



FAIRY GLEN DAY CARE CENTRE

PARENT HANDBOOK



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Visit our website for further information.

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Welcome to Fairy Glen Day Care!

Choosing a child care program for your child(ren) is not always easy and families are encouraged to explore all options of licensed child care to determine what meets the needs of the child(ren) and family. For many children, this will be their first time leaving the comfort and familiarity of their home to venture into a new and exciting world of discovery. Our goal is to ensure that each child feels comfortable and secure in their child care, and we are pleased that you are joining Fairy Glen!

Fairy Glen Day Care's high-quality play-based approach enriches the lives of our youngest children and sets the foundation for lifelong learning. Children are encouraged to lead the direction of their play while qualified Registered Early Childhood Educators and Early Childhood Assistants provide provocations and support all areas of development including, but not limited to, science, math, language-literacy, and social-emotional development.

Our Before and After school programs are grounded in similar principles. Educators plan activities that are engaging and support the interest of the children through fun, after a full day of school.



Fairy Glen Day Care respects the rich diversity of our families, educators, students, and volunteers. We recognize that our communities represent all dimensions of diversity, and each individual brings a unique perspective, belief, and idea.

At Fairy Glen, you are encouraged to join our program, share your culture and ideas, and support early learning. We are committed to striving to every extent possible to accommodate all children.

As you begin your journey with Fairy Glen Day Care, know that we value children, parents/guardians, and educators. Each individual is vital to our program. We aim to provide the best experience for you and your child. This handbook will assist you in planning your child's time at Fairy Glen Day Care.

Heather Mott

Executive Director

Program Statement

Fairy Glen Day Care Centre's fully integrated facility supports an anti-bias curriculum both indoors and outdoors, by exposing competent and capable children to positive learning experiences within their developmental levels. Fairy Glen's educators endeavour to provide a comfortable, nurturing, and safe environment that supports both active and quiet play, in which children will be exposed to and foster their:

- ✧ Social interactions and sense of **belonging** by supporting positive, responsive, and expressive interactions between children, parents/guardians, and the child care team.
- ✧ Nurtures healthy development, encourages **engagement**, and supports self-esteem, self-regulation, self-care, and **well-being**.
- ✧ Independence.
- ✧ Competency, curiosity, and their rich potential.
- ✧ Child initiated activities through exploration, play, and inquiry.

Valued Goals

- ✧ Learning and care for a diverse group of children and their families, while fostering engagement of ongoing communication with parents/guardians in regard to Fairy Glens' programs and their child(ren).
- ✧ An environment that is engaging, secure, consistent, and stimulating, in which a child's learning and development will be supported.
- ✧ An environment that promotes good health, hygiene, rest, and nutrition.
- ✧ A play-based learning environment providing child initiated and adult supported experiences focusing on all areas of development, inclusive of all children including those with individual support plans.
- ✧ An inclusive environment that meets the individual needs of the child, while continuing to recognize that they are a child first.
- ✧ Parental choice and opportunities to network.
- ✧ Continuous professional learning is recognized and supported by all members of the child care team.
- ✧ Community supports and partnership to enhance learning, development, well-being, and supports the educators, parents/guardians, and children.
- ✧ The continuous monitoring of the impact our program statement and valued goals have on our children, families, child care team, and community partners.



Please find the entire Program Description and Program Implementation Statement Policy at the end of this handbook.

(Appendix D)

Canada-Wide Early Learning and Child Care System (CWELCC)

Fairy Glen has opted in and is enrolled in the Canada-Wide Early Learning and Child Care system. Please see the attached fee schedules in the [appendix](#) of this handbook for the base fees.

Subsidized Child Care

Fairy Glen Day Care Centre has a Purchase of Service Agreement with the Region of Durham Children's Services Division for families requiring financial assistance with child care fees. Further information can be found at <https://www.durham.ca/en/living-here/child-care-fee-help-subsidy.aspx>.

Program

Fairy Glen offers an inclusive and integrated program that supports all children. The educators at Fairy Glen Day Care Centre provide an educational and stimulating program based on an emergent style curriculum for children between the ages of birth through 12 years.

Daily schedules are posted in each room. These schedules are flexible and represent the needs of the children in the group. Curriculum focus sheets allow parents/guardians to see what children are exploring throughout the day and are posted for each classroom.



As outlined in our Program Description and Program Implementation statement, we strive to ensure that all children, families, educators, and community have a sense of well-being, belonging, engagement, and expression within our programs.

Program evaluation is regular and ongoing to reflect changes within the Child Care and Early Years Act (CCEYA, 2014) and ideologies on early childhood education, as well as changes within our community.

Fairy Glen invites you to familiarize yourself with our program and communicate your suggestions. If any concerns arise, parents/guardians can discuss these with the classroom educators or the site Supervisor at any time.

Due to industry-wide staffing shortages, Fairy Glen may be required to close a classroom or centre for a period of time. Although we do have additional staff in place, there may be a time when we are unable to meet the Ministry of Education guidelines, and a closure would be required. Fairy Glen recommends that you check your email each morning to ensure that there are no closures.

Infant Room

Newborn to 18 months

10 children maximum

Staff ratio 1:3

1 Registered Early Childhood Educator

2 Early Childhood Assistants

Toddler Room

18 months – 2 ½ years (30 months)

15 children maximum

Staff ratio 1:5

1 Registered Early Childhood Educator

1 Early Childhood Assistant

Preschool Room

30 months to 4 years

16 children maximum

Staff ratio 1:8

1 Registered Early Childhood Educator

1 Early Childhood Assistant

Kindergarten Room

Ages 44 months to 68 months

26 children maximum

Staff ratio 1:13

1 Registered Early Childhood Educator

1 Early Childhood Assistant

Primary/Junior School Age Room

Ages 68 months to 13 years

30 children maximum

Staff ratio 1:15

1 Registered Early Childhood Educator

1 Early Childhood Assistant

Junior School Age Room

Ages 9 years or older, but younger than 13 years

20 children maximum

Staff ratio 1:20

1 Registered Early Childhood Educator

Board of Directors

The Board of Directors is the governing body of Fairy Glen Day Care. Individuals volunteer to sit on the governance board and are responsible for overseeing the organization's policies and operations. The Board of Directors is removed from the day-to-day operations of the organization. The Board consists of parents/guardians, both past and present, individuals with financial backgrounds, and others with an interest in child care. Parents/guardians interested in becoming a member of the board may contact Fairy Glen Head Office.

Staff, Students, and Volunteers**Executive Director**

The Executive Director is responsible for the management and operations of Fairy Glen Day Care Centre and its staff.

Program Manager

The Program Manager, under the direction of the Executive Director, is responsible for overseeing the day-to-day operations of multiple child care centres in support of the organizations' philosophies, quality assurance, and standards, which upholds the vision of the organization.

The Program Manager provides leadership, ensures the delivery of high-quality programs, and represents the organization within the schools we are located in and within the community at large.

Supervisor

The Supervisor provides leadership to the educators in making decisions that are imperative to the program. They also provide experiences for the parents/guardians, which will enable them to understand the centre's program and the resources available within the community.

Pedagogical & Inclusion Consultant

The Pedagogical & Inclusion Consultant provides pedagogical leadership by supporting educators in delivering high-quality, play-based learning environments rooted in children's interests and relationships.

Guides inclusive practices by mentoring staff, supporting children with exceptionalities, and collaborating with families and community partners to promote equity, diversity, and belonging.

Recruitment & Mentoring Lead

Oversees the full recruitment cycle and supports new employees through their first year, ensuring alignment with legislation, policies, and program standards.

Promotes a positive workplace culture through mentorship, performance development, and Equity, Diversity, and Inclusion initiatives.

Registered Early Childhood Educator (RECE)

At Fairy Glen Day Care Centre, the RECE (or Otherwise Approved) implements the program in a warm, nurturing manner, taking into consideration their understanding of child development and the needs of their class each year. The RECE will complete regular evaluations of the development of each child and evaluate the group program based on their observations.

Early Childhood Assistant

The role of the Early Childhood Assistant is to provide the RECE with the assistance needed to maintain a safe and happy environment.

Dietary Personnel

Dietary personnel are responsible for planning healthy, nutritious meals and snacks. Weekly menus will be posted to assist you with menu planning at home. They are also responsible for maintaining a clean, healthy environment in the kitchen.

Additional Educators/Students/Volunteers

At Fairy Glen Day Care, we offer an integrated program for children with various developmental needs. Additional educators may be required to enhance a program and support the integration of all children.

We work cooperatively with the local educational institutions such as Durham College and the Durham Boards of Education. This provides placement opportunities and hands-on experience in the child care field. The above educators are not included in the staff-child ratio and are accompanied and supervised by a classroom RECE or Otherwise Approved during placement at the centre. At no time do volunteers and students have unsupervised access to the children at Fairy Glen.

All educators have First Aid and CPR training (including infant and child, AED certification, level C), as well as a criminal reference check with vulnerable sector screening.

The educators, students, and volunteers at Fairy Glen Day Care Centre are not permitted to babysit or provide respite services for families outside of the centre. If you are in need of these services, please feel free to speak to the centre Supervisor.

Inclusion of Children & Specialized Services

Fairy Glen Day Care is committed to creating a program that is inclusive and barrier-free to ensure the full participation of all children. We aim to foster an environment that encourages and supports accommodation requests by working with parents/guardians on strategies to accommodate the needs of their child. We can accommodate children in wheelchairs and those requiring specialized equipment such as walkers, standers, etc. If there are developmental concerns, we will work in conjunction with the family and community resources to provide professional services and meet the needs of each child in our care. Fairy Glen recognizes that the need for accommodation can either be requested by a parent/guardian or identified by a staff member working with the child.

