SOMBRA TOWNSHIP Child Care INC.

PARENT HANDBOOK

Riverview Central School
3926 St. Clair Parkway
Port Lambton, Ontario N0P 2B0
Phone: 519-892-3151 ext. 2

Sacred Heart School
434 John Street
Port Lambton, Ontario N0P 2B0
Phone: 519-892-3151 ext. 1

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Welcome to Sombra Township Child Care Incorporated. We are pleased to welcome you and your child (ren) to our program.

Sombra Township Child Care Inc. is a non-profit, incorporated child care program that meets all regulations and standards as determined by the Child Care and Early Years Act, Ministry of Education and The County of Lambton.

Sombra Township Child Care Inc. has been in operation since 1992, offering a Co-Op Preschool and School Age Program. In 1993 we opened our Family Drop In Program and in September 2006, we joined the Best Start Child Care initiative in collaboration with the Lambton Kent School Board and the St. Clair District School Board we offer Early Learning and Before/After School programs for both the elementary schools, located in Port Lambton. The Riverview Site is also the home of the EarlyON Child and Family Centre.

We strive to provide quality child care for your child by hiring qualified Registered Early Childhood Educators, who are dedicated to providing the best possible program for each child. Our program is governed by a Board of Directors which includes parents and community members.

Sombra Township Child Care Inc. Program Statement

"Play"

Play is what a child does:

We could say it is the activity of a child, except that sometimes it looks like non-activity. It is watching ripples on the water or sifting sand; it is taking apart and putting together intently and finding satisfaction in this type of thinking; it is drumming and singing and babbling and swinging; it is as diverse as the child.

Why does the child play?

The child plays to find out things, being stimulated by a natural curiosity to do so. Once it is satisfied, something else must be discovered. The child learns to play and plays to learn, understanding and expanding his/her world. What we hear and see in their play is only a small part of what is happening inside the child's mind.

What is our role as adults?

Teachers and parents must provide materials and time for manipulation, exploration, and discovery. It is important to remember that children not only enjoy manufactured toys, but empty boxes, water play, pots and pans, etc. The use of open-ended questions stimulates logical thinking:

"What do think will happen?"

"What will happen next?"

"What if…?"

These were the wise words from an educator, mentor and friend, Elisabeth vanStam. She had wisdom beyond her years. May we view our program statement as she viewed life…a journey.

The Educators and Board of Directors of Sombra Township Child Care believe that "How Does Learning Happen?' Ontario's Pedagogy for the Early Years supports pedagogy, curriculum and program development, and best practices in the care and learning for the children and families in our care. We strive for excellence in the delivery of quality child care. The Program Statement is reviewed by all staff, educators, students, Board of Directors and volunteers annually to strengthen the quality of programs and ensure high-quality experiences that lead to positive outcomes in relation to children's learning, development, health and well-being.

Children are viewed as competent, capable, curious and rich in potential.

- When children are provided with the opportunity to choose from quality materials/equipment that are meaningful to their interest and developmentally appropriate we can see an overall growth in the child.
- By providing an environment that is organized by areas of development and labeling shelves with pictures or words this encourages self-selection, self-esteem, making decisions, responsibility.
- Children thrive in an environment where they are able to make choices, thus promoting positive self-esteem and building upon relationships.
- By providing a consistent Educator and predictable environment for the children they will feel secure, safe, and free to take risks which are needed for growth.
- Competent, knowledgeable Educators, who understand child development, accept the individual child for the level they are at, and know what is needed next to offer growth in their development.

Educators will:

- Form positive relationships with children, building connections and providing opportunities to support exploration and play.
- Be at the child's level for face-to-face interactions.
- Use a pleasant, calm voice and simple language while making eye contact.
- Provide warm, responsive physical contact.
- Follow the child's lead and interest during play.
- Help children understand your expectations by providing simple but clear explanations (not by directing)
- Take the time to engage children in the process of resolving problems and conflicts, rather than reiterating classroom rules
- When children's behaviour is challenging and disruptive, think about where and how they might have more success and redirect them there
- Foster thoughtfulness and caring by listening to children and by encouraging them to listen to others and share ideas.
- Be genuine in acknowledging children for their accomplishments and effort by clearly saying what it is they have done well
- Carefully analyzing each compliance task (e.g., "time to go paint") and shifting that compliance task to a choice for children (e.g. "Do you want to paint or do puzzles?"

- Carefully considering if some forms of "challenging" behaviour can be ignored (e.g. loud voice)-this is not ignoring behaviour designed to elicit attention but ignoring in the sense of making wise and limited choices about when to pick battles over behaviour. (TFA. PG. 8

- When there is more connection, there is less need for correction and directing. (TFA. Pg. 8)

Promote the health, safety, nutrition, and well-being of children:

- Our cook provides a nutritional and balanced diet following the recommendations set out in the Health Canada documents "Eating Well with Canada's Food Guide". Menus are reviewed by a Public Health Dietician.
- Children may spend many of their waking hours at our program, and it is important that they receive a sufficient portion of their daily nutrient take. Proper hydration is important for children, particularly during hot summer months, and water suitable for drinking must be always available, including between snacks and mealtimes.
- Mealtime provides the children with an opportunity to develop a positive attitude toward a wide variety of foods.
- Mealtimes are a relaxed social time where verbal discussions are promoted along with self-help skills, offering choices and self-regulation.
- We believe that daily physical activity is vital to a child's overall development. Our outside environment is an extension to our indoor environment.
- Children are given the opportunity to engage in physical activities at least twice per day with equipment that is of good quality which helps to develop their large motor skills.
- Parents are encouraged to bring their children on a consistent, routine schedule so they can form relationships with peers and adults, develop a sense of belonging, acceptance and feel secure in their environment.

