



Parent Handbook

littleleafdaycare.ca

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PROGRAM STATEMENT:

At Little Leaf Daycare, we strive to provide quality childcare from qualified, competent, and enthusiastic staff for children 12 months to 6 years of age.

This program statement will be reviewed by all staff, volunteers, and placement students prior to beginning work at the centre and annually thereafter. Staff performance will be monitored to ensure the implementation of the program statement. Staff, students, and volunteers will be expected to integrate the standards and goals of the program statement into their daily practice, by working with the supervisor and other team members, and continuing professional education in order to gain the necessary skills to meet the outlined goals and standards.

It is anticipated that the implementation of this document will have an impact on the staff, students, and families of the centre. This impact will be documented through our daily observations, annual performance reviews, staff meetings, and face-to-face conversations with parents, and will be reviewed yearly based on this documentation.

Little Leaf Daycare is committed to ensuring its staff are at the top of their field. Staff will be required to complete professional education throughout each year, which will assist them in providing the best possible care for the children at the centre. Educational opportunities may be provided during scheduled Professional Development Days, or through various quality initiative programs.

Along with continuing professional education, Little Leaf Daycare works alongside many community partners, including inclusion specialists, Regional leaders, and the Ministry of Education. Community partners will vary depending on site location. By involving these partners in daily aspects of the centre, we are better able to support the differing needs of children, families, and staff. They provide professional guidance and advice concerning policies, procedures, and child guidance. They are also a connection between families and programs for children with special needs.

We will take care to ensure that many goals are met within each centre, which include providing safe and quality childcare to children under 6 years of age, and providing parents with opportunities to engage with their children and staff in the program, as well as provide feedback. In addition, and as stated by the Minister of Education, we acknowledge How Does Learning Happen? Ontario's Pedagogy for the Early Years (HDLH) as the common provincial framework that guides our programming and pedagogy. We will work to ensure that all children feel included and valued, and that all children experience a sense of belonging, well-being, expression, and engagement while at the centre. Each child will be treated as an individual with individual needs, and care will be taken to ensure that their unique needs are met to the best of our ability. We believe children are competent, capable, curious, and rich in potential.

Staff will be expected to communicate with parents at drop-off and pick-up times, and/or through "HiMama", an observational app. This app allows the staff to not only document skills learned by the children, but also day-to-day activities and tasks such as washroom breaks, meals, and rest times. Any information uploaded to HiMama will be sent to each parent at the end of every day in a conclusive report which can then be discussed and reviewed at any time. Through this, the parents will be able to remain informed on all aspects of their child's time at the centre, as well as any changes that have been made to the program on any given day.



Each classroom within the centre will have its own routine which will include indoor play, outdoor play, and creative and academic activities. Outdoor play opportunities will last for a minimum of two hours, split between morning and afternoon, weather permitting. Each classroom will also have a rest period of 2 hours during which children can nap, or engage in quiet restful activities depending on their age and development. Staff will be expected to make observations and document skills or areas of improvement for each child within their room. These observations will then be considered when organizing the environment, planning experiences for the children, and making changes to the daily routine of the room. Staff will plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans.

The staff at Little Leaf Daycare will allow each child free choice concerning the learning experiences they would like to partake in as much as possible. It is the responsibility of the staff to ensure that each child is encouraged to learn and practice skills from all different areas of development. Staff will teach children how to complete different tasks and then ensure that children have adequate time to delve deep into the materials they are working with. This free choice may occasionally be restricted in the interest of safety (e.g. climber slippery due to rain/ice) or in academics, as some skills must be developed before others.

Children at the centre will always be encouraged to ask questions and explore materials in their own way. Teachers should take a supporting role, asking expanding questions during the children's play, and letting the children discover the answers on their own. Staff will be responsible for presenting new materials and experiences for the children throughout the year in order to challenge the children with new opportunities for learning. Each classroom will be equipped with loose parts which will help foster the children's imaginations by allowing the children to define the play and decide what works best for them.

It is the duty of the teacher to model positive behaviour and interactions in every aspect of their day. We will ensure that our staff show patience and understanding not only with the children, but also with each other and with any parents or visitors who come into the centre. Teaching the children self-regulation skills will be a priority when it comes to helping the children understand how to communicate positively and respectfully. Children who are experiencing strong emotions will always have access to a quiet, safe space to calm themselves. We will promote key strategies such as teaching all children breathing and relaxation techniques and helping them to recognize and label their emotions so that they may express themselves effectively.