Individual Support Plans (ISP) are provided for children with identified needs. Families, educators, and special services create the plans and update in accordance with Fairy Glen Day Care policies.

The accommodation process is a shared responsibility between Fairy Glen Day Care, families, and special services. In working towards this goal, Fairy Glen Day Care will strive to provide support for and facilitate parent/guardian requests for accommodation consistent with the protected grounds outlined in by the Ontario Human Rights Code (the “Code”) and the Child Care and Early Years Act and the Accessibility for Ontarians with Disabilities Act.

Parents/guardians are responsible for:

- ✧ Advising Fairy Glen Day Care of the need for accommodation.
- ✧ Making accommodation needs known to the best of their ability, preferably in writing.
- ✧ Answering questions or providing information relevant to restrictions or limitations, including information from medical and health care professionals, where appropriate and as needed.
- ✧ Participating in discussion about possible accommodation solutions.
- ✧ Co-operating with any outside resources whose assistance may be required to manage the accommodation process.
- ✧ Working with Fairy Glen Day Care on an ongoing basis to manage the accommodation process.

- ✧ Advising Fairy Glen Day Care of difficulties that they may be experiencing in accessing special services.

Fairy Glen Day Care will, where it is possible and reasonable to do so and does not cause undue hardship, alter existing practices, adopt new policies or procedures, adjust the program or classroom placement once the parent/guardian has provided appropriate documentation supporting requests for accommodations.

“Durham Region: Red Flags – Signals for Support” is a resource document available to all families, which assists families in accessing contact information for specialized services.

Operations

Fairy Glen Day Care operates year-round, Monday to Friday, with the exception of the following:

Holidays:

New Year’s Day

Family Day

Good Friday

Easter Monday

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day



Notes:

- ✧ Centres will close at 1:00 p.m. on December 24th and December 31st.
- ✧ If a holiday falls outside of our regular operating days, the date of closure will be communicated to all families as information becomes available to us. The day(s) of the holiday(s) are at the discretion of Fairy Glen.
- ✧ During July and August, for Kindergarten and School Age children only, care will be offered for all weeks of the summer, except for the last week prior to school starting.

Safe Arrivals and Departures

Opening times vary depending on the location. Daily schedules are posted in every classroom. All centres close at 6:00 p.m.

Parents/guardians are responsible for informing the child care centre if their child is going to be absent from care for whatever reason. See Appendix A – Safe Arrival & Departure Policy.

In the event that the school has yet to be opened by school personnel, children will not be admitted into the program for health and safety reasons, until such time that the school personnel arrive.

Upon arrival, the child(ren) must be accompanied into the centre by a parent/guardian or other approved individuals and presented to the staff on duty. Staff will complete daily health checks of each child to note any symptoms of ill health. Staff will follow the Durham Region Health Department guidelines for ill health.

When departing, child(ren) must be accompanied by the parent/guardian or other approved individuals picking them up from the child care property. Children will not be released to anyone that is not specified on the admission forms unless otherwise arranged. At the discretion of the educators, parents/guardians and others picking up your child will be asked for photo ID.

In the event that a parent/guardian arrives and is suspected to be impaired by drugs and/or alcohol, the following steps will be taken:

1. The staff will call a cab for the parent/guardian to take them home.
2. If the parent/guardian refuses, the police will be called and given the vehicle make, model, and license plate number, as well as the parent/guardian's home address.

In the event that buses are cancelled, the Before & After School Program will operate normally, as long as the school is open. If your child(ren) is bussed to another location for school and buses are cancelled, you will be responsible for the transportation of your child(ren). If your child(ren) is admitted to the centre prior to bus cancellations, you will be called to come and pick up your child(ren).

The centre is a **non-smoking** environment, and parents/guardians are to refrain from smoking on school property. Please respect this for the health and safety of all children and staff.

Late Pick Up (After 6:00 p.m.)

All children must be picked up by 6:00 p.m. If a child is not picked up by 6:00 p.m., a non-based late fee of \$5.00 per child for the first 15 minutes (or part thereof) will be charged. For every minute thereafter, a non-based \$1.00 per minute, per child fee is applied. Late charges will be applied to monthly invoices.

In the event of continued issues with late pickups, Fairy Glen reserves the right to assess the issue and withdraw services by providing 30 days' notice. Fairy Glen will take the following steps in the event of ongoing late pickups:

- If the lateness is an ongoing issue, a meeting will be held with the parent/guardian and Site Supervisor in a timely manner, to further discuss the situation.
- If lateness continues to persist, parent/guardian will be issued a warning letter reminding them that continued lateness can result in withdrawal of services.
- If a family has three (3) late pick-ups, Fairy Glen Day Care Centre may withdraw services by providing 30 days' notice.

Waitlist Management

It is the policy of Fairy Glen Day Care Centre that all wait lists for child care will be managed in a manner that is fair and equitable to all families interested in a space within any age group at the child care centre. There is no monetary fee to place a child on the wait list, nor to be informed if a space is available for your child. Base fees are only charged when a space is being confirmed by the family and child care centre. *See Appendix C for the full policy.*

Registration

As outlined in the Child Care and Early Years Act, complete registration information is required to be maintained on file as a condition of enrollment in child care. This information supports the health, well-being, and safety of each child in our care.

Once placement is confirmed, families are required to submit a complete registration package prior to the child's first day of attendance. This package includes:

- Registration form
- Medical and immunization information
- Program consent forms
- Pre-authorized debit and credit card agreement
- Updated fee schedule
- Parent Handbook & Agreement

Additional forms may be requested at the centre level to support the individual needs, age, and/or development of each child.

Admission and Withdrawal

Upon enrollment, the first week's base fee for your child(ren) is required in advance. In the event that a placement is not needed, the base fee is non-refundable.

In the event that your child is suspended from school, Fairy Glen Day Care will be unable to offer Before and After School care throughout the duration of the suspension. Base fees are still payable during this time.

Scheduled School Closures (Ex. PA Days, March Break, Winter Break, etc.)

All scheduled school closures require parents/guardians to properly complete a sign-up form for care in full by the deadline indicated to confirm care needs.

If the properly completed sign-up form is not completed by the deadline, children requiring care will be placed on a waitlist. Care is not guaranteed if sign-up deadlines are missed.

Summer Camp Registration (Kindergarten and School Age Children)

Internal Kindergarten and School Age summer care will be offered for the months of July and August, with the exception of the final week prior to the start of the school year.

Enrollment is limited and spaces will be offered on a first-come, first-served basis to currently enrolled families who submit a completed registration by the stated deadline. While families may indicate a preferred location, placement at a specific site cannot be guaranteed; every effort will be made to accommodate requests.

Once all available spaces have been filled, additional registrations will be placed on a list and contacted if space becomes available.

September Child Care Spaces for Currently Enrolled Families

Kindergarten and School Age Children

Children currently enrolled in a Before and After School program with Fairy Glen Day Care will be considered for continued enrollment each September; however, placement is not guaranteed. Enrollment is subject to licensing capacity, availability of space within the next age group, and operational factors including staffing and the ability to accommodate transfers between locations.

Families in Before and After School programs are eligible to take the summer off from care (July and August) and base fees will not be applicable.

A break in contract may be constituted as, but is not limited to, a period of time between September-June in which a child is not enrolled in a program (ex. subsidy approval ends on April 4 and isn't reapproved until September 6). If a break in contract occurs, the child care space will be terminated. Parents/guardians wishing to re-enroll may place their child(ren) on the waitlist.

Preschool Children

Children currently enrolled in a Preschool program with Fairy Glen Day Care and transitioning to Kindergarten in September are not guaranteed a space within Fairy Glen's Before and After School programs in September. Families need to reach out to the Fairy Glen location they wish for their child to attend and put their name on a waitlist for care.

Payment

Base fees are payable in advance, by Pre-Authorized Debit (PAD) or Pre-Authorized Credit Card (PACC). Base fees are billed daily and invoiced monthly (via email) for the month in advance. When choosing Pre-Authorized Debit, parent/guardians will have the option of withdrawal monthly on the 1st of the month, or bi-monthly on the 1st and 15th of the month. When choosing Pre-Authorized Credit Card, parents/guardians will have their base fees charged on the 1st of the month. There is a \$12.00 non-base fee per month when using Pre-Authorized Credit Card (charged each month

following). In the event the 1st or 15th falls outside of a business operation day, all fees will be withdrawn on the next business day.

Please note: A pre-authorized debit or credit card agreement is required for all families, including those receiving subsidy with a daily parent contribution of \$0.00/day. This ensures that appropriate charges can be applied should a parent contribution rate change in the future.

Although Fairy Glen Day Care will make every attempt to contact the parent when payment information expires it is the responsibility of the parent/guardian to contact Fairy Glen Day Care to update any payment changes.

Base Fees are payable for the days enrolled regardless of attendance at the centre. Refunds for child care base fees will not be processed for the following: absenteeism/missed days, illness, vacation, days off, or statutory holidays, medical leaves or program closures outside of the control of Fairy Glen Day Care Centres, as operating costs are based on the number of children enrolled. Refunds will only be granted if there is a credit on the account at the time services are terminated, as directed by the Region of Durham, or at the discretion of the Executive Director.

Invoices, Receipts, and Accounts in Arrears

Please be sure to monitor invoices and receipts for payment (emailed) to ensure that your account stays in good standing. Accounts in arrears will incur a 5% non-base late fee that will be applied to any payment not successfully processed by the due date (either the 1st or the 15th). If the returned payment is not paid in full within seven (7) business days of the missed due date (either the 1st or the 15th), the non-based late fee will apply. If a parent chooses the bi-monthly payment option, non-based late fees may be incurred separately for each missed payment.

