



# Parent Handbook

## Erin



# Little Leaf Daycare

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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 center 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 center. 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 annually, which will assist them in providing the best possible care for the children at the center.

Little Leaf Daycare works alongside various community partners, such as Resource Consultants, Wellington County, and the Ministry of Education. By involving these partners in daily aspects of the center, 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 our center, which include providing safe and quality child care 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. Additionally, 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 center. 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.

Staff will be expected to communicate with parents at drop-off and pick-up times, and/or through Lillio, 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 Lillio 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 center, as well as any changes that have been made to the program on any given day.

Each classroom within the center 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



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environment, planning experiences for the children, and making changes to the daily routine of the room.

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 following the Montessori philosophy, as some materials must be introduced before others.

Children at the center 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 behavior 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 center. 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 and prepare healthy meals based on Canada's Food Guide for Healthy Eating, as well as the Child Care Menu Planning Practical Guide prepared by ODPH (Ontario Dietitians in Public Health). Any caterer contracted by Little Leaf Daycare must also adhere to these guidelines and have their menu certified by a registered dietician.

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 center, 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.



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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.

## **HOURS OF OPERATION:**

Little Leaf Daycare opens at 7:30 a.m. and closes at 5:30 p.m. After 5:30 pm late fees will apply (please see LATE FEES).

We are closed for all Statutory Holidays, Easter Monday, the Civic Holiday, one week at Christmas, and three professional development days throughout the year. All closures can be seen in advance on the the parent calendar on Lillio. Reminder emails are sent to parents through Lillio two weeks in advance.

## **ARRIVAL AND DEPARTURE PROCEDURES**

Each morning, children should be brought into the center by their parents and dropped off into their classroom. Upon entering the room, a teacher will do the 'Child Health Check' and mark the time of arrival. Parents should communicate any important information at this time, such as if the child did not eat breakfast or if the child had any injuries at home. Any lotions, creams, medications, or food from home (if required) must be handed directly to the teacher at this time and the necessary forms completed.

At the end of the day, the parent will pick their child up from the classroom and the teacher should share a general overview of the child's day, being sure to include any important information such as whether the child needs more spare clothing or if the child did not nap well. Any accident reports must be signed at this time. The teacher will mark the child's time of departure on the attendance and release the child to the parent.

## **SAFE ARRIVAL AND DISMISSAL POLICY**

At Little Leaf Daycare, the safety of the children is our number one priority. As of January 2024, the Ministry of Education has made it mandatory for all childcare providers to implement a safe arrival policy and dismissal policy.

### **Arrival**

While we permit children to be dropped off at nearly any time of day, excluding rest periods, we ask all parents to notify the centre by 9 am if their child will be late or absent from school that day. Acceptable forms of notification include email, phone call, Lillio message, verbal communication with a staff at pick up or drop off or text message for applicable sites. The centre will follow up on any non-confirmed absences by 10:00 am to ensure that the child is safe and that their attendance is recorded accurately for the day.



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If the centre is unable to reach the family, the child will be marked as a no-show on the attendance. The supervisor or staff member will document the method by which the family was contacted in the note section of the attendance. If a parent contacts the centre later in the day, the child's attendance will then be updated.

## **Dismissal**

A child will only be released to the parent/guardian of the child or a person listed as an emergency contact/release contact on the child's enrollment form unless instructed otherwise by the parent in writing. Upon first meeting, teachers will match the person's name with their photo ID (i.e. driver's license) prior to releasing the child. If the person picking up the child 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. Parents are expected to be present in the classroom by 5:30 pm to pick up their child and will advise Little Leaf Daycare in advance of any delay, and/or make arrangements for someone else to come instead. If the person coming is not on the list, the centre must be informed in writing.

If nobody has arrived by 6:00 pm and the centre has not been notified, the closing staff will call the family to ask for an estimated arrival time. If the parents are unable to be reached by 5:45pm, the closing staff will begin to call the child's emergency contacts and inform the supervisor. If, by 6:15 pm, the family and emergency contacts are unable to be reached, then CAS will be called to pick up the child.

## **AVAILABILITY OF PARENTS IN AN EMERGENCY:**

It is important to always provide the center 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.

