



Parent Handbook

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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 can 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 or visit the PCC website at www.parischildcare.ca.

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 from Wholesome Kids Catering Service. The menus are posted on the PCC website and at each center for reference. In addition, PCC has a strong partnership with the Grand Erie Public Health Unit which provides menu reviews 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

The following prohibited practices are not permitted:

- - Corporal punishment of the child;
 - Physical restraint of the child, such as wrapping/binding arms around the child, wrapping the child in a blanket to keep on bed, 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 childcare centre 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 the children including making children eat or drink against their will;
 - Sexual abuse, sexual misconduct, or engaging in a prescribed sexual act, as defined in the Early Childhood Educators Act, 2007.

Sleep and Supervision Policy

Purpose

To ensure the safety of children when sleeping and/or resting

Roles & Responsibilities

Program Supervisor

Ensure that staff, students and volunteers have read, understood and signed off on the Infant, Toddler & Preschool Sleep procedures and are familiar with each child's sleep preference.

Program Staff:

Staff are trained before working with infant and toddler children. Staff review and are knowledgeable about each child's sleep preference. Staff support each child in establishing a rest routine. Staff monitor the sleep of the children and record in the communications log and inform parents about any significant changes to the child's routine. Sleep Check Forms are completed for each child in the Infant and Toddler programs.

Students / Volunteers:

Students and volunteers are trained before working with infant and toddler children. Students and volunteers take direction from the regular program staff.

Procedures

Rest Time

Infant Program: Infants will be provided with opportunities for sleep and rest throughout the day based on their individual sleep needs and routines. Infants will be permitted to sleep as needed and will not be awakened solely because the scheduled rest period has ended.

Toddler and Preschool Programs: Rest time will occur each day after lunch and will be provided for up to two hours. The individual sleep and rest needs of each child will be considered. Children will not be required to sleep and may sleep, rest, or engage in quiet activities based on their individual needs. Children who do not sleep or who no longer require rest may participate in quiet activities as appropriate or, where applicable, be accommodated in the awake room.

Children will have their own cot each day. Cot placement may need to be adjusted if combinations of children are not conducive to quiet resting.

Soft music or stories may be used to help children settle.

Children unable to sleep, may get up and find quiet activities until the other children are awake or alternatively children who do not sleep or require “rest time” will be in the awake room (when applicable).

Sleeping children will not be awakened by teachers. Staff will work in partnership with parents to ensure each child receives adequate rest, maintaining daily communication through the Lillio app, phone calls, or in-person discussions.

Assignment of cribs and cots to children

Each child shall be assigned an individual crib or cot daily, clearly identified by the child’s name or a designated number. When numerical identifiers are used, a classroom chart correlating each child to their assigned cot will be prominently displayed. All changes to crib or cot assignments will be documented in the communication log.

Consultation with parents with respect to a child’s sleeping arrangements

When a child is enrolled parents/guardians will fill out information regarding how the 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 written in the daily communication book.

Each day children’s sleep will be documented via Lillio app.

Parents being advised of the licensee’s obligation under subsection

Parents with children under 12 months of age will be provided with a copy of the “Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada”, published by the Public Health Agency of Canada.

The process for the licensee to advise parents of all children who regularly sleep at the childcare centre of the policies and procedures regarding children’s sleep. A copy of the Sleep Supervision Policy will be available to parents in the Parent Handbook. This book is available on our website www.parischildcare.ca or available on site for parents to review.

Communicating to parents any significant changes in a child's sleeping patterns or behaviors

If there is a significant change to a child's sleep pattern or behaviour this will be recorded by documenting it in the communication book. Any significant change observed in a child's sleeping pattern or behaviour will also be communicated to the parent/guardian either verbally or through the Lillio app.

If observed that a child's sleep pattern has changed supervision will be constant until the child is awake. If a concern arises during checks, contact the Program Supervisor or General Manager.

Details regarding the performance of direct visual checks

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 (see checklist attached).

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.

