



**PARIS CHILD CARE**  
Early Learning Centre

# Parent Handbook

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## Table of Contents

<b>Paris Child Care Overview .....</b>	<b>4</b>
Mission Statement .....	4
Welcome to Paris Child Care .....	4
A History of Paris Child Care .....	4
Centre Information .....	4
Volunteers and Students in the Centre .....	5
Board of Directors .....	5
<b>Programming and Classroom Etiquette .....</b>	<b>5</b>
Paris Child Care Program Statement .....	5
Learning and Development .....	5
Health and Safety .....	6
Communication and Professional Development .....	7
<b>Guiding Children’s Behaviour .....</b>	<b>7</b>
Outline of Positive Behaviour Management .....	8
Prohibited Practices .....	8
Sleep Policy and Supervision .....	9
Children’s Belongings .....	10
Field Trips and Offsite Activities .....	10
What do I bring on my child’s first day? .....	10
<b>Operating Protocols .....</b>	<b>11</b>
Hours of Operation .....	11
Safe Arrival/Dismissal Policy and Procedures .....	11
9 Hour Day Rule .....	16
Late Pick Up Policy .....	16
Drop Off Times .....	17
Unexpected Closure Policy .....	17
Parking Policy .....	17
Emergency Management Policy .....	17
<b>Enrollment and Registration .....</b>	<b>18</b>
Waiting List Policy .....	18
Enrollment and Registration .....	18
Enrollment Policy for New Families .....	19
<b>Before and After School Program Registration .....</b>	<b>20</b>
Separated/Divorced Parents .....	20
Termination Policy .....	20
Fee Payment Policy .....	20
Fee Reimbursement .....	21
Absenteeism and Vacation .....	21
Summer Schedules .....	22
Communication .....	22
Role of Parents/Guardians .....	23

<b>Parent Issues and Concerns .....</b>	<b>23</b>
General .....	23
Confidentiality .....	23
Conduct.....	23
<b>Harassment Policy .....</b>	<b>24</b>
<b>PCC Child Conduct Policy.....</b>	<b>28</b>
<b>Concerns about the Suspected Abuse or Neglect of a child .....</b>	<b>30</b>
<b>Illness and Medications.....</b>	<b>32</b>
Administration of Medications .....	32
Illnesses Precluding Children from Care .....	33
Illness Posting.....	34
<b>Health and Safety.....</b>	<b>34</b>
Nutrition/Allergy Policy.....	34
Toilet Training.....	35
Non-Violence Policy .....	35
Alcohol/Drug Policy.....	35
Child Abuse Policy.....	35

## Paris Child Care Overview

### Mission Statement

Paris Child Care strives to be a leader in the provision of quality childcare programs, delivered by professional and caring staff to the families of Paris and the surrounding communities.

### Welcome to Paris Child Care

We are delighted to welcome your family to Paris Child Care (PCC). We ask that you please read through the following information, so you have a clear understanding of PCC philosophy and procedures upon enrollment. PCC is licensed under the Ministry of Education. Our program and policies are designed to adhere to the regulations set out by the *Child Care and Early Years Act*.

Although you will be in frequent communication with PCC staff, please keep this handbook for reference. If you have any questions, please feel free to contact PCC Administration (i.e., Executive Director, General Manager).

### A History of Paris Child Care

PCC is a non-profit organization founded in October 1987 and provides licensed quality care for children in the community from infant to age 12. PCC began providing childcare at one location, and as the community grew, PCC expanded as well. A second centre was opened as Holy Family Child Care in 1995. Responding to the community need for infant care, PCC opened a third centre as Sacred Heart Child Care in 2009.

PCC has been providing Before and After School Programs since 1995. These programs began operating at Holy Family School in 1995; North Ward School in 2005; Queen's Ward School in 2006 and upon its closure, transferred to Cobblestone Elementary School in 2009 and Sacred Heart School in 2009. PCC provided School Age Programs initially and then adhering to the Ministry of Education guidelines and requirements, PCC worked in partnership with School Boards to implement a second program to support Early Learning Kindergarten Programs.

### Centre Information

Holy Family location provides care for children ages 18 months to 12 years of age. This centre accommodates Toddler and Preschool aged children, as well as a School Age Program for children 3.8 to 12 years of age.

Sacred Heart Child Care is licensed for children aged six weeks to 12 years. Sacred Heart provides Infant, Toddler, and Preschool programs. We also offer a School Age program for children ages 3.8 to 12 years.

Our Northward, Cobblestone and Paris Central locations provide school age care for families that are affiliated with the schools. We are able to accommodate children ages 3.8 to 12.

***All facilities are smoke free and peanut/nut free.***

### **Volunteers and Students in the Centre**

Any volunteer and/or student participating in the children's programs at PCC will have to provide a Vulnerable Sector Police Check and comply with all policies and procedures. The volunteer and/or student will be supervised by a fully certified (RECE) or adult employee and will not be permitted to be alone with any child at any point in the day. Students and volunteers are not counted in ratio.

### **Board of Directors**

The Board of Directors is composed of community volunteers who participate in the governance of PCC.

The Board of Directors are committed to ensuring that the center provides a nurturing and engaging learning environment for the well-being of the children. The Board of Directors values respect and honesty for all and wants to ensure the success of PCC by supporting teamwork and professional development.

Parents and the public are welcome to attend PCC's Annual General Meeting with the Board of Directors. This meeting typically occurs in January and includes a presentation of various information regarding PCC. If you would like more information about attending the Annual General Meeting, more information about the Board of Directors, or about applying to a Director position, please email [boardofdirectors@parischildcare.ca](mailto:boardofdirectors@parischildcare.ca) or visit the PCC website at [www.parischildcare.ca](http://www.parischildcare.ca). Current Paris Child Care Parents are not permitted to hold a position on the Paris Child Care Board of Directors.

### **Programming and Classroom Etiquette**

#### **Paris Child Care Program Statement**

Paris Child Care is a fully licensed childcare centre that abides by all regulations set by Ontario's Ministry of Education. PCC refers to the guiding document, "How Does Learning Happen?" provided by the Minister's policy statement on programming and pedagogy for childcare in Ontario.

#### **Learning and Development**

PCC recognizes that all children are competent, capable, curious, and rich in potential. PCC provides a positive atmosphere where children can learn at every moment from their peers, teachers, and the environment. PCC teachers strive to develop a program that promotes the classroom as the '3rd teacher' by providing natural materials. Encouraging children to participate and explore these materials supports the vision of 'learn through

play.' PCC creates positive experiences for all children through developmentally and age-appropriate programs.