## **LATE FEES:**

Parents must be present in the classroom with their child **by 5:30 pm** 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 5:31pm. They are as follows: 5:31pm – 5:41pm = \$10.00 and an additional \$10.00 for the following 10 minutes (and so on). To avoid any discrepancy in times, we will be using cell phone times as they synchronize automatically to the current time zone. Late fees should be paid in a timely manner in cash or by e-transfer. If late fees are not paid in a timely manner, they will be added to the next invoice.



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## **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 your child will be placed on our waiting list. If a space is available for the time when you expect to return, a re-registration fee will apply. 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 center.

## **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 waitlist:

- Parents may place their child(ren) on the waitlist after attending a tour of the center.
- When a place becomes available at the centre, parents are contacted from the waitlist based on the following factors:
  - Date placed on the waitlist
  - 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 waitlist and being placed on the waitlist 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 Lillio 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 (such as a Winter Event) 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 director. The director can be contacted by telephone, or confidentially by email at [info@littleleafdaycare.ca](mailto:info@littleleafdaycare.ca).

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



# Little Leaf Daycare

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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 36 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 director, 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 snacks. The Erin location makes all meals and snacks in-house. 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**



# Little Leaf Daycare

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**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 center by parents without prior approval.** If parents would like to bring treats for their child's birthday they must be approved by the director or administration staff.

If a child has an allergy or food restriction that cannot be accommodated by Little Leaf Daycare, 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.

## **REST PERIOD:**

In accordance with Ministry guidelines, it is mandatory that all children rest on a cot 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 center in the original containers and given directly to the staff on duty. The parent is required to fill out the necessary forms stating clearly the times and amounts of medication to be given and have it verified by a member of staff prior to leaving the medication at the centre. If the medication is on an as-needed basis, a specific description of the conditions under which to administer the medication should be written. Vague statements such as "as needed" are not acceptable, as the interpretation of this varies from person to person. 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 childcare arrangements for the day. Staff will check each child as they come into the classroom each morning to ensure that they are well. If we feel that a child is ill and should not be at the center, 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 for the above-mentioned reasons, they are to be symptom free for a full 24 hours before returning to the center, or be past the contagious period. 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) must have been improving for 24 hours before the child may return. The center may request a doctor's note to have verification that a child is well enough to be at the center. They must be able to participate in all of the 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.





# Little Leaf Daycare

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## **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 pairs of mittens, neck warmer and boots. Waterproof mittens are strongly recommended. **Scarves are not allowed in the center, 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 will go on occasional walks in the neighborhood. We also go on local field trips within walking or public transit distance from the center 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 canceled for student and staff safety.

Conditions warranting indoor play:

- a) thunderstorms, lightning, hail, or extreme winds more than 50mph
- b) cold weather: when temperature or wind chill factor indicate -16 or lower, children will remain indoors due to risk of frostbite
- c) Humidity, heat and smog alerts: when temperature or humidex are above 36 degrees, or UV is above 7. When Wellington County has issued a heat alert or heat emergency, staff and children should be vigilant about their level of activity and should 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. Prohibited practices include:

- Harsh discipline of any kind
- Spanking or other abusive physical control
- Deprivation of food or normal activity other than a brief time alone
- Confinement in any small dark or other inappropriate area
- Verbal abuse including' humiliation, threatening, swearing, harassment, yelling, sarcastic comments, and discussion of a child within a child's hearing
- Any type of behavior that is sexually abusive. Abuse includes; sexually molested or sexually exploited.
- 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 behavior. Adults should be guided by knowledge and understanding of a child's growth and development.

Behavior 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 behaviors. Within the components of staff, environment, program, parent involvement, and evaluation, there are strategies that can be used to prevent behavior 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 you should use a quiet but firm tone of voice, because what you are saying is between you and the child not the classroom. At no time are you to physically restrain a child by the arm to pull them toward you 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 own choices and to function positively with peers. For example, if a child hits another child, remind them both to use their words and let them handle it. If they still have difficulty resolving the issue, then you can 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 that we need to evacuate the building, we have arranged to use the main residence at 5072 Winston Churchill Boulevard, directly beside our center. The parents will be notified of an evacuation by the center's staff as soon as possible and be asked to pick the child up at the designated area.