Infants under 12 months must be placed in accordance with the recommendations set out in the Joint Statement on Safe Sleep.

It is a requirement at Paris Childcare that each child have a direct visual check and sign off.

- Infant – 15-minute intervals
- Toddler - 30-minute intervals.

When a child is in sleep room all sleep room monitors must be on.

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	

Paid Closure Days

Paris Child Care utilizes paid closure days to align with the cost-based funding guidelines under the Canada-Wide Early Learning and Child Care (CWELCC) system.

This change allows us to remain in compliance with the updated Ministry of Education guidelines, which took effect January 1, 2025. Non-CWELLC children (6 and over) will be charged for all Stat holidays. CWELLC Children (ages 0-6) will be charged all regular fees for paid the paid closure days listed below including Stat holidays.

The closures apply to all Paris Child Care locations and programs.

Paid Closure Days Schedule:

- 9 Stat Holidays
- 2 Week Holiday closure in December aligning with the school board holiday closure schedule.
- Easter Monday
- 1-2 Staff Professional Development Days (April and September Tentatively)

Safe Arrival/Dismissal Policy and Procedures

Purpose

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

It provides staff, students, and volunteers with clear direction regarding their roles and responsibilities in ensuring children are safely received into care and safely dismissed. This includes the steps to be taken when:

- A child does not arrive as expected; and
- A child is not picked up as expected.

This policy fulfills the requirements set out under Ontario Regulation 137/15 regarding safe arrival and dismissal procedures.

Definitions for terms used throughout this policy are provided in the Glossary at the end of this document.

Policy

General

- Paris Child Care Inc. will ensure that each child is released only to their parent/guardian or to an individual authorized in writing by the parent/guardian.
- Children will only be dismissed into the care of a parent/guardian or authorized individual. Children will not be released from care without supervision.
- Where a child does not arrive as expected or is not picked up as expected, staff must follow the procedures outlined below.

Additional Policy Statements

Children benefit from consistent routines. Families are encouraged to establish regular drop-off and pick-up times. If these times change, either temporarily or permanently, families must notify staff to ensure appropriate staffing ratios are maintained.

At drop-off, parents/guardians must escort their child into the classroom and ensure a program staff member is aware of the child's arrival. Parents/guardians must remain with their child until an educator has acknowledged and received the child.

At pick-up, parents/guardians must inform a program staff member that their child is departing. It is the responsibility of the parent/guardian to ensure staff are aware of both arrival and departure.

Children will not be released to anyone under 16 years of age. Special pick-up requests may be reviewed at the discretion of the Program Supervisor or General Manager.

For safety purposes, staff are required to verify the identity of individuals picking up a child. If a staff member is unfamiliar with the individual (including a parent/guardian), photo identification will be required. Identification may be confirmed by another staff member who recognizes the individual; however, if this is not possible, government-issued photo identification must be presented. Parents/guardians must inform authorized pick-up persons of this requirement.

Procedures

Accepting a Child into Care

When accepting a child at drop-off, program staff must:

1. Greet the parent/guardian and child.
2. Ask if there are any updates regarding the child's well-being or pick-up arrangements.
3. Confirm that any alternate pick-up person is listed on the child's authorized pick-up list. If not listed, written authorization (email or note) must be obtained.

4. Document any changes to pick-up arrangements in the classroom communication log.
5. Sign the child in on the attendance record.

When a Child Has Not Arrived as Expected

Full-Day Programs

If a child has not arrived and no absence has been communicated:

1. Staff must inform the Program Supervisor, General Manager, or Executive Director (or designate).
2. Staff must contact the parent/guardian via Lillio no later than 9:30 a.m., documenting:
 - Name of parent/guardian contacted
 - Time of contact
 - Method of contact
3. If no response is received by 10:00 a.m., staff must call the parent/guardian's cell phone and leave a voicemail requesting immediate contact. This must be documented.

