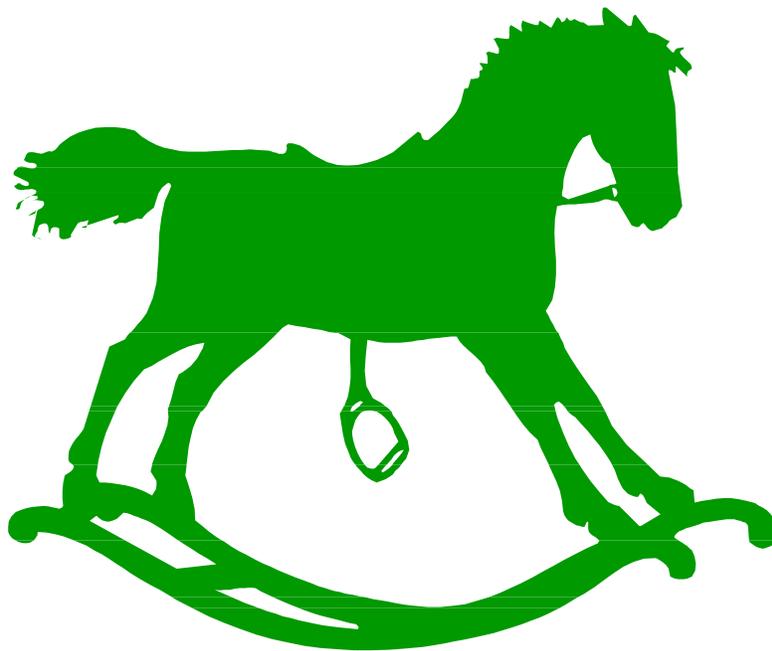


Parent Handbook



Stonemoor Day Care Centre Inc.

www.stonemoordaycare.com

revised: September 30, 2022

effective date: September 30, 2022

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Stonemoor Day Care Centre Inc Program Statement

OUR MISSION

Meeting the current and future needs of the Durham community through leadership, co-operation, innovation and service excellence.

Capable, competent, curious and rich in potential; this is how Stonemoor Day Care Centre views children. We are committed to collaborating with children, their families and with educators to create high quality early learning and care environments that take a strength based approach to learning and development where children, parents and educators are co-learners.

How Does Learning Happen? Forms the Basis of our Programs

Using the common framework articulated in **How Does Learning Happen?** Stonemoor Day Care strives to support the children to achieve the following **goals** and will meet the **expectations** for programs building on the four **foundations** for healthy growth and development:

Foundations	Goals for Children	Expectations for Programs
Belonging	Every child has a sense of belonging when he/she is connected to others and contributes to his/her world.	Cultivate respectful relationships and connections to create a sense of belonging among and between children, adults and the world around them.
Well-Being	Every child is developing a sense of self and health and well-being.	Nurture children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with her/his senses, bodies and minds.	Provide environments and experiences to engage children in active, creative, and meaningful exploration and learning.
Expression	Every child is a capable communicator who is able to express himself/herself in many ways.	Foster communication and expression in all forms.

Our Outreaching Strategies

Our Child Care Centres have incorporated and embedded the Early Learning for Every Child Today (ELECT) principles, along with the provincial pedagogy for early learning, to strengthen the quality of our programs and ensure high-quality experience that promote the health, safety, nutrition and well-being of children.

Working collaboratively, Stonemoor Day Care Programs will plan for and create positive early learning environments that:

1) Promote the health, safety and well-being of young children, families and educators.

You will see:

- Well organized enriching environments with lots of materials that are easily accessible to the children.
- Healthy menus, following Canada's Food Guide.
- Children serve themselves whenever possible and are encouraged but never forced to try new foods.
- Lots of opportunities for gross motor play; children are encouraged to use their entire bodies to explore the world.
- 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;

2) Support positive and responsive interactions between educators, children and families.

You will see:

- Our Parent Handbook provides the operational details of our programs, hours of operations, fee and payment processes, and outlines our operational policies so families know what to expect when they choose our services. The Parent Handbook is available in a hard copy or by email.

3) Encourage and enable children to interact and communicate in a variety of ways with each other, with educators and with their communities.

You will see:

- Many different ways for children to communicate their ideas, thoughts and feelings which may include; creative materials, sensory opportunities, communication with peers and educators, and science exploration.
- Information about local community events and support will be available for families.

4) Foster exploration and inquiry that is play based. Evidence from diverse fields of study tells us that when children are playing, they are learning.

You will see:

- Play that is supported by knowledgeable caring adults who view children as **competent, capable, curious learners that are rich in potential** offer environments with materials, space and time to encourage complex thinking and aid children to gain essential skills. These skills include: creative problem-solving, learning to get along with others, coping with challenges, overcoming obstacles, and learning to focus their attention. These are foundational activities that promote the development of literacy, numeracy, and other important life skills.

5) Provide both the child initiated and adult supported experiences to foster development.

You will see:

- Weekly Program Plans are available with a variety of Educator planned activities that will be added to throughout the week as the children expand on the activities or move forward in new directions.

6) We follow the children's interests to plan and implement activities, as children and educators are co-learners.

7) Provide many opportunities for a range of experiences that support each child's learning and development.

You will see:

- A focus on learning through play with educators encouraging and supporting questions, answers and problem solving on the part of the children.

8) Incorporate a range of different learning opportunities including indoor and outdoor play, active play, quiet play, rest and quiet time considering the individual needs of children.

You will see:

- The educators offer a variety of materials and activities that will engage children to explore their environment.

9) Foster engagement of and ongoing communication with parents about the program and their children.

You will see:

- Parents have opportunities to converse with educators by phone, email, Storypark or a scheduled time to meet.
- Families of Infants and Toddlers, daily communication will be provided by the Educators for parents.

10) Actively engage with community partners and provide opportunities for the children and families to develop close connections with a range of community supports.

You will see:

- Parents are welcome at any time.
- Use the community partners as a resource and support to families, children and educators.

11) Strengthen the capacity of educators to collaborate effectively with children, families and their colleagues through the provision of ongoing opportunities for continuous professional learning.

You will see:

- Educators encouraged and supported to attend professional development opportunities;
- Registered Early Childhood Educators (RECE'S) are required by their membership in the College of Early Childhood Educators to commit to their own ongoing professional learning.

12) Use many languages to document and review the experiences of the children and the educators in order to:

You will see:

- Documentation posted on the walls that tells and shows you what the children are doing;
- Different methods of recording observations about what the children are accomplishing.

Prohibited Practices Policy

Stonemoor Day Care follows the Prohibited Practices as stated in the Ontario Regulation 137/15 of the Child Care and Early Years Act.

Ontario Regulation 137/15 of the Child Care and Early Years Act:

- 48 No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,
- (a) corporal punishment of the child. {{(O. Reg. 137/15, ss. 48(a))}}
 - (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; {{(O. Reg. 137/15, ss. 48(b))}}
 - (c) locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures; {{(O. Reg. 137/15, ss. 48(c))}}
 - (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;{{(O. Reg. 137/15, ss. 48(d))}}
 - (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; {{(O. Reg. 137/15, ss. 48(e))}}
 - (f) inflicting any bodily harm on children including making children eat or drink against their will. {{(O. Reg. 137/15, ss. 48(f))}}

Contravention of Prohibited Practices:

Policy: Staff, students and volunteers are expected to comply with prohibited practices as stated in the Ontario Regulation 137/15 of the Child Care and Early Years Act. Failure to comply will result in a verbal warning initially, followed by a written warning and finally dismissal.

