

TayCare Children's Centres Parent Handbooks – 2025



Welcome to TayCare Children's Centres.

This handbook has been created to ensure that everyone is aware of the requirements
of TayCare Children's Centres.

Please read this handbook carefully and feel free to discuss any questions you may
have with a staff member.

Sponsored by Tayside Community Residential & Support Options
tayside.ca

Table of Contents

The Organization.....	3
Services Offered.....	3
Emergency Management.....	4
Programs.....	5
Programs Statements.....	6
Positive Child Guidance.....	6
Admissions and Withdrawals.....	7
Payment information and CWELCC	8
Fees Schedule	9
Arrival and Pick-up	9
Safe Arrivals and Dismissals.....	11
Food Information.....	11
Health.....	12
Things to Provide.....	15
Appendix A Toddler/Preschool Program Statement.....	17
Appendix B Kindergarten/School-age Program Statement.....	20
Appendix C Anaphylaxis Policy.....	23
Appendix D Individual Anaphylaxis Plan.....	26
Appendix E Individual Medical Plan.....	28
Appendix F Medication Policy.....	30
Appendix G Safe Arrival & Dismissal Policy.....	32
Appendix H Waiting list Policy.....	35
Appendix I Preferred Behaviours (Kindergarten/School-age).....	38
Appendix J Parent Issues & Concerns Policy.....	40
Appendix K Lunch Bag Policy (Kindergarten/School-age).....	42
Parent Handbook Sign-off.....	43

The Organization

TayCare Children's Centres are operated by Tayside Community Residential & Support Options (TCO). TCO is a private, charitable, non-profit corporation that provides a range of housing and support services to the Perth community. These include housing and supports for persons with developmental/physical exceptionalities, geared-to-income housing, and child care.

TCO was first established in the summer of 1988. It has a Board of Directors, which is compiled of volunteers from the Perth community who set policy and direction for the organization. There is an Executive Director who manages the day-to-day operation and a Child Care Supervisor, who is responsible for managing all locations.

Services Offered

Locations

TayCare Children's Centres offers licensed child care services at five locations in Perth, Ontario.

Junior Centre

(attached to St. John's High School)
2066 Scotch Line
613-267-6542

Wilson Centre

100 Wilson Street East
613-201-6542

Stewart Before & After School Program

Stewart Public School 7 Sunset Blvd.
613-390-9090

Queen Elizabeth Before & After Program

The Queen Elizabeth School
80 Wilson Street East
613-264-5921

St. John Before & After Program

St. John Elementary School
34 Wilson Street East
613-264-5928

Wilson & Junior Locations offer child care to the following age groups:

Toddler -18 months to 30 months (they move up to preschool when a space is available)
Preschool -30 months to 6 years

Before & After locations offer care to the following age groups:

Kindergarten - 44 months up to 7 years

Primary/Junior School Age - 68 months up to 13 years

Staff to Child Ratio:

Toddler 1: 5

Preschool 1:8

Kindergarten 1:13

School age 1:15

Hours of Operation

Monday through Friday from 6:30 a.m. to 6:00 p.m.

Our centres are open until 6:00 p.m. we ask that families make every effort to have children picked up by 5:45 p.m. This allows the closing staff to complete closing procedures. We understand that there may be the occasion where you are unable to pick up by 5:45 p.m., when this happens, please call the centre to let them know.

Our program recognizes the following statutory holidays, all of our centres will be closed:

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day.

We close at 3:00 p.m. on Christmas Eve and New Years Eve.

Statutory holidays are included in your monthly invoice if your child usually attends on the day of the week on which the statutory holiday falls.

While all of our Before and After programs are licensed to offer full day care on non-instructional days/school holidays, we usually combine all three of the programs and provide care at one location. The hours of operation are from 6:30 a.m. to 6:00 p.m. Children who participate in a full day of care on non-instructional days/school holidays bring a bagged lunch with them to the program. Please see Appendix K for lunch bag policy and Appendix C for Anaphylaxis policy

Emergency Management

All of our child care locations have an emergency evacuation plan in place. In the event that we must evacuate from any of our locations the educator's will contact the families via Lillio, text or by calling as soon as possible.

TayCare has emergency policies and procedures should an emergency situation occur.

Parents will be notified via telephone, email or Lillio (formerly Hi Mama) as to what the situation is and where they are to pick up their child/children.

Programs

TayCare Children's Centres offer a range of affordable and accessible services for children between the ages of 18 months and 12 years of age, focusing on children's learning, health, development and well-being. We provide high quality learning programs that provide an inclusive environment, ensuring that all children, families and educators gain a sense of belonging.

Our educators are dedicated to the children's learning, development, health and well-being. We focus on active learning; exploration and inquiry. We see children as competent, capable, curious and rich in potential. Our educators are co-learners along-side the children and use the environment as the third teacher. Educators plan experiences based on the children's interests. How Does Learning Happen? (HDLH?) is a resource guide the educators use to build relationships with children and families who participate in our programs. The HDLH? Document is focused around four foundations that are important for children's growth and development.

FOUNDATIONS	GOALS FOR CHILDREN	EXPECTATIONS FOR PROGRAMS
Belonging	Every child has a sense of belonging when he or she is connected to others and contributes to their world.	Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.
Well-Being	Every child is developing a sense of self, health, and well-being.	Early childhood programs nurture children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with body, mind, and senses.	Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.
Expression	Every child is a capable communicator who expresses himself or herself in many ways.	Early childhood programs foster communication and expression in all forms.

If you would like to learn more about the How Does Learning Happen? Document, please follow the link below;

<https://files.ontario.ca/edu-how-does-learning-happen-en-2021-03-23.pdf>

Sleep time is from approximately 12:30-2:30 p.m. and does not exceed two hours. Times may vary depending on your child's sleep needs. All children will have a rest or quiet time for at least one hour. Early risers will be provided quiet activities.

We are a smoke/vape-free environment: This includes indoors at the child care centres as well as any centre property. This includes the play yards and parking lots. In regards to Before and After locations, as well as the Junior location that is attached to St. John's High School, smoking is not permitted on Board premises (buildings and school property)

We are licensed under the Ministry of Education and follow the regulations of Child Care and Early Years Act.

Off Premises

We, from time to time, take the children off of the premises for walks. We will get parent's signed permission prior to any activity off premises. Such trips may include going to the splash pad at Conlon Farm or to the local Fire Station.

During summer care our Before and After summer program may take field trips away from the centre. These may be trips on a bus or walking trips within the community.

We expect children to behave respectfully and in a positive manner. If a child does not follow the rules, they will be uninvited to attend one or more of the upcoming trips. This will be communicated with parents/guardians in advance. If a child is uninvited from a field trip, no care will be provided, but the parent/guardian will still be charged for the day.

We provide placement opportunities for students from local high school co-op programs as well as students from Algonquin or St. Lawrence Colleges while enrolled in the Early Childhood Education Program.

Volunteers and students are supervised by an employee at all time and are never left alone with children.

Program Statement

TayCare Children's Centres provide safe, caring environments for young children which foster independence, self-awareness, awareness of the child's environment and the growth of self-esteem. Our philosophy is based on the How Does Learning Happen pedagogical learning approach. We provide a relaxed but stimulating program, where children learn through hands-on experiences. We encourage communication and problem-solving skills and promote the healthy development of each child.