## **SEVERE WEATHER POLICY**

**Center Closure:** Little Leaf Daycare follows the Upper Grand District School Board for closures during periods of inclement weather. Parents can assume the center is closed if announcements for the school board state that schools are closed. We will remain open if buses are canceled but schools are open. The director has the authority to cancel any programs run by Little Leaf Daycare or close the center due to inclement weather. The decision to cancel programs or close the center is to be made by 6:30 am. This decision may be made the night before when possible. Center closures will be communicated through Lillio as soon as the decision is made. It is the responsibility of the parent to check appropriate communication channels for severe weather updates.

**Early Center Closure:** The decision to close the center 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 or who have not previously indicated in writing their intentions during severe weather conditions. During severe weather conditions, children will remain inside the center 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 center 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 center 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 center 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 school drops below 20 degrees celcius, 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 evacuation site.



# Little Leaf Daycare

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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 telephone, 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 also be responsible for bringing a cell phone.

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 be responsible for making sure all possible lights are turned off and all doors are closed, as well as taking the refrigerated medication. The Supervisor will contact local emergency services if needed (911), as well as the Wellington County 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 Wellington County Public Health (if applicable) to determine when and how the center will resume operations. Parents will be informed through Lillio or through phone about when the center will reopen, as well as any temporary adjustments to the center operations (such as reduced hours).

All individuals and families involved in the emergency will be informed that, if needed, counseling services may be contracted by the center 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.

A serious occurrence is considered but not limited to:

1. Any alleged abuse or mistreatment of a client, which occurs while participating in a service
2. Any disaster, such as fire, or disruption in municipal water service on the premises where a service is provided.
3. Any complaint concerning the operational, physical or safety standards of the service that is considered by the service provider to be of a serious nature.



# Little Leaf Daycare

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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 the Ministry of Education within 24 hours of the occurrence.

**Little Leaf Daycare will post the Serious Occurrence Notification Form at the front of the center, 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 supervisor 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, and with the Ministry of Community and Social Services.

### ***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 center'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 center 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.



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## **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 various roles and responsibilities and help 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 center, 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 center, 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 1<sup>st</sup> of every month via e-transfer or in cash. Late payments will be subject to a late fee of \$10/day. If payment accommodations are required, please speak to the supervisor to make arrangements. Registration fees are \$200.00 for first time enrollment and \$100.00 for re-registration or for sibling registration. Registration fees are non-refundable. There are no reimbursements or reduced fees for sick days or vacation days; all fees must be paid in full. A \$30.00 fee is applied for NSF cheques or unapproved payments. By the end of February of each year, an income tax receipt will be issued to you for the previous year.

If you would like to change your child to a new program (e.g. full-time to part-time), this can be done at any time subject to availability. We ask that families provide us with a 30-day notice of any changes in order to ensure that fees are able to be adjusted and processed accurately.



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## **CWELCC FEE STRUCTURE – LITTLE LEAF DAYCARE ERIN**

Little Leaf Daycare has every intention to be part of the Canada-Wide Early Learning and Child Care System (CWELCC), 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.

Under the CWELCC program, parents will pay a reduced rate for childcare fees, while the remainder is subsidized by the government. The current reduction of 52.75% came into effect in January 2023. The table below outlines our current base fees, as well as the current CWELCC rate. The rates in this table will be updated periodically to reflect changing CWELCC fee reductions.

<b>PROGRAM</b>	<b>BASE FEE</b>	<b>CWELCC RATES</b>
Toddler Full-Time	\$1077/month	\$508.88/month
Toddler 3-Day	\$793/month	\$374.69/month
Toddler 2-Day	\$539/month	\$254.68/month
Preschool Full-Time	\$1034/month	\$488.57/month
Preschool 3-Day	\$704/month	\$332.64/month
Preschool 2-Day	\$492/month	\$232.47/month

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 (\$200)

Please note: Registration fees are covered under CWELCC for 2024, but are not guaranteed to be covered from 2025 onwards.