If a child is expected to return after an appointment and does not return within one hour of the stated time:

- Staff must send a Lillio message.
- If there is no response after 30 minutes, staff must call and leave a voicemail.
- The Program Supervisor, General Manager, or Executive Director (or designate) must be informed.
- All communication attempts must be documented.

Once absence is confirmed, staff must record it on the attendance record and in the daily written log.

Before and After School Programs

Before School

If a child does not arrive and no absence has been reported:

- Inform the Program Supervisor, General Manager, or Executive Director (or designate).
- Contact the parent/guardian via Lillio by 8:15 a.m.
- If no response by 8:50 a.m., call and leave a voicemail.
- Document all contact attempts.

After School

If a child does not arrive at the program:

1. Within five minutes of the dismissal bell, contact the school office or teacher to confirm attendance.
2. If the child was absent from school, document the information and mark the child absent.
3. If the child attended school but has not arrived at the program:
 - Contact the parent/guardian immediately.
 - Staff must speak directly with a parent/guardian (do not leave a voicemail or Lillio message).
 - If unreachable, contact emergency contacts and speak directly to someone.

After contact attempts:

- Notify the Program Supervisor, General Manager, or Executive Director immediately.
- The Program Supervisor, General Manager, or Executive Director will contact police to report a missing child and proceed to the program to assist.
- Paris Child Care Inc. will cooperate fully with police and the school board to ensure the child's safety.

All actions must be documented.

Releasing a Child from Care

The supervising staff member will release a child only to a parent/guardian or authorized individual.

If the individual is unfamiliar to staff:

- Confirm identity with another staff member; or
- Request and verify photo identification against the child's file.

When a Child Has Not Been Picked Up (Before Closing)

If a child has not been picked up by 5:25 p.m.:

1. Call the parent/guardian.
2. If unreachable, contact the alternate parent/guardian and/or authorized individual.
3. If no response is received, contact emergency contacts.
4. If the child remains in care at closing time, follow the procedures below.

When a Child Has Not Been Picked Up and the Centre Is Closed

1. At 5:35 p.m., ensure the child is supervised and provided with a snack and quiet activity.
2. Continue attempts to contact the parent/guardian and authorized individuals.
3. If no contact is made, notify the Program Supervisor, General Manager, or Executive Director. They will return to the centre to assist staff.
4. If no authorized contacts can be reached by 6:00 p.m., the Program Supervisor, General Manager, or Executive Director (or designate) will contact Children and Family Services of Grand Erie (Children's Aid Society) at 519-753-8681 and follow their direction.

All steps must be documented.

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.brantfordbrantonelist.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.

Once your child has been enrolled in the program, should you require a change to your child's scheduled hours or days of care, a minimum of two weeks' notice must be provided to the Program Supervisor. This notice allows us to review staffing and space availability and determine whether the requested schedule change can be accommodated. We will make every effort to accommodate schedule changes but are not able to guarantee approval of all requests.

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

2026 Base Rates

Effective January 1, 2026		
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	\$20.60
Over 6 Years	BEFORE OR AFTER	\$14.25
OTHER	FULL DAY (under 6 yrs)	\$18.62
	FULL DAY (over 6 yrs)	\$42.30

Fees are due on the first of each month. Monthly fees are paid through Preauthorized Electronic Debit (PAD) via Lillio. Cheques, credit cards, and cash **are not** accepted as methods of payment.

In the event that your fees are returned Non-Sufficient Funds (NSF), an NSF fee of \$50.00 will be applied.

Full fees are due regardless of days missed due to illness, unexpected closures (e.g., inclement weather), personal vacations or statutory holidays.