We encourage communication and problem solving and promote the healthy development of each child. For full program statements please see Appendix A for Toddler/Preschool and Appendix B for Kindergarten/School-age.

Positive Child Guidance

Child guidance is the process where adults help children develop self-control, as well as help them to learn to accept responsibility for their actions. This is done through natural consequences, redirection and using problem solving skills.

The educator's model appropriate behaviour and language while leading by example. Having clear and consistent guidelines for the children to follow help ensure that we are creating positive environments, where the children feel safe and secure.

Prohibited Practices

No Licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- a) Corporal punishment of the child;
- b) Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- c) Locking the exits of the child care centre 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;
- d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f) Inflicting any bodily harm on children including making children eat or drink against their will.

2) No employee or volunteer of the licensee, or student who is on an educational placement with the licensee, shall engage in any of the prohibited practices set out in subsection (1) with respect to a child receiving child care. (Child Care Licensing Manual 2019, pg. 106)

Please see Appendix I for the preferred Behaviours Policy

Contravention Prohibited Practices

Everyone including educators, students, volunteers and parents are expected to comply with the program's stated policies and procedures and the requirements of the Child Care and Early Years Act. Failure to comply could result in disciplinary actions for staff, students and volunteers. Parents would be asked to leave the centre, and a report will be made to CAS and/or police.

Where action is necessary, it will be taken as soon as possible by the Supervisor in the case of the staff, students, volunteers, parents and others, and by the Executive Director in the case of the Supervisor.

Admissions and Withdrawal Policy

Once you have accepted a space at one of our programs you will be sent the admissions forms via email or if you prefer you can pick up in person. ALL paperwork needs to be received prior to the start date. A tour/visit at the centre with the supervisor or Head Educator of the location the space is available can be arranged. At this time, you will be able to meet the educators in your child's classroom.

Please let us know of any health conditions or special diets, e.g. allergies, diabetes, regular medications, etc. In order to treat your child appropriately, we may request copies of doctors' reports and/or orders and other information you may have about your child's condition. In cases where the

staff requires training to deal with specific treatment, the child will only be admitted or readmitted once the training has been completed.

At the time of registration parents/guardians are given a pre-authorized debit form to complete. Withdrawals are done on a bi-weekly basis. You are required to pay for the days your child is registered, whether they attend or not. If a centre is closed or is not able to provide service for you, you will not be charged for the day.

When a child is enrolled at either of our full day locations (Junior or Wilson) this is giving them a space at that location ONLY. A child attending a full day location, that requires child care while attending school, is not guaranteed a space at a before and after program.

Progression of children from our toddler to preschool program is based on their age. However, please note that if there is no space for your child to move up from toddler, your child will remain in that age group, even if they are above that age group age, until space becomes available. Parents are charged fees for the program the child is currently in.

If your child attends one of our Before & After locations PD days must be signed up for and programs are offered when the need for care is warranted.

If you choose to have a visit a parent/guardian needs be present with the child in the classroom.

Parents are required to give two weeks written notice when withdrawing their child from one of our centres. Parents are asked to complete a withdrawal form. Fees for those two weeks will be charged to the parent if the notice is not given.

For Kindergarten and school-age children, parents are able to sign up for PA Days, March Break and summer program. Once a schedule has been submitted, there will be no changes to the schedules and parents will be charged. Please see Appendix H for waiting list policy.

Payment Information and Fee Schedule

TayCare Children's Centres is participating in the Canada-Wide Early Learning and Child Care System (CWELCC).

This system supports quality, accessibility, affordability, and inclusivity in early learning and child care. The CWELCC objective is to provide a 25% base fee reduction for children under six years of age (until June 30 in a calendar year) The fee reduction is retroactive to April 1, 2022 building to a 50% reduction in average parent fees by January 1, 2023 and reaching a provincial average base fee for \$10 a day by 2025-26 for licensed child care spaces.

Field trips and any additional fees (Breakfast & Special days) will continue to be in addition to the regular child care fees. Parents/Guardians will be given plenty of notice for any day days that require an additional fee.

Base Fees

Age group	Full Fee- Per day	Base Fee - Parent Portion	CWELLC Program Portion	-
Toddler (18-30 months)	\$51.25	\$22.00	\$29.25	-
Preschool (2.5- JK)	\$39.55	\$18.69	\$20.86	-
Age group	Before & After Care	Before OR After Care	Base Fee - Parent Portion	CWELLC-Program Portion
Kindergarten (JK/SK) (Eligible for CWELCC)	\$19.80	-	\$12.00	\$7.80
Kindergarten (JK/SK) (Eligible for CWELCC)	-	\$10.05	\$10.05	-
Kindergarten (Not eligible for CWELCC)	\$19.80	-	\$19.80	-
School Age (Children who have started grade one)	\$19.80	-	\$19.80	-
School Age (Children who have started grade one)	-	\$10.05	\$10.05	-
Age group	Full Fee- Per day	Base Fee (Parent Portion)	CWELLC Program Portion	-
Kindergarten (Eligible for CWELCC)	\$37.40	\$17.67	\$19.73	-
Kindergarten (Not Eligible for CWELCC)	\$37.40	\$37.40	-	-
School Age (Children who have started grade one)	\$35.00	\$35.00	-	-

*Canada Wide Early Learning Child Care fee reductions apply to any child under 6 years old; and up until June 30 in a calendar year.

NON-Base Costs:

Breakfast Program Fee:

Cost per serving	.50
------------------	-----

Special days/Field Trips:

Cost per special day/Field trip	Will be dependent on what the special day/field trip and the cost of that in particular day/trip.
---------------------------------	---

Late Pick-up Fee:

Time Period	Late Charge
6:01 to 6:15	\$15.00
6:16 to 6:30	\$30.00
6:31 to 6:45	\$45.00

NSF Fee

Insufficient Funds	\$2.50
--------------------	--------

If funds are not available in the bank account the following actions will be taken;

- A reminder will be sent by the Supervisor requesting the payment by a certain date.
- If there is no response, a second notice will go out from the main office requesting payment or arrangements for payment to be made within one week.
- If there is still no response the child will be demitted from the program and the account referred to a collection agency.

If a child has left the Centre and there is an outstanding account, the first two steps will be taken. If there is no response, the account will be referred to a collection agency.

There is a \$2.50 charge for NSF accounts. This amount is to be paid separately from the fees owing.

Families who live in Lanark County can apply for Child Care Fee Subsidy. Fee Subsidy helps with the cost of licensed child care for children under 13 years old.

<https://www.lanarkcounty.ca/en/family-and-social-services/fee-subsidy.aspx>

Subsidized families will be charged for any absent days that exceed the number of absent days allocated by the subsidy office. You will be given a receipt for fees paid annually for income tax purposes.

Refunding Overpayments

Where necessary, parents will be refunded for any overpayments between the enrolment date and the date the parent started paying lower fees. An overpayment is the difference between the “old” base fee and the “new” base fee being charged to parents.

Aging-out Policy

In our school age programs care is provided for children up to 12 years of age. If your child turns 12 years of age between July 1st and December 31st, they will not be enrolled for that school year. If your child turns 12 years of age between January 1st and June 30th they will be permitted to continue in the program until the end of the current school year.

Arrival and Pick-up

We ask that you establish fixed hours to drop-off and pick-up. Staffing schedules are required to cover staff to child ratios at all times. If there is a change that needs to occur ie., earlier drop off please reach out so we can discuss the changes.