Procedure: All unacceptable behaviour will be disciplined considering

- ❖ Past performance
- ❖ Present performance
- ❖ Seriousness of the offence
- ❖ Previous disciplinary action
- ❖ Length of employment

In the event of a contravention the following steps will be taken

- a) verbal warning
- b) written warning
- c) dismissal

Program Locations

<p>HEAD OFFICE - Stonemoor Day Care 763 Davis Drive Uxbridge, ON L9P 1R3 Telephone: 905-852-3510 Fax: 905-852-9356 Ages: 18 months – 6 years Email: stonemoor@bellnet.ca</p>	<p>McCaskill's Mills 85 Albert Cannington, ON L0E 1E0 Telephone: 705-432-8800 Fax: 705-432-8811 Ages: 8 weeks – 12 years Email: sdc.cannington@bellnet.ca</p>	<p>Cannington Nursery School 91 Elliot Street Cannington, ON L0E 1E0 Cell: 705-340-8986 Ages: 30 months – 5 years Tuesday & Thursday Email: sdc.cannington@bellnet.ca</p>
<p>Goodwood Before & After School Program 4340 Front Street Goodwood, ON L0C 1A0 Cell: 647-528-0044 Age: JK to 12 years Email: stonemoor.goodwood@gmail.com</p>	<p>Scott Central Before & After School Program 421 Sandford Road Sandford, ON L0C 1E0 Cell: 905-852-5380 Ages: JK to 12 years Email: sdc.sandford@bellnet.ca</p>	<p>Valley View Before & After School Program 3530 Westney Road Greenwood, ON L0H 1H0 Cell: 416-458-2114 Ages: JK to 12 years Email: stonemoor.valleyview@gmail.com</p>
<p>Uxbridge Public Before & After School Program Nursery School Program 64 Victoria Drive Uxbridge, ON L0C 1A0 Telephone: 905-852-6537 Cell: 647-528-6537 Ages: 30 months – 12 years Email: stonemoor.ups@gmail.com</p>	<p>Stonemoor School age Club Quaker Village Before & After School Program 291 Brock Street Uxbridge, ON Telephone: 905-862-2153 Cell: 647-528-2153 Ages: JK to 12 years Email: sdc.quaker@bellnet.ca</p>	<p>Greenbank Before & After School Program 1325 Cragg Road Greenbank, ON L0C1B0 Cell: 905-960-0597 Ages: JK to 12 years Email: stonemoor.greenbank@gmail.com</p>

- Hours: 6:30 a.m. to 6:00 p.m. (may vary based on community needs and program operations).
- Some centres offer Nursery School Programs.
- Before & After School Programs may operate on School Holidays, based on community needs
- Full-time, Part-time and occasional enrolment may be accommodated.
- Qualified RECE Educators – Registered with the College of Early Childhood Educators
- Program planning based on individual and group needs.
- Staff trained in Standard First Aid/CPR.
- Nutritious hot lunches for toddlers and preschool program and healthy snacks for all programs.
- Breakfast is served 6:30 to 7:30 daily. Children are provided with a morning and afternoon snack. Lunch is also provided at our Davis Drive and McCaskill's Mills Programs. We follow Canada's Food Guide and to the best of ability provide a peanut free environment. The menus are posted at each location and copies are available from the Supervisor.
- Please remember that each location has Possible Anaphylactic Allergens, and therefore we would appreciate that outside food be checked by the Supervisor prior to going into any classrooms. A list of allergens is posted at each location.

Fundraising

As a Non-profit charitable organization, Stonemoor Day care is required to fundraise throughout the year each year. We are always open to suggestions from our families for new ideas. We appreciate any and all support.

Our Programs

Davis Drive is open 6:30 a.m. - 6:00 p.m.

This location serves families needing care for children 18 months to 6 years of age. We have ministry approval for children 12 -18 months, providing the following:

- The child can take steps on their own.
- The child can use a toddler chair within the classroom.
- The child sleeps on a child size cot for their rest.

We are on the bus route for Joseph Gould Public School and St. Joseph's School. Children may access the Davis Drive location for Before & After school for JK and SK when space is available.

McCaskill's Mills Program is open 6:30 a.m. - 6:00 p.m.

This location serves families needing care for children 8 weeks to 12 years of age.

Cannington Nursery School offers a Program on Tuesday and Thursday from 9:45 a.m. - 12:00 p.m.

Quaker School age Club is open 6:30 a.m. - 9:30 a.m. & 2:00 p.m. - 6:00 p.m.

This program offers Before & After School Care for children attending the Quaker Village Public School. Educators walk to and from the school with the children. Children requiring care on School Holidays can access our Uxbridge Public Program or a School Based Program of their choice that is in operation.

Uxbridge Public Program is open 6:30 a.m. - 12:00 p.m. & 2:00 p.m. - 6:00 p.m. Monday to Thursday, and 6:30 a.m. - 9:30 a.m. & 2:00 p.m. - 6:00 p.m. on Friday.

This program offers Before & After School Care, a Full Day Program on School Holidays and a Nursery School Program on Monday & Wednesday or Tuesday & Thursday.

The Nursery School Program operates from September to June from 9:30 a.m. - 12:00 p.m.. The Program does not operate during School Holidays or the last week in June. The Nursery School Program is closed when Uxbridge Public School is closed due to severe weather, or another emergency requires. The Nursery School Program can accommodate 3 children under 2 ½ within our program, otherwise children must be 2 ½ years of age. Children should arrive at 9:30 a.m. and will be greeted by an educator each morning at their classroom, room #22. Parents may return to the classroom at 12:00 p.m., where the children will be dismissed directly to their parent or guardian. Parking is available on Colborne Street.

Scott Central Program is open 6:30 a.m. - 8:30 a.m. & 2:00 p.m. - 6:00 p.m.

This program offers Before & After School Care and may offer a Full Day Program is sufficient interest.

Goodwood Program is open 6:30 a.m. - 9:30 a.m. & 2:00 p.m. - 6:00 p.m.

This program offers Before & After School Care and may offer a Full Day Program is sufficient interest.

Greenbank Program is open 6:30 a.m. - 8:30 a.m. & 2:00 p.m. - 6:00 p.m.

This program offers Before & After School Care and may offer a Full Day Program is sufficient interest.

Valley View Program is open 6:30 a.m. - 8:30 a.m. & 2:00 p.m. - 6:00 p.m.

This program offers Before & After School Care and may offer a Full Day Program is sufficient interest.

Enrolling your child

We would like to thank you for your interest in our Programs, and take the time to welcome you to Stonemoor Day Care Centre. We believe in the importance of being partners in caring for your child. Our Programs are intended to enhance your child's skills as all children deserve to reach their full potential through a curriculum that is based on the "How Does Learning Happen?" document that can be located on the Ministry of Education website.