At Little Leaf Daycare, we understand that positive and responsive interactions are important with children, parents, and staff alike. Teachers will always get down on the child's level to converse, showing the child respect and attention. Parents are always welcome into the classroom and encouraged to speak with the teachers during drop-off and pick-up times, or at any other time during the day when the teacher is available. If a teacher is needed in the class and cannot take the time to speak with the parent, an appointment may be made to ensure appropriate coverage. Appointments may also be made to speak with the supervisor or director surrounding any feedback, questions, or concerns the parent may have.

As childcare providers, we understand the importance of health, safety, nutrition, and well-being for each child. We will always strive to provide healthy meals based on Canada's Food Guide for Healthy



Eating, and we will ensure that any caterer contracted by Little Leaf Daycare also adheres to these guidelines.

All materials and surfaces will be disinfected and cleaned at regular intervals and all children will be taught how to maintain good hygiene such as correct handwashing procedures. Staff will do daily inspections to ensure that the environment is maintained in good condition. If action needs to be taken to repair or upkeep any materials, equipment, or aspect of the centre, staff will report it to the supervisor or director so that appropriate action may be taken. The children will practice monthly fire drills and will learn safety rules both inside and outside of the classroom as part of their daily education.

It is our aim to ensure that all children feel safe and welcome in our program. Staff should greet each child by name upon the child's arrival. Children will learn to embrace their differences and will be taught acceptance for traits such as varying ethnicities, abilities, and appearances.

Children will be encouraged to develop their independence skills whenever possible, such as serving their own food and drink, dressing for outdoor periods, toilet training, and choosing their own activities. We use natural and realistic materials in our classrooms because we believe children are competent and capable of handling the materials safely once shown. We understand that each child learns at their own pace, and we will never limit or restrict the child as they seek to learn new skills or gain answers to their questions.

CLOSURES:

Little Leaf Daycare will be closed for all Statutory Holidays, two weeks at Christmas, and three professional development days throughout the year. Additional closures may apply depending on site. Please see *Site Specific Closures* for more information. All closures can be seen in advance, on the important dates document in the Google folder, or the parent calendar on HiMama. Reminder emails are sent to parents, through HiMama, two weeks in advance.

ARRIVAL, DEPARTURE AND RELEASE OF CHILDREN POLICY AND PROCEEDURE:

Drop Off/Pick Up

At Little Leaf Daycare, children are brought into the centre by their parent/guardian and dropped off with an educator. Important information about the child's evening or morning should be shared at this time. When the child enters the room, a teacher will complete the 'Child Health Check' and mark the time of arrival. At pick up, parents will pick their child up from the classroom and collect any necessary belongings. Water bottles and soiled clothing should be sent home on a daily basis, while all other items can be sent on a weekly basis. The teacher will mark the child's time of departure on the attendance and release the child to the parent. If a child is picked up past the specified closing time, late fees will apply.

Release of a Child

At Little Leaf Daycare, a child will only be released to the parent/guardian of the child or a person listed as an emergency/release contact on the child's enrollment form unless instructed otherwise by the parent in writing. Emergency contacts must be 18 years of age or older unless an *Authorization to Release to a Minor* form has been completed and retained in the child's file. Upon first meeting, teachers will match the person's name with their photo ID (i.e. Driver's License) in order to release the



child. If the person picking the child up does not have photo ID the child will not be released. Any adult picking up a child must be of sound mind and body, and able to demonstrate that they can adequately care for the child. If there is any doubt concerning the above statement, it will result in a phone call to the appropriate authorities, who will advise necessary action.

AVAILABILITY OF PARENTS IN AN EMERGENCY:

It is important to always provide the centre with current and updated information regarding you and your child. This will ensure that in the case of an emergency, you can be reached *immediately*. If on a particular day you are aware you will be difficult to locate at your regular contact number, it is important you notify the teachers and administrators on how to reach you or who else can be contacted in case of an emergency on that day.

ABSENTEEISM:

If your child is going to be late or absent, please notify the centre by **9:00 am** by phone or email. Alerting the centre of any illness helps to ensure that any potential outbreaks are caught early. The supervisor may follow up on any non-communicated absences.