Parents are responsible for the transportation of their child to and from the Centre.

Children are to be accompanied into the Centre and a teacher notified of their arrival. You are responsible for your child up until the teacher has been notified of his/her arrival.

Parents are responsible at all times for any children not registered in the programs, e.g. siblings, friends, that they bring with them to the Centre.

Please notify the Centre if your child will be absent, by either sending a message via Lillio or by calling the location your child attends.

Regular contact with the parents is very important. Please take the time to speak with staff about your child's day.

Parents must inform staff when anyone other than themselves will be picking up their child. If the person is unknown to the staff, she/he will be asked for identification. In the case of separated parents, the Children's Centre is responsible to the parent who enrolls the child, and will follow that parent's wishes as to who picks up their child. **Unless we have a copy of custody papers we are unable to NOT allow a parent to pick-up their child.** If you have custody papers, please submit a copy if there is a legal agreement between parents.

If an unauthorized person tries to pick up the child, the following steps will be taken:

1. The child will be kept with another staff member while the parent is being contacted.
2. If the parent cannot be reached, the child will be kept at the Centre until the parent can be reached for confirmation.
3. If the parent does not give confirmation, the person trying to pick up the child will be asked to leave the Centre.
4. The police will be called for support if necessary.

Out of concern for the children in our care, if a staff member suspects that a parent or other authorized person picking up a child is impaired, e.g. alcohol, drugs, the following steps will be taken:

1. Staff will advise the person of their concern and encourage him/her to arrange alternative transportation for him/herself and the child.

2. If the person refuses and leaves with the child, staff will contact the police and advise them of the situation.

Upon pick up, you are responsible for your child once you have made contact with him/her.

LATE PICK-UP FEE: For children left at the Centre past 6:00 p.m. The charge is \$15.00 for every 15 minutes, or portion of 15 minutes, past 6:00 p.m. This money will be added to your monthly invoice.

Time Period	Late Charge
6:01 to 6:15	\$15.00
6:16 to 6:30	\$30.00
6:31 to 6:45	\$45.00

If a family has six (6) late pick-ups during a year their daycare access may be removed.

Safe Arrival and Dismissal Policy

The Ministry of Education has mandated that all Child Care Centres create a safe arrival and dismissal policy and implement as of January 1, 2024

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.

Please see Appendix G for Safe Arrival Policy.

Food Information

Kitchen staff have completed the Food Safety Course. This course is completed through online through the Leeds, Grenville and Lanark District Health Unit.

Our two full day programs provide a morning and afternoon snack and full lunch to all children. Our Before and after locations will provide a morning and afternoon snack on full days (i.e., PA Days). On full days, parents are required to provide a lunch. Please see Appendix K for our Lunch Bag Policy.

Children attending any one of our locations may have restrictions, either due to medical reasons/allergies, religious beliefs or lifestyle choice. Due to the many allergies that may appear, we do not allow outside food to come in the centre, unless a child is providing a substitution for an allergy

or sensitivity. A parent needing to provide food for one of the reasons listed above MUST ensure that the substitution is in the original package, sealed and labelled with the child's name.

Allergies are posted in the kitchen/serving areas, as well as all classrooms at the location the child attends. This is to ensure that ALL Staff are aware of all allergies and food sensitivities. Our food for our full day locations is prepared at our Wilson Street location.

Planned meals and are required to fall within Canada's Food Guide. We are required to follow Canada's Food Guide. We are required to provide "at least half of the recommended number of food guide servings per day while in child care", as per Ontario Dietitians in Public Health, Dec 2017.

We expect children to try the food provided, where possible. The food served will be varied, on a four (4) week rotation, good quality and will fall within these categories:

- Grain products
- Vegetable and Fruit
- Milk Products - toddlers are provided homogenized milk and all other groups receive 2%
- Meat and Alternatives

Children are expected to eat breakfast before attending their location, we do provide a breakfast program for children who arrive between 6:30 a.m. and 8:00 a.m. The cost is .50 cents per serving and is paid in cash at the location your child attends.

Please see appendix C for Anaphylaxis Policy

Snacks and Meals

Sample Menu

TayCare Children's Centres Menu – Week

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Snack	Bagels, Milk/Water	Fruit salad, arrowroots, water	Cereal, Milk/Water	Yogurt, Berries, Water	Raisin Toast, Milk/Water
Lunch	BBQ Franks, Rice, Fresh Fruit, Milk/Water	Chicken Wraps, Garden Salad, Fresh Fruit, Milk/Water	Soup, Tea Biscuits, Fresh Fruit, Milk/Water	Fish, Rice, Yellow Beans, Fresh Fruit, Milk/Water	Sheppard's Pie, Fresh Fruit, Milk/Water
Afternoon Snack	Crackers, Hummus, Water	Apples, Cheese, Water	Muffins, Milk/Water	Nann Bread, Cream Cheese, Cucumbers, Water	Fruit, Oatmeal Cookies, Water

Children's Birthday's

When a child has a birthday they receive a birthday muffin, provided by the centre. If their birthday falls on the weekend, we will celebrate their birthday on the next day they attend. Please do not bring any cupcakes or treats into the centre due to allergies as mentioned above.

Health

Immunizations

An up-to-date record of immunization is required upon admission for each child registered in one of our full day programs. We do not require immunization records for children who attend school.

A parent may decide for sincerely held religious or conscience reasons not to have the child immunized. If so, s/he must sign an affidavit to that effect and be aware that the child may be excluded from a program if there is an outbreak or risk of outbreak of specific diseases.

Illness

We have developed a list of guidelines based on our local Public Health requirements that need to be considered when deciding if your child will be able to attend the program.

A child should not attend if;

- Fever
- Fever and a combination of other symptoms
- Fever and a body rash
- Diarrhea – two or more liquid stools
- Vomiting – two or more bouts
- Pink eye – blood shot, watery or yellowish discharge (medicated for 24 hours and no discharge)
- Severe cough
- Unexplained runny nose/congestion
- Complains of a bad headache or sore throat;

For vomiting and diarrhea, a child is to remain at home for 48 hours after the last episode.

All children are to remain home for a minimum of 24 hours and must be fever free for 24 hours without medication prior to returning

If your child becomes ill while attending a program (develops fever, vomits and/or has diarrhea twice) you will be contacted to come and pick up your child. If you cannot be reached, we will then contact an emergency contact provided.

If children are unable to keep up with the daily program or staff feel that a child is too sick to remain at centre, they will call and ask parents to pick their child up.

We rely on parents/guardians to make decisions regarding their child's health, but in the case where the parents view differs from the educator caring for their child the parent will need to abide by the educator's decision.

If your child has been absent due to an infectious disease, a doctor's note may be required

the day your child returns.

Staff will post a sign on the front door for parents when there is a confirmed outbreak of contagious illness. A letter from the Health Unit may be sent to families via Lillio and/or posted as well.

For more information; please find the link for the communicable childhood diseases poster below;
https://healthunit.org/wp-content/uploads/Childhood_Diseases_Poster.pdf

Headlice Guideline:

We follow guidelines from our local Health Unit when controlling the spread of headlice. If a child is found to have head lice, nits or live bugs, we will contact the parent/guardian to pick up their child. We will provide a Lice information fact sheet.

It is very important that the procedures are followed to prevent the spread of head lice.