PCC works together with families to nurture children's natural curiosity and to incorporate learning materials, ideas, and questions from home. Making connections between experiences that children have at home and in school encourages learning and fosters children's growth and development.

Self-expression through play is emphasized at PCC. We believe that emotional development is important. Allowing all children to express their feelings without hesitation, but with respect, ensures the well-being of all and encourages self-regulation and emotional acknowledgment.

Outdoor play and exploration is an important part of daily routine and programming, as it provides children the space to further discover nature and develop interests that can be brought into the classroom. A comfortable warm resting area is provided in each classroom, so all children have the opportunity for quiet time, personal space, and self-regulation.

PCC teachers consider and address children's daily needs through interaction with each individual child and constant communication with parents. Teachers participate in daily routines and activities with children allowing for observation and review of classroom programs. Observations are used to incorporate the needs and interests of the children. Teachers communicate with one another, take pictures, and make observational notes capturing children's interests and challenges. The classroom environment is a reflection of the children's creativity and involvement in their learnings. Creations, pieces of work, photos, and quotes are displayed in the classroom and hallways so the children can proudly reflect and share their accomplishments.

PCC works in partnership with Lansdowne Children Centre and other early learning community supporters. When specialized and additional support is required for children, Lansdowne Children Centre provides resources to classroom staff, making developmental plans and providing an enhanced staff. Community organizations act as an important resource to PCC and their partnership is valued.

## Health and Safety

Health and Safety is a priority to ensure the well-being of all children in our care. Safety rules and protocols are posted and shared with all staff and parents. PCC involve children in safety rules and protocols so that they too can be part of ensuring a safe environment.

PCC ensures health and safety through daily sanitization and custodial services for appropriate maintenance and cleaning. PCC ensures secure facilities with coded entrances and identification protocols in which new personnel and visitors must be identified upon entry.

PCC is pleased to provide balanced and nutritious meals based on Canada's Food Guide and Paint your Plate. PCC's cooks discuss and review menu plans bi-annually reflecting the current needs of the children in program. Cooks consider feedback regarding which meals were most successful and enjoyed by the children. The menu plan is shared and reviewed with the administration team, appropriate changes or revisions are made and the menu is then finalized. The final menu is posted on the PCC website and at each centre for reference. In addition, PCC has a strong partnership with the Brant County Health Unit which provides menu plans and all information/updates regarding health concerns.

### Communication and Professional Development

PCC staff are in constant communication, ensuring that the highest quality programming is provided to children in our care. We encourage all parents and staff to communicate daily, and parents are invited to observe their child at play and participate in events and activities. PCC's website provides an opportunity for sharing children's work, photos, and quotes. Resources such as the Parent Handbook, menu and upcoming events/special days can also be accessed online.

All staff participate in annual reading and review of PCC Policies. Any changes, made by the administration team, to policies and procedures are presented as a report to the Board of Directors, then shared and discussed with staff.

PCC Program Statements are also reviewed annually by the administrative team. All goals, approaches, and program strategies are reviewed and analyzed. Any changes or obstacles are identified and addressed. Program statements are updated and posted at each centre.

All staff are invited to participate in an annual evaluation where performance files are reviewed, positive feedback is shared, and staff have the opportunity to goal set in collaboration with their Supervisors.

PCC encourages all staff to participate in workshops and community opportunities. Mandatory professional development opportunities are planned annually, some opportunities are incorporated into monthly staff meetings, and others are available on an as need basis or as requested individually by staff. Staff are provided with the opportunity to explore professional and personal development, self-reflection, and networking.

### Guiding Children's Behaviour

PCC approaches discipline from a perspective that encourages children to become self-disciplined and uses techniques that respect every child's self-esteem. The following information is an outline of our full policy. A copy of the full policy can be obtained from the General Manager.

## Outline of Positive Behaviour Management

### Prevention

1. Establish clear, consistent, and simple limits.
2. Offer straight forward explanations for limits.
3. State limits in a positive, rather than negative manner.
4. Focus on the behaviour, rather than the child.
5. Make statements of expectation, rather than pose questions.
6. Allow time for children to respond to expectations.
7. Reinforce appropriate behaviour, both with words and gestures.
8. Ignore minor incidents.
9. Encourage children to use you as a resource.
10. Scan the environment.

**Intervention:** *This model is ordered from least intrusive to most intrusive methods.*

1. Gain a child's attention in a respectful way.
2. Move closer to the child: use proximity and touch.
3. Remind the child of the limit.
4. Acknowledge feelings before setting limits.
5. Distract or divert attention when appropriate.
6. Model problem solving skills.
7. Offer appropriate choices.
8. Use of natural and logical consequences.
9. Redirect.
10. Limit use of equipment.
11. Time away.

### Prohibited Practices

1. Corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching).
2. Physical restraint of children, including but not limited to confining to highchair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent).
3. Locking the exits of the childcare centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency.
4. Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine their self-respect, dignity, or self-worth.



5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding; or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

### Sleep Policy and Supervision

Each child will be assigned to their own crib/cot each day and labeled with the child's name. If ever a change is made to the assignment of crib/cots it will be documented in communication books.

Upon enrollment, parents will fill out information regarding how their child sleeps. Staff will have open communication with parents to ensure that their child is getting the sleep he/she needs. Each staff will read the children's file to ensure they are aware of each child's sleep preferences. Anytime there is a change to a child's sleep preference, it will be communicated to the other staff and documented on Lillio. Your child's sleep will be documented daily via the Lillio app.

Parents with children under 12 months of age will be provided with a copy of the Joint Statement on Safe Sleep.

All staff will read the Sleep Policies and Supervision Policy to ensure they are following the steps on documentation and communication of significant changes to children's sleep behaviour. If there is a significant change to a child's sleep pattern or behaviour, staff will document it on sleep checks and in the communication book. If it is observed that a child's sleep pattern has changed, supervision will be constant until the child is awake. If a concern arises during checks, staff will contact another staff/Program Supervisor/General Manager.

Toddler: Program Teacher in the classroom at time of rest/sleep is to do a direct (a cots length) visual check of each child and follow check list requirements every 30 minutes.

Infant: Program Teacher in the sleep room is to do a direct (a cribs length) visual check of each child and follow check list requirements every 15 minutes. Infants under 12 months must be placed in accordance with the recommendations set out in the Joint Statement on Safe Sleep. It is PCC policy that each child has a direct visual check and sign off. All sleep room monitors must be on when a child is in the sleep room.

