from attending the program for the duration of the outbreak, full cost.

Illness

When your child is ill and will not be attending the program, please inform the Centre Supervisor as soon as possible. This can be done via App, e-mail or phone call.

A child with a symptoms with diarrhea, vomiting, a fever of 100.4 degrees or more, or with unknown marks or rashes will not be admitted to the program. A teacher has the right to refuse a child due to illness at their discretion.

Children with pink eye (conjunctivitis) will also be sent home but can only return once they have received eye drops for a minimum 24 hours.

We at Creek Childcare require all children be 24-hour (48 hours for diarrhea or vomiting) symptom free/improving before returning to care. If a staff notices that the parent/guardian has brought back their child with any symptoms, or that the symptoms have not improved at all, the child will be immediately sent home for 48 hours, fees charged.

As a licensed childcare centre in Ontario, we must follow the guidelines of our local Public Health policies and advise accordingly.

Children and staff should stay home, or will be sent home, if they have one of these symptoms:

- Have a temperature over 100.4 degrees
- Have a communicable disease
- Are vomiting or have 2 bouts of diarrhea
- Feel too unwell to participate in the usual daily activities (including outdoor play)
- Have an undiagnosed skin rash
- Have persistent pain
- When their nasal discharge is thick and yellow or green, and has persistent cough.

Children may return to the Centre when:

- Child has shown improvement for at least 24 hours of being sent home
- Parent/guardians have a picture of the antibiotics the child is being prescribed
- Parent/Guardians bring in the prescribed antibiotics to be administered after 24-hours use
- Parent/guardians have a doctors note confirming there were no confirmed illnesses or diseases/rashes

(For communicable diseases)

- stages of contagion for specific diseases have passed
- they have been under medical care and have written permission to return
- they feel well enough to participate in the Daycare routine

(For common disease)

- fever has been absent for 24 hours
- nausea and vomiting or diarrhea have subsided for 48 hours
- the recommended dosage for prescription medication has been followed for 24 hours

Medication

All medications given to your child must be accompanied by a Medication Record, please ask the Supervisor for this form. Creek Childcare staff cannot administer medication unless it is prescribed by a doctor and must be in the original container with the child's name, time, dosage, name of medication and doctor clearly labeled.

Creek Childcare centres will administer non-prescription medication to a child only if approved by a doctor and prescription medication to a child only if a doctor prescribes it. **Only** the Supervisor, Director or designate in the absence of both the Supervisor and Director will administer the medication.

Medications that are administered on a regular basis such as inhalers may be given by the full-time staff in the classroom, but must include the same information labeled on the device being administered. Appropriate forms must be filled in and signed and kept on file both in the child's file and the child's classroom. This must be approved by the Supervisor.

No over the counter medications such as Tylenol, Advil, Motrin or Cough medication will be administered by any Creek Childcare staff unless accompanied by written recommendation by the child's doctor, and a signed parent/guardian consent form. This also applies to all homeopathic medication. Any questions can be brought to the Supervisor.

Safe Arrival and Dismissal Policy

In accordance with the new 2024 Ontario Childcare policy, all Creek Childcare Centres will follow a Safe Arrival and Dismissal Policy. This policy will provide staff and students with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at our childcare centre as expected, as well as steps to follow to ensure the safe dismissal of children.

Creek Childcare will ensure that any child receiving care at the centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization permitting the child care centre to release the child to.

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

Parents and/or guardians understand that Children's Services recommends that children under sixteen (16) years of age do not pick up children from child care programs. However, if a parent or guardian chooses to have a child who is under

sixteen (16) years of age but thirteen (13) years of age or older to pick up their child, the centre will release the child to the authorized individual. The “Release of child to person under age of 16” form must be completed. The parent/guardian is aware that Creek Childcare is no longer responsible for that child upon their dismissal/pickup. Please note identification is required on pick up (i.e., health card).

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 by Ministry of Education guidelines.