Please read the fact sheet below to help in the treatment and to help control the spread.

https://healthunit.org/wp-content/uploads/headlice_factsheet.pdf

Medications

We cannot administer medication unless it has been prescribed by a doctor.

ALL drugs or medication **MUST** be in the original container and **MUST** be clearly labelled with;

- The child's full name;
- The name of the medication;
- Instructions for storage;
- Instructions for administration;
- The date of purchase of the medication;
- The expiry date of the medication. (Medication cannot be expired)

Please see Appendix F for our Medication Policy.

Parents must complete and sign a medication form. This is authorizing us to administer the medication.

Sunscreen

The daycare provides sunscreen. To avoid having a bottle of sunscreen for each child, we purchase sunscreen. If your child has sensitive skin to some lotions, you may feel free to provide your own. A consent form giving staff permission to apply sunscreen will be signed at the time of enrolment.

Reporting Health Issues/concerns

We ask that you inform the location your child attends of any changes regarding your child's health or family situation, i.e. deaths, separations or information regarding any other situations that may change your child's behaviour or demeanor.

Severe Weather Conditions

Please note that if schools are closed for severe weather conditions all of our School-Age programs will also be closed.

Unless otherwise notified, our full day locations at 100 Wilson Street and 2066 Scotch Line will remain open for school closures for children that attend those locations.

We may close early if severe weather begins during the day. You will be notified if this happens to come pick up your child.

Weather Guidelines & outdoor Play

When considering extreme weather conditions and temperatures for children to be outdoors, we will follow the general temperature guidelines listed below when determining whether it is safe to be outside with the children.

Children are permitted outdoors at temperatures of between 30-35 degrees Celsius (with humidex) WITH water play provided. Drinking water will be offered regularly. Once temperatures reach 36 degrees Celsius stay indoors. When temperatures are this warm the children, will be out for a limited amount of time.

Preschool and older children are permitted outdoors until temperature reaches -20 degree Celsius (with wind chill). Toddlers are permitted outdoors until temperatures reach -15 degrees Celsius (with wind chill)

Things to provide:

- Outdoor Clothing: Hat, mittens, splash pants, sweater, boots, rubber boots, indoor shoes, snowsuit etc.
- Indoor Clothing: Shoes, change of clothing for messy play/accidents.
- Daily Items: Diapers, wipes, creams, soother, comfort items (blanket, stuffy),

All of our programs spend time outdoors each day, weather permitting.

Please ensure that all of your child's items are labelled.

Parent Issues & Concerns Policy and Procedures

If a parent has a concern or issue with a situation that has occurred at one of our location's they are asked to bring it to the attention of the educator that is present at the time the parent became aware of it. Please see Appendix J for Parent Issues & Concerns Policy.

Closures

There may be occasions when either because of mechanical failure, building evacuation or severe weather conditions we are forced to close the Centre. The following are ways that you may be alerted to the closure.

Early morning Closure-mechanical failure- we will make every attempt to contact you before you leave home, by sending a message on Lillio. We will also post a sign on the Centre door.

Mid-Day Closure for any reason- you will be contacted and asked to pick up your child as soon as possible.

You will be told of the alternate location to pick up your child if the Centre is closed before you can arrive.

Please be sure that Centre has an up-to-date email and phone number where you and/or your emergency contact can be reached.

We would like to remind you that it is very important to have alternative arrangement for emergencies in place. Please understand that we understand your reliance on child care and we do not take the decision to close the Centre lightly. We do so only in the best interests of your child.

We are aware of the important role parent's play in making the child care experience a valuable and enjoyable one for your child.

We are glad you chose TayCare Children's Centres.

We are excited to watch your child grow and develop.



Program Statement **Junior & Wilson Locations**

TayCare Children's Centres are dedicated to the children's learning, development, health and well-being supported by responsive Early Childhood Educators. We focus on the active learning, exploration, play and inquiry. All of our Educators see children as competent, capable, curious and rich in potential, and are active participants in all aspects of the program as well as their families. All Educators see themselves as co-learners with the children in the program and the environment as the third teacher.

Our program follows the philosophy, pedagogy, reflective practice and collaborative inquiring set out in the How Does Learning Happen document.

Our goals for the children are consistent with the Ministry of Education's pedagogy.

- a) We promote health, safety, nutrition and the well-being of all children in our care. All of our equipment is kept in a state of good repair and all indoor toys are sanitized when being replaced with different toys. A full course hot lunch and a morning and afternoon snack are provided to all of our children attending a full or half day program. Our menus are reviewed to ensure that we are serving the children the proper number of foods from the various food groups as set out in the Canada Food Guide. All of our educators are required to have an up-to-date Infant and Child 1st Aid and CPR certificate.

We help the children to get the rest their bodies need by providing a comfortable environment with quiet music and a back rub if needed to help them to relax.

Our outside environment is constantly evolving to keep the children's interests and to promote their physical development. The playground activities are changed with the seasons. When weather does not permit us to go outside, we bring some of the outdoor activities such as bicycles indoors. We also bring the outside in such as sand, snow, water and ice.

Goal- To foster the children's love of healthy food and enjoy the physical activities that promote a healthy life.

Approach - Provide regular daily opportunity for the children to be physically active and explore the world around them.

- b) It is the intent of all of our educators to interact with everyone that enters our child care programs with respect. Our interactions with our children, families, co-workers, community and child care partners are positive, supportive and responsive. We have social events that provide a chance to speak to the families in a more casual situation. All families are greeted upon

arrival in the morning and the afternoon. We strive to build a professional, warm and inviting relationship with the entire family.

Goal- To ensure the parents feel that their child is in a safe, warm and friendly environment that will enable them to feel comfortable leaving them with us.

Approach- Form a relationship with the parents as well as the children by listening to their stories and getting to know their interests outside day care.

- c) Our educators encourage all children to be respectful of others and assist them in learning how to deal with conflict and problem solving with others in their environment. We have introduced a period of calming exercises each morning to help the children identify with a variety of emotions. All staff encourage the use of manners and to be considerate of others at all times.
We help the children to find the words they need to communicate their needs, wants and desires.
Goal- Our educators will use the words that will help the child in dealing with conflict issue, supporting the child's ability to self-regulate.
Approach- Give the children the words to deal with a situation then step back and observe, allowing them to use the skills they are learning.
- d) The educators are always observing the children's play and looking for ways to foster their interests. The children are encouraged to express their particular interests and the educators will help them develop these interests through their own experiences and various mediums. Staff and children choose the toys that interest them from the toy storage area.
Goal- Actively observe as a co-learner during the children's exploration of their environment.
Approach- Educators will add appropriate equipment/materials to enhance what the children are interested in.
- e) We provide an environment where children are encouraged to help with daily routines to help them achieve a sense of pride in their environment. They are also encouraged to help their friends with daily tasks.
Goal- To promote independence in our daily routines.
Approach- Provide situations where children will want to help their friends spontaneously that will promote a sense of self-worth and self-esteem.
- f) Developmentally challenging learning environments are planned and implemented.
Goal- With the children's interests in mind our educators will provide experiences for the children to further their knowledge and understanding of the topic.
Approach- Provide more open-ended materials so they can explore and investigate. Expand their learning by introducing new resources to peak new interests.
- g) With the challenges of constantly changing weather, staff are aware of the need to change the indoor and outdoor activities to encourage active play. Be sensitive to the children's need to have a quiet space to rest and be away from the active play.
Goal- Be more responsive to the individual child's sense of self.
Approach- Nap times are adjusted to meet individual needs. Quiet and comfortable areas will be set up for the children. Our educators strive to be aware of the children's interests and incorporate them into the child's environment.