You will be required to complete a registration package, and provide immunization records if your child does not attend elementary school prior to your child/children attending the program. The supervisor or designate will inform you of all policies and procedures, and provide a tour of the childcare centre. This is a great opportunity for you and your child/children to meet the educators, and compile information about your child's specific needs – likes and dislikes, and what comforts your child. We would also like to take the time to offer a developmental assessment, called the Looksee Checklist for you to share information with us to begin to understand your child's skills.

We use a documentation online tool called Storypark. Please be sure to accept the invitation so you can remain informed about our program and your child's learning in the program.

Storypark – a secure, private online space to ensure your child receives the best support possible and that you are involved and up-to-date with your child's development.

Storypark provides each child with an online community which you (their parent/guardian) own and control who has access to, at no cost, for as long as you wish.

Items your child will need while in attendance at Stonemoor Day Care Centre

- Children require indoor footwear, a hard soled slipper or shoe is preferred.
- Full outdoor clothing suitable for safe outdoor activities. You may want to send mud pants for the spring and fall weather and rain boots. Hats, mitts, snowpants etc. dependent on the weather. We prefer neck warmers over scarves whenever possible.
- Weekly supply of diapers, if required.
- Full change of clothing, for children not attending school.
- We may ask that you supplement your child's diet, if there are restrictions we cannot accommodate.
- Sunscreen when required

Fee Policy

Stonemoor Day Care accepts cash or cheque.

Please make cheques payable to "Stonemoor Daycare Centre Inc".

Post dated cheques may be left with the supervisor of the program if you wish to do so. If a cheque is returned, a \$15.00 processing fee will be charged. After two N.S.F. cheques, cash or certified cheque will be required. We also accept e-transfers to: stonemoordaycarecentre@gmail.com

No Password is required for e-transfers as we have auto-deposit, please note the program and your child's name in the note section of the e-transfer. This is imperative to ensure the e-transfer is applied to the correct account.

Receipts are issued for cash payments, and again at year end for tax purposes.

If any legal action is required due to overdue accounts, the costs incurred will be added to your account.

The full fee is payable for statutory holidays and the Civic holiday.

Children enrolled in our Before & After School Programs are required to “pay for what you book” for School Holidays.

Children enrolled in our Cannington Nursery School or Uxbridge Public Nursery Program are asked to pay at the beginning of each month for the number of sessions their child is registered for each month.

Families interested in applying for child care subsidy may do so by contacting Durham Region Child Care Division at 1-800-387-0642 or 905-666-6238 or <https://www.durham.ca/en/living-here/child-care-fee-help-subsidy.aspx>

Vacation Policy and Multiple Children Family Discount

Any children that are enrolled full-time as of September 30, 2022 will continue to receive the Multiple Children Family discount until the child has been withdrawn from Stonemoor Daycare.

Full-time children enrolled as of September 30, 2022 will continue to receive 10 days unpaid vacation days, these are earned vacation days from start of enrollment (pro-rated). For the remainder of 2022, vacation will be pro-rated based on September to December – equaling a maximum of 4 days. These vacation days will apply for Infant, Toddler and Preschool Children only, as Kindergarten and School age children are able to “pay for what you book”. Children enrolled in our Nursery School programs, or Part-time in Infant, Toddler or Preschool Programs do not receive any vacation days. Part-time children do not receive vacation days or Multiple Children Family discount.

Any children enrolled as of October 1, 2022 will not receive any unpaid vacation days or the Multiple Children Family Discount.

Canada-Wide Early Learning and Childcare (CWELCC)

Stonemoor Day Care has opted into the CWELCC program and will relay any information to families as it is provided to us. Please ensure you have accepted our invitation to Storypark as we use this platform to share information. We have been accepted into the program and families will see the adjusted rates as of September 26, 2022 for eligible children. An updated rate schedule will be available for all families. Refunds will be issued within 20 business days of Stonemoor Day Care receiving the funds from the Region of Durham.

Please refer to the following website link if you’d like more information about the CWELCC program:
<https://www.durham.ca/en/living-here/finding-quality-child-care.aspx>

Child care deposit to hold spaces

New families – If your child has been accepted into the program, but has been provided a delayed start date you may be required to leave a non-refundable deposit in the amount of your child’s first week. This deposit will guarantee your child’s place in the program and be applied to the first week of your child attending.

Currently enrolled children - If your child will not be attending our program during July and August but will be returning in September and a space has been secured to you - a non-refundable deposit in the amount of your child’s first week of enrollment will be required for deposit June 30th. This deposit will guarantee your child’s place in the program for September and be applied to the first week.

Withdrawal Policy

Parents are asked to provide Stonemoor Day Care with TWO WEEKS written notice OR pay TWO weeks fees. If Stonemoor Day Care is unable to meet the needs of your child/family, we have the right to ask you to withdraw your child from the program. We will work with each family and any outside agencies to meet each child's developmental needs, if however we cannot meet your child's needs or the safety of your child is at risk and or the centres' safety, we maintain the right to ask that you find alternate care for your child.

Designated Holidays

Stonemoor Day Care observes the following statutory holidays:

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

Arrival and Pick Up Policies

When dropping off your child in the morning please be sure that a staff member is aware of your child's arrival. NEVER allow your child to enter the centre on their own. In the event of an emergency, if the staff are not aware of your child's arrival they would not be counted in the numbers. When picking up your child please be sure that a staff member is aware that he/she is leaving.

Children are released to their parents or those designated by the parents on the registration form. If you need to send someone to pick up your child call the centre. We require the person's name, a physical description and when they arrive we will ask for photo ID. We recommend that they know to bring their Drivers' license with them for this purpose.

Similarly, for single parents a custody order must be in your child's file if the other parent does not have access to your child. Please also see the Custodial Agreement Form at the end of this handbook that is required to be returned upon enrolment.

Anyone picking up your child who is unknown to the staff will be asked for photo ID. If the person arriving is not on the pick-up list, and we have not received permission from either parent/guardian, the child will not be permitted to leave the centre. We will make every attempt to contact a parent/guardian to see if permission is granted.

Please do not leave your car idling at any of our programs. We welcome other siblings, or relatives in the programs - please do not leave any children unattended in your vehicle.

Pick up and Late Arrivals

Stonemoor Day Care Centre Inc. opens at 6:30 a.m. and closes at 6:00 p.m. If your child will be absent we appreciate a phone call to inform us of your child's absence.

For the School age Programs, this will avoid staff looking for children who are not at school and ensure the safety of all children in our care. If your child will not be in attendance before school as usual but will be attending the program after school it is a good practice to keep the staff informed. While they will always check the children's attendance at school communicating ahead of time will ensure that everyone is aware of the child's schedule. In the same respect if your child is not returning after school we ask that you inform the supervisor of your child's program. This again will ensure the safety of all children.

All programs close at 6:00 pm. If you are going to be late or are sending someone else to pick up your child we ask that you call the centre before 6 pm. The staff will need the name of who is picking up or they will not be able to release your child. If we have not heard from a parent / guardian then we will contact you to confirm the name of the person who has arrived to pick up your child. If we cannot reach the parent/guardian then we will call the emergency contact to confirm who is picking up the child. We realise that there may be times that

you are unable to arrive on time. We ask that you have a plan as to who you can call to assist with pick up if this happens. This allows the staff to prepare the child for a longer day and to reassure the child as to who will be coming to pick them up.

Late fees will be charged for late pick up and the fees are as follows.