LATE PICK UP/LATE FEES:

Parents will advise Little Leaf Daycare in advance of any delay in picking up their child, and/or make arrangements for someone else to come instead. If the person coming is not on the list, then you must call ahead and inform the staff in writing. *Proof of identification will be required.* Your child **WILL NOT** be released to someone the staff do not know. Parents must be present in the classroom with their child by the specified closing time and exit the premises promptly once the child is delivered into your care. If you are late to pick up your child, late fees will start to accrue at a rate of \$10.00 for every 10 minutes, beginning from the first minute after the specified closing time. This means that, should your centre close at 6:00pm, a late fee of \$10 would apply from 6:01pm-6:10pm. Late fees should be paid in cash directly to the staff on duty. **If a child is still present at the centre 45 minutes after closing time, and the staff have been unable to reach the parents or emergency contacts, CAS will be called to pick up the child.** To avoid any discrepancy in times, we will be using cell phone times as they synchronize automatically to the current time zone.

WITHDRAWAL:

Written notice of permanent withdrawal must be given one month in advance. If insufficient or no notice is provided, then your deposit will be used as your final payment. If you wish to temporarily withdraw your child from the centre, a permanent space will not be guaranteed and a re-registration fee will apply. However, you may request your child's name be placed on our waiting list. If you wish to withdraw your child for a period of two weeks or less, full fees will apply.

Little Leaf Daycare reserves the right to terminate a child's enrollment after consultation with the parents and teachers if this action will benefit the child, classroom and/or the centre.



WAIT LIST POLICY

Little Leaf Daycare keeps a waiting list of potential children when classes are at full capacity. This allows potential children to be contacted in the event of an opening at the centre. The following conditions apply to the wait list:

- Parents may place their child(ren) on the wait list after attending a tour of the centre.
- When a place becomes available at the centre, parents are contacted from the wait list based on the following factors:
 - Date placed on the wait list
 - Desired start date of student
 - Desired program (full time, 3 days, or 2 days)
 - Any siblings who are already attending the centre

There is no fee for placing a child on the wait list and being placed on the wait list does not guarantee a place at the centre. Parents are permitted to ask at any time what their child's place is on the waitlist, however detailed information about other families, children, and their requests (eg. start date) will remain confidential.

STUDENT REPORTS AND PARENT PARTICIPATION:

Parents will receive daily reports through HiMama and may schedule a parent/teacher interview or a meeting with the supervisor or director at any time during the year to discuss a child's progress or any concerns. Parents are welcome to observe and participate at any time after a two-week adjustment period. Little Leaf Daycare occasionally hosts visitors for educational experiences. Parents are encouraged to join us for these occasions whenever possible. The school may also occasionally host events where families will be encouraged to come participate with their child.

PARENT ISSUES AND CONCERNS

Little Leaf Daycare values the opinions and input we receive from all our parents and guardians. Should a parent have a concern, we encourage them to approach a team member to find a solution. If a concern is directly related to the programming of a specific room, parents should first approach the program staff. If a concern is directly related to a specific staff member, parents should approach the supervisor. If a concern is directly related to the supervisor, parents should approach the licensee. The licensee can be contacted by telephone at each center, or confidentially by email at lauren@littleleafdaycare.ca. If the licensee is unavailable by telephone, the answering staff will take a message and the licensee will return the phone call within 48 hours.

If a concern is directly related to the licensee, parents should approach the supervisor or contact the Ministry of Education, Early Years Division (1-844-516-6263).

If any member of the Little Leaf Daycare team is unreceptive to a parent's concern, that parent should approach the next level of personnel.

If a parent would like to communicate an allegation of abuse, they should contact the local Children's Aid Society (905-363-6131 or 1-888-700-0996).



When a concern is brought to staff at Little Leaf Daycare, an initial response will be made within 24 hours. If the staff member who was spoken to is unable to resolve the issue themselves, they are to pass the message on to the appropriate person, or encourage the parent to speak to the appropriate person themselves if they are able to do so. The appropriate staff will determine if a solution can be found immediately, and if so, the solution will be implemented right away. If resolving the issue requires more in-depth consideration, the parent will be asked to wait for a reasonable amount of time (no longer than 48 hours, based on the situation) for the staff to find the best possible solution. If there is an allegation of abuse or misconduct, an investigation will be conducted immediately by the supervisor (or licensee, if the supervisor is the one in question) and the parent will be updated on the outcome.