Preschool Program-no visual sleep check required

## Children's Belongings

Your child should be dressed in clothing and proper footwear that is appropriate for physical play and art time. We do have outdoor play twice a day (weather permitting). Please send appropriate labeled outdoor clothing according to the seasons. An extra bag of labeled clothing and a pair of indoor shoes is recommended.

Your child is encouraged to bring comfort items and/or a blanket from home for rest time. These items will be sent home daily if needed and at a minimum weekly for laundering.

PCC does not encourage the children to bring personal items such as, toys, food, and candy to the childcare facility as this can often create problems among the children.

Unfortunately, due to Ministry guidelines, we are unable to provide children with bottles when on their beds for naptime. If your child still uses a bottle, please speak to the General Manager or Program Supervisor. Our infant program will have families complete an information package regarding the needs of your infant at the time of registration.

## Field Trips and Offsite Activities

Throughout the year, excursions are planned for the children as enrichment to our programs. All of the trips will be adequately organized and supervised by our staff. Before your child can participate on these trips, we will need your signed consent. Whenever it is necessary for us to use transportation such as taxis, transit, or buses, you will be given additional information regarding specific dates, destination, mode of transportation, and arrival and departure times. You will also be asked to sign an additional consent form pertaining to that specific trip.

## What do I bring on my child's first day?

- A knapsack including a full change of clothing (labeled)
- A pair of appropriate indoor footwear
- A pair of appropriate outdoor footwear (sandals need to have back straps)
- Outdoor clothing appropriate for the current/expected weather
  - Please do not send your child/ren with scarves
  - Please do not send your child/ren with hats that need to be tied under the chin (Velcro or safety release are fine)
- Home blanket/soft rest toy (sent home weekly for laundering)
- Diapers/pull ups/special creams
- Formula/baby food (if applicable)

Remember that labeling is important as it helps to keep track of personal items... label, label, label!

## Operating Protocols

### Hours of Operation

Our full day centres open at 7:00 a.m. and close promptly at 5:30 p.m.

Our off-site morning School Age Programs operate from 7:00 a.m. and dismissal times vary depending on each school's bell time, at which time the playground is supervised by the Board of Education staff. Our offsite afternoon School Age Programs operate from dismissal time of the school to 5:30 p.m. We will be closed between Christmas and New Years and on the following Holidays observed:

Labour Day	Thanksgiving Day	Good Friday	Victoria Day
Canada Day	Civic Holiday	Family Day	

### Safe Arrival/Dismissal Policy and Procedures

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

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

### Policy

#### General

- Paris Child Care Inc. will ensure that any child receiving child care at any of our locations is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- **Paris Child Care Inc will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.**
- **Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.**

## Additional Policy Statements:

Children depend on regular routines for their own sense of security; therefore, we recommend that you try to establish fixed hours for drop off and pick up. Should your established hours change either temporarily or permanently, please inform a staff member so that proper staffing ratios are maintained.

At the time of drop off, please escort your child into their classroom, let a program teacher know that your child has arrived, please ensure that you stay with your child until an educator has greeted you. Similarly, when picking up your child let a program teacher know that your child is departing. **It is imperative that the parent/guardian ensures that a teacher is informed when a child is arriving or departing from program.**

Your child is not to be released to anyone under 16 years of age. Special request for pick up arrangements may be reviewed at the discretion of the Manager.

Your child's safety is of utmost importance to us. It is staff's responsibility to identify persons upon pick up. **If staff are unfamiliar with any person (yourself included) who is picking up, they will require identification.** Identity may be verified by other staff who are present at the time of pick up; however, if this is not possible, the individual **must produce photo identification** for verification purposes. Please inform your "authorized release persons" of this policy so that they are aware and prepared to present this identification.

## 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's enrollment form under authorized pick-up list 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 classroom communication book.
  - sign the child in on the classroom attendance record.

### **Where a child has not arrived in care as expected, to our full day programs**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice/Lillio (formerly Hi Mama) message or advised the closing staff at pick-up), the staff in the classroom **must**:
  - inform the Program Supervisor or General Manager and they must commence contacting the child's parent/guardian no later than 9:30 am. Staff shall reach out to families on Lillio to ask if a child will be coming to care, documenting in the classroom communication book what parent/guardian was contacted, time and method of contact (Lillio, phone call, etc.). If there has been no return communication from parents/guardians that were contacted via Lillio by 10:00 am, program staff must contact the parent/guardian by phone to their cell phone. A message must be left to call the centre as soon as possible to update where their child is today. Again, this must be documented in the communication book-time of call, phone number, what parent was contacted and by whom, that a message was left or reason for absence.
  - When a child must be picked up for an apt and will be returning to the centre on the same day, staff members will ask parents for an approximate time for the child to return. If the child has not been returned an hour after that given time, staff must message the parent/guardian on Lillio. If that message is still unanswered a half an hour later, a phone call must be made to the parent/guardian cell number, leaving a voice mail to call the centre. Staff shall inform Program Supervisor or General Manager and document both messages, the times, what parent was contacted and if a voice mail was left.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### **Where a child has not arrived in care as expected to our Before and After School Programs**

1. Where a child does not arrive at the Before school program and the parent/guardian has not communicated a change in drop-off (e.g., left a voice/Lillio message or advised the closing staff at pick-up), the staff in the program **must**:
  - inform the Program Supervisor or General Manager and they must commence contacting the child's parent/guardian no later than 8:15 am. Staff shall reach out to families on Lillio to ask if a child will be coming to care, documenting in the classroom communication book what parent/guardian was contacted, time and method of contact (Lillio, phone call, etc.). If there has been no return communication from parents/guardians that were contacted via Lillio by 8:50 am, program staff must contact the parent/guardian by phone to their cell phone. A message must be left to call the centre as soon as possible to update where their child is today. Again, this must be documented in the communication book-time

of call, phone number, what parent was contacted and by whom, that a message was left or the reason for the absence.

- When a child has not arrived at an after-school program, staff should be contacting the secretary of the school or the child's teacher to see if the child was in attendance that day. This should be completed within the first 5 minutes of the dismissal bell. If the child was off school, staff need to document this in the communication book, stating who they spoke to, then mark the child absent. If the child was at school and has not yet arrived in program, staff need to contact parents immediately to find out if the child is with them. Staff must speak to a parent/guardian DO NOT leave a voice/Lillio message. If staff cannot reach a parent/guardian, the Program Supervisor or General Manager must be contacted. This may become a serious occurrence.
3. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### **Releasing a child from care**

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

### **Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up by 5:25 pm, the closing staff shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must contact the alternate parent/guardian by phone, leaving a message if needed. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact the other parent/guardian and the emergency contacts. If child is still in care after centre closed refer to the procedure under “Where a child has not been picked up and the centre is closed.”