6:01 to 6:10 = \$5.00

6:11 to 6:20 = \$10.00

6:21 to 6:30 = \$15.00

After two late fees (Jan. To Dec.) the fee charged will change to \$1.00 per minute. All late fees are payable by cash, directly to the staff on duty. The staff will ask you to sign a late form. If the staff are unable to contact a parent/guardian or emergency contact the staff will call the police to inquire about traffic accidents and if needed the CAS for guidance as to what procedures should be followed next.

Stonemoor Staff would hope that these emergency measures would never have to be implemented, but the policy is in force for the protection of your children and the staff on duty

Home Toys

Children often feel the need to bring something from home to comfort themselves at rest time or just to have a reminder from home. When your child is deciding on what to bring keep in mind it is best not to send anything of great value to the centre as we cannot guarantee that items will not go missing from time to time. Please label **all** items (blankets, clothing, etc) your child may bring into the centre.

Wait List Policy

All program sites for Stonemoor Day Care maintain a Wait list of children wishing to enrol in the program. There is NO COST to be placed on the waitlist. For someone to be placed on the wait list, we require the child's name, date of birth, type of enrollment required and a Parent/Guardian's contact information. Families can phone or email to have their child placed on the list. The wait list will be kept in a secure place to maintain confidentiality at all times.

Families will be placed on the waitlist in order of the date they inquired and ask to be added. Families will be able to access the waitlist with the supervisor to see where they are on the waitlist. The information will be provided in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families.

The priority of placement is as follows:

- Meets the current needs of Stonemoor Day Care
- Children of current employees
- Siblings of children currently enrolled
- Children transferring from other Stonemoor Day Care location
- Children approved for Subsidized childcare

Electronics

Stonemoor Day Care believes that school age children do benefit from electronic education. The children will be encouraged to participate in the social activities offered throughout the classroom, so the time spent on devices is limited. Please keep in mind, Stonemoor Day Care will not be responsible for any loss, broken, or damaged items. The children will be completely responsible for their own items if they choose to bring them.

Medications

A medicine form must be filled in prior to your child having their doctor prescribed medicine administered. Only medications prescribed by a doctor, accompany a doctor's note or Homeopathic medications will be administered. Medications must be in the original container, with the child's name, type of medication and the dosage and time it is to be given. Medications must be stored in a locked box unless these are emergency medications (ie puffers, epipen).

Over the counter medications can be administered with the following criteria:

Letterhead from the Doctor

Child's Name and Date of Birth

Name of Medication (Must be specific)

Dosage and Frequency required

What condition the medication is required for

If medication is ongoing, when medication is to be given.

****This note MUST be written in a manner that any person can understand the terminology (layman's terms). We are not permitted to administer medication that states "when in pain" as we are not trained to diagnose pain.****

Sun Safety Recommendations

When the UV index is 7 or higher, we limit the children's exposure to sun between the hours of 11 am and 4 pm. We will apply sunscreen to children with signed permission from their parents. Cool water to drink will be available for the children.

We encourage children to have sunscreen applied prior to arrival in the am to ensure application is done 15 to 30 minutes before sun exposure as during the summer months outdoor time is earlier to avoid the hottest time of the day.

We also encourage children to wear a wide brim hat to help shield their neck, ears and cheeks. Sunglasses that are unbreakable and have 100% UVA or UVB protection are recommended. There will be cool water available for the children to drink at all times. In programs operating more than 6 hours, the staff will ensure that children apply sunscreen in the afternoon 15 to 30 minutes before sun exposure.

Field Trip Policy

The school age children may organize Field trips during the summer months and some PA days, March Break etc. A permission form indicating where the trip will take place, the form of transportation and time of trip will be indicated on the permission form.

Visitors to the programs may also be organized and enjoyed by all age groups.

Bagged Lunch Policy

When your child attends the program for a full day, you are required to provide a bag lunch.

(exceptions: Davis Drive and McCaskill's Mills Programs)

- Each program will provide families with current anaphylactic causative agents to follow when packing your child's lunch
- Follows Canada's Food Guide
- Lunches will be kept in the fridge or cooler
- Stonemoor will supply milk and fruit or vegetable strips

In the event that a child forgets to bring a lunch, we will have a lunch prepared for the child that follows the same protocol as stated above.

Breakfast is served 6:30 to 7:30 daily. Morning and afternoon snacks will be supplied.

At our School Age programs, there may be special lunches arranged from time to time i.e. pizza day, sub day etc.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens – (Full policy available upon request)

The following strategies to reduce the risk of exposure to anaphylactic causative agents must be followed at all times by employees, students and volunteers at the child care centre.

- Do not serve foods where its ingredients are not known.
- The ingredients will be reviewed before food is served to children to verify that causative agents are not served to children with anaphylactic allergies.
- In cases where a child has food allergies and the meals and snacks provided by the child care centre cannot meet the child's needs, ask the child's parent/guardian to supply snacks/meals for their child. All written instructions for diet provided by a parent/guardian will be implemented.
- Ensure that parents/guardian label food brought to the childcare centre with the child's full name and the date the food arrived at the childcare centre, and that parents/guardians advise of all ingredients.
- Where food is provided from home for children, ensure that appropriate supervision of children is maintained so that food is not shared or exchanged.
- Share information about anaphylaxis.
- Update families when changes to allergies occur while maintaining the confidentiality of the children.

Health Policy and Procedure for Children, Parents, Staff and Volunteers

Policy: To ensure the health and well-being of all children and staff associated with Stonemoor Day Care Centre. To keep the spread of illness to a minimum within the centre.

Procedure: In order to maintain a healthy environment for the children and staff we ask that you follow the following guidelines:

1. If you are ill (parent, guardian) please call the centre and we will meet you at the door for dropping off or picking up your child. Please do not come into the centre when you are ill.
2. If a child, staff or volunteer has a fever of **100F/ 37.8C** or higher they are not to attend the day care until they are symptom free for 24 hours without the aid of medication. The Durham Region Health Department requires 1 full day without a fever or medication.
3. If a child or staff has diarrhea or vomiting they are to remain at home until they are symptom free without the use of medication for 48 hours. The Durham Region Health Department requires 2 full days symptom free or medication.
4. Illnesses such as chicken pox, hand, foot & mouth, pink eye, impetigo, strep infections etc. we will follow the doctor's guidelines and Durham Region Health Department.
5. If your child has head lice you will be asked to pick up your child and do a head treatment and remove the nits from your child's hair. They may return to the centre when their hair is nit free. If new nits appear you will be required to pick up your child.
6. Please be aware a doctor's note may be requested before a child or staff member returns to the day care centre.
7. As outlined in the Wee Care Manual, from the Durham Health Department - Stonemoor Day Care will report all required illness to Durham Regional Health Department and follow their guidelines.
8. All Communicable diseases will be communicated with parents, guardians, volunteers and staff by verbal communication. Health Department fact sheets will be made available.
9. Daily Screening for Ill-Health – All staff and children are required to complete and follow any daily screening as required from the Durham Region Health Department.

Fire Drills

Each Program will conduct a Fire Drill each month. In the event of a fire drill when you are arriving or leaving with your child/ren please join in with the staff and children.