CUSTODY POLICY

In order to provide the best possible care to all children at Little Leaf Daycare, it is vital that the centre be made aware of any custodial agreements between separated/divorced parents/guardians as well as any restraining orders or other legal restraint to access of a child. All custody instructions, and concerns regarding access to a child, must be communicated to the director/supervisor in writing. When necessary, court documents may be requested. If no legal documents are provided, both parents retain equal access to their child and Little Leaf Daycare has no legal right to prevent access.

Ontario law states that if parents are separated and the child resides primarily with one parent, that parent has the right to provide instruction in regards to pick up and drop off of the child, unless legal documents state otherwise. In such situations, Little Leaf Daycare will consider this parent to be the primary client of the centre and all communication regarding the child or administrative matters will proceed through this parent first.

Should any disputes between parents/guardians become too complicated for Little Leaf Daycare to determine without aid, or raises questions regarding the safety of the children at the centre, local police will be brought in to assist with resolution in as discreet a manner as possible.

Should a legal battle arise during the time a child is at Little Leaf Daycare, the centre will not force any staff to appear in court or provide testimony. The centre will provide as much documentation as possible in regards to payment and child attendance. Little Leaf Daycare's priority is and will remain to provide safe, quality care to every child. This will remain true regardless of who retains custody of a child or any changes to custody arrangements. If, at any point, the director feels the safety of any child at the centre is threatened, the offending party will be asked to leave the centre without notice.

LUNCHES AND SNACKS:

All children are provided a hot lunch as well as morning and afternoon snack. Weekly menus are posted on the information board outside the kitchen. Parents must inform the centre in writing of all allergies and food restrictions. We try to provide a peanut/nut free environment; **please ensure that your child brushes their teeth and washes their hands and face thoroughly if they have eaten any peanut or nut products before coming in the morning.** No food products may be brought into the centre by parents without prior approval from the supervisor. If you would like to bring treats for your child's birthday, please ask the supervisor or educators if there are any anaphylactic allergies to be mindful of.



If a child has an allergy or food restriction that cannot be accommodated by either Little Leaf Daycare or a contracted catering company used by a specific site, parents will be asked to provide food from home. All food from home should be brought in containers that are clearly labeled with the child's name and the date it is to be served. Foods with "May Contain" nut warnings will not be served. Parents should ensure a list of ingredients is provided for any foods brought from home.

REST PERIOD:

In accordance with Ministry guidelines, it is mandatory that all children rest for a minimum of one hour up to two hours. Quiet activities will be provided for children who do not sleep after one hour of rest or who have outgrown their nap.

HEALTH POLICY:

Medications can only be administered if prescribed by a doctor. Regular cough medicine and other over the counter medications must be accompanied by a doctor's note. All medication must be brought to the centre in the original containers and given directly to the staff on duty. Cough drops will not be permitted, as they can pose a choking hazard. The parent is required to fill out the necessary forms, stating clearly the times and amounts of medication to be given. Little Leaf Daycare will not administer any medication without the appropriate documentation. Any medication that is taken home and returned the next day will require a new form to be completed. If your child requires a topical medication or cream (such as diaper rash cream) the appropriate documentation must be completed before staff can apply the cream. This does not require a doctor's note.

If a child is ill in the morning, parents are expected to make other child care arrangements for the day. Staff will check each child as they come in the classroom each morning to ensure that they are well. If we feel that a child is ill and should not be at the centre, we cannot allow them to attend that day. Should a child show signs of a fever, diarrhea, vomiting, or any other contagious illness, the parents will be called immediately to pick up their child. If a child is sent home, they are to be symptom free for a full 24 hours before returning to centre. This would mean that if a child has diarrhea, they cannot return for 24 hours after they have had a solid bowel movement. Lingering symptoms such as a cough or runny nose should be improving for at least 24 hours prior to the child returning to care. The centre may request a doctor's note to have verification that a child is well enough to be at centre. They must be able to participate in all programmed areas including outdoor play. **If your child is too sick to go outside, they are too sick to come to daycare.**

Little Leaf Daycare provides sunscreen to all children. The staff will apply sunscreen before any long periods of outdoor activities. Parents have the option to provide their own sunscreen to be applied.

