

August 2020

## FEE POLICY

Fees are required in advance and postdated cheques for the 1<sup>st</sup> of each month are collected semi-annually. Each month will fluctuate to reflect the number of days within that month including the Statutory Holidays.

Parents will be responsible for full payment of absent days, sick leave, statutory holidays and family vacations other than stipulated above.

Cheques returned from the bank are subject to a processing fee of \$25.00. Please note that cheques will be deposited on the 1<sup>st</sup> of each month, or on the following Monday.

A receipt of full payment will be issued at the end of December for income tax purposes. Your cancelled cheques will serve as interim receipts.

## LATE FEE POLICY

The schools close at 6:00 p.m. A late fee of \$1.00 per minute will be charged directly to the parent and is payable immediately to the staff member on duty. The lateness will be recorded in a logbook and repeated occurrences may be cause for your family to be withdrawn from the program. Please respect the closing times of the school and remember that staff are on their own time after 6:00pm. If we have not received notification from the parent(s) of their lateness after the official closing time of the centre, the following procedures will be taken:

- The teacher will attempt to contact parent(s) and all other emergency contacts as given by the parent(s) upon registration between 6:15pm and 6:30pm.
- Children's Aid will be notified after 6:30pm (1-800-7183850) and the child will be released into their care.

## REGISTRATION OPTIONS & REQUIREMENTS

The schools offer care between the hours of 7:00 a.m and 6:00 p.m., Monday to Friday and operate 52 weeks of the year, excluding statutory holidays. The following Statutory & holidays will be observed by the school: Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas, Boxing Day and New Year's Day.

## WAIT LIST OPTION

There is no fee to place your family's name on our wait list. The wait list is administered in a transparent manor and the information is available to prospective parents at any time.

## PREREGISTRATION OPTION

Families may choose to Preregister their child/ren. Preregistration will put your child's name in our queue for enrolment. A Registration Fee of \$75.00 is required at this time and Discovery Preschool will call or email you providing notification that a space is becoming available. If we are unable to enroll your child when the space is required, or a mutually agreed upon date, the Registration Fee will be returned.

Should the family decline the space, they may request that they remain on the preregistration waiting list and hold their priority. A subsequent refusal will result in their names being removed from the list and the Registration Fee will be returned. Parents may be offered a space at any one of our locations to assist in enrollment should the school of choice not be able to accept a space. The Registration will be transferable to all schools.

## SECURITY DEPOSIT

A Security Deposit of \$300.00 is required when a space is reserved and guaranteed for your family. The deposit is required immediately to secure your child's space in the program. The Security Deposit is not refundable should your child not attend for any reason. This fee is held in escrow and will be refunded to your family upon termination of the contract.

In order for your child to be registered, please submit the following information:

- Application Form (completed entirely)
- A Copy of your child's Immunization Schedule
- Parental Consent Form
- Allergy Screening Form (if applicable)
- Privacy Policy/Publicity Permission/Shutterfly Permission
- Registration Fee (Payable at time of preregistration)

## WITHDRAWAL POLICY

Signed, written notice is required for permanent withdrawal one month in advance. If notice is not received, full program fees will be charged. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child. Therefore, your child's name will be placed on a waiting list. The Discovery Preschool may terminate services if policies are not followed or fees not paid. Should the Director determine that a child cannot adjust to the program, or the parent has not upheld the contract, the family will be withdrawn and the contract will be terminated.

## EMERGENCY EVACUATION NOTICE

If the centre must be evacuated for any reason during the hours of care, the following procedures will be followed:

- Upon arrival at the emergency evacuation site. The Supervisor or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.
- Where possible, the Director will update the child care center's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated.
- The message shall include the details of the evacuation site location and contact information.
- Should the matter be of a non-emergency nature, social media may be used such as the school's Facebook Page.
- Parents may be notified of a debriefing meeting; That may be held at the evacuation site, or at a nearby location to be announced to the parents by email, phone, text and or posted on the school's website and or Facebook.