In the event of an emergency where evacuation is necessary the children will be evacuated to the designated location as approved by the local Fire Department for each site. Parents will be called to inform them of the emergency and make arrangements for their child to be picked up.

Program name	Evacuation Site	Address
Davis Drive	Uxpool	1 Parkside Dr., Uxbridge
McCaskill's Mills	Cannington Community Centre	91 Elliott St., Cannington
Cannington Nursery School	Cannington Legion	72 Elliott St., Cannington
Goodwood	Open Space – Lapier Street, if long-term space is needed – move to the Goodwood Community Centre	Open Space – Lapier St., Goodwood 268 Durham Regional Hwy 7, Goodwood
Scott Central	Sandford Community Centre	433 Sandford Sideroad., Sandford
Uxbridge Public School	Quaker Village Public School	295 Brock St. W., Uxbridge
Quaker Program - Arena	Quaker Village Public School	295 Brock St. W., Uxbridge
Greenbank	Greenbank Centennial Hall	19965 Highway 12, Greenbank
Valley View	Greenwood Community Centre	3551 Greenwood Rd., Greenwood

Emergency Management Policy and Procedure

Stonemoor Day Care Centre Inc. has a written Emergency Management Policy and Procedure available at each location.

The Supervisor or Designate will follow the following steps to communicate with parent/guardians in the event of an emergency.

- 1) Upon arrival at the emergency evacuation site, Supervisor or Designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.
- 2) Where possible, Supervisor or Designate will update the child care centre's voicemail box 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 in the message.

Outdoor Activity

Stonemoor Day Care offers fenced in play areas that meet the developmental needs for the children enrolled in our programs for infant, toddler and preschool children. Our playgrounds are inspected daily, monthly, and yearly by staff. If required, an independent qualified playground inspector meeting the CSA Standards may be hired to inspect any structures. If the Annual Inspection identifies non-compliances, corrective action will be taken immediately to ensure the Health and Safety of the children at all times. A playground repair log is maintained to ensure concerns are repaired. Children receive two hours of outdoor play daily, weather permitting.

All playground structures will have plans submitted to the Ministry of Education and the Health Department prior to installation. The Ministry of Education and the Health Department will also be notified of any renovations, repairs or surfacing changes prior to usage.

Playground Safety Policy

Policy: The playground will have a daily, monthly, yearly checklist which will be kept on file for three years. The daily checklist will be completed by the designated staff. The monthly, yearly checklist will be completed by the supervisor. An Independent Certified Inspector will verify in writing that the playground meets the C.S.A. standards. A copy will be available for the Ministry. In addition to the checklists, the playgrounds will be seasonally maintained for summer and winter use. A written record will be kept on file for three years. Staff will provide developmentally appropriate activities for children to encourage creative and constructive play. The staff schedule and outdoor program plan will be posted and available for staff and parents to view. **Staff ratios will not be reduced during** outdoor times. Staff will provide developmentally appropriate activities such as the parachute, soccer, badminton etc., for the children to play with. The staff schedule and outdoor program plan will be posted and available for staff and parents to view. The children will exit their classroom and walk to the playground where they are going to play.

All staff will review the policy prior to commencing employment and annually thereafter. A written record of the review must be signed by the staff as well as the person who made the review and kept on file for at least three years from the time of entry.

The playground policy will be available to the ministry for review at the time of the annual license visit.

Playground Safety Policy for School Age

Policy: All children enrolled in Stonemoor School age Programs will be provided an outdoor component to the daily program. When the program is operating for Before & After school only – they will have 30 minutes of outdoor time each day, weather permitting (unless otherwise approved by Director or parent or physician of child advised in writing). When the Program operates for a full day, the outdoor time is 2 hours daily. They make use of available green space. The supervisor or designated staff will use pylons to show as established boundary where the children will play. The supervisor or designated staff will do a grounds check within this boundary area, using a checklist and note any hazardous of objects and this will be kept on file for three years. All staff will review the policy prior to commencing employment and annually thereafter. A written record of the review must be signed by the staff as well as the person who made the review and kept on file for at least three years from the time of entry.

The children will exit the classroom and walk down the hall to the designated door to access their outside play space. Staff will adhere to each programs site specific guidelines.

Staff will provide developmentally appropriate activities for the children to encourage creative and constructive play. The staff will have activities such as the parachute, soccer, badminton, etc., for the children to play with. The staff schedule and outdoor program plan will be available for staff and parents to view. **In the event of adverse weather** (ie. Smog alerts/U.V. alerts, etc) staff will reduce the length of time children are outside, if not able to go outside – staff will implement indoor gross motor activities.

If the Ministry of Education makes changes to our licensed play space, we will inform the Ministry of Education and the Health Department in order to gain approval to continue the use of space. The playground policy will be available to the ministry for review at the time of the annual license visit.

Washroom Access during outdoor play – If a child requires the bathroom and a staff member is not able to escort them to the bathroom, then the staff will send the child with another child and record what time they leave the room and expect them to return within 10 minutes. If they have not returned within the designated time the staff will organise the group to check on them.

In the event that the children are on a planned outing and there is a playground available, the staff will first complete a visual check and complete the checklist to ensure safety for the children. If the play area does not pass the checklist, the children will not be granted permission to use the playground.

Procedure: The visual checklist will be completed by the supervisor or designated staff each day before the children access the play area. The supervisor will follow through with any and all concerns by reporting such concerns to the township office, arena staff, or school board.

School Age Supervision of Unfenced Outdoor Play Area

Children in the FDK program that do not have access to an outdoor fenced in play space, will follow these guidelines. The staff will place markers in the green space to indicate where the children can play and staff will situate themselves so that they can supervise the area safely and see all students.

School Age children 6 – 12 years will be shown the designated green space when they go out to play in an area separate from the children in the FDK program. The staff will indicate the boundaries to the children and will situate themselves so they can supervise the space safely and effectively.

A variety of outdoor equipment (Balls, hoops, parachute etc.) will be available to the children to play with.

Staff will not congregate together during supervision of outdoor play.

Communication with Staff outside of working hours

Stonemoor Day care does not condone or approve of Stonemoor Staff providing care for children of any form outside of Stonemoor Day care Centre.

Serious Occurrence Policy

Stonemoor Day Care has a serious occurrence Policy which states; if an incident occurs at a program that is deemed a Serious Occurrence by Ministry of Education Definition – a Serious Occurrence report will be filled with the Ministry of Education, and a notice will be posted at the Program for a minimum of 10 days and updated if the incident has any changes.

Accident Policy

The safety and well-being of our children in licensed child care programs is the highest priority. Operators of licensed child care centres work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place. Child Care centres will post information about serious occurrences that happen at a centre to support increased transparency and access to information, a “Serious Occurrence Notification Form” must be posted at the centre in a visible area for 10 days.

While accidents are rare, we do have an established policy.

1. In all cases, an accident report will be filled out by the staff observing the accident, outlining the details of the events leading up to the accident and the injuries sustained, which will be signed by staff, supervisor and the parent / guardian. A copy will be provided to the parent at pick up. The report will be kept with the child’s file.
2. If the incident is deemed a Serious Occurrence as defined by the Ministry of Education the report will be posted for ten days.
3. The child’s parent / guardian will be contacted immediately for situations requiring more than a band-aid or cold cloth.
4. If it is necessary to call for an ambulance your child will be taken to the local hospital emergency department, escorted by a staff member. The centre will continue to make every effort to contact the child’s parent / guardian or emergency contact.