DRESS AND PERSONAL BELONGINGS:

Please ensure that any personal belongings are clearly labeled. We do our best to ensure that the children's belongings do not get lost, but this is very difficult for the staff when children's belongings do not come in labeled.

On your child's first day please bring: extra clothes, a water bottle, a pillow, and a blanket. Toddlers must also bring diapers and wipes.



*Please bring in the winter: snow suit, shoes for inside, two pairs of socks, a hat, two pair of mittens, neck warmer and boots. Waterproof mittens and boots are strongly recommended. **Scarves are not allowed in the centre, as they pose a strangulation hazard.***

Please bring in the summer: sun hat and non-slip shoes or sandals. Sandals must be secure on the child's feet so they do not fall off while running.

Please bring a raincoat, splash pants, and rainboots as needed.

SPECIAL TRIPS:

During the year, the children may go on occasional walks in the neighbourhood. We may also go on local field trips within walking or public transit distance from the centre and occasionally on a longer trip where we rent a school bus. Parents are required to sign a permission form in order for their child to go on a field trip and pay any necessary fees before we go. If you do not want your child to attend the field trip then you will be required to find alternate care for that day.

OUTDOOR PLAY:

The children will go outdoors for a minimum of 2 hours per day, weather permitting. Staff will implement a variety of teacher and child directed activities. Children need an opportunity to get exercise and free play time outdoors. However, weather conditions sometimes warrant that outdoor periods be shortened or cancelled for student and staff safety.

Conditions warranting indoor play:

- a) thunderstorms, lightning, hail, or extreme winds.
- b) cold weather: when temperature or wind chill factor indicates -16C or lower
- c) Humidity, heat, and smog alerts: when temperature or humidex indicates 35C or higher, or a UV index of 7 or higher. When a heat alert or heat emergency has been issued, staff and children should be vigilant about their level of activity, stay in the shade where possible, and take frequent breaks for water in order to remain adequately hydrated.
- d) Rainfall that is predicted to be more than 7.6mm per hour, or with a temperature below 15 degrees Celsius

CHILD GUIDANCE POLICY:

Prohibited Practices

Any practice based on a negative control technique is not part of the Little Leaf Daycare Guidance Method. The Ministry of Education considers prohibited practices to include:

- Corporal punishment of the child
- 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 only used as a last resort and only until the risk of injury is no longer imminent
- Locking the exits of the child care centre for the purpose of confining the child, or confining a child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of emergency management policies and procedures



- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity, or self-worth
- Depriving the child of basic needs, including food, drink, shelter, sleep, toilet use, clothing or bedding
- Inflicting any bodily harm on children, including making children eat or drink against their will

Additionally, Little Leaf Daycare also considers the following to be prohibited practices:

- Any type of behaviour that is sexually abusive. Abuse includes; sexually molested or sexually exploited, or exposing a child to sexual content
- Lack of supervision including diverted attention for frequent or extended periods, and/or leaving children unattended

Procedures

Children have the right to quality care, which is safe, healthy and provides learning opportunities promoting growth and development. For children to become happy, secure members of society, they must learn how to successfully deal with problems in interpersonal relationships. As well as learning self-discipline and inner control they must also learn positive, constructive ways to interact with people. The role of the teacher is to support a child's sense of being a worthwhile person while providing opportunities for the child to learn appropriate ways to interact with others. To ensure a child's safety and well-being, and to foster their social and emotional development it is necessary at times to impose limits or set standards of acceptable behaviour. Adults should be guided by knowledge and understanding of a child's growth and development.

Behaviour guidance strategies are effective only within the context of the entire curriculum. Ensuring that all curriculum components are of a high quality can prevent many undesirable behaviours. Within the components of staff, environment, program, parent involvement, and evaluation, there are strategies that can be used to prevent behaviour problems and prohibited practices. The environment of the classroom and the routines should promote independence. For example, if only two children are allowed at the water table, then there should be only two smocks available at the water table. The staff must establish realistic guidelines that are consistently followed in the classroom. If these guidelines are not followed then remind the child of the limit and redirect them to another activity.