## ITEMS TO BRING TO SCHOOL

- Diapers and Wipes (if applicable)
- An extra set of clothing
- Proper outdoor attire. The children do go outside each day.
- A soft cozy blanket to sleep with. We provide a cot sheet that is laundered regularly.
- A picture of your family.

## NUT SAFE

Our nut safe policy restricts food being brought to the school. Please see the office when bringing food to the school for means of a birthday celebration or holiday. We ask that children do not bring a breakfast or lunch from Tim Hortons etc. into the school for reasons above.

## SUNBLOCK

We ask that you apply sunblock before your child arrives to school. A touch up will be performed for the afternoon outdoor period. Sun block will be provided by the school and is applied to all the children. If your child must use a certain type of sunscreen, please provide us with a supply for your child's use only. Please be sure that it is nut free.

Please label all your child's possessions and clothing.

## PHOTOGRAPHY

Photography Children are photographed often during projects for the purpose of documentation and curriculum. Your signature acknowledges your permission to use photographs or video footage of your child/ren for the uses indicated above, or to promote our school within the community.

## ARRIVAL & DEPARTURE

Please announce your family's arrival to the teachers and bring your child into the room so that we can give them a warm welcome and pass on any information regarding the day.

Once you have picked up your child at the end of the day, please be advised that your child's well-being is now your responsibility. Should your child be injured in the school, we will not be held responsible.

## ACTIVITY PERMISSION

We request parent permission for the children to use climbing structures at a nearby park or school as well as participate in neighborhood walks under the supervision of a staff member. Please see our Registration Form for your permission release.

Any excursion that requires special equipment or transportation will be posted in advance and a parent signature will be required for the child to participate.

## PARENT APPROVAL AND CONSENT OF SLEEP ARRANGEMENTS

Parents shall be consulted respecting their child's sleeping arrangements at the time the child is enrolled and at any other appropriate time, such as at transitions between programs or rooms or upon a parent's request.

Each child shall be assigned a cot or crib with clean linens. Bed plans shall be posted in each room and updated as required.

Sleep Supervision includes documented monitoring.

Sleep monitoring and supervision is carried out in accordance with the recommendations of the Joint Statement of Safe Sleep.

## TEACHING STAFF

Each staff member upon being hired by the Company will be required to provide: Proof of Registration with the Ontario College of Early Childhood Educators (If applicable)

- A Certificate of training in Standard First Aid and CPR (Infant and Child) (to be renewed every 3 years)
- Proof of a current Criminal Reference Check with Vulnerable Sector Checked every 5 years thereafter- annual offence declaration signed upon anniversary.
- Current Medical Review with 2 Step TB Testing

Staff will sign the following school policies on a yearly basis:

Playground Safety Policy, Anaphylactic Policy, Sanitary Practices/Cleaning and Disinfecting, Fire Safety and Evacuation, Sleep Supervision Policy, Serious Occurrence Policy, Medication Policy, Supervision of Volunteers and Students, Program Statement Implementation Policy, Staff Training and Development Policy, Criminal Reference/Vulnerable Sector Check Policy, Individualized Plans, Parent Concerns, Section Three-Health & Safety (Public Health), Child Abuse Reporting, Confidentiality, Code of Conduct, Rules of Behavior, Dress Code, Cell Phone Usage, Workplace Violence, Bullying and Sexual Harassment, Conflict Resolution, Progressive Discipline, Inclusion (Child Care and Early Years Act), Freedom of Information, Accessibility (York Region Video Training), Provision of Home Food,



## ILLNESS

If your child is absent from school for whatever reason, especially sickness, please notify the office or your child teacher. It is essential that we monitor the types of illnesses within the centre so that we may make other parents aware of possible exposure to certain communicable diseases and what symptoms to look for in their own child(ren).

## MEDICATION

Medication that the centre administers **MUST** have a prescription label on it or be accompanied by a physician's note:

Be in its original container labeled with the child's name, name of medication, the dosage, date of purchase, and instructions for storage and administration. It is recommended that you ask the pharmacy to divide the medication between two bottles so that one can remain at the school.