- h) All educators will strive to have a respectful and open relationship with the families. This is necessary in order to be able to exchange in conversations regarding their child's progress and any concerns the child care centre or parents may have. Any concerns or questions from the parents/guardians will be taken seriously and answered with respect and genuine interest.
Goal- To continue to develop positive relationships.
Approach- Talk to parents about non private things happening in their home lives, light heartedly. Take all parent concerns seriously and find solutions through open conversations and research.
- i) At TayCare we work with community partners such as Lanark Early Integration Program, Language Express, Infant and Child Development, Behaviour Development, Open Doors, and local schools/colleges. All of these agencies are welcomed into our programs to obtain or relay information about a particular child, with the parents signed consent. When a child shows signs of needing some assistance from these organizations, our educators will speak to the family and a referral will be made with the parent/guardian's consent.
Goal- Help foster relationships with people of all ages in our community.
Approach- Arrange for visitors from the community to come and enrich the children's day.
- j) TayCare will make every effort to support our Educators in their work towards their continuous professional learning.
Goal – As individuals, we will become more professional in our practice as educators.
Approach-Any necessary materials available to the Child Care Supervisor will be made available to the educators. Continue to be reflective through daily conversations with our day care community.

Educators will review the program statement periodically. Reflecting on our goals and approach, and the impact that they have on the children and their families



Program Statement **Kindergarten & School-age**

TayCare Children's Centres are dedicated to the children's learning, development, health and well-being supported by responsive Early Childhood Educators. We focus on the active learning, exploration, play and inquiry. All of our Educators see children as competent, capable, curious and rich in potential, and are active participants in all aspects of the program as well as their families. All Educators see themselves as co-learners with the children in the program and the environment as the third teacher.

Our program follows the philosophy, pedagogy, reflective practice and collaborative inquiring set out in the How Does Learning Happen document.

Our goals for the children are consistent with the Ministry of Education's pedagogy.

- a) We promote health, safety, nutrition and the well-being of all children in our care. All of our equipment is kept in a state of good repair and all indoor toys are sanitized when being replaced with different toys. A nutritious afternoon snack is provided to all of our children attending an afterschool program. Children in our full day program on non-instructional days are required to bring a bagged lunch. We provide a morning and afternoon snack on these days. Our menus are reviewed to ensure that we are serving the children the proper amount of foods from the various foods groups as set out in the Canada Food Guide. All of our educators are required to have an up-to-date Infant and Child 1st Aid and CPR certificate.

Goal- To establish a pattern of healthy eating and physical activity in early childhood that will carry over in later life.

Approach- To encourage the children to have better self-help skills/sanitary practices when they have a cold.

- b) It is our intent of all of our educators to interact with everyone that enters our child care programs with respect.

Goal- Our interactions with our children, families, co-workers and child care partners are positive, supportive and responsive.

Approach- Every parent, guardian and child will be greeted upon arrival at both pick-up and drop off.

- c) Our educators encourage all children to be respectful of others and assist them in learning how to deal with conflict and problem solving with others in their environment. Our educators will use

the words that will help the child in dealing with conflict issue, supporting the child's ability to self-regulate.

Goal – All educators will demonstrate a positive attitude.

Approach- Help the children to recognize the other children's strengths and acknowledge them.

- d) The educators are always observing the children's play and looking for ways to foster their interests. The children are encouraged to express their particular interests and the educators will help them develop these interests through their own experiences and various mediums.

Goal- Build upon the children's interests.

Approach- Sit back and simply observe what the children are playing with and are interested in.

- e) We provide an environment that sparks curiosity and plan daily routines that limit interruptions.

Goal - Be less focused about the routine and more focused on the play.

Approach- Don't go outside if the children are really busy with their indoor play.

- f) Age-appropriate learning environments are planned and set up with the children's development, interests and abilities in mind.

Goal- Our educators will provide experiences for the children to further their knowledge and understanding of the topic.

Approach- Provide more open-ended materials so they can explore and investigate.

- g) Our program will incorporate a wide variety of active experiences that take place both indoors and outdoors. The program is also set up in order to provide time for rest or quiet time. All of these times will take into consideration the needs of the individual child.

Goal- Be more responsive to the individual child's sense of self.

Approach- Have a space available for them to rest when needed or if they simply need time alone.

- h) All educators will strive to have a respectful and open relationship with the families. This is necessary in order to be able to exchange in conversations regarding their child's progress and any concerns the child care centre or parents may have. Any concerns or questions from the parents/guardians will be taken seriously and answered with respect and genuine interest.

Goal- Make an effort to become more familiar with the children's interests and engage with them about the interest.

Approach- Become aware of things in their personnel life and ask them about the event after it happens.

- i) At TayCare we work with community partners such as Lanark Early Integrations Program, Open Doors, and local schools/colleges. All of these agencies are welcomed into our programs to obtain or relay information about a particular child, with the parents signed consent. When a

child shows signs of needing some assistance from these groups our educators will speak to the family and a referral made with the parent/guardian's consent.

Goal- Look into what groups or community partners there are in the community.

Approach- Reach out to local groups to do visits with the children i.e., Seniors, group home residents, community helpers.

- j) TayCare will make every effort to assist and support our Educators in their work towards their continuous professional learning. Any necessary materials available to the Child Care Supervisor will be made available to the educators.

Goal – We will work together as a team to achieve this.

Approach- At staff meetings we will read articles or watch videos to reflect on How Does Learning Happen.

Educators will review the program statement periodically. Reflecting on our goals and approach, and the impact that they have on the children and their families.

Appendix C



Anaphylaxis Policy

TayCare Children's Centres, have children who are at risk for potentially life-threatening allergies. Anaphylaxis is a severe allergic reaction that can be caused by foods, insect stings, medications, latex or other substances. While anaphylaxis can lead to death if untreated, anaphylactic reactions and fatalities can be avoided. Education and awareness are key to keeping children with potentially life-threatening allergies safe.

Our centre's anaphylaxis plan is designed to ensure that children at risk are identified, strategies are in place to minimize the potential for accidental exposure, and staff, students and volunteers are trained to respond in an emergency situation.

Before starting employment, each staff will read and be familiar with any Emergency Plans posted in all locations, they will be working in. All staff will be competent in the administration of an Epi pen through their Standard 1st Aid and CPR training. Students and Volunteers who do not possess their First Aid would be trained by the supervisor.

The EpiPen will be stored in a zippered carrier and kept with the staff supervising the child. When going outside in cold weather it will be kept inside of a designated staff's coat.

When appropriate, school-aged children may carry their own medication.

Plan for parents

It is our policy that no food is to be brought into the centre by the children's families unless authorized by the supervisor/Head Educator, and after a discussion with the cook. We will work with families to provide substitutions for children who have a food allergy or diet restrictions.

Parents can send in food/snacks to be kept at the centre or provide lunch for dietary/allergy reasons. These arrangements need to be discussed with the Supervisor/Head Educator prior to bringing in the food. Any food that is brought in to the centre, **must** be in the original container with the ingredient label intact. This situation would only be allowed if this child has a food allergy, or diet restriction that does not allow them to eat/drink what is being served by the child care program.