When talking to the children educators should use a quiet but firm tone of voice, because what they are saying is between themselves and the child, not the classroom. At no time should an educator physically restrain a child by the arm, to pull them towards them or move them to another spot. At Little Leaf Daycare we use positive reinforcement, prevention and intervention, natural consequences, setting appropriate limits, and other positive teaching techniques to help a child to learn to make his/her own choices and to function positively with peers. For example, if a child hits another child, educators should remind them both to use their words and let them handle it. If they still have difficulty resolving the issue, then an educator may go in and mediate for them. Our priority is to allow the children to become independent and resolve things on their own.



EVACUATION SITE:

In the event of an emergency, each centre will have its own designated evacuation sites. Should an evacuation take place, parents will be notified by the centre staff as soon as possible and be asked to pick the child up at the designated area.

SEVERE WEATHER POLICY

Centre Closure: Little Leaf Daycare will follow the local public school boards for closures during periods of inclement weather. Parents can assume the centre is closed if announcements for the Region state that schools are closed. We will remain open if buses are cancelled but schools are open. The director has the authority to cancel any programs run by Little Leaf Daycare or close a centre due to inclement weather. The decision to cancel programs or close the centre is to be made by 6:30 am. This decision may be made the night before when possible. Centre closures will be communicated through HiMama as soon as the decision is made. It is the responsibility of the parent to check appropriate communication channels for severe weather updates.

Early Centre Closure: The decision to close the centre early due to inclement weather is to be made by 11:00 am and communication of the closure is to be completed by 12:00 pm. The supervisor or director will provide supervision for all children whose parents or guardians have not been contacted.

During severe weather conditions, children will remain inside the centre with adequate supervision until they have been picked up. The director or supervisor may begin to dismiss staff following a closure announcement once all the parents have been contacted and arrangements made. The supervisor or director will remain at the centre until all children have been picked up.

As snow days or early closures due to inclement weather are circumstances beyond our control, refunds will not be provided for these days should they occur.

EMERGENCY MANAGEMENT POLICY

An emergency at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults (CCEYA O. Reg. 126/16, s. 42). This may include, but is not limited to, power outages, floods, lack of heating, fires, or water interruptions.

For emergencies not requiring immediate evacuation, such as a power outage or water interruption, the centre will stay open as long as possible. Parents will be informed of the situation, and of the potential that the school will close if the issue cannot be resolved in a timely manner. If there is no access to water for an extended period of time, or if the temperature in the building drops below 20 degrees Celsius, the school will close and parents will be contacted to pick up their child.

In the event of an emergency requiring immediate evacuation, the supervisor will sound a signal (two sharp blasts of the whistle, repeated) to alert the staff and children. Children will stop their activities and line up at the classroom doors. Staff will escort the children out of the building via the emergency exits and to the designated evacuation site.



The first staff in each class will be responsible for the front of the line and guiding the children out of the building. The second staff will take the medication box, be responsible for the end of the line and ensure all children leave the class. The last staff will grab the emergency binder and a cell phone if possible, and be responsible for turning off all lights and shutting the classroom door. They will then join the middle of the line and assist with children. In the event the second staff is the last staff, they will join the end of the line and perform both sets of duties.

If there are any children or staff that require additional support (ex. wheelchairs), the supervisor will be responsible for ensuring that those individuals are given the help they need to safely and successfully exit the building, whether personally or by delegation, depending on the circumstances. The supervisor will be responsible for making sure all possible lights are turned off and all doors are closed, as well as taking the refrigerated medication, and bringing a cell phone and keys.

When the evacuation site is reached, the first staff will take attendance to ensure the presence of all children. The last staff will begin calling parents to alert them of the emergency and the need to pick up their child. If parents cannot be reached, emergency contacts will be contacted. The Supervisor will contact local emergency services if needed (911), as well as the local Public Health Department if necessary.

The supervisor will be responsible for debriefing all staff, parents, and children. The supervisor will remain available until the last child is taken home and will speak to each person prior to the end of the day to answer any questions or concerns parents may have.

The director will work in conjunction with local emergency services and Public Health (if applicable) to determine when and how the centre will resume operations. Parents will be informed through HiMama or through phone about when the centre will reopen, as well as any temporary adjustments to the centre operations (such as reduced hours).