### **Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:35 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Once the child is settled with a snack and activity, the staff will proceed with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall phone the individual to inquire their pick-up time. The staff should then proceed to phone the parent/guardian and make them aware the child is still in our care.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact their Program Supervisor or General Manager to make them aware of the situation. The Program Supervisor or General Manager will return to the centre to assist staff.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child’s file (e.g., the emergency contacts) by 6:00 pm , the General Manager shall proceed with contacting the local Children’s Aid Society (CAS)- Children and Family Services of Grand Erie at 519-753-8681. Staff shall follow the CAS’s direction with respect to next steps.

### **Dismissing a child from care without supervision procedures**

Staff will only release children from care to the parent/guardian or other authorized adult.  
***Under no circumstances will children be released from care to walk home alone.***

### **Glossary**

*Individual authorized to pick-up/authorized individual:* a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

*Licensee:* The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre and home child agency.

*Staff/Program Staff:* All staff employed by Paris Child Care Inc., (RECE, Non-RECE, Food Services, Management).

*Parent/guardian:* A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

### **Regulatory Requirements: Ontario Regulation 137/15**

#### **Safe arrival and dismissal policy**

**50. Every licensee shall ensure that each childcare centre it operates and each premises where it oversees the provision of home childcare has a policy respecting the safe arrival and dismissal of children that,**

**(a) provides that a child may only be released from the childcare centre or home childcare premises,**

**(i) to individuals indicated by a child's parent, or**

**(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and**

**(b) sets out the steps that must be taken if,**

**(i) a child does not arrive as expected at the centre or home childcare premises, or**

**(ii) a child is not picked up as expected from the centre or home childcare premises.**

### **9 Hour Day Rule**

Paris Child Care programs run a maximum of 9 hours per day. Families who exceed the 9-hour day will be given up to three reminder notices about our nine (9) hour day program, with the third and final notice being termination of services if no response is received. Paris Child Care does not offer extended care past the specified 9 hours.

### **Late Pick Up Policy**

Paris Child Care Inc. closes at 5:30 p.m. each day (closing time clock is the main clock at each site).

It is expected that our families provide themselves with enough time to speak with staff, pick up their child(ren) and exit the building by our closing time. If you are late picking up, you will be asked to sign a late form. **Late fees will be charged at \$2.00 per minute per child. Late fees will be directly paid to the staff member by the end of the next business day.** After three forms have been issued, a meeting with the Program Supervisor and General Manager will be necessary to discuss the appropriateness of the centre for your family needs. *We would ask that you respect our policy and keep in mind that our staff also have families to attend to. Arriving late four times or more, may result in the termination of services.*



## Drop Off Times

To eliminate unnecessary disruption in our programs, Children must be dropped off to their program no later than **10:30am** to participate in their daycare program for the day.

Children must also remain in program once dropped off for the rest of their scheduled day.

This policy does not apply to children being picked up early to do illness or to attend medical appointments. If you are needing to drop off your child later than 10:30am because of a medical appointment, please notify the Program Supervisor.

If children are being picked up early for any reason other than a medical appointment, then it will be understood that they are signing out of program for the day.

## Unexpected Closure Policy

In the event of weather or other unexpected problems that cause the centres to close, we will send a message via Lillio. In the event of inclement weather, all Paris Child Care programs will be closed if the school boards close for the day. Closures will be communicated to families via Lillio by 6:45 am. Paris Child Care reserves the right to close for any circumstance necessary as determined by the Executive Director. If you are notified of an unexpected closure you are required to make the necessary arrangements to have your child picked up within the time frame provided that will be communicated to you in the details about the closure. In the event of any unexpected closure, Paris Child Care staff will remain on site until all children have been safely picked up.

As per the financial policies, **no refunds will be provided for unexpected closures.**

## Parking Policy

Parking is provided for drop off and pick up and is located in the front of the buildings. In the interest of safety, please drive carefully and turn off your engines when parked. PCC is not responsible for stolen property or damages to vehicles.

## Emergency Management Policy

In case of emergency, staff will follow the Emergency Response Procedure. Staff will ensure that children are kept safe, are accounted for, and are supervised at all times during an emergency situation.

When the “all-clear” has been given, the Program Supervisor or General Manager must notify, by calling the parents/guardians, of the emergency situation and that the all-clear has been given. Where disasters have occurred that did not require evacuation of the childcare centre, the Program Supervisor/Manager must provide notice by a written communication of the incident to parents/guardians by the time they pick up their child(ren) at the end of that day. If normal operations do not resume the same day that an emergency situation has taken place, the Program Supervisor/General Manager must provide parents/guardians with information as per a written communication as to when and how normal operations will resume as soon as this is determined.

If an “unsafe to return” notification has been given, the Program Supervisor/General Manager will notify, by calling and providing a written communication to parents/guardians of the emergency situation, evacuation, and the location to pick up their children. Where possible, the Program Supervisor/General Manager will update the childcare centre’s voicemail box as soon as possible to inform parents/guardians that the childcare centre has been evacuated and include the details of the evacuation site location and contact information in the message.

Paris Child Care will host an after-hours meeting for parents/ guardians at the centre location prior to resuming normal operations at the centre to debrief.

## Enrollment and Registration

### Waiting List Policy

Paris Child Care participates in the Brant County waitlist [www.brantfordbrantoneilist.ca](http://www.brantfordbrantoneilist.ca). When a child is added to the wait list, a Program Supervisor will make initial contact with the family in order to discuss and offer an opportunity for a visit of the Centre. Families are able to call the Centre at any time to enquire about their position on the waitlist and the Supervisor will provide them with their position/number on the waitlist. PCC contacts families on the waitlist offering a space in order of application date. Spots are offered in order of availability, and/or program required/start time required. There is no fee or charge to be on the waitlist. During this and all interactions, we respect and abide by our confidentiality policy and do not discuss other individuals/families on the list.

At PCC, the administration team tries its best to accommodate for all families requiring care. However, it is our policy that we accommodate our current internal clients from staying on the waitlist in order to support our families and their daily routines.