Support positive and responsive interactions among the children, parents, child care providers and staff:

- Knowledgeable Educators support parents to be active participants in their child's learning. Communication and sharing of ideas from home to child care and child care to home is fostered.
- Parents are asked, "What hopes and dreams do they have for their child? What would they like their child to experience while attending the program?"
- Educators view children as active participants in their own learning.
- Children are encouraged to express a wide range of emotions.
- Early intervention strategies are key for all children to ensure they reach their optimal development.
- Educators view learning as a journey and are committed to growth and development. STCC is dedicated to continuous professional learning. We provide opportunities for educators to share experiences, reflect and collaborate on a monthly basis.
- Educators grasp that documentation is more than a record or retelling of an experience that shows what children have said and done. Documentation offers insight into children's thinking, feelings, and worldview. It is when we have made children's thoughts, feelings, and values visible that we can study the meaning of events to children. Documentation becomes pedagogical because it teaches educators about ways that children learn, and ways that adults read children's learning. (TFA. Pg. 29) Our intent is to deepen empathy, to construct ethical relationships. (Bath, 2012; Dahlberg, Moss & Pence, 2006; Rinaldi, 2006).
- When experiences and documentation are shared with families, we strengthen partnerships, develop trust, respect, and form connections with parents. We become viewed as co-educators with mutual respect for the diverse characteristics of each family.

Encourage the children to interact and communicate in a positive way and support their ability to self-regulate:

- Educators will respect and celebrate the unique spirit, strength, and character of each child. There will be a sense of mutual trust and respect.
- Children will feel safe and secure in the environment. Educators will support children to learn how to feel empathy for others and express emotions.
- Educators make every effort to recognize and reduce the stress levels in children by being aware of some of the key stressors… (TFA pg. 24)
-

Foster the children's exploration, play and inquiry:

- Rich environments which foster the following six areas of development: a) Social/Emotional, b) Cognitive skills-auditory attention and memory & visual attention & memory c) Language Skills-receptive and expressive d) Large Motor e) Fine Motor f) Self Help Skills
- Educators will provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.
- Educators provide the "Lure" or "Plant the seed" for opportunities to explore ideas, investigate their theories, and interact with others in play. If the "Lure or Seed" is meaningful for the child, then they will be eager to participate and explore.

Provide child-initiated and adult-supported experiences:

- Mutual trust and respect create security which then leads to growth in development for the child.
- Relationships are the active ingredient in healthy development, especially brain development. (TFA pg. 6)
- Educators who recognize the importance of building positive relationships with all children and their parents to help the child reach their maximum potential. Parents' point of view is respected and valued.
- At STCC the family is seen as co-educators. As parents are the child's first educator, we build strong relationships with parents by offering opportunities for them to join in our program, observation of the classrooms, receive newsletters, share verbal experiences at the beginning and end of day, annual open house, etc.

Plan for and create positive learning environments and experiences in which each child's learning and development will be supported:

- A multi-sensory environmental approach for learning will be used to develop the foundations of Belonging, Expression, Well-being and Engagement.
- Programs that respect the natural pace of each child's development and the family context are also inclusive (Frankel & Underwood, 2012).

- Individual program plans will be documented so it can then be shared with parents, specialists, and the child themselves (depending on the age) so everyone has common goals, and we ensure the child's needs are met.

Incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and consider the individual needs of the children receiving child care:

- Rest times are provided during the day for all age groups and quiet times for those who do not necessarily need to sleep.
- The program will provide both quiet and active areas for the children with a range of attention and sensory needs (TFA pg. 32)

Foster the engagement of and ongoing communication with parents about the program and their children:

- Establishing responsive relationships with parents is a priority for the educators to develop mutual respect and rapport.
- We recognize and value all families having unique needs and diverse characteristics. Parents are always welcome in our programs, inviting their perspectives, and providing opportunities for families to participate in meaningful ways. We offer them support and guidance when needed.
- Documentation from observations made on the children during play is readily available for all parents to read. Infant and toddler parents will receive a daily written form which describes the events of the day for the parents in a snapshot i.e., when the child slept, what they ate, diaper change times, what they did, and messages.
- When we recognize and build on the strengths of families and the love they have for their children, everyone benefits. (TFA pg. 22)

Involve local community partners and allow those partners to support the children, their families and staff:

- Through our EarlyON Child and Family Centre offered at our Hub families can access a wonderful support system. We believe that by children and families receiving necessary services in our community it builds a sense of belonging and all are equally valued.

- We welcome professionals from the community to our programs and are committed to developing positive relationships for the benefit of our children and families.

Support staff, home child care providers or others who interact with the children at a child care centre in relation to continuous professional learning:

- STCC is dedicated to continuous professional learning. We provide opportunities for educators to share experiences, reflect and collaborate. All staff are encouraged to participate in community events and initiatives with other professionals.
- We encourage mentorship amongst staff and take the position that we are all "learners".
- We welcome ECE students to our programs for their practicum experiences. Educators work side by side with the students, mentoring them to become the next generation of educators.

Ensure that all new staff, students, and volunteers review the program statement prior to interacting with children and at any time when the program statement is modified:

- All new Educators and students will participate in an orientation to the programs with either the manager or site supervisor.
- Changes to our program statement, policies will be discussed at our monthly staff meetings.
- Reflection and evaluation on the program are always welcomed from the staff, students, parents and other professionals.

Approaches set out in the program statement are implemented in the operation of its program at each child care centre/premises.

- The program statement is meant to be a living document which is adjusted as the educators and Board of Directors sees fit but reviewed at a minimum annually.