If an account becomes 30 days past due, child care services will be suspended until the outstanding balance is paid in full or a payment plan is established and approved. If neither payment nor a payment plan is in place within 14 calendar days of the suspension, child care services will be permanently terminated, and all outstanding and accrued balances will be forwarded to a collection agency. Any returned payments will result in a \$40.00 non-base fee charge.

Notice of Withdrawal of Services

Four (4) weeks' written notice must be given prior to withdrawing your child(ren) from care, or four (4) weeks base fees in lieu of notice. Written notice is deemed received upon submission of the completed withdrawal form by the main account holder (default payor) through the Question Pro system.

Children Aging Up (Infant-Preschool Children Only)

Infant (0–18 months) and toddler (18 months–2.5 years) daily rates will be adjusted effective the day after a child ages up to the next age group. (Ex. An infant turns 18 months on the 15th, and the new fee will be in effect on the 16th)

Change of Personal Information and Tax Receipts

Please notify the site Supervisor of any changes to your personal information. Such as addresses, telephone numbers, email addresses, emergency contacts or places of employment.

A tax receipt will be issued via email by the end of February for the previous year. If you are no longer in care with Fairy Glen Day Care Centre, your tax receipt will be sent to you directly via email. Please ensure you regularly check your junk mail. If you have a change in email address, it is your responsibility to inform Head Office of your current email address.

✧ A \$20.00 non-base fee will be charged for any revisions or misplaced tax receipts.

Nutrition

Fairy Glen Day Care provides morning and afternoon snacks, as well as a nutritious lunch for children in full-time care and morning and afternoon snacks for children in Before and After care. All food is planned around the Canadian Food Guide, with a goal to have children well-nourished and ready to learn. Please check the Parent Bulletin Board for the weekly menu. Drinking water is available at all times.

We are a nut aware environment and ask families to be aware of foods they are sending with their child(ren) into the centre. Please wash your child(ren)'s hands prior to leaving the house daily and if nut products are consumed, please check clothing for any spillage. This will assist in our goal of protecting those with nut allergies.

Rules for Parents Who Send Food with Their Child to the Child Care Centre (*O. Reg. 137/15, ss. 39(1)1*)

To protect the health and safety of all children, parents/guardians who send food from home whether for lunches, snacks, birthdays, holidays, or other special occasions must follow the following rules:

1. All food items must be **peanut- and nut-free** and free from any known allergens of children in the program.
2. Ingredients must be clearly listed on a label or provided in writing to the centre. Homemade baked goods or unlabeled foods must be accompanied by a full ingredient list from the parent/guardian.
3. Foods must arrive in clean, sealed containers, ready to serve, and must meet safe food handling guidelines.
4. No food may be shared between children.
5. Parents must provide advance notice to the centre if they plan to bring food for a group celebration so allergy accommodations can be made.
6. Educators have the right to refuse food items if there is uncertainty regarding allergen safety.

The centre offers a four (4) week rotational menu that changes for Spring/Summer and Winter/Fall. The menus are posted one (1) week in advance for your convenience. They are also available anytime on our website.

If your child(ren) arrives prior to 8:00 a.m., you may send a self-contained breakfast in a lunch bag/box with all containers labelled. Please avoid nut products.

Parents/guardians are encouraged to follow Canada's Food Guide when packing lunches, and provide:

- ✧ 1 milk serving
- ✧ 1 bread serving
- ✧ 1 meat and meat alternative
- ✧ 2 fruit or vegetables



Information will be provided to all families on life threatening allergies in this parent handbook and a letter will be sent home to all families when new anaphylactic allergies are present in the centre.

Sleep and Rest (Infant, Toddler, and Preschool ONLY)

Fairy Glen follows the recommendations set out in the document entitled *“Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada,”* published by the Public Health Agency of Canada, unless a child's physician recommends otherwise, in writing.

Our Safe Sleep Policy applies to infants under the age of 12 months and our Safe Sleep Monitoring procedure applies to all children enrolled in the program. All parents/guardians shall be informed of Fairy Glen's Safe Sleep Environment and Supervision Policy and Procedure at the time of enrollment, and at any time deemed appropriate (ex. transition to another room), or at parental request. Parents/guardians of children under 12 months will be advised that children are placed for sleep in a manner consistent with the recommendations outlined in the Joint Statement on Safe Sleep. A copy of the Joint Statement on Safe Sleep and Fairy Glen's Safe Sleep Policy will be provided to parents/guardians at the time of enrollment.

Parents/guardians will be informed of any significant changes in sleep patterns or behaviour during sleep and this will result in adjustments to the manner in which the child is supervised during sleep. This includes details regarding the performance of direct visual checks, including how frequently direct visual checks will be performed, and how direct visual checks will be documented.

Clothing

Please dress children in play clothes that are comfortable and easily cleaned. Labelling of items such as coats, shoes, mittens, etc. is helpful for the educators and staff.

Please provide the following for your child(ren):

- ✧ At least one (1) complete change of clothing (ex. shirts, pants, socks, underwear)

- ✧ Appropriate outdoor clothing for the weather/season (ex. hats, boots, mitts, etc.)
- ✧ Labels on clothing, including shoes and boots.
- ✧ A labelled blanket (or for infants, a sleep sack) for rest time
*Infant, Toddler, and Preschool ONLY
- ✧ Indoor shoes or slippers with rubber soles



Outings

Upon enrollment, parents/guardians sign a Walking Trip Consent Form, allowing the educators to take the children on walks within the community. All other outings/trips require a separate consent for parental review and written permission.

Prohibited Practices

Prohibited Practices apply to all educators, students, and volunteers at Fairy Glen Day Care Centre. For the full policy, please see Appendix B – Prohibited Practices Policy.

Health of your Child(ren)

Parents/guardians must notify the site Supervisor of any allergies or special health issues that may affect their child(ren).

Vaccinations

When your child receives a vaccination, parents/guardians are responsible to contact the Durham Region Health Department at 905-668-7711 or 1-800-841-2729. Information can also be submitted to Region of Durham – Health Department online . Parents/guardians must also notify and provide copies of the updated immunization record to the child care centre, for those children not yet enrolled in a community school. Each child must have an immunization information request form, provided by the Durham Region Health Department, completed by the parent/guardian prior to enrollment.

A parent must complete a Statement of Conscience or Religious Belief and have it witnessed by a commissioner for taking affidavits if they wish to obtain a non-medical exemption for their child from vaccine requirements under the Child Care and Early Years Act.

Head Lice (Pediculosis)

If a child is suspected/identified as having pediculosis, the child must be picked up from the childcare centre **immediately** by a family member or an emergency contact individual. Please note that a child with pediculosis will only be readmitted to the childcare centre if there are no signs of head lice, and the family has taken every precaution to treat it (i.e. application of medicated shampoo, etc.).

Communicable Illnesses

Child care facilities such as Fairy Glen are considered high *risk settings* for the spread and transmission of communicable disease and respiratory illnesses. In order to protect the health and safety of children and staff at Fairy Glen Day Care Centre, parents or guardians are required to report any symptoms or diagnoses of illness as set out below.

[Fever – Vomiting – Diarrhea – Cold/Flu]

A child with enteric symptoms (Vomiting, Nausea, Diarrhea) may not return to the childcare centre until they are symptom-free for 48 hours and no fever is present. A child with any other symptoms may not return to the child care centre until symptoms are improving for at least 24 hours and no fever is present. Should any of these symptoms develop during program hours, families or an emergency contact person will be notified and asked to pick up the child immediately.

[Contagious Diseases: Chicken Pox – Rubella – Measles – Pink Eye – Hepatitis A or B – Meningitis – Mumps – Pertussis – Candida – Coxsackie A16 (Hand, Foot and Mouth Disease) – Fifth Disease – Pinworms – Scabies – Streptococcal Infections]

If a child contracts any of the above contagious diseases, the Supervisor must be informed immediately. Children will not be permitted to return to the childcare centre until the child is no longer contagious, as per the *Durham Region Health Department Guidelines for Infectious Diseases Reporting and Exclusion*.

Illness

The centre will contact the parents/guardians if their child becomes ill. It may be necessary to pick up your child. If so, please accommodate this request immediately. If your child is attending a community school during the day and becomes ill, it is the parents/guardian's responsibility to pick them up from school. In the event that your child has vomiting and/or diarrhea, they cannot be readmitted until 48 hours after the last incident, and until they are able to participate fully in the program.

Accidents/Incidents

Any accidents or incidents that occur to a child at Fairy Glen Day Care will be documented on an Accident/Incident Report and a copy will be provided to their family. Families are required to sign the Accident/Incident Report prior to release.

In the event of a head injury or facial injury, parents/guardians will be notified by telephone. If a child is sent home from child care or school due to a suspected concussion, they may return once a doctor's note has been provided with medical consent for their return.

Animals

Animals are prohibited in all Fairy Glen Day Care Centre programs, with the exception of service dogs. Fairy Glen Day Care is required to report all animal bites/scratches to the Durham Region Health Department.

Medication – Prescribed and Non-Prescribed

All medication must be prescribed by a doctor or have a doctor's note accompanying the medication. Doctor's notes must be renewed every twelve (12) months. The doctor's note must outline the following:

- ✧ Child's name
- ✧ Doctor's name and signature
- ✧ Name of medication (no substitutions)
- ✧ Dosage
- ✧ Specific administration times or specific symptoms in which the medication should be administered.
- ✧ Duration of medication

All medication must come in the original container, stating the child's name, name of the medication, date of purchase, and instructions for storing and administration. All medicine must have the prescription label directly on the medicine (ex. Puffer label needs to be on the puffer, not the box). All medication must be signed into the Centre's medication book and given to a staff member on duty. The site Supervisor is responsible for overseeing the administration of all medication. In the absence of the site Supervisor, an RECE will be designated to oversee the administration of all medication. The site Supervisor or designate will sign for the administration of the medication and note any symptoms of ill health.