All individuals and families involved in the emergency will be informed that, if needed, counselling services may be contracted by the centre to assist any staff, parents or children who experienced any distress during the emergency. Individual meetings with the supervisor may also be requested for the parents or staff to discuss any concerns they have following the incident.

As these types of situations are beyond the control of the school, refunds will not be provided should the situation require that the school close early. If the school needs to remain closed for a period of time, parents will be informed of any reimbursement that may occur.

SERIOUS OCCURRENCES:

As a rule, Little Leaf Daycare ensures that all our clients are provided with a safe and reliable environment. Under the *Child Care and Early Years Act, 2014*, serious occurrences are defined as:

1. The death of a child who received child care at a child care centre
2. Abuse, neglect, or an allegation of abuse or neglect of a child while receiving child care at a child care centre
3. A life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre



4. An incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised
5. An unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety, or well-being of children receiving child care at the child care centre

Little Leaf Daycare follows strict procedures in conjunction with the Ministry of Education in case a serious occurrence should occur. For example, we will:

1. Ensure the necessary medical attention is given. If needed call 9-1-1
2. Notify the Director or designate immediately.
3. Call the parents.
4. Notify Ministry of Education within 24 hours of the occurrence.

Little Leaf Daycare will post the Serious Occurrence Notification Form at the front of the centre, near the Licensing Summary chart for a minimum of 10 days and 10 days following each update. The form protects all personal information and privacy.

PRIVACY POLICY

What is personal Information?

Personal information includes any factual or subjective information, recorded or not, documented or verbal about an identifiable individual. This includes information in any form such as a person's e-mail, address, food allergies, person's age, home address and so on. The information collected will be treated with appropriate safeguards.

Accountability.

The director and supervisors are responsible for ensuring compliance with this Privacy Policy, and for all personal information under its control. They are accountable for compliance with the principles described in this policy.

Purposes for Collection, Use and Disclosure.

Little Leaf Daycare is committed to providing quality, dependable and inclusive childcare, support and information services to meet the diverse childcare needs of families and children. Little Leaf Daycare collects, uses, and discloses personal information for purposes limited to those which are related to the provision of the centre's services. Such purposes include the following:

- To meet legislative, regulatory, and licensing requirements*
- To process, track, and maintain child enrollment and re-enrollments
- To process enrollment fees and receipts for child tax credit purposes
- To record, process, and collect outstanding enrollment fees
- To assess and implement centre policies, practices and programs
- To maintain up-to-date records
- To assess the needs of each child and to ensure that these needs are met
- To ensure the health and safety of all children who participate in our programs and services
- To identify the children and their families who use our services
- To ensure we communicate with the appropriate parent/guardian for each child in our care

Personal information will be collected/disclosed on a "need to know" basis for the operation of Little Leaf Daycare. We assure you that this information will only be used by our childcare professionals in order to deliver your child's care to the highest standards; it will not be disclosed to those associated with the care for your child without your consent. Unless required to do so by law, Little Leaf Daycare



does not currently disclose the personal information under its control to any other parties. It does not trade, sell, barter, or give away client or child information to anyone. Should it be necessary in the future to make such a disclosure, Little Leaf Daycare will not do so without the express consent of the individuals involved.

Safeguards.

Little Leaf Daycare will make reasonable security arrangements to protect personal information. The methods of protection employed by Little Leaf Daycare will include:

- Physical measures, including locked filing cabinets and restricted access to offices
- Organization measures, such as a “clean desk” policy and limiting access on a “need to know” basis
- Technological measures, such as use of passwords to access electronic files

The Ministry of Community and Social Services states: Access to a child’s records or information, without parental consent, may only be given to officials of the following jurisdictions:

1. Coroner’s Office
2. Courts in response to a warrant or court order
3. Ombudsman
4. Authorities vested in provincial or federal statutes
5. Minister and officials to whom he/she has delegated the authority

SUPERVISION POLICY FOR FIELD PLACEMENT STUDENTS & VOLUNTEERS

Field placement and volunteering is intended to help support children and staff of Little Leaf Daycare. Placement students/volunteers are able to fulfill roles, responsibilities and helping young children grow and develop to their maximum potential. Little Leaf Daycare welcomes placement students and volunteers to be able to develop learning opportunities that will form the basis of rewarding and meaningful careers.