- We will require written instructions from the parent for any allergies, intolerances or dietary arrangements. This will be kept in the child's file and posted in the kitchen and each classroom.
- Staff will monitor the contents of the children's lunches to ensure the food does not contain any known allergens.
- Each parent must have a contingency plan, in case of forgotten food, or does not meet the bagged lunch guidelines (Kindergarten/school-age) for nutritional value, and or allergens are

present, i.e. the centre will have extra snack to supplement, such as crackers, soy butter, apples, etc.

- Parents are expected to provide ice packs in lunch bags (Kindergarten/School-age) to ensure safe food handling practices.
- Parent will be notified when concerns arise regarding the nutritional adequacy and/or the presence of allergens in snacks and meals.

Medication Administration

- Administer the epi pen at the first sign of reaction
- Call 911 and stay with the child.
- A second dose, if available, can be administered after 10 minutes if symptoms do not improve or if symptoms get worse.
- Contact the child's parents.
- Stay with the child until transported to a hospital

Plan for Individuals

- Each child at risk will have an Anaphylaxis Emergency Plan, with parent/ guardian input
- Anaphylaxis Emergency Plan will be signed by Parent/Guardian before the child starts, or at the time the child is diagnosed with anaphylaxis that includes emergency procedures and a description of the procedures to be followed in the event of an allergic reaction or medical emergency.
- The plan must be reviewed, updated and signed again by the parent/guardian annually
- Any changes made to the emergency plan must be signed and dated by parent/guardian of the child
- The parent/guardian will discuss their child's allergy with the supervisor or Head Educator, who in turn, will relay information to staff/students/volunteers

Anaphylaxis Emergency Plan

- A form with the child's photo and allergy information, signs and symptoms, brief action plan, contact information, consent to administer the medication and the signature of the parent/guardian
- A second page with an epinephrine auto-injector instruction sheet for EpiPen. Select the instructions which correspond to the device prescribed for the individual.

Communication Plan

- All staff/students/volunteers will review and sign the centre's Anaphylactic Policy at the start of their employment and annually thereafter.
- The child's individual Anaphylaxis Emergency Plan will be posted beside the centre's allergy list in the food preparation and serving areas, and playrooms. A copy will also be placed in the child's emergency file.
- An Anaphylaxis Policy will be signed by each new parent starting their child at the daycare centre.

Strategies for reducing the risk of exposure

- Staff/students/volunteers will assist the children to wash their hands before eating
- Properly cleaning surfaces before and after meals and snacks.
- Read all labels of food brought in by parents

- All staff/students/volunteers will be conscious of all arts and craft materials as well as sensory materials, do not contain any allergens
- All staff/students/volunteers will be aware of any revisions of information and strategies concerning life threatening allergies of the children enrolled.

Appendix D

INDIVIDUALIZED PLAN AND EMERGENCY PROCEDURES FOR A CHILD WITH AN ANAPHYLACTIC ALLERGY

Child's Name:

Child's Date of Birth (dd/mm/yyyy):

List of allergen(s)/causative agent(s):

Asthma: ☐ Yes (higher risk of severe reaction) ☐ No

Location of medication storage:

Epinephrine auto-injector brand name:

Epinephrine auto-injector expiry date (dd/mm/yr):

Other emergency medications*:

Emergency Services Contact Number:

Photo of Child

CHILD'S SPECIFIC SIGNS AND SYMPTOMS OF A NON-LIFE-THREATENING ANAPHYLACTIC REACTION: <i>(specific to the child, e.g. wheezing and itchy skin)</i>	CHILD'S SPECIFIC SIGNS AND SYMPTOMS OF A LIFE-THREATENING ANAPHYLACTIC REACTION: <i>(specific to the child, e.g. inability to breathe, sweating)</i>
DESCRIPTION OF PROCEDURE TO FOLLOW IF CHILD HAS A NON-LIFE-THREATENING ANAPHYLACTIC REACTION:	DESCRIPTION OF PROCEDURE TO FOLLOW IF CHILD HAS A LIFE-THREATENING ANAPHYLACTIC REACTION:
STEPS TO REDUCE RISK OF EXPOSURE TO CAUSATIVE AGENT/ALLERGEN: <i>(e.g. nut-free environment)</i>	
ADDITIONAL NOTES (if applicable): <i>(e.g. use of other emergency allergy medication(s) to implement the emergency procedures)</i>	

Parental Statement

I, _____ (parent/guardian) hereby give consent for my child
_____ (child's name) to (check all that apply):

☐ carry their emergency allergy medication in the following location (e.g. blue fanny pack around their waist):

☐ self-administer their own medication in the event of an anaphylactic reaction

(The option to carry their own emergency allergy medication or self-administer is for school-age children only)

AND/OR

I _____ (parent/guardian) hereby give consent to any person with training on this plan at the child care centre to administer my child's epinephrine auto-injector and/or asthma medication and to follow the procedures set out in my child's Individualized Anaphylaxis Plan and Emergency Procedures.

Parent/Guardian initials: _____

EMERGENCY CONTACT INFORMATION

Contact Name	Relationship to Child	Primary Phone Number	Additional Phone Number

HEALTHCARE PROFESSIONAL CONTACT INFORMATION: (optional)

Contact Name	Primary Contact Number

SIGNATURE OF HEALTHCARE PROFESSIONAL (optional)

X	Date:
---	-------

SIGNATURE OF PARENT/GUARDIAN (required)

Print name:	Relationship to Child:
X	Date:

Appendix E

INDIVIDUALIZED PLAN FOR A CHILD WITH MEDICAL NEEDS

This form must be completed for a child who has one or more acute or chronic** medical conditions such that he or she requires additional supports, accommodation or assistance.*

Child's Full Name:

Child's Date of Birth:
(dd/mm/yyyy)

Date Individualized Plan Completed:

Medical Condition(s):

- ☐ Diabetes ☐ Asthma
☐ Seizure ☐ Other:

Photo of Child

Prevention and Supports

STEPS TO REDUCE THE RISK OF CAUSING OR WORSENING THE MEDICAL CONDITION(S):

[Include how to prevent an allergic reaction/other medical emergency; how not to aggravate the medical condition (e.g. Pureeing food to minimize choking)]

LIST OF MEDICAL DEVICES AND HOW TO USE THEM (if applicable): *(e.g. feeding tube, stoma, glucose monitor, etc.; or not applicable (N/A))*

LOCATION OF MEDICATION AND/OR MEDICAL DEVICE(S) (if applicable): *(e.g. glucose monitor is stored on the second shelf in the program room storage closet; or not applicable (N/A))*

SUPPORTS AVAILABLE TO THE CHILD (if applicable): *(e.g. nurse or trained staff to assist with feeding and/or disposing and changing of stoma bag; or not applicable (N/A))*

Symptoms and Emergency Procedures

SIGNS AND SYMPTOMS OF AN ALLERGIC REACTION OR OTHER MEDICAL EMERGENCY: *[include observable physical reactions that indicate the child may need support or assistance (e.g. hives, shortness of breath, bleeding, foaming at the mouth)]*

PROCEDURE TO FOLLOW IF CHILD HAS AN ALLERGIC REACTION OR OTHER MEDICAL EMERGENCY: *[Include steps (e.g. Administer 2 puffs of corticosteroids; wait and observe the child's condition; contact emergency services/parent or guardian, parent/guardian/emergency contact information; etc.)]*

PROCEDURES TO FOLLOW DURING AN EVACUATION: *(e.g. ice packs for medication and items that require refrigeration; how to assist the child to evacuate)*

PROCEDURES TO FOLLOW DURING FIELD TRIPS: *(e.g. how to plan for off-site excursion; how to assist and care for the child during a field trip)*

Additional Information Related to the Medical Condition (if applicable):

☐ This plan has been created in consultation with the child's parent / guardian.