If your child is taking any medication at home, please advise the centre. Children on fever reducing medication must be fever free without the use of medication prior to returning.

If your child has an anaphylactic allergy, requires an inhaler for asthma that is life threatening, or a medical need that is life threatening, parents/guardians must provide training to the Supervisor and/or designate, and a written plan be implemented and signed by the parent and the Supervisor/designate to be used in the event of a reaction at the centre. Children are unable to attend care until both the plan and training have been completed. In the event that these medications are discontinued, a doctor's note will be required stating that the child no longer requires the lifesaving medication.

Code of Conduct

It is Fairy Glen Day Care Centre's policy to maintain and enforce a Code of Conduct for both the children and parents/guardians using our services. Fairy Glen will support, and work in conjunction with, the Code of Conduct outlined by each school board.

All families are required to sign Fairy Glen's Code of Conduct upon enrolling their child(ren). These standards apply whether they are on centre property, social media, at centre-sponsored events and activities. All members of the centre's community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by the Human Rights Code. We are compliant with the Occupational Health and Safety Act's anti-harassment and anti-violence legislation and strive to ensure that our program is free from harassment, sexual harassment and violence.



Discrimination, Harassment and Violence

The right to freedom from discrimination, harassment and violence extends to all children, families, workers and volunteers at or attending Fairy Glen Day Care Centre. We strive to create a space where all individuals are treated with respect and dignity so they can contribute fully and have equal opportunities. Fairy Glen Day Care Centre believes in creating communities that support and celebrate all dimensions of human differences.

Fairy Glen Day Care Centre is committed to providing a safe and inclusive environment in accordance with its obligations under the Code and the Ontario Occupational Health and Safety Act. Under the Code, everyone has the right to be free from discrimination based on the following grounds:

- ✓ Age
- ✓ Gender Identity
- ✓ Family Status
- ✓ Disability
- ✓ Ancestry
- ✓ Ethnic Origin
- ✓ Colour
- ✓ Creed (religion)
- ✓ Sexual Orientation
- ✓ Gender Expression
- ✓ Marital Status
- ✓ Race
- ✓ Place of Origin
- ✓ Citizenship
- ✓ Record of Offences
- ✓ Sex (including pregnancy & breast feeding)

Discrimination, harassment and/or violence will not be tolerated from any individual, at any time. Discrimination is the unfair and prejudicial treatment of a group or a person for reasons related to one or several of the prohibited grounds as listed above.

Harassment is any unwanted physical, verbal or even suggested behaviour that makes someone feel uncomfortable, humiliated, or distressed. Sexual harassment can also include the threat of retaliation

for the rejection of a sexual solicitation or advance. Violence may include the exercise of physical force against someone that causes or could cause physical injury to that individual. It can also include an attempt to exercise physical force against someone or a statement or behaviour that is reasonable for someone to interpret as a threat of physical force against them.

Complaint Procedure

Raising Concerns

If you have experienced any form of discrimination, harassment or violence, or have reason to believe that another individual has been subject to any form of discrimination, harassment or violence, and if you are comfortable doing so, clearly communicate to the individual that their behaviour or conduct is unwelcome. In some cases, this may be sufficient to put an end to the conduct.

If you feel uncomfortable confronting another individual about their behaviour or feel threatened, abused or belittled, you may immediately end the conversation and report the situation to a Fairy Glen Day Care Centre staff member.

Confidentiality

Any issue and/or concern will remain confidential to the extent possible. Every effort will be made to protect the privacy of families, children, team members, and volunteers, except when information must be disclosed for legal purposes (i.e. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities, or Children's Aid Society).

Expectations

Children are expected to:

- ✧ Be courteous and respectful of other children and staff/educators.
- ✧ Use appropriate language inside and outside the child care setting.
- ✧ Respect child care property, school property, and the property of all individuals.
- ✧ Use proper and acceptable methods to resolve conflicts.
- ✧ Respect the rights of others to create an environment free from harassment, discrimination, bullying, abuse, violence, aggressive behaviour, and threats.
- ✧ Not bring weapons or items that could be considered or used as a weapon to the child care setting.
- ✧ Not inflict or encourage others to inflict verbal or bodily harm on another child or staff member.

Parents/guardians are expected to:

- ✧ Adhere to all of the above expectations for children.
- ✧ Play an important role in the partnership with educators to maintain safe and respectful learning environments.
- ✧ Demonstrate a respect for educators, staff, children, and other parents/guardians.
- ✧ Conduct themselves in an appropriate and respectful manner.

- ✧ Support the efforts of the child care to provide a safe and healthy learning environment for all of the children.
- ✧ Show an interest in their child(ren)'s day and progress.
- ✧ Communicate regularly with the educators in the classroom.
- ✧ Ensure their child is appropriately dressed for the weather and prepared for the day.
- ✧ Report any illness and absences to the child care centre.
- ✧ Understand Fairy Glen Day Care's accommodation policy and process.
- ✧ Participate in the accommodation process.
- ✧ Provide documentation for any known disabilities or reasons for accommodation.

Children's Behavioural Events

Minor occurrences generally include non-compliance of the child care rules, temper tantrums, inappropriate language, or any situation when no physical danger has come to the child or anyone else.

Corrective Measures for Minor Occurrences

- ✧ Events and behaviours will be documented.
- ✧ Parents/guardians will be informed of ongoing occurrences.
- ✧ If the behaviour escalates or occurs repeatedly over a reasonable time period, the situation may be treated as a Major occurrence and the Program Manager/Executive Director will be notified.

Major occurrences generally include non-compliance of child care rules that result in the physical harm to the child or others, as well as destruction of personal or child care property. If the destruction of the property is deemed intentional, Durham Regional Police Services may be contacted, and parents/guardians may be liable for any costs associated with the damage.

In the event that a child has a disability that may result in non-compliance of rules for reasons connected to their disability, the Centre will take steps to try and accommodate the child while balancing the health and safety of other children and staff, to the point of undue hardship.

Corrective Measures for Major Occurrences

- ✧ Events and behaviours will be documented.
- ✧ Parents/guardians will be informed of ongoing occurrences.
- ✧ If the behaviour, situation, or events occur repeatedly within a reasonable time period, the Supervisor/Program Manager will request a meeting with the parents/guardians of the child.
- ✧ A list of outside support agencies will be provided to the parent/guardian.
 - Parents/guardians may be asked to initiate contact/make referrals to outside agencies.
 - At any time, Fairy Glen may connect with outside agencies for specialized support for a general consult.
- ✧ Parents/guardians must give written consent for Fairy Glen to have contact and/or share information to make referrals to outside agencies.

- ✧ If an Individual Support Plan (ISP) and Safety Plan are deemed necessary, they will be developed in collaboration with parents/guardians and support agencies. Until these plans are created and successfully implemented with parental support, care will be temporarily suspended to ensure the child's safety and the best possible supports are implemented for the needs of the children and the program.
- ✧ If the child's behaviour or situation inhibits their ability to participate in the program and/or if the child's parents/guardians do not allow outside agency involvement, the child's placement at Fairy Glen Day Care Centre may be withdrawn, except in cases where the child may have a disability which results in behavioural issues. In these cases, the Centre will take steps to try and accommodate the child to the point of undue hardship.
- ✧ Notice of permanent withdrawal may be given to a family if it is apparent that Fairy Glen Day Care Centre cannot meet the child's specific needs. When it involves the safety and well-being of the child, other children, educators, staff, or the community, advanced notice of withdrawal may not be able to be given, dependent on the behaviour. In the event that this occurs, the Board of Directors and Durham Child Care & Early Years Division will be informed.

Each child, family member, employee, and community member have the right to a safe environment within Fairy Glen Day Care Centres. Under no circumstances will abuse, threatening, or aggressive behaviour be tolerated.

Withdrawal of Services

After following all inclusionary practices within Fairy Glen's policies and procedures, it may be determined that:

- ✧ Fairy Glen Day Care is not an appropriate placement for your child, or
- ✧ Your child's needs are not being met, or
- ✧ Your child's participation in the program is negatively affecting the physical and psychological safety of others (children and/or educators)

If any of the above are determined, the Supervisor will meet with you and work in partnership to find solutions and explore options.

Prior to any decision of a withdrawal of service, Fairy Glen Day Care will:

- ✧ Treat your family in a fair and equitable manner, ensuring ongoing and transparent communication.
- ✧ Invite you to discuss ways to adapt the program to better support your child in a group care environment.
- ✧ Introduce program adaptation, additional resources, or community agency support to address your child's needs.
- ✧ Provide notice of meetings and clear documentation of discussions.

If it is determined that Fairy Glen Day Care is unable to accommodate your child's needs and/or family's circumstances, and a withdrawal of services has been decided, we will:

- ✧ Provide four weeks' written notice of withdrawal.
- ✧ Provide referrals to other services and more suitable programs, where possible and appropriate.
- ✧ Document the use of supports and meetings with parents/guardians.
- ✧ Notify Durham's Child Care and Early Years Division and the Board of Directors.

In the extreme event that the behaviours of the child and/or family pose a safety risk to educators or other children, we reserve the right to give immediate notice of withdrawal to the family.

In all withdrawal of service cases, the decision is that of the Executive Director or designate.

Working with Families and Conflict Resolution

Working with Families and Conflict Resolution applies to all educators, students, and volunteers at Fairy Glen Day Care Centre. For the full policy, please see Appendix E – Working with Families and Conflict Resolution Policy.