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 childcare 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
- Paris Child Care Executive Director Email
 - krysta.hajovic@parischildcare.ca
- Paris Child Care General Manager Email
 - megan.beechey@parischildcare.ca
- Board of Director Email:
 - boardofdirectors@parischildcare.ca
- Child Care site email
 - natalie.usher@parischildcare.ca (Sacred Heart Daycare)
 - karon.allen@parischildcare.ca (Holy Family Daycare)
 - jada.murray@parischildcare.ca (School Age Programs)

- 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
- 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

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

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 HARASSMENT & 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:

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:
Program Room-Related Ex: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - Program Supervisor/General Manager	- Address the issue/concern at the time it is raised. or - arrange for a meeting with the parent/guardian within 24 hours. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
General, Centre- or Operations-Related Ex: childcare fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - Program Supervisor/General Manager	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to - the individual directly or - Program Supervisor/General Manager 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/	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 24 hours or as soon as reasonably possible thereafter. Document reasons for delays in writing.

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:
	guardians become aware of the situation.	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student. or - Program Supervisor/General Manager 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 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.

Medication Carried for Emergency Access:

Staff, providers and children will be able to carry a broader range of medications ensuring quick access in an emergency.

In addition to emergency allergy and asthma medication, staff, providers or children may carry medications for epilepsy and diabetes, as well as any other medication that a prescribing medical professional determines must be readily available to prevent a significant risk to the child's health.

Medication carried by staff, providers or children must be kept secure and managed in a manner that ensures other children are not able to access the medication.

Disposing of Used or Expired Epi-Pens:

Used Epi-Pens can be provided to the emergency medical personnel who come to site to deal with the anaphylactic medical emergency.

Used Epi-Pens can also be disposed of at a local pharmacy. Used Epi-Pens must have the protective cap on such that the needle is not exposed.

Expired Epi-Pens should be returned to the child's parent / guardian. If child is no longer in program, and expired Epi-Pens are found they can be disposed of at a local pharmacy. Please talk to your Program Supervisor.

Disposing of Epi-Pens in regular garbage is prohibited.

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 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, along with 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 will be provided during both the morning and afternoon sessions.

Meals and snacks are provided through **Wholesome Kids Catering**. For our daycare programs, the current menu is available for families to view at the kitchen. For our School Age Programs, the menu is posted on the parent bulletin boards.

If your child has a food allergy, dietary restriction, or other food-related concern, please ensure this information is shared during your registration interview. If an allergy or

restriction develops or changes after your child has been enrolled, please notify your child's Program Supervisor and staff as soon as possible. We will work with families to accommodate food allergies and dietary restrictions whenever possible.

If a child has a food allergy or dietary restriction that requires families to provide food from home, all food must be in its **original, unopened packaging** and clearly labeled with the child's name. Families are asked to carefully review ingredient lists and to avoid sending foods that may contain peanuts, tree nuts, or other serious allergens that could affect children in the program.

Paris Child Care programs and facilities operate as **"No Peanuts/Nuts Allowed"** environments. Any child with a food allergy or dietary restriction must have an **Emergency Response Plan Information Form and/or Doctor Verification Form** completed, as applicable. Please contact your Program Supervisor for more information or if you have any questions regarding food allergies, dietary restrictions, or food brought from home.

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.

Accessibility Feedback

Paris Child Care welcomes feedback regarding the accessibility of our programs, services, and facilities. Feedback may be submitted by phone, email, mail, in person, or through our website contact form.

All accessibility-related feedback will be reviewed and responded to in a timely manner, and any concerns will be addressed where possible to improve accessibility.

Paris Child Care is committed to providing accessible customer service. Alternate formats and communication supports are available upon request.

Acknowledgement and Responsibility

By enrolling and maintaining a child's enrollment with Paris Child Care, parents/guardians acknowledge their responsibility to review, understand, and abide by the policies, procedures, expectations, and information outlined in this Parent Handbook.

Parents/guardians are encouraged to ask questions or seek clarification at any time by contacting the General Manager or Executive Director. It is the responsibility of each family to determine whether the programs, policies, procedures, and expectations of Paris Child Care are appropriate for their family's needs.

Paris Child Care strives to apply its policies consistently and fairly across all programs and families. While questions and feedback are always welcome, policies and procedures cannot be altered, waived, or modified on an individual-family basis. Continued enrollment with Paris Child Care constitutes acknowledgement of and agreement to comply with the expectations outlined in this Handbook.