***Bold text Ontario Regulation 137/15**

PROGRAM INFORMATION

Programs Offered

Sombra Township Child Care Inc. is licensed through the Child Care and Early Years Act to care for the following children:

Early Learning and Care	**3 months to 12 years** Days: Monday to Friday Time: 6:30a.m. – 5:30p.m. **Locations:** **Sacred Heart School, Port Lambton** **Riverview Central School, Port Lambton**
EarlyON Child & Family Centre	**Infant to 6 years** T/Th.: 9:00am to 11:30am **Location: Riverview Central School** Fri. 9:00 to 11:30 am **Location: Brigden United Church** Monday: 9:00am to 11:30am Wednesday: 9:00am to 3:30pm (closed 11:30- 1:00) Friday: 9:00am to 11:30am **Location: St. Joseph's School, Corunna**

Program Accountability

Programs are re-evaluated regularly to reflect changes with the Child Care and Early Years Act and philosophy on early childhood education. Workshops are also offered for staff to enhance program content.

Monthly newsletters will be sent from your child's teacher, with information about the classroom your child is attending, as well as topics of interest, events, and program news. A quarterly newsletter is distributed by the manager of STCC. Communication can be facilitated by phone, parent notes, face-to-face meetings, or by e-mail. Classroom teachers will be more than willing to take time to discuss your child and any concerns that you may have. Face-to-face meetings need to be scheduled in advance through the centre's Supervisor.

As part of our Purchase of Service Agreement with the County of Lambton, STCC conducts an annual parent survey as a means for STCC to receive feedback. Results of the survey are shared with the County of Lambton, STCC Board of Directors and Educators. The results of the survey are used to set goals and share successes.

Ages of Children

Sombra Township Child Care Inc. is licensed under the Child Care and Early Years Act and by the Ministry of Education to accommodate the following children:

Age of Children in Group	Staff/Child Ratio	Maximum Number of Children in a Group
Infants (3 -18 months)	**1 to 3**	**10**
Toddlers (18-30 months)	**1 to 5**	**15**
Preschool (31 months-5 Years)	**1 to 8**	**24**
Kindergarten (3.8 Years-5 Years)	**1 to 13**	**26**
School Age (6 Years to 12 Years)	**1 to 15**	**30**

Provincial government standards are established to ensure that all programs provide a safe, healthy, and stimulating environment with quality care for the children they serve. All Sombra Township Child Care Inc. sites are inspected annually to confirm compliance with the Child Care and Early Years Act. Results of this inspection are posted for the parents to review at each location.

Our Educators

Staff members are experienced Register Early Childhood Educators and hold an ECE Diploma, or a diploma related to the field of Early Childhood Education. Early Childhood Educators are required to be a member of the College of Early Childhood Educators prior to starting employment. All staff members have current First Aid/CPR – Level C, a health record and have a current Criminal Reference Check including the Vulnerable Sector Check. They participate in on-going workshops and studies for professional development to ensure that your children benefit from the findings of current research in the child care field. All Educators are required to complete 10 hours of professional development annually as well as RECE are required to uphold the CPL requirements through the College of ECE.

Sombra Township Child Care Inc. programs also accept students for co-op placement from local high schools and Colleges and Universities for students enrolled in child related studies. Volunteers are placed in our programs through outside agencies or people in our community. All students and volunteers require a Criminal Reference Check including the Vulnerable Sector Check and medical certificate prior to the commencement of their placement.
Volunteers and students do not have unsupervised access to children enrolled in the program. They will remain with a STCC employee at all times, and they are not counted in the staffing ratios.

Days and Hours of Operation

Sombra Township Child Care Inc. is open Monday through Friday from 6:30a.m. to 5:30 p.m.
All our programs are closed on all Statutory Holidays, the week of the August Civic Holiday, one week at Christmas, Easter Monday, and the Friday prior to the Labor Day Weekend in September.

A full day of care is attendance for more than 4.5 hours.
A half day of care is attendance for less than 4.5 hours. (Before 12:00pm)
Before school care is from 6:30 a.m. – school start
After school care is from school dismissal – 5:30 p.m.

Inclement Weather

Sombra Township Child Care will make every effort to provide child care services throughout the year. In the event of inclement weather (fog, snow) and/or dangerous road conditions, we may be forced to close early or not open at all.

Listen to a Sarnia radio station, if the schools located **in ZONE 5 are CLOSED** then our programs will be **CLOSED**.

The Child Care and Early Years Act require 2 hours of active outdoor play daily, weather permitting. Children will remain indoors when temperatures exceed 40 degrees Celsius, with the humidex, in the summer and the Air Quality is higher than 50. They will remain indoors during the winter when the temperature is -15 degrees Celsius with the wind chill. Children will play outdoors for not longer than 30 minutes when the temperature exceeds 30 degrees Celsius.

Admission and Discharge Policy

Our registration process includes a scheduled visit with your child to tour the centre and to review registration forms with the Manager or Supervisor. Registration forms are available electronically or in paper form. Additional parent and child visits prior to your child's start date can be arranged to support a smooth transition for your child.

Registration forms are to be completed prior to enrollment and will contain the following:

- Registration form
- Child's Health Record form (allergies, medication, immunization)
- Consent forms (medical emergencies, video tape/photographs; field trips)
- Child Information Record
- Parent Rights & Responsibilities
- Subsidy verification (if applicable)
- Child's schedule and calendar submission
- Release of children
- Explanation of fees
- Parent Handbook

Spaces are allocated based on our Waitlist Policy. Once a child is enrolled at STCC, schedules of attendance are required by submitting the monthly calendar provided by the 15th of the prior month. Rotating schedules are only possible if there is no financial impact on STCC. The manager's approval will be required for schedule changes.