Have a Permission to Administer Medication Form completed with written consent from the parent to administer the medication.

All medications are to be stored in a locked container while at the centre, or to be worn in a fanny pack by the staff at the centre. Do not leave the medication in your child's bag where it might be located by another child. The school will not administer Tylenol or over the counter medications, unless it is accompanied by a doctor's note and a written permission form from the parent.

If your child should become ill during the day, s/he will be isolated with a staff member and you will be contacted by phone to make arrangements for them to be taken home as soon as possible. If you cannot be reached, and depending on the severity, your emergency contact will be notified. In Case of Serious Illness/Injury during School Hours, the following procedure will be followed:

1. The school will try to contact one or both parents
2. If parents cannot be reached, one of the emergency contacts will be notified
3. Attempt to contact the child's physician

Failure to contact any of the above, we will do ANY or ALL of the following:

- Call an ambulance
- Take your child to the hospital in the company of a staff member.
- Administer reasonable first aid.

## HEALTH

In order for children to participate in the program they must be healthy. The following Health policies are maintained:

- Parents are required to submit a Medical Information Form prior to the time of the child's admission that includes immunization and pertinent medical conditions such as allergies and any other medical information
- Your child's immunization must be up to date
- For the benefit of all, if your child is ill, s/he cannot be admitted in to the centre if they have any communicable illness, or showing signs of fever, persistent diarrhea, vomiting, or respiratory conditions
- When your child is sent home from the centre after experiencing such an illness, the child is required to be excluded from school until they are free from symptoms for no less than 24 hours.

Weather permitting, children play outdoors twice each day. If a child is well enough to come to school, it is expected they are well enough to play outdoors.

Discovery Preschool adheres to Public Health Sanitary Practices. Including approved hand washing procedures, daily disinfecting schedules and elevated procedures during "Outbreak Situations".

## COMMON COMMUNICABLE DISEASES

Common Communicable Diseases and illnesses requiring exclusion of children from Childcare include, but are not limited to:

- Chickenpox** - Child shall be excluded 5 to 7 days or until all sores are dry and crusted
- Diarrhea** - Child must be symptom free for 24 hours. Exclusion period may vary depending on the causative organism.
- Whooping Cough** - Child may return to the program after completed 5 days of appropriate antibiotic treatment. If untreated, the child may not return until 21 days after onset of cough.
- Measles** - Child may return to the program 4 days after the beginning of the rash and when the child is able to participate.
- Mumps** - Child may return to the program 5 days after gland swelling begins. **Rubella** - Child may return to the program 4 days after the onset of the rash. **Hepatitis A** - Child shall be excluded from the program for 2 weeks after the onset of symptoms, or 1 week after the onset of jaundice
- Common Cold** - No exclusion time, if child feels well enough to participate.
- Hand, Foot & Mouth Disease** - No exclusion, if child feels well enough to participate, has no fever and staff are able to care for the child without compromising their ability to care for the health and safety of the other children in the group.
- Head Lice** - Child shall be excluded until treated and all nits are removed
- Fifth Disease** - No exclusion, if child feels well enough to participate.
- Pinworms & Ringworms** - No exclusion, if child feels well enough to participate.
- Scabies** - 24 hours from time of the first treatment given.
- Pink Eye** - Child shall be excluded until appropriate antibiotic is taken for at least 24 hours.
- Impetigo** - Child shall be excluded until appropriate antibiotic is taken for at least 24 hours.

A doctor's note must accompany the child's return if the child has suffered from a contagious or infectious disease or if the child has been absent for more than three consecutive days. It is our policy that ill children be cared for at home. We try to balance the need for parent's work responsibilities with the child's need to be excluded from care, however all of the children's health and wellbeing are our first priority.

## PROFESSIONAL SUPERVISION OF STUDENTS AND VOLUNTEERS POLICY

Our schools invite students of local community colleges, high school co-op placements, and sometimes volunteers to participate in onsite work training opportunities.