Parent/Guardian Signature:

Print name:	Relationship to child:
Signature:	Date: (dd/mm/yyyy)

The following individuals participated in the development of this individual plan (optional):

First and Last Name	Position/Role	Signature

Appendix F



Medication Administration Policy

Policy

An educator in the child's classroom will be responsible for administering the medication. In the case where both of the educators are absent the Head Educator will complete the task. They will ask another staff member to cover to maintain ratio.

Medication shall only be administered to a child or special medical procedure carried out, upon written order by a physician (prescription label). This order must be obtained by the child's parent/guardian.

Parents must complete a medication administration information and consent form. There is a separate administration form for emergency medication.

Medication shall only be administered if it is in the original container as supplied by the pharmacist or original package with the child's name, name of medication, date of purchase and instructions for storage and administration.

Medication that has been provided for one child **MUST** never to be given to another child, even though it may be the same medication and dosage unless there is a doctor's note for two siblings to receive medication from the same prescription.

Medication is not to be administered in a dark room or administered to a child in a semi-conscious state.

Medications are to be given on time. Medications can be given 60 minutes on either side of the scheduled time. This must be recorded. Anything over 60 minutes is a time error. The incident is to be recorded with any follow-up on an incident report form.

Medications, with the exception of Epi-pen, Benadryl and inhalers are to be stored, in a locked box. Medication boxes are kept either in the fridge or for non-refrigerated medications on top of the fridge. This will depend on the storage instructions.

Epi-pen and inhalers are to be kept in a convenient location, out of reach of children.

All medications are to be returned to the parent/guardian.

Procedure

Completed and signed medication administration information and consent forms are received from the parent/guardian with the medication and given to appropriate staff. One form is to be completed for each medication the child is to receive. Staff receiving the medication form is to review and sign off on it.

Medication is stored in the appropriate location, for refrigerated or non-refrigerated. The administration form(s) must be kept in the kitchen.

When time to administer the medication, the Head Educator or designate is to;

1. Wash hands;
2. Gather equipment required (medication, medication cup etc.);
3. Concentrate on task at hand, no distractions;
4. Read label of medication and instructions carefully, when removing the bottle from storage, when pouring, before returning to storage;
5. Remember; right child, right medication, right dose, right time, right method, right recording;
6. Shake pill directly into medication cup, if the pill is to be crushed place between two spoons;
7. If liquid medication. Shake bottle as required, pour into medication cup, pour away from label;
8. Be sure all medication is swallowed. Dispose of used medication cup or rinse if reusable;
9. Record time given, and initial/sign the medication administration form;
10. Watch for and record any side effects on the back of the administration form. If concerned contact parent/guardian.

At the end of the day, medication is returned to the parent/guardian. If needed beyond one day, parent or guardian returns the medication to the centre the following day. Medication may also be left at the centre if prearranged with parent and staff.

The medication administration form remains in the binder in the kitchen until the course of medication is completed, at which time it is filed in the child's file. STOP must be written below the last recorded administration of medication.

Revised: December 27, 2023

Appendix G



TayCare Children's Centres Safe Arrival and Dismissal Policy and Procedure

Date Policy and Procedure Established: November 27, 2023

Date Policy and Procedure Implemented: January 1, 2024

Purpose

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.

Policy

General

- **TayCare Children's Centres** will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided authorization the child care centre may release the child to.
- Where a parent/guardian gives consent for another authorized individual to pick up, and the individual is under 16 years of age the parent/guardian must provide written and signed consent.
- 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.

Procedures

Accepting a child into care

At the time of drop-off, a parent MUST walk their child to the classroom door. This allows an educator in the classroom to;

1. Greet the parent/guardian and child. This ensures that both the parent/guardian and an educator know the child has arrived safely to the program.
2. Ask parent/guardian how the child's evening/morning has been. At this time the parent/guardian can let an educator aware of any changes to pick up. When a parent/guardian has indicated that someone else will be picking the child up, the staff must confirm that the person is listed on the authorized to pick up list in the child's admission form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note, email, or text), and
 1. write the change in pick-up in the communication book.
 2. sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected

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 message or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the Head Educator, and either the Head Educator or the educator in the child's classroom must contact the child's parent/guardian no later than 10:00 a.m. Staff shall send a message via Lillio and if no response is received in an appropriate amount of time, they will call the number on the child's admission form and leave a message. Before and After programs would text or call no later than 15 minutes after bell rings.

Attempts to contact will be documented with the date, times contacted, how contacted and outcome on a safe arrival call form that will be kept in the child's file.

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.

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 an educator will call or text 30 minutes before closing, 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, the staff must contact the authorized pick-up person. 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 call an alternate emergency contact.

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

Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00 p.m., staff shall;

1. Ensure that the child is given a snack and activity, while they await their pick-up.
2. The staff shall stay with the child, while calling the parent/guardian to advise that the child is still in care and require immediate pick up as the centre is now closed.
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 call an alternate emergency contact.
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) the staff shall proceed with contacting the local Family and Children's Services 7:00 p.m. Staff shall follow the direction of Family and Children's Services with respect to next steps.

Contact Information for Family and Children's Services:

8 Herriot Street
K7H 1S9
613-264-9991 (Perth Location)
OPEN 24 HOURS
1-855-667-2726 (Toll free)

Appendix H



Waitlist Policy

This policy outlines TayCare Children's Centres waiting list process. The purpose of this policy is to ensure that our waiting list is as accurate as possible. TayCare Children's Centres, including our school age programs does not charge parent/guardians for the opportunity to place their child(ren) on the waiting list for an unsecured space in our child care centre.

Who Can Apply?

A child cannot be placed on our waiting list if they have not yet been conceived. However, a child can be placed on our waiting list if the child has not yet been born, by using the due date as their date of birth.

A child can be placed on either the toddler waiting list or the preschool waiting list. If placing a child on a before and after waiting list please only place them on the waiting list for the school they will be attending. In order to attend a before and after program they must be attending one of the schools that our program is in. If adding to the summer care waiting list, a child needs to be added each year.

Placement on the List

We consider the following factors when determining the order in which children are placed on the waiting list.

Date on which the "application" is submitted and completed accurately and in its entirety. If a parent/guardians defer a space, their space on the waiting list will be from the date they deferred the space or made changes to the waiting list.

Priority

Priority is given to the following;

- Families who currently have a child(ren) enrolled in one of our programs, as long as their account is in good standing;
- Families looking for full-time child care
- Extreme circumstances will be taken into consideration. (i.e., CAS is involved, employee's children when short staffed)

Holding my Place on the Waiting List

A child will be moved from the toddler list to the preschool list according to the date they were initially added.

When a child is no longer eligible for a preschool, as they are now attending school. They will be removed from the preschool waiting list. They will not be added to a before and after programs waiting list, unless requested to do so by a parent/guardian.