Wait Lists

When a family contacts one of the STCC sites to inquire about childcare the family will be directed to apply to OneList to be added to STCC's wait list.
https://onehsn.com/lambton/ux_2_0

Should the family wish to be placed on STCC's wait list, the following procedures are in place and organized using the following information:
1. STCC Site
2. Waitlist Application Date
3. Required date for care to commence
4. Age Group: Infant: 3 – 16 months Toddlers: 16 – 30 months Preschool: 30 months – eligible for JK School Age: 4 to 12 years of age

Priority Ranking is based on the following criteria:
#1- Children of staff working at STCC
#2- Children already enrolled (part-time requiring full-time care)
#3- Siblings of children currently enrolled
#4- Children not currently affiliated with STCC requiring full-time care

#5- Children not currently affiliated with STCC requiring part-time care

Procedure for Waitlist Placement

1. When a space becomes available, management assigns the space to the first child on the waitlist. A family will have five (5) business days upon receiving notification to accept or refuse the space offered. It is the family's responsibility to ensure their contact information is current.
2. A family may choose to refuse a space one time and retain their priority on the wait list.
3. A family who fails to return a phone call and/or refuses a space the second time will be placed at the end of the wait list.
4. A family who refuses care the third time will be removed from the wait list.
5. A family can call at any time to inquire about their position on a wait list. There are many factors to be considered when determining placement on the wait list and this will be discussed with each family.
6. The Site Supervisor or designate shall not disclose any identifying information about the other families on the wait list. The privacy and confidentiality of the children and families will be maintained.

There is no financial charge of any kind to access STCC wait lists.

Sombra Township Child Care Inc. 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 written authorization the child care centre may release the child to.

Sombra Township Child Care Inc. will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.

A parent/guardian may request that a child who is 13 years old or older be released from child care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.

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.

SAFE ARRIVAL AND DEPARTURE

Accepting a child into care

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

Where a child has not arrived in care as expected

1. 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 Manager or designate in charge who must commence contacting the child's parent/guardian no later than 10:00a.m. STCC administration staff shall call the phone number listed as the child's home phone number. Contact with an adult must be made.
    - If contact cannot be made within one hour from the initial contact call, calls will be made to the Emergency Contacts then followed by police.

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 the 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, the Educator responsible for the child shall attempt to contact the parent by phone at the number listed at the child's home phone number after one hour past their pickup time.
    - Where the staff is unable to reach the parent/guardian, staff must contact the child's emergency contacts. 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

program closes and then refer to procedures under “where a child has not been picked up and program is closed”.

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30pm, staff should ensure that the child is given a snack and activity, while they await their pick-up.

2. Educators will wait until 5:45 p.m. If the child is not yet picked up, Educators will make attempts to reach the parents. If the parents are not available, emergency contacts will be called to try to locate the parents.

3. The following steps may be carried out by the Manager or the Educator in charge:

   (a) In the event that no one is reached by 6:30p.m., the police will be contacted and made aware that the parents have not yet arrived to pick up the child and the parents need to be located.
   (b) The Children’s Aid Society will be contacted after 7:00 p.m., indicating that childcare is required for this child.
   (c) It is the late Educator`s responsibility to remain with the child until he or she is successfully and safely placed.

***** A non-base late payment charge is billed at 50 cents per minute after 5:30pm.*****

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.

Customer and Employee Service Standard (AODA)

PURPOSE

The Accessibility for Ontarians with Disabilities Act was passed in 2005. The goal of the Act is to make Ontario accessible for people with disabilities by 2025. Ontario is developing mandatory, province-wide standards to achieve this goal and to improve accessibility. Standards are being developed in key areas of everyday life including:

- Customer service
- Employment
- Transportation
- Information and Communications
- The built environment, including buildings.

SCOPE

This policy applies to all employees, including students and volunteers, and all others who work on behalf of S.T.C.C.

Policy

It shall be the policy of Sombra Township Child Care Inc. to always strive to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Sombra Township Child Care Inc. is committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way to other clients. All efforts will be made by all employees to assist and make information accessible to all clients and employees. At no time will a fee be charged to assist in this process or for any materials that would be used to support them.

Procedure

1. Communication

    - Sombra Township Child Care Educators, volunteers and students

shall communicate with people with disabilities in ways that consider their disability.

- Educators, volunteers, and students shall receive training on how to interact and communicate with people with various types of disabilities.

2. Telephone Services

- Sombra Township Child Care is committed to providing a fully accessible telephone service to our clients.

- Educators, volunteers, and students shall receive training to communicate by email if telephone communication is not suitable for their communication needs or is not available.

3. Assistive Devices

- Sombra Township Child Care is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services.

- Educators, volunteers, and students shall receive training and are familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

4. Billing

- The Sombra Township Child Care is committed to providing accessible invoices to all our clients. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, and email. Educators will be available to provide information and answer questions clients may have about the content of the invoice in person, by telephone or through email.

Accessible Customer and Employee Service

How to Welcome People with Disabilities

Here are some general tips to help you welcome people with disabilities:

- Don't make assumptions about what type of disability or disabilities a person has.
- Some disabilities are not visible. Be patient. People with some kinds of disabilities may take a little longer to understand and respond.
- If you are not sure what to do, ask, "Can I help?"
- If you cannot understand what someone is saying, just politely ask again.
- Ask before you offer to help – do not just jump in. People with disabilities know if they need help and how you can provide it.
- Find a good way to communicate. A good start is to listen carefully.
- Look at the person, but do not stare. Speak directly to a person with a disability, not to their interpreter or someone who is with them.
- Use plain language and speak in short sentences.
- Do not touch or address service animals – they are working and must always pay attention.

Ask permission before touching a wheelchair or a piece of equipment.

Nutrition

Sombra Township Child Care Inc. is a peanut cautious environment. A nutritious lunch, morning and afternoon snacks will be provided, following Canada Food Guide. While we do not offer a breakfast program STCC does provide a basket of nutritional foods which the individual child can choose from as they are hungry. Water is always available for children. Children's special dietary needs and allergies will be posted in the kitchen and in all classrooms.
Our cook prepares all our food at the Sacred Heart site. We offer four weekly menu plans which are posted for parents to always view along with a "Food Substitution" list. No food or program materials containing threatening ingredients will be stored or used on premises.