Animal Policy

Stonemoor Day Care will follow all requirements in regards to animals on the premise as set out by the Ministry of Health and Long Term Care, Guidance Document for the Management of Animals in Child Care Centres, 2016. Please refer

to the list of Animals not recommended for all Child Care Centres and Supporting Resources Documents provided by the Durham Region Health Department.

As per Durham Region Health Department regulations, any animal bites/scratches will be reported to the Durham Region Health Department at 1-888-777-9613.

Stonemoor Day Care Centre Inc.
Supervision Policy for Volunteers and Students

Policy: This policy will clarify that all volunteers and students will be supervised by RECE staff of Stonemoor Day Care and that they will understand their role within the organization. All Staff, Volunteers and Students will review and sign the Supervision Policy for Volunteers and Students prior to beginning at the program and annually thereafter. A review and evaluation of this policy will be done annually by the Board of Directors

- Direct unsupervised access of children is not permitted for persons who are not employees of Stonemoor Day Care Centre Inc.
- Placement students may not be counted in the staffing rations
- Volunteers are not counted in staffing rations

Intent: The intent of this policy is to

1. Help support the safety and well-being of children in licensed day nurseries
2. Provide direction to day nurseries regarding the supervision of volunteers and placement students in child care settings
3. Require child care operators to develop and implement a policy for the supervision of volunteers and students in child care settings

As required under the Child Care and Early Years Act (CCEYA) every operator shall ensure that every child who is in attendance in a day nursery is supervised by an adult at all times. No child will be supervised by a person under 18 years of age. Only employees will have direct unsupervised access to children.

In respect of volunteers and students, Ontario Regulation 137/15 under the CCEYA also provides that:

- All volunteers and / or students will be supervised by a qualified RECE. This includes the supervisor of the centre location and / or classroom RECE
- Volunteers/students are not counted in staffing ratios and will not be left alone to supervise children or take them to the bathroom unsupervised
- Behaviour management policies and procedures are reviewed with volunteers or students who will be providing care or guidance at Stonemoor Day Care Centre Inc. before they begin providing that care or guidance and annually thereafter.
- There is written procedure for monitoring the behaviour management practices of volunteers or students who provide care or guidance at Stonemoor Day Care Centre Inc.
- The individual plan for a child with anaphylaxis and the emergency procedures are reviewed by volunteers and students who will be providing care or guidance at Stonemoor Day Care Centre Inc. before they begin providing care or guidance and annually thereafter.
- Criminal reference checks are required for all volunteers having direct contact with children at Stonemoor Day Care Centre Inc.
- Criminal reference check does not apply to students placed in the child care program by an educational institution (co-op); however criminal reference checks are routinely required by community colleges and universities prior to students beginning a placement in child care.
- Volunteers are covered by liability insurance and all students (co-op / ECE placement students) will be covered by the educational institution insurance

Orientation of Volunteers and / or students

Stonemoor Day Care Centre Inc. orientation procedures help students and volunteers understand the operation of a child care program and the expectations for their placement / volunteer experience

Orientation will include the following

- Policies and procedures, program philosophy and needs of individual children as they pertain to the volunteer.
- Volunteers/ students will review a copy of the parent handbook and any relevant CCEYA Manual sections

Statement regarding Abuse

Child Abuse Policy

We will follow the Ontario's Child and Family Services Act in reporting any suspected Child abuse or neglect. Stonemoor Day Care will not tolerate any form of physical, sexual, emotional, verbal, or psychological abuse, nor any form of neglect or harassment. Employees are required by law to report promptly to a children's aid society if they have suspect that a child is or may be in need of protection. If you are questioning yourself and need direction, feel free to speak with your supervisor or director.

Definitions:

Physical abuse is defined as but not limited to the use of **physical** force that may result in bodily injury, **physical** pain, or impairment. **Physical abuse** may include but is not limited to such acts of violence as striking (with or without an object), hitting, beating, pushing, shoving, shaking, slapping, kicking, pinching, and burning.

Sexual abuse is defined as but not limited to any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digital or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism or exploitation for profit including pornography.

Emotional abuse is defined as but not limited to a chronic attack on an individual's self-esteem or self-worth. This may be in the form of name calling, threatening, ridiculing, berating, intimidating, isolating, hazing, blaming or the use of someone as a scapegoat.

Verbal Abuse is defined as but not limited to excessive use of language to undermine someone's dignity and security through insults or humiliation, in a sudden or repeated manner. This could be in the form of name calling, swearing at, taunting, teasing, or continual put downs.

Psychological Abuse is defined as but not limited to communication in an abusive manner, sarcasm, intimidation, insensitivity to race, sexual preference or family dynamics, exploitive behaviour or manipulation.

Neglect is defined as but not limited to any behaviour that leads to a failure in caring for someone properly. This could include withdrawing basic necessities as forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.

Harassment is defined as but not limited to any unwanted physical or verbal conduct that offends or humiliates, including gender-based harassment. It can be a single incident or several incidents over time. It includes threats, intimidation, display contact, suggestive remarks or gestures, offensive pictures or jokes. Harassment will be considered to have taken place if a reasonable person ought to have known that the behaviour was unwelcome.

Governing Legislation

Child and Family Services Act, RSO 1990, c C.11

Employment Standards Act, 2000, S.O. 2000, c. 41

Child Care and Early Years Act, 2014, S.O. 2014, c. 11, Sched. 1

Human Rights Act, RSO 1990, c H. 19

Who is covered by this policy?

This policy covers all employees, volunteers, parents, independent contractors and any other people that enter the building.

Reporting Procedures

If any person feels that they have witnessed or been the victim of any type of abuse, they should advise their Supervisor or any Supervisor Immediately. If the Supervisor is not available, please contact the Director. If you are not sure, please bring your questions or concerns to a Supervisor and they will assist you.

Reporting Protocol

1 – Advise your Supervisor, Alternate Supervisor or Director. The occurrence will be reported to the Child Protection Authority and in circumstances involving physical or sexual abuse, the police will be informed. No judgement statement should be made about the alleged abuse, nor should you show alarm or anger.

2 – Remove the child from any further danger if warranted.

3 – Advise the person they will hear further directly from the child protection authority or police.

4 – Advise the child or parent that all information will be kept confidential and will only be provided to those who require it for the protection of all involved.

5 – Contact the Child Protection Authority, and in circumstances involving physical or sexual abuse, the police will be contacted as well.

6 – As soon as possible, write a more detailed report of your discussion regarding alleged or suspected abuse or neglect (ie. Who, what, when, where). Give your written statement to your Supervisor as soon as possible.

Do not investigate further; this is the duty of the Child's Protection Authority Society or Police.

Investigate & Disciplinary Procedures

Stonemoor Daycare will follow all recommendations given by Child's Protection Authority or Police. While investigation is ongoing, the staff will not be permitted to be alone with the children.

Review

All staff/students and volunteers will review this policy upon start date and annually thereafter. They will sign off stating that they understand the policy.