### Enrollment and Registration

To be registered with PCC, families must meet with the Program Supervisor/General Manager for a tour and registration meeting. The meeting allows us to gather information about your child and collect necessary documentation, such as immunization information according to the Ministry of Health immunization schedule. We also recommend that your child/ren come to the centre for play visits before the actual start date, so that the parent and child/ren can feel comfortable with the program and teachers.

It is the policy of PCC to support children through transitions from one group to another. All staff responsible for your child’s care will review your child’s file and sign off prior to admission. PCC staff will also collect various artwork/letter recognition/printing etc. throughout the year, so that we are able to document your child’s development. This will

enable us to work with families in order to reach your child's goals. If you would like the opportunity to annually review this information, please inform your child's teacher. PCC will collaborate with our families and community partners to support healthy child development and school entry.

## Enrollment Policy for New Families

**Purpose:** To ensure a fair and transparent enrollment process for new families seeking child care at Paris Child Care.

**Policy Statement:** Paris Child Care utilizes the OneList system for all new family applications. Enrollment is based on availability and the order in which children appear on the waitlist. This policy outlines the steps required for securing a space in our program.

### Procedure:

1. **Non-Discrimination:** No family will be discriminated against on the basis of race, language, culture, sex, or sexual orientation.
2. **No Waitlist Fees:** Families on our waitlist will not be charged to hold their spot.
3. **Application Process:**
  - Families seeking child care must apply through the Brantford/Brant OneList system.
  - Applications are reviewed based on the date submitted and space availability within the appropriate age group.
4. **Subsidized Enrollment Requirement:**
  - Based on city guidelines, at least 20% of our enrollment capacity must be subsidized children.
  - When a space becomes available, if we have not met the 20% minimum, we will first select the next child on the OneList who requires a fee subsidy.
  - We will contact the Child Care Representative to ensure the family has begun the Fee Subsidy application process. If not, the family has 48 hours to complete the application to secure the space.
  - If the application is not completed or the family declines/does not respond within 48 hours, we will move on to the next eligible child requiring a Fee Subsidy on the OneList.
5. **General Enrollment:**
  - Once the 20% subsidized children requirement is met, we will select the next child in line on the OneList as spaces become available.
  - The family has 48 hours from receiving the offer to accept the spot.

- Failure to respond within the 48-hour window will result in the offer being rescinded, and the next eligible child on the waitlist will be offered the space.

#### **6. Finalizing Enrollment:**

- Once the family accepts the offer and provides the required subsidy documentation (if applicable), they will receive further instructions regarding registration paperwork and orientation.
- Families who do not secure a space will remain on the OneList waitlist until another opportunity becomes available.

## **Before and After School Program Registration**

Paris Child Care is please to offer Before and After School programming at 5 locations in Paris (Sacred Heart School, Cobblestone School, Paris Central School, North Ward School, and Holy Family School). Registration for our Before and After School programs take place in March of each year. Current Paris Child Care families will be given priority registration before applications from the Brantford/Brant One List will be considered. Registration is on a first come, first serve basis. Space is not guaranteed for any reason.

Paris Child Care offers 3 registration options for our Before and After School programs. All registration types are based on full-time 5 day a week enrollment. Families may select from before care only, after care only, or before and after care. Part-time registrations are not accepted.

### **Separated/Divorced Parents**

In the situation of separated/divorced parents, a copy of the court order outlining legal custody and visitation arrangements is required for our records. Information regarding the child will only be given to custodial parent/s. If non-custodial parents are requesting information regarding the child's daily activities at the centre, written permission must be obtained from the custodial parent.

*Non-Custodial Parents Requesting Written Court Ordered Reports:* Please see the Program Supervisor/General Manager.

### **Termination Policy**

Families are required to provide one month written notice prior to discharge from the program. If one month written notice is not provided, fees will then be charged for the remaining period not covered by notice.

### **Fee Payment Policy**

Before your child begins at PCC, you will be required to sign a financial agreement. The policy contains all of the pertinent information regarding fees, payments, and fee related

policies. Please read these policies carefully and keep your copy for reference. Current fees can be found on the PCC website.

Paris Child Care Inc. is a participant in the Canada-Wide Early Learning Child Care System (CWELCC). We are grateful to participate in a program that helps families with children under 6 years to have access to affordable quality care. Please see the link below for more information

<https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement#section-3>

Our reduced Base fees are as follows

### 2025 Base Rates

Effective January 1, 2025		
Infant	FULL DAY	\$22.00
Toddler	FULL DAY	\$20.79
Preschool	FULL DAY	\$19.85
JK/SK	BEFORE & AFTER	\$12.00
Up to 6 years	BEFORE OR AFTER	\$12.00
SCHOOL AGE	BEFORE & AFTER	\$14.25
Over 6 Years	BEFORE OR AFTER	\$20.60

**Base fee means:** Everything considered to be mandatory charge to a parent for providing childcare, including everything a licensee is required to provide under the CCEYA.

**Non-base fee means:** fees charged for optional services (e.g., field trips, transportation) or any fees where a parent fails to meet agreement terms (e.g., fees for late pick up)

### Fee Reimbursement

In the case of fee overpayment or fees being paid in error, Paris Child Care will reimburse families via e-transfer or in the form of bill credit on the following months bill.

Reimbursements being paid via e-transfer will be sent within 10 business days.

### Absenteeism and Vacation

Please notify the centre by telephone or email if your child is going to be absent. Staff ratios and food preparation vary according to the number of children expected at any given time. If your child is absent due to illness, please ensure that you share the details with a staff member or leave a detailed message so that we can keep our records as required by the Ministry of Health.

**Please be advised that all child care fees still apply if your child is absent for any reason. This includes being sick or away on vacation.**

## Summer Schedules

Paris Child Care does now allow reduced summer schedules and as such families are not permitted to decrease the number of days that they require care in the summer.

Regardless of attendance, fees must be paid in full for all days that a child is enrolled for a child to maintain their daycare space.