Serious Occurrences

In the event of a Serious Occurrence, it will be reported to the supervisor or designate, and they will follow reporting procedures for the Ministry of Education and the Region of Durham.

A serious occurrence does not necessarily mean Fairy Glen is out of compliance with licensing requirements or that the children are at risk.

For further information please see Appendix F – Serious Occurrence Policy.

Protection of Children and Legal Duty to Report

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

All employees of Fairy Glen Day Care must immediately report suspicions, and the information on which it is based, directly to Children's Aid Society if they have reasonable grounds to suspect that a child is, or may be, in need of protection. If they think the matter is urgent and they cannot reach CAS, they are expected to contact the police.

Emergency Preparedness

Fairy Glen Day Care Centres has an emergency management plan to respond to events such as evacuation, fire, flood, natural disasters, pandemic outbreaks, etc. Fairy Glen Day Care Centres are located within publicly funded schools within the Region of Durham. In the event Fairy Glen Day Care Centres are given notice of an emergency situation by Durham Regional Police, an overseeing agency, the DDSB or DCDSB, Fairy Glen Day Care Centres will follow the procedures set out by the school board. All school boards that Fairy Glen Day Care Centres are located within follow the same guidelines.

Announcements of closure will be posted on the following websites:

- ✧ www.fairyglendaycare.com
- ✧ www.ddsbc.ca
- ✧ www.dcdsb.ca

When possible, the site Supervisor or designate will update the child care centre's voicemail box and send an email as soon as possible to inform parents/guardians that the child care centre has been evacuated and include the details of the evacuation site location and contact information.

Nuclear Preparedness

The Canadian Nuclear Safety Commission, a federal agency responsible for overseeing the safe operation of nuclear stations, mandates that all homes and businesses within ten (10) kilometers of a nuclear station maintain a supply of potassium iodide (KI) pills. These pills are highly effective in preventing thyroid cancer, particularly in children, by protecting their thyroid glands from radioactive iodine. It is essential for all Fairy Glen Day Care Centre locations within the ten (10) kilometer radius to have a supply of KI pills, as they are most effective when taken immediately before or shortly after exposure to radioactive iodine.

In the unlikely event of a radioactive release, the situation would unfold over several hours or days, allowing sufficient time to respond to emergency instructions. If such an emergency occurs, the Chief Medical Officer of Health for Ontario will issue detailed instructions via radio, TV, internet, and other communication channels regarding the timing, method, and administration of KI pills.

Fairy Glen Day Care Centre will implement the following steps in the event of a radiation emergency:

1. Move indoors and await further instructions.
2. Follow all directives provided by government officials, as communicated through the head office.
3. Administer KI pills only to children whose parents have signed the Potassium Iodide (KI) Pill Waiver, which is included in the Parent Package, as the use of KI pills is voluntary.

This ensures the safety and well-being of children and staff during such rare emergencies.

Termination of Services

Fairy Glen Day Care Centre aims to provide programs that are stimulating, safe, and fun for all children, families, and educators. If at any time it becomes apparent that the Centre's programs, educators, and/or facility cannot accommodate the current or future needs of a child or family, the centre reserves the right to terminate care, in addition to any other legal remedies. A decision to terminate a child's space will be made on a case-by-case basis. Failure to comply with any of Fairy Glen Day Care Centre's policies and procedures, Code of Conduct, hours of operation, or payment provisions, may, in Fairy Glen's sole discretion, result in the termination of care. Any termination of care will be handled through the Program Manager and must be approved by the Executive Director. Fairy Glen will provide available resources to assist families in finding alternate care.

We encourage all families to visit <http://www.edu.gov.on.ca/childcare>. Fairy Glen Day Care believes in working closely with the entire family. Please take advantage of our open-door policy and visit the centre at any time. We encourage parent participation in our daily program and during outings.

Notes: _____



Fee Schedules



FAIRY GLEN DAY CARE CENTRE FEE SCHEDULE 2026

AGE GROUP	TYPE OF CARE	CWELCC REDUCTION DAILY FEE (Effective Dec 31, 2022)	CWELCC REDUCTION DAILY FEE (Effective Jan 1, 2025)	IMPORTANT DETAILS
INFANTS (0 – 18 months)	Full Time	\$25.16	\$22.00	Infant (0–18 months) and toddler (18 months–2.5 years) daily rates will be adjusted effective the day after a <u>child ages</u> up to the next age group.
TODDLERS (18 months – 2.5 years)	Full Time	\$21.85	\$21.85	
PRESCHOOLERS (2.5 years - starting Kindergarten)	Full Time	\$20.32	\$20.32	
Your child's regular fees are payable regardless of attendance and stat holidays.				



FAIRY GLEN DAY CARE CENTRE KINDERGARTEN FEE SCHEDULE 2026

AGE GROUP	TYPE OF CARE	CWELCC REDUCED DAILY FEE (Effective Dec 31, 2022)	CWELCC REDUCED NON-INSTRUCTIONAL DAY FEE (Effective Dec 31, 2022)	IMPORTANT DETAILS
FULL-TIME KINDERGARTEN (Junior & Senior) 5 DAYS PER WEEK	Before and After School	\$13.00	\$8.39	Regular fees apply for all non-instructional days/breaks, including but not limited to P.A. Days, March Break, and Winter Break.
	Before <u>OR</u> After School Only	\$12.00	\$10.75	
	Summer Vacation	\$18.90		
Your child's regular fees are payable regardless of attendance during the school year – September to June.				



FAIRY GLEN DAY CARE CENTRE SCHOOL AGE FEE SCHEDULE 2026

AGE GROUP	TYPE OF CARE	FULL-TIME DAILY FEE (5 DAYS/WEEK)	FULL-TIME NON-INSTRUCTIONAL DAY FEE	IMPORTANT DETAILS
FULL-TIME SCHOOL AGE (Grades 1-6) 5 DAYS PER WEEK	Before and After School	\$25.25	\$22.75	Regular fees apply for all non-instructional days/breaks, including but not limited to P.A. Days, March Break, and Winter Break.
	Before <u>OR</u> After School Only	\$19.25	\$28.75	
	Summer Vacation	\$48.00		
Your child's regular fees are payable regardless of attendance during the school year – September to June.				

APPENDIX A – SAFE ARRIVAL & DEPARTURE POLICY

Policy

It is the policy of Fairy Glen Day Care Centre that all children arrive and depart safely at the centre on their scheduled day of attendance.

Procedure

Parents/guardians are responsible for informing the child care centre if their child is going to be absent from care for whatever reason.

Accepting a Child into Care (All Age Groups)

- When accepting a child into care at the time of drop-off, 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 (ex. 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 listed on vital information report is documented or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (ex. Written note or email).
 - Document the change in pick-up procedure in the daily written record.
 - Sign the child in on the classroom attendance record.
- If the publicly funded school in which the child care is located is not opened by school board personnel, and Fairy Glen Day Care does not have access, children are unable to be admitted and parents are required to stay with their child(ren). Under no circumstances are staff allowed to care for the child(ren) prior to the child care opening.

Where a Child has not Arrived in Care as Expected (Infant, Toddler, Preschool)

- Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (ex. left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
 - Inform the site supervisor or designate, and they must commence contacting the child's parent/guardian no later than 10:00am. Staff shall contact the child's parents/guardians by telephone. If there is no response, the staff will contact all parents/guardians authorized in the child's file and leave a message at least once to confirm the absence of the child. The site supervisor may choose to follow up with an email to parents/guardians as an added step.
 - Once the child's absence has been confirmed and/or the voicemail has been left, staff will document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Where a Child has not Arrived in Care as Expected (Kindergarten/School Age)

- Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (ex., left a voice message or advised the closing educator at pick-up):
 - Follow the above procedure for non-instructional days (PA days, winter break, March break and summer break).
- During a regular school day if a child has not arrived to the afterschool program, the supervisor/designate will:
 - Check child's attendance with the school office to confirm if the child was picked up through the school day.
 - Quickly check of school premises, including the outdoor space.
 - Call the parent/guardian to confirm if the child was picked up. If the parent/guardian cannot be reached and a voicemail has been left, call the emergency contacts to confirm if the child was picked up.
 - If the above steps were taken, and the child has not been located, the supervisor/designate will call the police and inform a Program Manager and the Executive Director.
 - The supervisor/designate will complete an incident report.
- If a child starts their day at Fairy Glen Day Care after attending a community school and is arriving by bus/transit or picked up by us and walked back to the centre, they will come into the centre in an orderly manner and be signed in by staff.
- If a child does not arrive on the bus as expected, the supervisor will follow the above steps.

Releasing a Child from Care (All Age Groups)

- 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 given authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (ex. Parent/guardian or authorized individual), the staff will:
 - Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual's name on the child's file or written authorization.
 - If there is no other staff member who knows the individual picking up, the staff member is to ask the individual for photo identification and confirm it with the vital information report or parent/guardian authorization. The staff member will contact the parent/guardian to confirm the pick up if there is any discrepancy to the previously provided pick up authorization from the parents/guardians.
 - All authorized individuals picking up children, including the parents/guardians will be required to provide photo identification to staff until all staff are aware of who they are.
 - All authorized individuals must be 16 years of age or older.
 - Sign the child out on the classroom attendance record.

Dismissing a Child from Care Without Supervision

- 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, be placed in an UBER, taxi, or public transit.

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 6:15pm, staff shall ensure that the child is given a snack and an activity, while they await their pick-up.
- One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first, then proceed to contact the authorized individual responsible for pick-up in unable to reach the parent/guardian.
- If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff will begin contacting authorized individuals listed on the child's file.
- Where the staff is unable to reach the parent/guardian, or any other authorized individual listed on the child's file (ex. emergency contacts) by 7:00pm, the staff must contact the site supervisor and the program manager must be notified. They the staff shall proceed with contacting the local Children's Aid Society (CAS). Staff shall follow the CAS's direction with respect to next steps.