Procedures for food brought from home:

1. Children who arrive prior to 8:00am can bring breakfast in.
2. All items need to be checked for peanut/nut products.
3. No food items are stored in cubbies.
4. Children who bring their own food for snack & lunch need to be:
    a. peanut/nut free
    b. arrive in a sealed container
    c. labeled with the child's name
    d. stored in a refrigerator or designated cupboard
    e. for products that remain on site i.e. alternate milk products
        i. need to be labelled with the child's name, the date the product was first opened and stored in appropriate storage.

Sombra Township Child Care Inc. will only use non-latex gloves within the programs.

Communication Plan

1. All the child's medical information, including whether the child is at risk of anaphylaxis, will be identified through the application process.

2. Should a child enrolled have an anaphylaxis allergy, the Site Manager/Assistant Manager shall meet with the parents to develop an anaphylactic emergency procedure and individual plan prior to the

child's first day of attendance at STCC. This form shall be posted in the food preparation area, eating areas, playground, and activity rooms. The copy of the form must always go with the child. Where it is not practical to post a food allergy and restriction list in a particular area (such as outdoor playground, gym), the Educators will ensure that the list is brought to these areas. and that all Educators are aware of its location. (e.g., attendance clipboard)

3. All families at a centre will be advised that there are children attending the programs who are at risk for potentially life-threatening allergies and the foods and causative agents to be avoided.

Strategies to Reduce Risk

The most common causes of anaphylaxis are:

- Food – nuts, seafood, dairy products
- Food additives – MSG, aspartame, preservatives, etc.
- Insect stings – bees, spiders, etc.
- Latex
- Medications – antibiotics
- Strenuous or excess physical activity

All Sombra Township Child Care Inc. locations and programs should be considered peanut/nut cautious. Each location will post nut/peanut cautious signs in conspicuous locations. No food or program materials containing threatening ingredients will be stored or used on premises. During the registration process families are notified that all foods that are being brought into the Centres need to be peanut/nut free. All Educators shall be made aware of triggering allergies and make accommodations to the environment to ensure the safety of all children. Please note that EarlyON Outreach locations are facilitated in community locations that may not practice nut/peanut sensitive practices. Parents and caregivers will be made aware of the unknown risks in these locations.

Transition

Before your child moves up to the next age group you will be verbally notified. You may schedule a meeting to discuss any issues or concerns with your child's present, new teacher or the Manager.

Termination of Care

Child care services will be terminated for the following reasons:

1. Non-payment of fees. Notices will be given to parents if fees have not been paid. Parents will be notified that care will be terminated if arrangements for payments are not met. Outstanding fees will be collected. Fees for two weeks in arrears can result in child care being temporally suspended.

2. Failure to comply with the Sombra Township Child Care Inc. policies as stated in the 'Parent's Rights and Responsibilities" Form can result in termination of child care.

Change of Information

Please report any changes to the information file for your child immediately. This includes a change of address, new telephone numbers, change in family composition, **health concerns** etc. Your child's safety in the event of an emergency could depend on the accuracy of this information.

Safety and Emergency

Safety is a prime concern to all our staff. We have written procedures that deal with emergency situations including Shelter in Place, Lockdown, Fire and Tornado. In the case parents need to be contacted the Supervisor will contact them by phone.

Fire drills are done monthly and recorded on the proper form.

In the case of an injury requiring medical attention, an attempt to reach the parents will be made immediately. If the parents are unavailable, the child will be transported to the nearest hospital for emergency treatment. Parents are responsible for any expenses that arise from accidents or medical emergencies that occur while your child attends our programs.

In the event of a minor injury, you will be notified by an Accident Report. Copies of this report are signed by the Educator completing the form, Supervisor/Manager and parent. The parent is given the duplicate form, and the original copy is placed in the child's file.

Evacuation Procedure

Immediately upon receiving a request for evacuation, the following steps will be taken.

- Attendance records are to be taken with the Educators.
- The classroom backpack is to be taken with the Educator which contains emergency phone numbers file, first aid kit, EPI PENS, INHALERS thermo-blankets.
- Children with staff will evacuate the building immediately through appropriate exits.
- A count of the children will be taken and checked with attendance records.

- The group then will proceed as quickly as possible to an emergency location. A second count of the children will then be taken and checked with attendance records.

- Parents will be contacted by telephone by designated Educators to pick up their child from the emergency location. All attempts should be made to ensure the comfort and safety of the children during this waiting period.

Infant, Toddler, Preschool and Before and after School, Sacred Heart Site

- **Sacred Heart Catholic Church, John Street, Port Lambton**

Preschool and Before and after School, Riverview Site

- □Lambton Baptist Church, St. Clair Parkway, Port Lambton.□□□□□

Field Trips

Walking field trips are planned at various times throughout the year to various locations. Parents will be notified of the details. Additional consent forms will need to be completed.

HEALTH AND WELL BEING

Health and Administration of Drugs

The Child Care and Early Years *Act* ,2014 (Ont. Reg. 137/15 s.s.35(2) stipulates that prior to admission, each child must be immunized as recommended by the local Medical Officer of Health. Parents who object to their child receiving immunization due to religion/conscience or medical reasons must complete a standardized ministry. approved forms which are available from the supervisor or Manager. Sombra Township Child Care Inc. requires this information to be provided before admission to our program.
To keep our records accurate, we ask that you provide a copy of your child's immunization updates as they are completed.

Routine health checks are performed daily upon arrival. This is an informal procedure to scan the general physical condition of the child. Parents are encouraged to alert the teachers upon arrival about any concerns about their child's health.

Children too ill to play must remain at home to avoid spreading the illness among other children. If your child becomes ill while in attendance at one of the programs, temporary, care will be provided until you or your emergency contact can be reached. Therefore, it is important that emergency information is kept current.

The following information is from a Health and Safety Manual for Child Care Providers issued by the Lambton Health Unit.

This information provides guidelines as to when an ill child should be sent home, and the length of time needed before they return to the program.

Your child should not be at S.T.C.C. or you will be asked to pick up your child when:

1. Your child has diarrhea and/ or vomiting. Your child is to remain home until completely recovered and there is no diarrhea or vomiting for 48 hours and stools are normal without medication.