Procedures

Accepting a child into care

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

Where a child has not arrived in care as expected

1. It is the responsibility of the parent/guardian to inform the childcare centre **no later than 9:00am if their child will be absent from child care for any reason**. Parents are required to **call the childcare** centre or contact the centre **via email**. Continued contravention of this policy will result in further follow up from the centre Supervisor and or the Program Director.
2. Where a child does not arrive at the childcare centre and the parent/guardian has not communicated a change in drop-off by 9:30am, the staff in the classroom must:
 - Inform the Supervisor or designate, who must commence contacting the child’s parent/guardian no later than approximately 10:00 am. However, if child(ren) are expected to arrive after 10am, supervisor should make contact no later than approximately 1 hr after the child’s expected arrival (ie. called and notified the child will be late but still no arrival one hour after arrival time set). Staff shall notify the parent(s)/guardian(s) through a phone call, where a voicemail must be left wherever possible, email if no answer.

- Ensure that all contact information for parent/guardian(s) found on the child's enrollment form has been exhausted for confirmation of the child's well-being.
 - If and or when 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.
3. Where a school age child does not arrive at the child care centre the Supervision Plans & Strategies will be followed.

Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or a parent/guardian-authorized individual. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - 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, written authorization, or verbal confirmation from the parent/guardian.
2. Please refer to Release of a Child Policy for additional information and further steps.

Where a child has not been picked up as expected

- Before Centre Closes: Where a parent/guardian has previously communicated with any staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within approximately 30 minutes of expected time, the staff shall notify the parent(s)/guardian(s) through a phone call where a voicemail must be left or email. Where a response is not received from the parent/guardian, the emergency contacts will be contacted and advise that the child is still in care and has not been picked up as per the time expected.
- After Centre Closes: Where staff are unable to reach and/or has not heard back from the parent/guardian, or authorized individual who was to pick up the child, the staff shall notify the Supervisor or Designate and Program Director within approximately 30 minutes of centre closure, then proceed to call Family and Children's Services. Staff shall follow Children's Services direction with respect to next steps.

Dismissing a child from care without supervision procedures

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

Additional Information:***Late Fees applied to invoices:***

- Once the centre is closed and the child(ren) have not been picked up, there will be a \$10 non-base fee for every 10-minutes per child. (*ie. Picks child up at 5:45pm, parent/guardian will receive a notice for \$20.00 late pick up fee to be paid in a week's time*)

Sanitary Policy

All Creek Childcare staff will maintain cleanliness and hygienic practices according to the Public Health of Ontario regulations. All staff are to wash hands frequently and wash and sanitize high touch areas and items such as cots, tables, chairs, and toys.

In the case of an outbreak, all parents will be sent a letter advising of the communicable disease present in the centre, along with resources, or where to find resources and information. Parents must find alternate care if their child is diagnosed with the virus.

Serious Occurrences

Our Serious Occurrence Policy ensures that there is a plan to deal with any serious incidents that may affect the health, safety and well-being of children and those working directly with children, and that these serious incidents are addressed by the child care centre and reported to the Ministry of Education for review.

Under the Child Care and Early Years Act, 2014, serious occurrences are defined as:

1. the death of a child who received child care at a child care centre,
2. abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
3. a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
4. an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
5. an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre.

Sleep Supervision

Creek Childcare implements the following practices and procedures in order to ensure the safety, health and wellness of children who regularly sleep at the childcare centre.

Sleeproom areas will be supervised by staff in compliance with the CCEYA ratios for sleep time.

Children's rest period will not exceed two hours. Each child is permitted to sleep, rest, or engage in quiet activities based on their needs. If a child is attempted to be woken after the two hours and will not wake up, the staff are to inform the supervisor and inform the parents of the extra sleep time.

While supervising sleep room, staff will perform a direct visual check of each sleeping infant every 20 minutes (3 times per hour), toddler and preschooler every 30 minutes (2 times per hour). The visual check will include the staff member being physically present beside the sleeping child and looking for indicators of distress or unusual behaviours.

Observance of any significant changes in a child's sleeping patterns or behaviours during sleep, as well as the length of the child's nap, will be communicated to parents in the daily journal for their child via our communication app. A report will be sent to the parents phones at the end of the day regarding how much they slept, and how well they slept, if at all.