****All occurrences deemed serious will be reported to the site supervisor, program manager, and the Ministry of Education as required. See *Serious Occurrence Policy and Procedures*. ****

APPENDIX B – PROHIBITED PRACTICES POLICY

Policy

It is the policy of Fairy Glen Day Care Centre that each child be given the opportunity to direct their own behaviour in a way that will enhance their social, emotional, physical, and intellectual well-being. Behaviour will be managed through encouragement and redirection to develop a child's positive self-image and foster curiosity and independence, while encouraging self-regulation, through effective communication for child-to-child and adult-to-child interactions throughout the duration of the child/family's placement at Fairy Glen.

Procedure

The intent of this policy is to ensure that there is consistency with respect to child guidance and that the well-being, safety, and dignity of every child is always upheld. Prohibited practices are clearly outlined below, and no educator, student, or volunteer shall engage in or permit any of the following with respect to a child receiving care:

As per **Ontario Regulation 137/15, s. 48**, the following practices are strictly prohibited:

- 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 or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- 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.

These prohibitions apply to all educators, students, and volunteers at Fairy Glen Day Care Centre.

Guidance Strategies and Supportive Practices

Fairy Glen is committed to fostering a nurturing environment where positive behavior is supported through appropriate strategies, including but not limited to:

- Talking to the child in a firm but calm voice, allowing for supportive, positive, and responsive interactions.
- Engaging in daily communication with parents/guardians to gain insight into the child's needs and environment.
- Promoting independence through role modelling and guided choices that support self-regulation.
- Acknowledging appropriate behaviours to build self-esteem and reinforce expectations.
- Anticipating behaviours and redirecting children's attention through problem-solving and engagement.
- Allowing children to learn through natural curiosity and logical consequences while ensuring their safety.
- Ensuring guidance is developmentally appropriate, timely, and consistent.
- Continuously evaluating and adapting the environment to support positive behaviour and exploration.
- Identifying environmental or systemic causes of behaviour and seeking to resolve underlying issues.
- Collaborating with the site Supervisor or designate when behaviours persist to plan future actions, such as tracking antecedents, behaviours, and consequences (ABC) or using scatter plots.
- Accessing Community Support Services when needed, with written parent/guardian consent, to provide the best support to the child, family, and educators.

Policy for Reviewing Prohibited Practices

The site Supervisor or designate will ensure that the Prohibited Practices policy and guidance strategies are reviewed prior to employment or volunteer placement and annually thereafter or more frequently if required, in accordance with the Child Care and Early Years Act.

Procedure

- The site Supervisor or designate will review the Prohibited Practices policy with educators, students, and volunteers prior to their start.
- Each individual will sign a document confirming their understanding of the policy and consequences of contravention; the site Supervisor will also sign off.
- The policy will be reviewed annually in April for all staff, regardless of their start date.
- All sign-off documentation will be kept in personnel files for at least 3 years.
- Additional reviews will occur if required by the site Supervisor or as part of corrective action plans.
- Monthly **Prohibited Practices Monitoring Reviews (PPMRs)** will be completed by the Supervisor, and annual reviews will be held with all educators, students, and volunteers.

Monitoring of Prohibited Practices

The site Supervisor or designate is responsible for monitoring the implementation of this policy by all staff, students, and volunteers. Documentation will be kept on file for a minimum of 3 years.

Procedure

- Monitoring will occur through daily observations, monthly individual checklists, PPMRs, and bi-annual evaluations.
- All documentation will be signed and dated by both the educator and Supervisor and stored in the personnel file for a minimum of 3 years following termination of employment.

Contravention of Policies and Procedures

All staff, students, and volunteers are required to comply with the Prohibited Practices policy and expectations under the Child Care and Early Years Act.

Procedure

- Any contravention will result in immediate follow-up by the Supervisor or designate.
- Non-compliance may result in disciplinary action, up to and including dismissal.
- Serious occurrences with confirmed violations of Prohibited Practices will result in immediate dismissal and be reported to appropriate authorities following Serious Occurrence Reporting procedures.
- All contraventions will be documented in personnel files.
- The College of Early Childhood Educators will be informed of confirmed violations by the Executive Director, Program Manager, or designate.

APPENDIX C – WAIT LIST POLICY

Policy

It is the policy of Fairy Glen Day Care Centre that all wait lists for child care will be managed in a manner that is fair and equitable to all families interested in a space within any age group at the child care centre.

There is no monetary fee to place a child on the wait list, nor to be informed if a space is available for your child. Fees are only charged when a space is being confirmed by the family and child care centre.

Procedure

- In the event a family calls requiring care and there are currently no availabilities within the required age group, the family's information will be transferred to a wait list.
- Priority is given to full-time enrollment to support program staffing requirements, operational stability, and financial sustainability. Full-time placements will be filled prior to the continuation or approval of part-time arrangements. Where an existing part-time placement can no longer be maintained due to program requirements, families will be provided with the following options:
 - 1) Transition to full-time enrollment, subject to availability
 - 2) Terminate enrollment, with four (4) weeks' notice provided to support alternate child care arrangements
- Parents/guardians that are inquiring about the status of their child(ren) on the wait list will have that information disclosed to them, as requested.
- Wait list information is to be kept confidential and is not to be shared with any outside agencies or persons without parent/guardian consent.
- No fees are to be charged at any time to be placed on the wait list, remain on the wait list, or to come in for a tour to see the facility and inquire about all aspects of the program.

Fairy Glen Day Care employs the following system for maintaining the wait list:

1. Active review and updating of the wait list by doing the following:
 - a. Site Supervisors or designate will update the site wait list in age groups and manage those waiting for care in the specific age group.
 - b. Families are encouraged to contact the child care centre every 6 months for an update on their child's waiting list position.
2. A proactive "move-up" planning strategy. Children will be accepted into the centre from the wait list on a first come, first served basis with four (4) possible exceptions:
 - a. All staff currently employed with Fairy Glen Day Care Centre will have a spot prioritized for their child.
 - b. Children already enrolled in a Fairy Glen Day Care Centre who wish to transfer to another site have precedence over those on the wait list if, and when, a space becomes available in the location of choice.

- c. Siblings of children currently enrolled in the centre have precedence over those who may be higher on the wait list when a space becomes available.
- d. The length of time that an incoming child will be eligible for any given group will be considered in the context of the “move-up” planning strategy. Should the first child on the wait list be very close in age to moving up to the next age group, and there will be no space available in the next age group, the next child on the list may be admitted.

Waitlist Offer Procedure

- Parents/guardians of children on the wait list will be notified via **phone and email** to let them know that a space had become available in their requested program.
- Parents/guardians will be provided with a timeframe of two business days in which a response is required before the next child on the waiting list will be offered a space. When the parent/guardian has not responded within the given timeframe, the next child on the waiting list will be contacted and offered a space within the program and your child will be removed from the wait list. It will be assumed that your child no longer requires care within the program.
- When a family is contacted and offered a child care space, they will be given the option to decline and retain their current position on the wait list **one time only**.
- If the family is contacted a second time and again declines the space offered, they will be given the option to either:
 - Be **removed** from the wait list; or
 - Be **placed at the bottom** of the wait list as of the date of the second declined offer.

Hold on Waitlists

- When there is a significant number of families on the wait list, a temporary hold will be placed on the wait list intake. This decision will be made by the Executive Director or a person in an acting position.
- When a hold is placed on a wait list this will affect all families with the exception of those that are actively enrolled and are adding a sibling of the child currently in care or is a child of a staff member of the agency.
- When placing a hold on the wait list a message will be placed on the child care site’s answering machine, as well as a message on the website indicating that at this time, we are no longer adding new clients to our wait list.
- The wait list will be monitored monthly throughout the hold to determine when the hold will be lifted. The hold will be lifted by the Executive Director or person in an acting position.

Pausing the intake of new families may be required at certain times, such as:

- A significant number of children on a wait list awaiting care.
- Significant staff shortage.

Inclusion and Accommodation Process

- When a child requires additional support, we work in partnership with families to understand their child’s unique needs in order to be responsive, supportive, and inclusive.

- The accommodation process is a shared responsibility between the parent/guardian and the child care centre.
- We strive to identify and remove barriers that may prevent a child from fully participating in our program.
- If, at the time of admission, we are unable to meet the needs of a child due to undue hardship, such as lack of external funding, health and safety concerns, or staffing limitations, the child's space will be secured, but the start date may be delayed until the necessary supports are in place.
- This decision will be made in consultation with the family and, where appropriate, external support agencies.

APPENDIX D – PROGRAM DESCRIPTION & PROGRAM IMPLEMENTATION STATEMENT

Policy

Fairy Glen Day Care Centre’s fully integrated facility provides care for children between the ages of birth to 12 years of age. We adhere to the Child Care and Early Years Act of Ontario as well as support “How Does Learning Happen?” within our programs.

Procedure

Fairy Glen Day Care Centre’s fully integrated facility supports an anti-bias curriculum both indoors and outdoors, by exposing competent and capable children to positive learning experiences within their developmental levels. Fairy Glen’s educators endeavour to provide a comfortable, nurturing, safe environment that supports both active and quiet play, in which children will be exposed to and foster their:

- Social interactions and sense of **Belonging** by supporting positive, responsive, and **Expressive** interactions between children, parents/guardians, and the child care team.
- Nurtures healthy development, encourages **Engagement**, and supports self-esteem, self-regulation, self-care, and **Well-being**.
- Independence.
- Competency, curiosity, and their rich potential.
- Foster child-initiated activities through exploration, play, and inquiry.