Sleep Policy

Policy: All children that regularly sleep at our program will have the following policy in place to ensure their health and safety at all times. The document “Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada”, published by the Public Health Agency of Canada will be used as a guide in our policy. Records will be kept for three years. This policy will be made available to the families in the Parent Handbook.

Procedure:

All sleep rooms will:

- Be monitored by an employee that will periodically perform a direct visual check of each sleeping child to watch for signs of distress or unusual behaviours.
- Have sufficient light to effectively conduct the visual checks.
- Have a current attendance indicating which children are currently in the sleep room.

Assignment of cots to children

All children will have a cot assigned to them. If Part-time children are to share a cot on different days, the cot and bedding will be cleaned after each use.

Each sleep room will have a chart posted to verify the bed # to the child assigned to it.

If a change in the bed # is made, the parent will be notified verbally and an entry will be made in the daily log book for all staff to read.

Consultation with parents with respect to a child’s sleeping arrangements

Upon enrollment, all parents will be made aware of the sleep policy. When a child transitions from room to room, parents will be required to complete a sleep arrangement form to notify the staff of child’s sleep preferences, required accommodations, precautions, etc.

Parents will be notified of any significant changes in a child’s sleeping patterns or behaviours, and will result in adjustments to the manner in which the child is supervised during sleep, and include details regarding the performance of direct visual checks, including the frequency and the documentation of the checks.

Direct Visual Checks

Each sleep room will have a direct visual checklist that will be filled out daily for each child that sleep/rest in the classroom. These checklists will be kept in the classroom for parents to consult whenever necessary.

The direct visual check will be performed by an educator supervising the rest period. The frequency of direct visual checks will be in 30-minute intervals. The educator will be looking for signs of distress and/or unusual behaviour.

The potential indicators of distress may include, but not be limited to: crying, coughing, bloody nose, shaking, nightmares, breathing concerns.

Electronic Monitoring Devices

If a child requires the use of an electronic monitoring device, the following procedures will be followed;

Each electronic sleep monitoring device is able to detect and monitor the sounds, and video images if applicable for every sleeping child.

The receiver unit of the device will be actively monitored by employees at the child care centre or the home child care provider at all times.

Each electronic sleep monitoring device is checked daily by the staff in the classroom that it is used, to ensure it is functioning properly. These records will be kept for three years.

Electronic sleep monitoring devices are not used as a replacement for the direct visual checks required.

If an electronic sleep monitoring device is deemed to not be working properly; the supervisor will be notified immediately so a repair or replacement can be arranged.

Process for Monitoring Compliance and Contraventions

All staff, students and volunteers of Stonemoor Day care will be monitored on an ongoing basis to ensure that all Policies and Procedures are in compliance. Any contraventions will be addressed by the supervisor with the staff, student or volunteer. This information will be kept in the staff, student or volunteer's personal file for a minimum of 3 years. The Supervisor will review the Monitoring Form with each staff, student or volunteer at a minimum of 2 times per year and as needed. The Supervisor and the Staff, student and volunteer will sign and date the monitoring form when reviewed.

Contravention

Staff, students and volunteers are expected to comply with programs stated policies and procedures and the requirements of the Act with respect to behaviour management. Failure to comply could result in a verbal warning initially, followed by a written warning and finally dismissal.

All unacceptable behaviour will be disciplined considering

- ❖ Past performance
- ❖ Present performance
- ❖ Seriousness of the offence
- ❖ Previous disciplinary action
- ❖ Length of employment

In the event of a contravention the following steps will be taken

- a) verbal warning
- b) written warning
- c) dismissal

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Stonemoor Day Care Centre Inc.

Date Policy and Procedures Established: February 2017

Date Policy and Procedures Updated: March 9, 2018

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Staff: Individual employed by the licensee (e.g. program room staff).

Volunteers, Students, Visitors : Placement students / volunteers and visitors with in Stonemoor Day Care Centre Inc.

Policy

General

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

All issues and concerns raised by parents/guardians are taken seriously by Stonemoor Day Care Centre Inc. and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within one business day(s).

The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

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

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [Durham Children's Aid Society](http://www.durhamchildrens.ca) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within two business days if the parent would like to meet. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 business day or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Stonemoor Day Care Centre Inc.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

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

Stonemoor Day Care Centre Inc. ... Head Office ... Director....905-852-3510 cell 905-960-3510

Contacts by site: Davis Drive location contact supervisor at 905-852-3510

Stonemoor Valley View location supervisor 416-458-2114

Stonemoor Goodwood location supervisor 647-528-0044

Stonemoor Uxbridge location supervisor 905-852-3510 / c 647-528-6537

Stonemoor Quaker location supervisor 905-862-2153 / c 647-528-2153

Stonemoor Scott Central location supervisor 905-852-5380

Stonemoor Greenbank location supervisor 905-960-0597

Stonemoor Cannington Nursery School supervisor 705-340-8986

Stonemoor McCaskill Mills location supervisor 705-432-8800

Infant feeding policy – For Programs with an Infant Program

Introduction

Child care providers and parents/guardians of very young children play an important role planning and meeting the nutritional needs of children. Children under one year of age are to be fed in accordance with written instructions from the parent/guardian, regarding individual eating patterns and food tolerance of their child (written instructions from parents/guardians must be kept on file). Stonemoor Daycare Centre Inc. has an onsite Cook who maintains an updated Food Handler Training Certificate for our full day programs. An infant transitional menu is available for children 8-17 months i.e. mashed or puree/stained foods, with no additives. Parents/Guardians may wish to view the menu provided to determine if there are any new foods/textures that they would like their child to try.

Staff will follow proper food handling and hygiene practices when storing, preparing, serving and feeding in accordance with Durham Region Health Department.

Storage and Preparation

- All foods and/or drink is stored, prepared and served to retain maximum nutritional value, and to prevent contamination, in the infant room.
- Each child will have an individual labelled basket with child's full name to store food and bottles in. Unopened commercially prepared solid food (labelled) can be stored in a cupboard. Once the jar is opened, it must be stored in the refrigerator.
- Fridge temperature must be 4 C or colder, freezer temperature must be -18C
- Unused bottles will be discarded; breast milk & milk after 48 hours and formula after 24 hours.
- All prepared bottles will be refrigerated immediately upon arrival.
- Bottles cannot be warmed in a microwave or left out to warm at room temperature. Bottles and jarred food are to be warmed by running under warm tap water or placing in a warm water (or bottle warmer) for no more than 15 minutes. To test temperature shake the bottle and sprinkle a few drops on your wrist or forearm.
- Any written instructions on a child's anaphylactic plan that may impact food handling/storage must be followed at all times.
- If possible, a food preparation area is provided within the infant room so that bottles and food can be served & heated as needed for accessibility and to maintain staff ratios.

Bottles

- Infant bottles must be labelled with the child's full name, date prepared and expiration date.
- Bottles should be brought in and taken home daily.
- Plastic bottles only for safety purposes, glass bottles are not allowed.
- Parents/Guardians are required to leave a supplemental can of baby formula for their child, in the event that the child requires more or should an unforeseen circumstance arise.

Serving

- Educators will confirm that they have the correct bottle/food before feeding a child by checking the label for the child's name. When possible, have a co-worker verify that educator have the correct bottle/food.
- Expiration dates on all bottles/food will be checked prior to feeding the child.