## Communication

We value direct communication with families, but have also incorporated other methods to keep you informed of your child's day-to-day development at program such as:

- Posted *Pictures and documentations of what your children are doing*
  - Typically posted outside of each classroom
- Lillio app (formerly Hi Mama)
  - for daily communication and sharing of pictures, lunches, and diaper routines
- Website:
  - [www.parischildcare.ca](http://www.parischildcare.ca)
  
- Paris Child Care Executive Director Email
  - [krysta.hajovic@parischildcare.ca](mailto:krysta.hajovic@parischildcare.ca)
- Paris Child Care General Manager Email
  - [generalmanager@parischildcare.ca](mailto:generalmanager@parischildcare.ca)
- Board of Director Email:
  - [boardofdirectors@parischildcare.ca](mailto:boardofdirectors@parischildcare.ca)
- Child Care site email
  - [sacredheart@parischildcare.ca](mailto:sacredheart@parischildcare.ca) (Sacred Heart Daycare location) or [holyfamily@parischildcare.ca](mailto:holyfamily@parischildcare.ca) (Holy Family Daycare location), [generalmanaer@parischildcare.ca](mailto:generalmanaer@parischildcare.ca) ( for our Northward, Paris Central and Cobblestone locations)
- Documentation and Ages and Stages checklist for child development
  - Can be reviewed upon request
- Menu postings
  - Menu and daily changes posted at the Sacred Heart and Holy Family locations
  - Menu posted online at [www.parischildcare.ca/our-programs.html](http://www.parischildcare.ca/our-programs.html)
- Opportunity for parent to observe child's program
- School Age Parent Boards for all information needed for menus, programing, etc.
- Illness information
  - Verbal information from teacher or Administration
- Copies of incident/accident forms

## Role of Parents/Guardians

We strongly encourage parents to communicate regularly with the centre staff. There is an ongoing “open door” policy for parents wishing to share pertinent information about their child’s life. It is the parents’ responsibility to inquire and sign up your child for extra days (e.g., PA days) and to call the centre if your child will be absent for the day.

## Parent Issues and Concerns

### General

Parents/guardians are encouraged to take an active role in our childcare 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, childcare 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 Program Supervisors and the General Manager 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 twenty-four (24) hours. 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 Program Supervisor/General Manager/ Executive Director.

If the parent/guardian is still not satisfied with the outcome of the situation, then they can contact the Board of Directors at the following email address:

[boardofdirectors@parischildcare.ca](mailto:boardofdirectors@parischildcare.ca)

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

*Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)*

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

## Harassment Policy

Paris Child Care Inc. is dedicated to fostering a positive work environment by ensuring that everyone is treated with dignity and respect. While it is the responsibility of the Board of Directors and Management to establish and maintain a workplace free from violence, threats, discrimination, and harassment, everyone must contribute to this positive environment by behaving professionally at all times Paris Child Care Inc. is committed to ensuring, to the extent possible, that no employee experiences harassment in the workplace. It is important to note that Paris Child Care Inc. will not tolerate any violent or harassing behavior from employees (including management), clients (children and families), volunteers (including the Board of Directors) and guests, as it can harm an individual's physical and emotional well-being and disrupt work performance and relationships. Paris Child Care Inc. will take all complaints of violence and harassment seriously, whether they are reported informally or formally, and will address them promptly, confidentially, and fairly. Employees and families are reminded that failure to comply with this policy or misuse of it may result in disciplinary action, up to and including the termination of employment or childcare services provided by Paris Child Care Inc.

## RESPONSIBILITIES & PREVENTING WORKPLACE HARSSMENT & VIOLENCE

At Paris Child Care Inc., the health and safety of its employees is paramount and there is zero tolerance for workplace harassment and violence. Paris Child Care Inc.'s employees, clients (children and families), volunteers, and guests are entitled to have a work



environment free from violence, intimidating behaviours, and harassment as prescribed by the Occupational Health and Safety Act.

Examples of workplace harassment and violence include, but are not limited to:

- All forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive;
- Harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome.
- All forms of abuse (sexual, physical or psychological), including verbal, in writing or otherwise
- discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability;
- Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone.

This policy applies to all employees, clients (children and families), volunteers, and guests of Paris Child Care Inc. while in the workplace, during work-related field trips or travel, or during any work-related and/or social functions.

***Responsibilities of the Board of Directors and Executive Director:***

- All reasonable preventative measures are taken to protect employees and others at Paris Child Care from workplace violence and harassment;
- A workplace violence risk assessment is conducted annually and shared with the Health and Safety Committee;
- Policies and procedures are put in place to prevent and address workplace harassment and violence.

***Responsibilities of the Executive Director and Management Team:***

- Ensure all employees, clients (children and families), volunteers, and guests are informed and/or trained and signed off on this policy;
- Encourage employees to report complaints or incidents of workplace violence and harassment of any kind;
- All reports/complaints/incidents of workplace violence and/or harassment will be addressed in an appropriate and timely manner;
- All complaints or incidents of workplace violence and/or harassment will be reported promptly to applicable management and the Board of Directors and will be investigated immediately.

***Responsibilities of all employees, clients (children and families), volunteers, and guests:***

- Comply with this program document and any other related procedures at all times for their own protection and the protection of others within the workplace;
- Immediately report any incident or partial incident related to violence or harassment of any kind to management;
- In the event of an extreme or imminent threat of physical harm to themselves or any person at Paris Child Care Inc., emergency services shall be called immediately;
- Fully cooperate in any investigation of complaints or incidents of workplace violence or harassment as indicated within this policy.

**DEFINITIONS**

- **Workplace violence:** Any act or threat of physical violence, including physical assault, threats of violence, intimidation, or other threatening behavior that occurs at the worksite.
- **Workplace harassment:** Any unwelcome conduct, comment, or action, whether single or repeated, that can reasonably be expected to cause offense, humiliation, or other psychological harm to an individual, including verbal abuse, offensive jokes, discriminatory remarks, and unwanted sexual advances.
- **Sexual harassment:** Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, including suggestive comments, inappropriate touching, or displaying sexually explicit materials.
- **Bullying:** Repeated and unwelcome behavior that is intended to intimidate, offend, or humiliate another person, including verbal abuse, social exclusion, or spreading rumors.
- **Intimidation:** Behavior that creates a reasonable fear of harm or threat to an individual's safety, including aggressive body language or verbal threats.

**RESPONSE TO A VIOLENT OR HARASSMENT EVENT OR COMPLAINT**

Any individual who observes workplace violence or harassment of any kind, or is a complainant thereof, shall immediately go to a safe location and report it to management. The police may be called if required.

This applies to any individual who works directly or indirectly for Paris Child Care Inc., and whether the incident is taking place within one of the centres or at an external event (i.e., job fair, staff development workshop, company sponsored event, vendor show, etc.) for Paris Child Care Inc.

All complaints and incidents are to be recorded in writing, by the reporting person or employee, providing a copy to management as directed.

An investigation by management will be promptly carried out. If the investigation involves a client, childcare services being provided by Paris Child Care will be suspended during the investigation period.

All reports will be investigated, and information will be kept confidential, to the extent possible.