- No child is supervised by a person less than 18 years of age
- A criminal reference check is completed for all volunteers and placement students having direct contact with the children at Little Leaf Daycare
- Volunteers and placement students are never to be alone with any child receiving care at the centre, but rather will be supervised by an employee at all times.
- Placement students and volunteers may not be counted in the staffing ratio.

PROGRAMS & FEES:

Upon registering your child at the centre, you must fill out all required forms and submit a non-refundable registration fee and a one-month deposit. Little Leaf Daycare uses a direct deposit payment system. Parents who opt out of this option will be responsible for providing payment on or before the 1st of every month. Late payments will be subject to a late fee of \$10/day. Registration fees vary by site. Registration fees are non-refundable. There are no reimbursements or reduced fees for sick days and or vacation days; all fees must be paid in full. Extra days are subject to availability and are charged at the daily rate for the appropriate age group. A \$30.00 fee is applied for NSF cheques or unapproved payments. In January of each year, an income tax receipt will be issued to you.



Little Leaf Daycare accepts regional fee subsidies where applicable, and we recommend all parents look into this option.

Little Leaf Daycare has every intention to be part of the Canada-Wide Early Learning and Child Care System, which aims to support quality, accessibility, affordability, and inclusivity in licensed child care settings by lowering child care fees, improving staff wages, and increasing access to quality child care programs. Please see attached for Information regarding this program and site-specific fees.

SUMMER CAMPS:

Certain sites may offer a summer camp program for children 4-12 years of age. The following sites currently offer a summer camp program:

- Erin (unlicensed summer camp)

SITE SPECIFIC CLOSURES:

Port Credit

Closed for 2 weeks in July. Dates may vary by year. Please contact the supervisor for more information.

SITE LOCATIONS:

Mississauga

5685 Whittle Road, Mississauga L4Z 3P8
Main Intersection: Hurontario and Matheson
(905) 568-4069
Hours of Operation: 7:30am-6:00pm

Port Credit

130 Mineola Road East, Mississauga L5G 2E5
Main Intersection: Hurontario and Mineola Road East
(416) 729-1147
Hours of Operation: 7:30am-5:30pm

Erin

5072 Winston Churchill Boulevard, Terra Cotta N0B 1T0
Main Intersection: Winston Churchill Boulevard and Old Base Line Road
(905) 806-9588
Hours of Operation: 7:30am-5:30pm

Please contact each site directly for more information on programs and availability.



CWELCC Fee Structure – Little Leaf Daycare Erin

Under the Canada-Wide Early Learning and Child Care (CWELCC) program, parents will begin to see a reduction in childcare fees. The first reduction of 25% will take place immediately following Little Leaf Daycare’s acceptance into the CWELCC program.

The table below outlines our current base fees, as well as the daily rate. Once fee reductions begin to take place, this table will be updated to reflect the current amounts that families can expect to pay.

PROGRAM	BASE FEES	DAILY RATE
Toddler Full-Time (9am to 4pm)	\$948/month	\$43.59
Toddler Full-Time (7:30am to 5:30pm)	\$1077/month	\$49.52
Toddler 3-Days (9am to 4pm)	\$718/month	\$54.89
Toddler 3-Days (7:30am to 5:30pm)	\$793/month	\$60.63
Toddler 2-Days (9am to 4pm)	\$495/month	\$56.57
Toddler 2-Days (7:30am to 5:30pm)	\$539/month	\$61.60
Preschool Full-Time (9am to 4pm)	\$868/month	\$39.90
Preschool Full-Time (7:30am to 5:30pm)	\$1034/month	\$47.54
Preschool 3-Days (9am to 4pm)	\$559/month	\$42.74
Preschool 3-Days (7:30am to 5:30pm)	\$704/month	\$53.82
Preschool 2-Days (9am to 4pm)	\$430/month	\$49.14
Preschool 2-Days (7:30am to 5:30pm)	\$492/month	\$56.23

Non-base fees are items currently not covered under the CWELCC program. Non-base items include:

- Late pick-up fees (\$10 per every 10 minutes)
- Late payment fees (\$10/day)
- Registration fees (\$100)

*Please note: Registration fees are covered under CWELCC for 2022, but **are not guaranteed to be covered from 2023 onwards.***