   If a child has an enteric infection (Salmonella, Yersinia, Shigella, Giardia, Campylobacter) your child may return to the program only after 2 negative stool cultures.

2. Your child has a temperature of 38^{o}C or more, that persists or rises, and a change in usual behaviour is observed.

3. In the opinion of the Program staff, your child cannot participate in classroom activities. Sick children need rest, quiet, and individual care in a quiet environment which we are not equipped to provide.

Administration of prescription drugs will be in accordance with provincial legislation. This requires that parents provide:

- Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if this can be done without affecting the child's treatment schedule.
- Prescription and over-the-counter medications for acute, symptomatic treatment will only be administered to a child where a parent of the child has given written authorization to do so by completing the child care centre's Authorization for Medication Administration.
- All drugs and medications must be stored in their original containers as supplied by a pharmacist, or their original packages. Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.
- All drug or medication containers must be clearly labelled with:
- The child's full name;
- The name of the drug or medication;
- The dosage of the drug or medication;
- Instructions for storage;
- Instructions for administration;
- The date of purchase of the medication for prescription medications; and
- The expiry date of the medication, if applicable.

- The Authorization for Medication Administration form must be accompanied by a doctor's note for over-the-counter medications.
- All medication will be always inaccessible to children and stored in accordance with the instructions for storage on the label.
- When a child is on a newly prescribed drug, they cannot attend the program for 24 hours.

Head Lice

"Head lice" is an infestation of the scalp by a tiny parasite. The parasite, which causes uncomfortable itching, does not pose a health hazard. They are easily passed from person to person by direct contact or contact with personal items. **Head lice have nothing to do with the cleanliness of a child's home or hair.**

Parents will be called to pick up their child who has been found to have live lice or nits.

The Child can return to care if the following conditions have been met:

- ❖ The child has been treated with a head lice shampoo.
- ❖ The child has been checked by the Manager/Designate
- ❖ The child is nit and lice free.

Staff will do head checks on a regular basis as a precaution to contain the spread of head lice.

Clothing and Possessions

Please dress your child in clothes that are comfortable for physical activities. All children should have a complete change of clothing which will be stored in their cubby. The children play all year outdoors. Please provide the appropriate clothing for the season. All clothing and possessions should be labeled with your child's name.

We ask that toys be left at home to avoid loss or damage. No toy weapons or other toys of destruction will be allowed at Sombra Township Child Care Inc. A blanket and/ or a "teddy" may be brought for rest time.

Footwear: Flip flops are NOT appropriate for child care. Footwear needs to be securely on your child's feet; this means a strap around the heel to hold the shoe or sandal in place. Children wearing flip flops or crocs will not be allowed on any climbing equipment, bikes, or scooters. This is a safety issue for child and child care.

Diapers and creams etc. must be provided by the parents.

Child Behaviour Guidance

Sombra Township Child Care Inc. views the child as being competent, capable, curious, and rich in potential. The emotional and physical well-being of the children is a priority. Research shows that children who attend programs where they experience warm supportive relationship are happier, less anxious, and more motivated to learn than those who do not. Experiencing positive relationships in early childhood also has significant long-term impacts on physical and mental health, success in school and beyond.

It shall be the policy of Sombra Township Child Care Inc. to consider a variety of theories and approaches related to behaviour guidance. The goal must always be, in partnership with the parents, to assist children in developing self-control, self discipline and empathy in their interactions with others.

The aim of our program is to provide an environment that is safe and fun. Each child is

encouraged to function within reasonable limits of behaviour. When there is a concern with an individual's behaviour, the educator will talk with the child and parent to create some strategies. If there continues to be a concern that cannot be resolved, the Supervisor reserves the privilege of removing the child from the program.

Prohibited Practices

Any use of the following prohibited practices is not condoned and will be dealt with according to the severity of the offence and in accordance with the Staff Discipline Policy.

a. Corporal punishment of the child;
b. Physical restraint of children, including but not limited to confining the child to a highchair, 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 him/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 childcare 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 as required as part of S.T.C.C. 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.
f. Inflicting any bodily harm on children including making children eat or drink against their will.

SLEEP ROOM SUPERVISION

Policy

All children while in attendance at our programs will be supervised by an adult, at all times including the sleeping infant. According to the Child Care and Early Years Act, an adult is an individual who is 18 years of age or older.

Infant Sleep Room Procedures

1. Infants under 12 months old are to be placed for sleep in a manner consistent with the recommendations set out in the Joint Statement of Safe Sleep (i.e. On their backs) unless an infant's physician recommends in writing otherwise.

2. A copy of the Joint Statement of Safe Sleep will be available for parents to read upon registration. STCC sleep policy will be discussed with the parent during the child's registration. During registration parents will be consulted about the child's sleeping routine and at other times such as transitioning to other rooms.

3. Following safe sleep supervision practices, the Educators member shall visually check each child for breathing as well as lay your hand over the infant's midsection to physically feel each child's breathing and temperature. These checks will be conducted at least every thirty minutes on each sleeping Infant and document on the appropriate form.

4. Lighting in the sleep room shall allow for these visual checks.

5. A clipboard will be placed on the wall just inside the sleep room which will indicate the number of infants checked, time, proper functioning of the infant room monitoring system and Educators initials.

6. A record of which infants are in the sleep room will be posted outside of the Infant sleep room.

7. Each infant is assigned a crib which is labelled with their name. The crib sheet will be removed to be laundered and the crib disinfected prior to being assigned to another infant.

Toddler And Preschool Sleep Room Procedures

1. Following safe sleep supervision practices, the Educators member shall visually check each child periodically during sleep time checking for indicators of distress or unusual behaviour. Educators will walk around each cot to perform this check twice during the sleep room timeframe. These checks for toddlers will be documented on the log sheet kept in each sleep room recording the time checked and the educators' initials.