Valued Goals

- Learning and caring for a diverse group of children and their families, while fostering engagement of ongoing communication with parents/guardians regarding Fairy Glen’s programs and their child(ren).
- An environment that is engaging, secure, consistent, and stimulating, in which a child’s learning and development will be supported.
- An environment that promotes good health, hygiene, rest, and nutrition.
- A play-based learning environment providing child-initiated and adult-supported experiences focusing on all areas of development, inclusive of all children including those with individual support plans.
- An inclusive environment that meets the individual needs of the child, while continuing to recognize that they are a child first.
- Parental choice and opportunities to network.
- Continuous professional learning is recognized and supported by all members of the child care team.
- Community supports and partnership to enhance learning, development, well-being, and supports the educators, parents/guardians, and children.

- The continuous monitoring of the impact our program statement and valued goals have on our children, families, child care team, and community partners.

Procedures for Implementation of our Program Statement and Valued Goals

Learning and care for a diverse group of children and their families, while fostering engagement of ongoing communication with families regarding Fairy Glen’s Programs and their child(ren).	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • We need a strong understanding of a child’s development. • We provide opportunities to network with Fairy Glen Day Care Centres and the community, as well as providing an inclusive environment to meet individual needs. • Understanding of children from different perspectives. • We are sensitive to families’ cultures, values, and language. 	<ul style="list-style-type: none"> • Equity is to be provided for all clients and supports parental choice. Learn names of both children and parents/guardians and proper annunciation of them. • Learn about each family’s unique dynamics, respect the culture of each child and family, and incorporate into the program. • Review policy on Diversity and Inclusion regularly. • Newsletters – bi-annually. • Implement individual support plans for children with exceptionalities. • Daily interaction between parents/guardians/children/educators. • Display images and documentation within our environments that support diversity and current family dynamics. • Labelling around the room in different languages. • Diverse menus. • Diverse toys, equipment, and supplies that are accessible at all times. • Learning stories and photo documentation. • Provide resources for families.

An environment that is engaging, secure, consistent, and stimulating, in which a child's learning and development will be supported.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • Child to child or adult to child-initiated activities. • Fostering good relationships with children, families, and educators. • Every child deserves to have someone's eyes light up when they enter a room (Clinton, 2012). • Every child needs to have a sense of belonging by being recognized as an individual and supported as such. 	<ul style="list-style-type: none"> • The environment for the children and educators is pleasant and it is obvious that positive interactions are occurring. • Daily communication, arrival, and departure acknowledgements, recognizing them as an integral part of their child's learning. • Acknowledging the children's statements, comments, and questions by listening and engaging in their topics of interest. • Make strong connections to the children so that they feel safe and have the confidence to play, explore, and learn about the world around them. • Age-appropriate program planning. • Responding positively to children's cues and engaging in reciprocal interactions. • Examine ways to promote children's learning in their outdoor environment.

An environment that promotes good health, hygiene, rest, and nutrition.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • The team ensures that Fairy Glen Day Care environments will provide, but are not limited to, safe, comfortable, nurturing, stimulating, and developmentally appropriate environments, that also promote good health, hygiene, rest, nutrition, and active play both indoors and outdoors. 	<ul style="list-style-type: none"> • Follow and implement Canada's Food Guide in planning of meals and snacks. • Work in partnership with the Durham Region Health Department. • Educators provide role modelling of proper hand washing, good nutrition, rest, and exercise. • Allow children to self-serve during meals; learn to regulate their food intake with monitoring by educators. • Independently dress, etc. • Reflect on how early learning environments impact children's physical and mental health. • Provide regular unstructured times outdoor beyond the regulated requirements.

A play-based learning environment providing child initiated and adult supported experiences focusing on all areas of development, inclusive of all children including those with individual support plans.

<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • Children are allowed to express their independence through guidance and role modelling, as well as provide learning opportunities for children to engage in self-regulatory actions that allows for them to become competent, curious, and rich in potential. • Educators will continuously evaluate our learning environments through child-initiated activities that promote self-esteem, self-awareness, and self-regulation while allowing for children to positively explore, play, and inquire, while promoting independence. 	<ul style="list-style-type: none"> • Document learning. • Plan based around interest of the children. • Provoke thought and engage in conversation at an age-appropriate level. • Encourage independence by allowing the children to try new things, take risks, and identify safety issues, and plan for them. • Take opportunities for children to practice the rules and apply to new situations. • Visual schedules utilized to assist with self-regulation. • Always ensure play is the main focus of our curriculum.

An inclusive environment that meets the individual needs of the child, while continuing to recognize that they are a child first.

<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • That children are children first and an exceptionality or developmental delay is secondary. • All children should be given the opportunity to have a sense of belonging to their environments. 	<ul style="list-style-type: none"> • Labelling of items. • Visual schedules. • Connect with outside agencies (with parental consent) to receive the input of professionals how to meet the needs of the child with true inclusion at the forefront of planning with the child care. • All materials and equipment are incorporated into the program. • Individual Support Plans for children with exceptionalities. • Team meetings that involve families, school personnel, and outside agencies. • Physical space will be monitored and changed as required, and, if possible, shared space.

Parental choice and opportunities to network.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • Have an honest and open relationship with parents/guardians. • The families deserve the best in quality child care, and we strive to keep them educated and informed. • Parents/guardians know their child(ren) best. • We foster the engagement of ongoing communication and networking between children, families, and the child care team while encompassing Fairy Glen Day Care Centres Program Statement and Valued Goals. 	<ul style="list-style-type: none"> • Parents/guardians are invited to interact with their children in our programs. • Formal networking sessions between all parents/guardians and the children within the centre. • Orientations with all families upon enrollment. • Family information/resource boards are located at the entrance of all of our centres, or in designated area. • Access to our website, emails, and external resources links. • Parent handbooks. • Informal/formal networking. • Parent/guardian involvement on the board of directors. • Newsletter • Invitation to families to join in centre-based activities.

Continuous professional learning is recognized and supported by all members of the child care team.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • Our team is educated, qualified, and continual learners. • Educators responsible for their own learning and development. • Engage in professional learning, mentorship, and partnerships in both a formal and informal manner that supports learning, development, well-being, self-care, and reflective teaching practices that encompasses “How Does Learning Happen?” 	<ul style="list-style-type: none"> • Team meetings. • Strategic planning that allows educators to have input into the organizational future goals. • Professional learning opportunities for educators are: <ul style="list-style-type: none"> ○ Networking sessions ○ Pedagogical inquiry tool ○ Learning modules ○ Podcasts ○ Webinars ○ Seminars ○ Conferences, etc. ○ Mentoring • Encourage reflective practices. • Support the College of Early Childhood Educators – Continuous Professional Learning.

Community supports and partnerships to enhance learning, development, well-being, and support the educators, parents/guardians, and children.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • Community partnerships are necessary to support all of our valued goals. • We need to actively participate on committees within our community to ensure that linkages are made as well as to ensure that we are providing the best services to families as possible. • Fairy Glen Day Care Centre complies with, supports, and works cooperatively with the Ministry of Education, the Regional Municipality of Durham-Child Care and Early Years Division the Department of Health, the Fire Department, and “How Does Learning Happen?” 	<ul style="list-style-type: none"> • Facilitate smooth transitions from early learning environments to school. • Support partnerships between outside agencies including the schools that our centres are housed in. • Utilize community agencies. • Utilize Looksee Developmental Checklist for infants, toddlers, and preschoolers one month after enrollment, or on an as needed basis. • Continuum of learning between the school and child care environments. • Document learning in a number of formats. • Use of the No Wrong Door resource with educators, students, volunteers, and parents/guardians.

The continuous monitoring of the impact our program statement and valued goals have on our children, families, child care team, and community partners.	
<i>What We Believe...</i>	<i>How We Implement...</i>
<ul style="list-style-type: none"> • Monitoring, reviewing, reflecting, and revising our program statement annually. • Staff, board, and management are essential. 	<ul style="list-style-type: none"> • Make learning visible through pedagogical documentation. • Utilize quality assurance documents. • Follow direction as outlined in all reports received from outside organizations. • Annual parent/guardian survey. • Developing a shared vision with educators, parents/guardians, children, and the community.

The Program Description and Program Statement Implementation Policy is a living document unique to our programs; it defines, guides, and encourages us to continually believe in what we are doing. It is the road map to providing quality childcare and learning environments for children and families within Durham Region.

Program Procedures for Reviewing

Upon commencing employment and annually thereafter, or if the program statement/valued goals are modified, all employees, students, and volunteers will be required to read and sign, indicating that they

understand the above policy, and agree to comply with the Program Statement and Valued Goals of the organization.

Program Statement and Valued Goals will be reviewed on an annual basis and revised accordingly, while ensuring that Fairy Glen Day Care Centre's are reflective of the Child Care and Early Years Act 2014, the Region of Durham regulations, How Does Learning Happen?, and pedagogical teachings.

Monitoring of Program Practices

- It is the responsibility of the site Supervisor or designate to monitor the program statement and valued goals and ensure implementation of the policies and procedures by all employees, students, and volunteers.

Procedure

- Monitoring will be done by the site Supervisor or designate through daily observations, individual monthly checklists, contravention and compliance, and bi-annually written evaluations. The review will be signed and dated by both the employee and evaluator and maintained in the employee personnel file for three (3) years from the last day employed with Fairy Glen.

Contravention of Policies and Procedures

- The site Supervisor, all employees, students, and volunteers are expected to comply with the Program Description and Program Statement Implementation Policy and the requirements of the Child Care and Early Years Act, 2014.