Supervision Policy and Practices

We ensure a strict adherence to staff/child ratios. Staff are expected to observe children's play at all times. This is to ensure proper supervision and also as a planning requisite. The Supervisor or Director will tour new staff throughout the Centre to include indoor and outdoor environments. Staff are held accountable with the importance of accounting for all children at all times and recording children's arrival and departure times.

Before and After School

In the case that a child fails to arrive at an arranged pick-up time or location, the child's parents and the Director will be contacted immediately. If so advised, available supervisors will search for the child. If the child is not located, 911 will be called for assistance.

Communication between those involved will be facilitated by the Director. An unexpected absence incident report will be forwarded to the Licensing Officer as soon as possible.

As a matter of practice, our staff are committed to the following:

- monitoring and supervising the children at all times
- knowing where emergency medications, scheduled medications, first aid kits, and emergency contact numbers are kept or stored
- being aware of all emergency procedures
- conducting regular and scheduled safety checks of our premises and equipment
- knowing which individuals are authorized to pick-up a child in the place of a parent recording when children arrive and leave the Out of School Program

Volunteer Policy

We encourage our parents, families and friends to volunteer. Volunteer assistance is particularly helpful when children are involved in an off-site excursion. To participate as a volunteer, a copy of a current Criminal Record Check with included Vulnerable Sector clearance must be given to the Director before participating in programming. Every volunteer or student must be supervised by an employee at all times according to our policies and procedures as required under section 11.1 of Ontario Regulation 137/15.

Safe Schools

Creek Childcare Before and After School programs are committed to assisting children in self-regulation, and building on the four foundations of How Does Learning Happen? We also want to foster a positive school climate in line with the Boards of Education policies. Children will be encouraged to problem solve whenever possible. However; if a child is in danger of injury or damage to the surrounding area is apparent, then staff will intervene. In a situation where a child is aggressive towards other children or staff, the staff member may be required to call the parent to pick the child up. Inappropriate language, bullying, intimidation, discrimination, disrespectful or aggressive behaviours cannot be tolerated. Every effort will be made to work together with our families and children to increase the child's self-regulation skills in order to prevent repetition of these behaviours. Please be aware however, that after repeated incidents of the above behaviours, your child may be suspended from the program or asked to leave

Waitlist Policy

Creek Childcare will strive to accommodate all requests for the registration of a child at the child care centre. Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed. No fee will be charged to parents for placing a child on the waiting list.

Receiving a Request to Place a Child on the Wait List

The licensee and supervisor will receive parental requests to place children on a waiting list via Online waitlist registration: Niagara region OneList and Haldimand County Centre Internal Waitlist.

Determining Placement Priority when a Space Becomes Available

When space becomes available in the program, priority will be given to siblings of children already enrolled in our program and staff members children.

Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

Parents of children on the waiting list will be notified via email and phone call that a space has become available in their requested program.

Parents will be provided a timeframe of 48 hours in which a response is required before the next child on the waiting list will be offered the space.

Where a parent has not responded within the given timeframe, the supervisor will contact the parent of the next child on the waiting list to offer them the space.

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

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

The supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program, but it cannot be guaranteed.

Maintaining Privacy and Confidentiality

The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

Names of other children or families and/or their placement on the waiting list will not be shared with other individuals

Tours

Our centres hold tours on Tuesdays and Thursday mornings from 10-11 am. Parents can bring their child, tour the centre and ask as many questions as they wish. If families are unable to come to the tour, parents can still fill out a waiting list form online but will be encouraged to tour the centre when they are able.

Your Child's First Day

When you arrive for your child's first day, we know it can be hard leaving your child with new people, especially if they have never been to a daycare before. We ask that you try not to stick around too long after drop off as that can make the child more upset than better. Our staff are all trained in emotional support and can welcome your child with open arms on their first day!

We ask that you supply your child with 2 or more sets of clothes, diapers, wipes and a spill proof cup or water bottle. Please label all articles of clothing and supplies as we have a number of children in your child's group. Children may also bring a comfort item or blanket for sleep time only.

Concerns

If at any time you have questions or concerns please contact the Supervisor or Director and a meeting will be scheduled. All issues will be dealt with as quickly as possible.

We at Creek Childcare Centres would like to welcome you and your family to ours! We cannot wait to be in your lives!