The results of the investigation will be communicated to the complainant and the respondent as soon as possible. This process will be supported by the Executive Director, HR consultant, and Board of Directors as required.

- A documented interview with the complainant (victim);
- A documented interview with the respondent (accused);
- A documented interview with any witnesses with relevant information to provide;
- Any other step the investigator(s) deems relevant to the investigation of the complaint or incident.

At the conclusion of the investigation of a complaint or incident, a written report of the findings and any recommendations to prevent a recurrence will be provided.

Following the investigation, the appropriate corrective action will be determined. There will be no reprisal for any individual making a genuine complaint. However, if it is determined that a false accusation has been made in bad faith, appropriate measures will be taken.

All who are subject to workplace violence or harassment of any kind also have the option of pursuing recourse through the Ontario Human Rights Tribunal, the Criminal Code and/or the Ontario Criminal Injuries Compensation Board.

## **CONSEQUENCES TO A VIOLENT OR HARASSMENT EVENT OR COMPLAINT**

If any individual engages in workplace violence or harassment of any kind, an investigation will take place immediately. The person involved will be subject to disciplinary action, up to and including termination of employment and/or childcare services provided by Paris Child Care.

Retaliation by an individual for reporting an incident is not tolerated. Any individual showing retaliation toward another for reporting of an incident in good faith will be subject to disciplinary action, up to and including termination of employment and/or childcare services provided by Paris Child Care.

## **BEHAVIORAL ISSUES FROM CLIENTS**

Paris Child Care Inc. children's center recognizes the varying developmental capabilities of children and understands that it is normal for children to display inappropriate behaviour at times for a variety of reasons. The developmental capabilities of each child will always be considered when determining both expectations for appropriate behaviour and consequences for inappropriate behaviour.

The *Paris Child Care Conduct Policy* further outlines Paris Child Care's response to these situations.

## **EXTERNAL REPORTING**

The WSIB or Ministry of Labour may need to be contacted.

In the event if the employee believes the employer has not dealt with a situation appropriately, they have the right to contact the Ministry of Labour for assistance.

The police may also need to be contacted (if they have not been contacted already) if the conclusion of the investigation involves crimes that fall under the Criminal Code.

Paris Child Care Inc. reserves the right to seek legal counsel where necessary to assist in these situations.

Ontario Ministry of Labour Information:

<https://www.labour.gov.on.ca/english/hs/topics/workplaceviolence.php>

## **PCC Child Conduct Policy**

At Paris Child Care, we are committed to fostering a safe, nurturing, and inclusive environment where every child can grow and thrive. We understand that children come with diverse needs and behaviors, and our goal is to support all children to the best of our ability within the resources available to our centre.

### **1. Commitment to Inclusive Support:**

Our educators are dedicated to supporting the development of all children, including those with high needs or challenging behaviors. We provide positive reinforcement, and behavioral interventions as part of our everyday practices. This includes use of the How Does Learning Happen Model. However, our resources, staff training, and facility capabilities may not always allow us to meet the full spectrum of needs for every child.

## **2. Staff Roles and Limitations:**

While our educators are skilled in handling a variety of developmental and behavioral challenges, there are certain limitations in our ability to address behaviors that persistently (daily or consistent instances depending on severity) disrupt the learning environment or pose safety risks to the child, other children, or staff members. Our staff are trained in early childhood education and positive behavior management but are not equipped to provide intensive therapeutic, psychological, or medical interventions. Our programs are not staffed to provide 1:1 support to children in our care.

## **3. Collaboration with Families:**

We believe in open communication and collaboration with families to best support each child's development. If a child displays ongoing high needs or behaviors that cannot be effectively managed within our program, we will work closely with families to identify appropriate strategies and interventions. This may include:

- Developing an individualized support plan in collaboration with parents/guardians
- Engaging external professionals, such as child psychologists, occupational therapists, or behavioral specialists
- Adjusting routines or activities to better suit the child's needs

## **4. Behavior Management Guidelines:**

Our center follows a positive behavior management approach that emphasizes teaching and reinforcing appropriate behaviors. However, if a child's behavior remains challenging despite our interventions, and the behavior:

- Continuously disrupts the care or learning of others
- Requires one-on-one attention beyond what our staffing allows
- Poses a significant risk to the safety of the child, peers, or staff

We may determine that we are unable to meet the child's needs within our program.

## **5. Next Steps for Unresolved Behavioral Issues:**

If, after exhausting available resources and strategies, the child's behavior does not improve or worsens, the centre may be required to discontinue care. This decision will always be made with the child's well-being in mind as well as the other children who may be affected and in close consultation with the family.

In such cases, we will:

- Provide families with a written summary of interventions tried and outcomes observed

- Recommend external resources or specialists that may offer more specialized support
- Provide written notification that the program is no longer able to meet the needs of the child and as such may no longer attend. When feasible, Paris Child Care will provide a 2 week notice period should enrollment in one of our programs be terminated. Please note that there may be instances where this is not possible and will be up to the discretion of Paris Child Care.
- In the case of a child being removed from program before the end of the month, Paris Child Care will reimburse any fees for the remainder of the month that the child is not attending the program.
- The 30-day notice period requirement will be waived by Paris Child Care.

## **6. Conclusion:**

We are committed to supporting all children to the best of our ability. However, we recognize that every child has unique needs, and in some cases, our centre may not have the capacity to provide the level of support required. Our priority is to ensure that every child is safe, cared for, and able to participate meaningfully in our program.

We thank all families for their understanding and cooperation as we strive to provide the best care for every child.

**Review and Approval:** To ensure Paris Child Care can continue to meet the evolving needs of the community, center standards, and children in our care, this policy will be signed upon enrollment into Paris Child Care and will be sent for annual review and acknowledgement by all families.

## **Concerns about the Suspected Abuse or Neglect of a child**

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

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

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

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>Ex: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- Program Supervisor/General Manager</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 24 hours.</li> </ul> <p>Document the issues/concerns in detail. 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><b>General, Centre- or Operations-Related</b></p> <p>Ex: childcare fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- Program Supervisor/General Manager</li> </ul>	<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><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- Program Supervisor/General Manager</li> </ul> <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the Program Supervisor/General Manager as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 24 hours 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><b>Student- / Volunteer-Related</b></p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- Program Supervisor/General Manager</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 Center Manager as</p>	

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
	soon as parents/guardians become aware of the situation.	

## Illness and Medications

### Administration of Medications

The Administration of Medication Policy has been established in accordance with the *Early Years Child Care Act*. Paris Child Care staff **are not able** to administer non-prescribed, over the counter medications, or as needed medications to children in our care. A physician or nurse-practitioner must order all medications that are administered to children by PCC staff.