When signing a child up for a before and after programs waiting list, you must select the waiting list for the location your child will be attending.

The waiting list for our summer camp is done on a yearly basis. You will need to add your child each year in order to be on the waiting list for this program.

Children who are currently in one of our before and after programs get priority. Once we know how many spaces and for which age group (kindergarten or school-age) we will begin contacting families on the waiting list.

It is important to note that this placement will fluctuate as children are added to and removed from the waiting list.

Child Care scheduling requirements

With child care spaces being limited and the demand high, we are only accepting families requiring full-time care into our toddler programs. We may be able to make exceptions for extreme circumstances (i.e., CAS involvement)

TayCare Children's Centres does accept families for our preschool programs, as well as our before & after programs that require full-time, part-time which includes full and half days (with restrictions).

Part-time – A child must attend our full day locations a minimum of two (2) full days a week. A child attending a before and after school program must attend three (3) before OR after, or two (2) before AND after. These must be the same days each week.

After joining the waiting list, parents will receive a link to check their child's position on the waiting list.

Important to note that this placement will fluctuate as children are added to and removed from the waiting list.

Offering of Childcare Spaces

Spaces become available when a child graduate's from or when a family terminates care. Parents are required to give two weeks' notice prior to leaving care. Therefore, it is expected that the amount of notice a family will receive about an available space will be approximately two weeks. We endeavor to give a family as much notice as possible if we are aware of upcoming spaces. Spaces will be filled in order of response to the available space being offered. If you decline a space being offered your child's name may remain on the waiting list (if you request not to be removed) however your new date on the waiting list will be the date you declined the space.

When a space becomes available, parents will be contacted by telephone/email.

Parent/guardians will be given until the end of the following business day to accept the space.

Parents/guardians will receive an update every one to three months regarding the location on the waiting list their child currently is. If you have any questions regarding the waiting list, please contact us at waitlist@tayside.ca

Appendix I



TayCare Children's Centres **Preferred Behaviours** **(Kindergarten & School-age)**

TayCare Children's Centres believe that the teachers, volunteers and students need definite, consistent guidelines for working with children in a positive manner.

Respect is a necessary part of the adult-child relationship. Being positive helps children build self-control, self-confidence and self-esteem; an "o.k." feeling about themselves. Many adult-child relationships in the past were ones of dominance and submission. Today, equality and respect are of up most importance.

The Children's Centre can be an important source of strength to families by providing ways to handle stress, conflict and crisis. Children and parents who see and hear positive actions and communication and co-operation modelled by teachers in their interactions with children, parents and co-workers will have a more positive attitude.

Inappropriate Behaviours

The following will be discouraged in the programs:

1. Hitting, kicking, punching, pushing, biting, etc.
2. Purposely being cruel to another child, either physically or verbally.
3. Destroying child care property or that of another child.
4. Inappropriate language or topics

When one of the above mentioned, behaviours occurs and it is not an isolated case or first-time occurrence, the following actions may be taken, depending on the age of the child:

1. The staff will attend to the injured child if this is the case
2. The aggressive child will be spoken to about what s/he has done, away from the other children so as not to embarrass her/him. The staff will help the child think of what s/he could have done differently and how her/his actions made the others feel.
3. If the behaviour is destructive to child care or another child's property, the child will be helped to understand how his/her actions are making the others feel and what the appropriate way to use the item is. If possible, the child will be helped to repair the damaged goods.
4. If the behaviour continues after the staff have tried various methods of redirection the parents will be called in to discuss if there are similar behaviours happening at home and any ideas, they may have for the staff to try. At this time, it may also be discussed getting outside agency help such as Open Doors involved.
5. If inappropriate behaviours which are threatening to the safety and well-being of the staff and other children, a child and their family may be given two weeks' notice that their child no longer has child care. Fairness, firmness, friendliness and flexibility are key components to our program.

Appendix J



TayCare Children's Centre **Issues & Concerns Policy**

Complaints can be received by any employee or Board Member from any person or family member receiving service as well as a member of the general public. We encourage parents to bring any issues or concerns to our attention. Our staff are always happy to clear up any misunderstands or confusion.

If a parent has a concern or issue with something that has happened in one of our location's they are asked first to bring it to the attention of the Educator that is present at the time the parent became aware of it.

Every effort will be made to resolve the issue right away, at this level. If this is not possible for the parent is to speak to the Head Educator at their child's program at the time, they will respond to them within 24 hours. They will do so after speaking to the Educators in the child's program.

At this point if the parent is not satisfied with the resolution, they may speak to the Child Care Supervisor. The Supervisor will investigate as to what has happened and will listen to everyone involved. The Supervisor will make every effort to respond to the parent within 48 hours. If necessary, a meeting may be set up for all concerned. If this does not meet the expectation of the parent, they may speak to the Executive Director at 613-264-0953 ext. 102. The parent may also be given the name of the current Chairperson of Tayside's Board of Directors if requested.

At all steps the educators will be asked to document their conversations with the parent.

Any concern with the program, materials, or facility the parent would speak to the Educator in that room. If the concern is with an Educator in the program the parent will be directed to speak to the Supervisor. Any concern or issue with the Supervisor would be directed to the Executive Director. With any concerns of abuse Family and Children's Services of Lanark, Leeds and Grenville would be contacted.

At any time, the parent may contact the Ministry of Education.

Appendix K

Kindergarten and School Age Programs **Lunch Bag Policy**

A bag lunch, provided by myself is to be served to my son/daughter, as a noon-time meal. I have been provided with a list of recommended food items which may be included in the lunch as well as those not recommended due to their lower nutritional value or higher sugar content. Lunches should include items from each of the food groups as listed in the Canada Food guide plus one extra fruit or vegetable:

Recommended:

Sandwiches: tuna, salmon, cold meats, egg salad, turkey, chicken, cheese and vegetable

Fresh fruits: banana, apple, orange, grapes, kiwi, grapefruit, pear, plum, peach, pineapple

Raw vegetables: carrots sticks, celery sticks, broccoli, tomato slices, cucumber slices, cauliflower

Desserts: fresh fruit, muffins, yogurt, applesauce, fruit salad

Other items: cheese, crackers, bread sticks, bagels, rice cakes, salads

Not recommended:

Foods with low nutritional value/high sugar, salt or fat content: soft drinks, fruit punches, chocolate bars, potato chips, candy, and gum.

I understand that because children and or educators may have severe, life-threatening allergies, this is a nut free environment.

I will make every effort to ensure my child does not bring items containing nuts: I am aware that staff will be checking lunches daily and will remove foods that contain nuts or nut-based products.

Lunches will be supplemented with milk and a morning and afternoon snack. I understand that it is the responsibility of the program to ensure that the lunch is of high quality and that the program will bring any concerns in the regard to my attention.

These guidelines are part of the Child Care and Early Years Act that we are required to adhere to.



Parent Handbook Sign-off

I have read, understand and agree with the information presented in the TayCare Children's Centres Parent Handbook, including the following policies and procedures;

1. Lunch Bag Policy (Kindergarten/School-age)
2. Preferred Behaviours Policy (Kindergarten/School-age)
3. Safe Arrival and Dismissal Policy
4. Anaphylaxis Policy
5. Medication Policy
6. Issues & Concerns Policy

Name of Parent/Guardian

Signature of Parent/Guardian

Date