2. Lighting in the sleep room shall allow for these visual checks.

3. During registration parents will be consulted about the child's sleeping routine and at other times such as transitioning to other rooms. STCC sleep policy will be discussed with the parent during the child's registration Any significant changes in a child's sleep patterns or behaviours during sleep time will be communicated verbally or written to the parents.

4. Each child is assigned a cot which is labelled with their name. The cot sheets will be removed to be laundered and the cot disinfected prior to being assigned to another child.

Explanation of Fees

Fees for the month will be submitted with your monthly calendar. Parents have the following options:
Fees for the month will be submitted with your monthly calendar.
Parents have the following options:

- **Postdated cheques for either the 1st or the 15th of the month.**
- **E-TRANSFER**
- **One cheque to cover the month.**
- **Cash prepayment for the month. (RECEIPT WILL BE ISSUED)**

Parents are required to provide a monthly calendar of scheduled days. Calendars not returned by the due date are subject to spaces being filled on a FIRST COME, FIRST SERVED. Fees are charged based on the child's submitted calendars.

STCC has opted into the Canada Wide Early Learning and Child care agreement as of November 1st, 2022. All fees reflect the policies laid out in that agreement.

A half day fee is charged for those who schedule less than 4.5 hrs.

Attendance Policy:

Scheduling

Full time and Part time spaces will be based upon schedules approved at time of registration or a changed approved by the Manager. Scheduling calendars are to be returned by the 15th of the prior month. (i.e. the June calendar is due May 15th). After the due date spaces will be available Flex Care families and be filled on a first come first served basis.

Sick/ Cancellation Days and Refunds

1. Any full-time, part-time, or flex scheduled children enrolled in the Infant, Toddler, and Preschool rooms will be allotted a maximum of 1 day credit per child per month due to illness, cancellation, and work schedule change. These credit days do not accumulate over the year. Parents who schedule March Break, PA days and Christmas Break and then cancel the day will be charged for the day.
2. There will be credit given for "snow days" ONLY if the centre is closed. Centres may close if the school in their zone is closed or if deemed necessary by the Manager. All credit days will be credited back to your account.
3. Reimbursement of fees due to withdrawing from the child care centre will be issued for refunded by e-transfer if:
    a. Two weeks' written notice was given.
    b. Approval was given by the Board of Directors for special circumstances.
    c. Refund will be issued within 7 days of withdrawal.

Annual Vacation Time Allowance

Effective July 1, 2023 (Infant and Toddler)
Effective September 4, 2023 (Preschool)
A maximum of 15 days' vacation (3 weeks) time annually will be allotted to each child. Exempted from the 15 days' vacation allotment will be:

- Statutory Holidays
- August Civic Holiday
- August Vacation Closure (as posted by the Manager)
- March Break
- Christmas Break (as posted by the Manager)
- PA days based on the LKDSB & SCCDSB school boards.
- Any days Centres are closed due to Emergency or deemed necessary due to staffing issue or professional development.

Any days not scheduled based upon schedules approved at time of registration or a change approved by the Manager will be charged the full day rate.
Calendars for July and August will only be eligible for changes if changes are submitted by June 15th for July and by July 15th for August. (effective June 1, 2023)

School Age Program (Before & Afterschool)

Enrollment in the before and after school programs follows the school calendars based on LKDSB & SCCDSB.
Any full time, part-time, or flex scheduled children enrolled in the Before and After school programs will be allotted a maximum of 1 day credit per child per month due to illness, cancellation, and work schedule change. These credit days do not accumulate over the year.

There will be credit given for “snow days” ONLY if the centre is closed. Centres may close if the school in their zone is closed or if deemed necessary by the Manager.

School Age Program (PA Day, March Break, Christmas holidays, Summer Program)

Parents who schedule March Break, PA days and Christmas Break and then cancel the day will be charged for the day.
Any full time, part-time, or flex scheduled children enrolled in the School Age Summer Program will be allotted a maximum of 1 day credit per child per month due to illness, cancellation, and work schedule change. These credit days do not accumulate over the year.
Calendars for July and August will only be eligible for changes if changes are submitted by June 15th for July and by July 15th for August. (effective June 1, 2023)

Withdrawal of your child

We require that you notify the program in writing two weeks prior to withdrawing your child. Withdrawal forms are available from the supervisor/manager. Parents will understand that this is a permanent withdrawal and re-instatement in the program is subject to a waiting list.

Full fees for the 2-week period are payable if inadequate notice is given.

Child Care Subsidy

Subsidy is available for those who qualify through the County of Lambton by calling 519-344-2062 or try the online estimator at www.lambtononline.ca to determine approximate cost per family.

Receipts

All receipts for cash payments will be issued at the immediate time of payment. Parents will receive an annual receipt for income tax purposes.

Additional Receipts for Income Tax

From time to time, parents and guardians of children who participate in STCC programs request a second receipt for services rendered. The costs involved in the preparation of a duplicate receipt necessitate the implementation of a non base administration charge.

PROCEDURES

1. If possible, caregivers will provide three business days’ notice when submitting a

verbal or written request for a duplicate receipt.

2. A non base administration charge of $10.00 will be applied to all requests.

3. The administration charge will be due at the time the duplicate receipt is received by the parent or guardian.

Insufficient Funds Charge

Any cheques returned 'Insufficient funds" will be charged a non base fee of $35.00. Any accounts considered past due are subject to collection procedures by a Collection Agency appointed by Sombra Township Child Care Inc.