Procedure

- Employees in contravention of the Program Description and Program Statement Implementation Policies and Procedures will be spoken to immediately after, or as soon as possible, after the incident has occurred by the site Supervisor or designate.
- Failure to comply with the Program Description and Program Statement Implementation Policies and Procedures will result in disciplinary action, up to and including termination of employment.
- All contraventions will be documented in the employee's file.

APPENDIX E – WORKING WITH FAMILIES AND CONFLICT RESOLUTION

Policy

Fairy Glen Day Care Centre views families as partners and experts on their child(ren), respecting their decisions regarding the upbringing of their child(ren). Making connections with families from the moment they make contact for child care will assist in families and educators working as partners to provide the best quality care for children. This connection benefits the child(ren), families, educators, and community.

In situations where differences arise, Fairy Glen Day Care educators, families, and management will work together to resolve the difference in a timely manner.

Procedure

In an attempt to minimize family concerns/complaints, best practices are that educators and management:

- Speak enthusiastically and knowledgeably about the curriculum while at work and in community environments such as network meetings, school playgrounds, conferences, seminars, and discussions with other educators or professionals.
- Greet families in a manner that is welcoming, friendly, and a place that they want their child(ren) to attend.
- Attend trainings and plan for your own continuous professional learning.
- Write informative documentations that are supported by “How Does Learning Happen?”
- Write examples of what children have learned through play
- After reviewing the curriculum, you may find that some families have different educational beliefs/philosophies. Fairy Glen Day Care may not be able to meet the needs of these families.

As per our philosophy, we know that children learn best through play. “How Does Learning Happen?” assists us in educating and empowering all families in understanding the importance of play and the four foundations as it relates to the child care. It is the responsibility of all educators to inform, educate, and assist in families feeling apart of the program.

Steps for parent/guardian complaints:

- A parent/guardian can raise a concern or complaint about any aspect of Fairy Glens’ operations. They should take a concern or make a complaint to the Supervisor or designate.
- If the complaint is regarding the actions or non-action of the Supervisor or designate, the complaint can be made directly to the Program Manager or designate. They may be asked to wait for 24 hours to allow time to gather information and investigate the concern or complaint.
- Contact information for all locations is available at www.fairyglendaycare.com.
- Concerns about neglect or abuse can go directly to the Children’s Aid Society of Durham.

What families should consider before making a complaint:

- Before families approach the Supervisor or designate, they should:

- Be clear about the topic or issue you want to discuss.
- Focus on the things that are genuinely affecting your child(ren).
- Always remain calm and respectful. Remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss.
- Think about what would be an acceptable outcome for you and your child(ren).
- Be informed. Check relevant legislation and the organization's policies or guidelines, where relevant.

Complaints against service/resolving conflict

All complaints against any program are to be taken seriously. The goal of Fairy Glen Day Care is to resolve the situation in a timely manner, respecting families, educators, and children throughout the process.

- If a family is lodging a complaint (including allegations of racism) during a program, politely refer them to the Supervisor or designate. If the Supervisor or designate is not available, inform the family of a time when the supervisor or designate will be available to meet with them or give them the Supervisor or designates office phone number.
- If a Supervisor or designate is not available and the family is not willing to do this, or if the complaint is of a serious nature, you must contact the Program Manager or designate immediately. Do not give parents/guardians cell phone numbers at anytime. Office numbers only.
- If the complaint is an allegation of abuse, inform the family that it is their responsibility to call the Children's Aid Society of Durham. It is very important that the family is informed that they cannot discuss any information relating to the allegation with anyone, except CAS. You may need to give the family the number for CAS. Inform your Program Manager or designate of the allegation.
- The Supervisor or designate is to listen to the entire complaint (do not interrupt).
 - Document the details of the complaint; the person making the complaint, and the date the complaint was made.
 - Do not solve the problem or make recommendations – just listen.
 - Once the parent/guardian is finished talking and the complaint is not serious in nature, come up with a solution for the family.
 - Record and take the information to your Program Manager or designate.
 - If the complaint is serious in nature, or you are unsure of next steps/solutions, inform the family that you will take their concern to the Program Manager or designate, and someone will get back to them within 24 business hours.

- All complaints received regarding operation and/or standards of care that were previously reported as a serious occurrence are to be addressed by educators. This policy is to be used as a guide to conflict resolution.
- If the incident/complaint could be defined as a Serious Occurrence, then the incident shall be reported to the Ministry of Education (MEDU) under the appropriate category within the 24-hour time frame of the licensee or Supervisor becoming aware. The complaint itself does not need to be reported at the time of submission unless requested by the Ministry of Education. Please refer to Section 19 – Serious Occurrence for more information.

APPENDIX F – SERIOUS OCCURENCES

Policy

It is the policy of Fairy Glen Day Care Centre to maintain a safe environment for all children and staff. In the event of a Serious Occurrence, it will be reported to the supervisor or designate and they will follow reporting procedures for the Ministry of Education and the Region of Durham.

After the date of a Serious Occurrence, a Serious Occurrence Notification Form will be posted for ten (10) business days in a visible and accessible place on the centre's parent board. The Serious Occurrence Notification Form or report will not disclose the name of the child, staff, or classroom where the Serious Occurrence happened, protecting the privacy of individuals involved.

All complaints received regarding operation and/or standards of care are to be addressed and staff are to use the conflict resolution policy to assist.

Under the Child Care and Early Years Act, 2014, a Serious Occurrence is defined as:

- Death of a child
- Abuse, neglect, or an allegation of abuse or neglect
- Life threatening injury to a child or a life-threatening illness
- An unplanned disruption of normal operations
- A full centre closure ordered by Durham Region Health Department
- A missing child or a child that is temporarily unsupervised

Procedure

How to identify a serious occurrence:

- Death of a child:
 - A child that dies while enrolled at the childcare centre under any circumstance, or dies as a result of an accident, injury, abuse, or illness that is a result of being enrolled in the childcare program.
- Abuse, neglect, or an allegation of abuse or neglect:
 - If any of the following are observed or there are allegations of any of the following:
 - Neglect: failure to give due attention or care to a child resulting in a serious emotional or physical harm.
 - Emotional abuse: Verbal attacks or demeaning actions that impact on a child's self-esteem and self-worth.
 - Physical abuse: The intentional use of force against a child resulting in injury or causing bodily harm.
 - Sexual abuse: Any form of sexual conduct (touching, exploitation, intercourse, penetration, etc.) directed at a child.
- Life threatening injury to a child or a life-threatening illness:
 - If someone has a life-threatening illness or has a life-threatening injury that was a result of an occurrence at the childcare centre and it is reported to you by emergency

- personnel, the family, and/or a medical practitioner that there is a strong possibility that the illness or the situation will end the life of the child.
- An unplanned disruption of normal operations:
 - Any disruption that poses a risk to the health, safety, or well-being of children at the childcare centre.
 - A missing child or a child that is temporarily unsupervised:
 - At any time that a child in attendance goes missing or is left temporarily unsupervised.
 - A child will be considered missing when their whereabouts are unknown and they cannot be located after an immediate and thorough search of the premises and surrounding area.
 - If a child is not immediately visible, staff will initiate a rapid response, including scanning the immediate environment, checking designated areas, and confirming supervision responsibilities. If the child is not located within a brief and reasonable period of active searching, the situation will be treated as a missing child, and all Serious Occurrence procedures will be initiated without delay.
 - An incident involving a momentary lapse in supervision, where a child remains within the immediate vicinity and is quickly located, is not considered a Serious Occurrence. These incidents will be reviewed, documented, and addressed according to organizational policies.
1. Prior to reporting, provide medical attention, call emergency personnel, and follow fire / emergency procedures, etc.
 2. Witness to the Serious Occurrence must report it immediately to the supervisor or designate and provide a written report prior to leaving the centre.

Supervisor or designate is to:

- Contact parents/guardian, as required.
- Ensure all persons having knowledge of the Serious Occurrence remain on site.
- Contact Operator or designate immediately upon notification.
- Contact the Region of Durham within 24 hours or, if Emergency Services is involved, as soon as it is safe to do so (within 3 hours). These incidents are the ones that could gather media coverage or any 911 call. (*See numbers below*).
- Contact and inform school principal.
- Log the information that a Serious Occurrence occurred in the Daily Written Record.

Licensee or designate is to:

- Complete the required serious occurrence report on CCLS within 24 hours (Child Care Licensing System). If CCLS cannot be accessed, the licensee or designate will notify the Program Advisor assigned to the license by email or by telephone within 24 hours of becoming aware of the occurrence. A Serious Occurrence report will be submitted in CCLS as soon as the system can be accessed.
- Send Serious Occurrence Report with any relevant information.

- Following up on any requests on inquiry from the Ministry of Education (“MEDU”) and the Region of Durham.
- Serious Occurrence Notification Form is to be posted in a visible and accessible place on the centre’s parent board. Posting is to remain up for ten (10) business days.
- Serious Occurrence Notification Form is to be forwarded to the:
 - Principal
 - Early Years Department
 - Risk Assessment Department at the Board Office
- After the ten (10) days, remove the Serious Occurrence Notification Form and keep with all Serious Occurrences in a spot with easy access to allow parents/guardians, MEDU, and the Region to view at any time.
- All complaints received regarding operation and/or standards of care that were previously reported as a serious occurrence are still to be addressed and staff are to use the conflict resolution policy and procedures.
 - If the incident complaint could be defined as a Serious Occurrence, then the incident shall be reported to MEDU under the appropriate category. The complaint itself does not need to be reported.
- All records are kept for three (3) years, unless CAS is involved, then records are kept for five (5) years.
- The Executive Director will provide a report to the Board of Directors within 24 hours.

Executive Director or designate is to monthly:

- Review all Serious Occurrence and determine if there are any suspicions / patterns to serious occurrences.