Volunteers and students will be supervised at all times when working with children. They are not permitted to be alone with a child and cannot be counted in staff-child ratios at any time in accordance with the Child Care and Early Years Act and Discovery Preschool.

Discovery Preschool ensures that all employees are made aware of and follow the professional protocol for supervising volunteers and student placements while they are present in any childcare program within the organization.

Any adult over the age of 18, who is not a paid employee of the organization, will be considered a guest visitor. Guest visitors are not to be counted in regulated staff ratios at any time.

Guest visitors may include, but are not limited to: volunteers, students on training placements, parent of children attending the Centre, or employees of community agencies (ie. Kinark, etc). Each volunteer/student will have a designated Head teacher affiliate to whom they can report to on a daily basis.

## CODE OF BEHAVIOUR

The following expectations are intended as a guide to maintaining the atmosphere at our school as a comfortable, safe learning place.

The staff, child and parent shall be:

- Courteous
- Use acceptable language
- Conduct themselves in a manner that enables one to feel safe from any types of abuse
- Respect the building and equipment, as well as the personal property of all people

Failure to meet the above expectations will result in any of the following:

- Informal meeting
- Contact with parents
- Formal meeting
- Counseling
- Removal from program

## PROHIBITED PRACTICES

In accordance with the CCEYA, the school shall not permit the following:

- corporal punishment of the child;
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- 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;
- 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;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will.

Contraventions to the above regulations will result in Disciplinary measures that will include immediate suspension/dismissal of an employee, or removing a student/volunteer from the school. If the teacher is registered with the College of ECE, reporting these types of incidences are within the responsibility of the Director to do so.

## SERIOUS OCCURRENCE NOTIFICATION FORM

Child Care operators are required to post a new Serious Occurrence Notification Form in the centre following a Serious Occurrence. Currently when a Serious Occurrence has happened, the operator has the responsibility to report the occurrence and details to the Ministry of Education CCLS Website within 24 hours of the operator deeming it to be so. Details of the incident will be posted beside our Child Care License in the front hallway of the school for 10 business days. This report will not identify any or the parties involved but give objective details that an occurrence has taken place and the diligence of the school to rectify and prevent another incident from happening. For more information, please ask the Supervisor about our Policy and Procedure Binder.

A serious occurrence is defined under the CCEYA as:

- The death of a child who receives child care at a licensed home premises or child care centre.
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home premises or child care centre.
- A life-threatening injury to or a life-threatening illness of a child who receives child care at a home premises or child care centre.
- An incident where a child who is receiving child care at a home or child care centre goes missing or is temporarily unsupervised.
- An unplanned disruption of the normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving care at a home child care premises or child care centre.

## PARENT CONCERNS

Discovery Preschool welcomes the input of Parents/Guardians.

Should you have any questions or concerns, please address them utilizing the following procedure. All concerns are to be taken seriously and addressed in a timely manner.

Nature of Issue/ Concern	Steps for Parent / Guardian to Report Issue/ Concern:	Steps for Staff / Supervisor in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>• The classroom staff directly or the supervisor or licensee</li> </ul>	<ul style="list-style-type: none"> <li>• Address the issue/concern at the time it is raised or</li> <li>• Arrange for a meeting with the parent/guardian within 1-2 business days</li> </ul> <p>Document the issues/concerns in detail.</p>
<p>General, Centre-or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to the supervisor</p>	<p>Documentation should include</p> <ul style="list-style-type: none"> <li>• The date and time the issue/concern was received;</li> <li>• The name of the person who received the issue/concern</li> </ul>
<p>Staff-,Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>• The individual directly or</li> <li>• The supervisor or licensee</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> <li>• The name of the person reporting the issue/concern;</li> <li>• The details of the issue/concern; and</li> <li>• Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral</li> </ul>
<p>Student- / Volunteer Related</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> <li>• The staff responsible for supervising the volunteer or student or</li> <li>• The supervisor and/or licensee</li> </ul> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue. Concern is initiated by the appropriate party within 1-2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern</p> <p>Notify Director Allison Barrow that a concern has been identified and address how the situation was rectified</p>