Days of Operation

Sombra Township Child Care Inc. is open 12months of the year excluding the following statutory holidays and listed closures:

- New Year's Day
- Good Friday
- Easter Monday
- Labour Day
- Thanksgiving Day
- Christmas Break
- Family Day
- The week of the Civic Holiday in August
- The last Friday prior to Labor Day Weekend

STCC Fee Structure

Effective November 1st, under the Canada-Wide Early Learning and Care (CWELCC) Agreement, STCC is reducing its base fees (includes snacks, lunch, care) based on the chart below, retroactive to April 1,2022. Non-Base fees are not included in the daily rate (late fees, transportation fees, field trip fees, NSF cheque fee)

FEE CATEGORY	BASE RATE AS OF MARCH 31, 2022	CWELCC RATE APRIL 1ST TO DECEMBER 31ST, 2022	CWELCC RATE SEPTEMBER 1ST TO DECEMBER 31ST,2022	CWELCC RATE AS OF JANUARY 1ST,2025
INFANT				
FULL DAY	$ 50.20	$ 37.65	N/A	$ 22.00
TODDLER				
HALF DAY	$ 24.80	$ 18.60	N/A	$ 12.00
HALF DAY WITH LUNCH	$ 26.80	$ 20.10	N/A	$ 14.00
FULL DAY	$ 46.35	$ 34.80	N/A	$ 21.95
PRESCHOOL				
HALF DAY	$ 23.50	$ 17.63	N/A	$ 12.00
HALF DAY WITH LUNCH	$ 25.50	$ 19.15	N/A	$ 14.00
FULL DAY	$ 43.70	$ 32.80	N/A	$ 20.70
JK/SK (UNDER 6)				
HALF DAY	$ 23.50	$ 17.65	N/A	$ 12.00
HALF DAY WITH LUNCH	$ 25.50	$ 19.15	N/A	$ 14.00
FULL DAY	$ 43.70	$ 32.80	N/A	$ 20.70
1 HOUR PER DAY	$ 5.25	$ 5.25	N/A	$ 5.25
2 HOURS PER DAY	$ 10.50	$ 10.50	N/A	$ 10.50
3 HOURS PER DAY	$ 15.75	$ 12.00	N/A	$ 12.00
4 HOURS PER DAY	$ 21.00	$ 15.75	N/A	$ 12.00
5 HOURS PER DAY	$ 26.25	$ 19.70	N/A	$ 12.45
SCHOOL AGE (OVER 6)				
HALF DAY	$ 19.00	N/A	$ 14.25	$ 19.00
HALF DAY WITH LUNCH	$ 21.00	N/A	$ 15.75	$ 21.00
FULL DAY	$ 36.75	N/A	$ 27.60	$ 36.75
1 HOUR PER DAY	$ 5.25	N/A	$ 5.25	$ 5.25
2 HOURS PER DAY	$ 10.50	N/A	$ 10.50	$ 10.50
3 HOURS PER DAY	$ 15.75	N/A	$ 12.00	$ 15.75
4 HOURS PER DAY	$ 21.00	N/A	$ 15.75	$ 21.00
5 HOURS PER DAY	$ 26.25	N/A	$ 19.70	$ 26.25

Parental Involvement

Daily contact with parents and staff will be supplemented by newsletters, individual interviews, group meetings and events. Parents are encouraged to participate in the daily program and visit their child in their free time.
Parents have offered to volunteer to assist with fundraising events throughout the year and we do have some parents on STCC Board of Directors.

Parent Survey

Annually, we ask parents to complete a Parent Survey. Feedback is appreciated and is important to enhance the learning opportunities and meet the needs of our families at our sites. A summary of each site's survey is shared with the Centre's Board of Directors and the County of Lambton as part of our purchase of service agreement.

Process for Expressing Concerns

PURPOSE

This policy provides a transparent process for parents/guardians, the childcare licensee, and staff to use when they bring forward issues/concerns.

SCOPE

This policy applies to all Parents/Guardians, RECE, ECA, Floaters, Board of Directors and Management of STCC.

Policy

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

All issues and concerns raised by parents/guardians are taken seriously by Sombra Township Child Care Inc. 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 24 hours. Should an investigation be deemed necessary by the management team or the board of Directors, a follow-up response will be within 3 to 5 business days or as reasonably possible thereafter. 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 the parties involved.

The decision of the Board of Directors is final.

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).

Prohibited Conduct- Workplace Harassment, Bullying, Prohibited Grounds of Discrimination and Violence

All forms of harassment including virtual harassment, bullying, violence, use of profanity and discrimination are prohibited. Parents, guardians, caregivers, visitors and professionals from other agencies who are found to have engaged in any of these prohibited activities are subject to discipline, up to and including termination of child care services with cause and removal from property.

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, Assistant Manager and/or the Manager.

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 E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	**Step 1-Raise the issue or concern to:** **-the classroom educators. If not satisfied, proceed to Step 2.** **Step 2- Raise the issue or concern to:** **-to the Program Supervisor. If not satisfied or the Program Supervisor is not available, proceed to Step 3.** **Step 3-Raise the issue or concern to the Assistant Manager or Manager.**	- Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within three to five business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received. - the name of the person who received the issue/concern. - the name of the person reporting the issue/concern. - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	**Step 1-Raise the issue or concern to:** **-the Program Supervisor. If not satisfied or the Program Supervisor is not available, proceed to Step 2.** **Step 2-Raise the issue or concern to the:** **-The Assistant Manager or Manager.**	
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to - the individual directly or - The Program Supervisor, Assistant Manager, Manager, or Board of Directors. All issues or concerns about the conduct of staff, duty parents, etc. that put a child's	

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:
	health, safety and well-being at risk should be reported to the Program Supervisor as soon as parents/guardians become aware of the situation.	
Student- / Volunteer-Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the Program Supervisor, Assistant Manager or Manager. - All issues or concerns about the conduct of students and/or volunteers that put a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to The Board of Directors. The Board of Directors' decision is final.

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.

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.

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

A Great Choice

In closing, the staff of Sombra Township Child Care Inc. would like to thank you for choosing our Program to meet your family's child care needs. We are confident that our program will offer you peace of mind by providing the highest quality of child care. Please approach any staff member with any questions or concerns you may have at any time.