**FEVER CONTROL MEDICATIONS:** We will not administer fever control medications to children while in care. Exceptions include:

- History of febrile seizures
- A detailed note from your doctor/nurse-practitioner

The following steps must be followed in order for staff to administer prescribed medication to your child while in our care:

- All current medication must be brought to the centre in the original container as supplied by the pharmacist
- Current prescribed medications must be clearly labeled with the child’s name and dosage required on the label
- A prescribed medication form, supplied by the centre, must be filled out by the parent/guardian before any medication can be given

There is locked storage in each classroom for dry and refrigerated medications. Please ensure that your child’s medication is locked up and never left in knapsacks or diaper bags.

*Please note: You will need to leave yourself a few extra minutes to complete the appropriate forms and to ensure medication is placed in the appropriate locked box.*



*Please Note: If you inform your Doctor that your child attends a group childcare facility, they may be able to prescribe a medication that does not require a midday dosage while in program. If you inform your Pharmacist that your child attends a group childcare facility, they may be able to give you an additional labelled bottle/container of medication.*

### **Illnesses Precluding Children from Care**

If your child becomes ill while in attendance at the centre, you will be notified to take your child home to recover. If your child is unable to participate actively in the regular program due to temporary illness, the child must remain home until he/she is able to participate in the regular program and is no longer contagious to others. Our general rule is that if your child is well enough to be at program, your child must be able to participate in all areas of the program, including outdoor time.

The following symptoms may require exclusion from the program:

- Acute cold with green/yellow discharge from the nose, and/or
- Lethargy

The following symptoms **require exclusion** from the program:

- Red eye/discharge from the eyes (e.g., viral pinkeye) – In the case of viral pink eye; a note from the doctor is not required. The child may return to care 24 hours after prescription eye drops have begun to be administered. Eye drops may be prescribed by a doctor or pharmacist.
- Undiagnosed skin rashes
- Vomiting
- Diarrhea
- Fever at or above 101.5 degrees F
- Undiagnosed open sores/infected hair and/or skin
- Pediculosis (Head Lice) - Participants who show any evidence of head lice will not be permitted in the programs. It is the responsibility of parents/caregivers/caregivers to ensure that participants are properly and thoroughly treated before returning to programs.

The centre may request that your child remains out of program if your child is exhibiting more than one of the above symptoms. Certain illnesses will need to be confirmed by your doctor and Paris Child Care reserves the right to request a doctor's note. **This Dr. note should state the illness and when your child will be able to return to the program.**

**Your child cannot return to the program until they have been symptom free for 24 hours** (e.g., 24 hours from when the fever breaks or 24 hours from the last bout of diarrhea or vomiting). There are certain exclusions for different childhood illnesses; please speak to the Program Supervisor/General Manager for clarification when required. Children who are

in program at the centre and develop a fever, the centre staff will use the following to determine course of action:

Deg C	Deg F	Description & Action
<37.4	<99.4	Normal body temperature. Remain at centre. Unless not participating in program due to possible onset of other illness(es).
37.5-38.0	99.5-100.4	Fever may be developing. Centre staff monitor child's condition and level of participation in program. If child stops participating in program parent will be called to pick up child.
38.1-38.5	100.5-101.4	Parents called. Informed of temperature. Child's temperature monitored every 20 minutes. If child stops participating in program, child must be picked up. If this is a baby under 6 months of age, baby must be picked up.
=/>38.6	=/>101.5	Parents are called. Child must be picked up.

In accordance with Brant County Health Unit, after 2 cases of similar symptoms the centre is in an *outbreak*. In this instance, **your child cannot return to the program until they have been symptom free for 48 hours.**

### Illness Posting

In an effort to keep you informed of illnesses that your child may have been exposed to, PCC will share information about contagious illnesses in a confidential manner once confirmed by a Doctor. Paris Child Care will not disclose personal information about where the illness originated.

## Health and Safety

### Nutrition/Allergy Policy

A nutritious midday meal, as well as a morning and afternoon snack will be provided to all children while in our care. If your child is enrolled in the Before and After School Age Program, a snack is provided for both morning and afternoon sessions. Unlimited fresh fruit is available to all children throughout the day. The menu for the current weeks is posted on the menu bulletin board at each centre. If your child has a food allergy, please ensure this information is shared at your registration interview (or share with staff if changes occur after your meeting). Food is prepared on site and allergies can be accommodated. **If a child has a food allergy or restriction and parents are required to bring food into the centre, all food must be in its original, unopened packaging. All food must be labeled with the child's name. Families are asked to be mindful of**

**ingredient list and to not provide food that may contain peanuts/nuts and other serious allergens that may affect other children in the program.**

Paris Child Care programs and facilities operate as “No Peanuts/Nuts Allowed.” Any child that has a food allergy or a restriction must complete an Emergency Response Plan Information form and/or a Doctor Verification Form. Please contact your Program Supervisor for more information.

### Toilet Training

We will gladly assist your child in their toilet training process. Please understand that this may result in ‘accidents’ at school and soiled clothing being bagged and sent home at the end of the day. Due to health regulations, we are unable to rinse or launder soiled clothing. This will require lots of extra clothing being sent to school. If you want more information on toilet training or our health policies, please see your child’s teachers or the General Manager.

### Non-Violence Policy

Due to increased aggression and the destructive nature of certain toys, PCC asks that you be aware that some toys will not be part of our program. These toys include, but are not limited to, guns, violent war toys, superhero toys, video games, or any other toys with a destructive nature.

### Alcohol/Drug Policy

For the safety of all, if any person comes to pick up a child and alcohol or drugs are detected, the Executive Director, General Manager, or staff will not release the child to that person, and an attempt will be made to discourage that person from driving. PCC staff will offer to call a cab or encourage the adult to call a friend or relative for a ride. If the person still refuses, we will advise the adult that the police will be called. The person’s license plate and model of the car will be noted, and the police will be notified upon the adult leaving the building.

### Child Abuse Policy

Section 72(1) of the *Child and Family Services Act*, states that a person who has "reasonable grounds to suspect" that a child is in need of protection has a legal obligation to make a report of such suspicion to a Children's Aid Society. PCC is committed to the safety and well-being of children and will contact a Children's Aid Society should we suspect any concerns.

When the Children’s Aid Society is notified about a concern, PCC staff cannot inform the parent about this report unless permitted to do so by the Children’s Aid Society worker.