Feeding

- Feeding time should be a social opportunity and time to build a close relationship with the infant, children must never be given a bottle while lying down.
- Children under 12 months should always be fed by an adult at a 45 degree or greater angle until the child can hold the bottle themselves. Bottles should never be propped against anything while feeding, or left in the child's mouth while falling asleep.
- Educator must be aware of the infant's cues in regards to feeding. Crying and fussiness may be an indicator of hunger. Other cues such as turning away from bottle/food, closing mouth may indicate when the child is full.
- Solid food i.e. pablum should not be added to a bottle unless specific written instructions from a physician are provided.
- Any unused milk/formula remaining in the bottle after feeding, will be discarded, and is not to be reused.

Outdoor time

- All children benefit from time spent outside playing and exploring where they are able to connect with the natural world and their community.
- Walks around the community in strollers are part of the infant program.
- Children receiving care for 6 hours or more must spend at least 2 hours outside. (weather permitting)
- Stonemoor Daycare Centre Inc. strongly encourages parents to keep their child at home when not feeling well enough to participate in the program, including outdoor time.
- This also helps to prevent the spread of illness and germs among young children.

Clothing

- Infants typically require a few clothing changes throughout the day.
- Parents/Guardians are asked to provide at least two changes of clothes including socks.
- All items should be labelled with the child's name.

Daily Schedule

- Infants typically do not have a set daily schedule. Routines such as feeding, sleeping and diapering will depend on each individual child. At this age, the child dictates his/her daily routine.
- Please find enclosed a sample daily schedule for the infant program.

Diapering

- Parents/Guardians are responsible to provide disposable diapers, wipes and any creams for their child in the infant room. The use of baby powder will not be permitted, since it has been linked to childhood asthma and other respiratory difficulties.
- Cloth diapers are not allowed for sanitary reasons. Your child's diaper will be checked regularly and changed as needed.
- Please refer to your child's "Infant Daily Recording Form" for any specific information regarding diapering, bowel movements, rashes, etc.

Clean, Safe and Healthy Environment

- In order to provide a clean and safe environment for our infants, the following practices will be implemented.
- All Educators will follow sanitary practices as outlined by the Durham Region Health Department, in regards to cleaning, sanitizing and disinfecting. Educators will follow proper hand washing techniques before and after preparing meals and feeding the child, before and after diapering, wiping noses, etc. and upon entering the room.
- Infants spend much of their day exploring their surroundings on the carpet/floor. In order to maintain a clean, safe environment for the children, all adults entering the play area must remove their shoes.

Reminders

- Please do not pick up crying children other than your own, it may be tempting to pick up a crying child, but please know that staff will attend to the child's needs.
- Some parents/guardians worry about when their child will walk, talk, etc. Most skills develop in the same order, but the age they happen might vary even for children in the same family. It may help to remember that development is different for every child.
- If you have a concern about your child's development, please speak to an educator.
- Pacifiers need to be labelled, in a storage case.

INFANT DAILY SCHEDULE

The following schedule is a sample of daily activities and routines which will be adjusted based on the children's individual schedules. i.e. sleeping, eating, etc.

Time	Daily Routine/Activity
6:30	Centre Opens
6:30 - 7:30	Arrival/Breakfast/Bottles
7:30 - 9:00	Diaper Change
9:00 - 11:00	Indoor/Playtime/Morning Nap
	i.e. singing, reading, music & story time
9:00	Morning Snack/Bottles
10:00-11:00	Outdoor Time
11:00	Diaper Change
12:00-12:30	Lunch/Bottles
12:30 - 1:00	Diaper Change
1:00 - 2:45	Afternoon Naps/Indoor Playtime/Snack/Bottles
2:45 - 3:45	Outdoor Time
3:15 - 3:45	Diaper Change
3:15 - 5:15	Afternoon Activity/Playtime/Snack/Bottles
5:00 - 6:00	Diaper Change
6:00	Centre Closed

****Note: Diaper changes are carried out throughout the day as needed****

Infant safe sleep policy

The purpose of the safe sleep policy is to maintain a safe sleep environment for infants, and help reduce the risk of sudden infant death syndrome (SIDS).

Sudden infant death is the unexpected death of a seemingly healthy baby for whom no cause of death can be determined.

Monitoring infants during sleep will help to reduce risks of harm and injury since staff can look for signs of distress (eg. change in skin colour, breathing, etc.) and react as required.

Prior to enrolment, Stonemoor Daycare Centre Centre Inc. will advise the parents/guardians of children under 12 months of our obligations in accordance with the recommendations set out in the document **“Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada”**.

This document is part of the government of Canada’s commitment to raise awareness of sudden infant deaths and safe sleeping environments.

As part of the infant enrolment package, parents/guardians will be required to complete an information form outlining sleeping patterns, behaviours, routines and preferences, etc. In order to advise all staff, students and volunteers of this information, each child will have a “Child Sleeping Information Chart” attached to their crib.

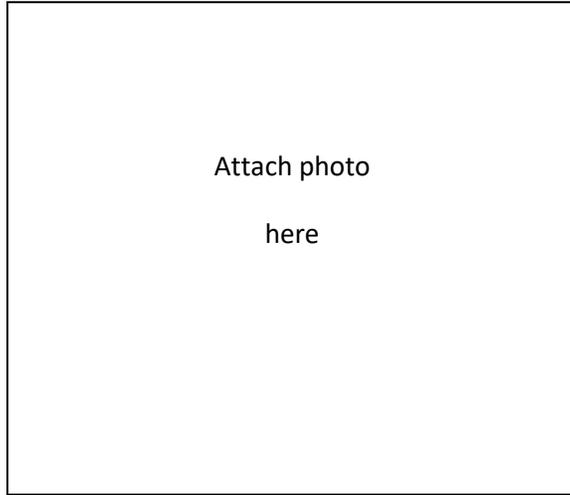
Parents/guardians will also be consulted in regards to any changes in sleeping arrangements at any other time such as transitions between programs or upon a parent’s request.

- There will be a separate area for sleeping, with a system that immediately identifies which children are present at all times in the sleep area.
- Infants have irregular sleeping schedules, therefore they will rest and/or nap as needed.
- A child 12 months or younger (less than 1 year of age) will always be placed on their backs to sleep unless there is a written recommendation from the doctor stating otherwise. (In accordance with the “Joint Statement of Safe Sleep: Preventing Sudden Infant Deaths in Canada”).
- Once an infant is able to roll from their back onto their stomach or side, it is not necessary to reposition them onto their backs. (In accordance with the “Joint Statement of Safe Sleep: Preventing Sudden Infant Deaths in Canada”).
- The child’s face and head must be left uncovered at all times.
- All children will be assigned to individual cribs labelled with the child’s name, photo and any “sleeping” information necessary i.e. pacifier, likes to be rocked, etc.
- Children 12 months or younger must always be placed in a crib for sleeping and not left in strollers, swings, car seats, etc. if they fall asleep. (In accordance with the “Joint Statement of Safe Sleep: Preventing Sudden Infant Deaths in Canada”).

- Blankets, stuffed toys, pillows, or other loose bedding will NOT be used in cribs. A loose fitting sheet may be used to cover the child. The mattress will be covered with a tight fitting sheet. (In accordance with the “Joint Statement of Safe Sleep: Preventing Sudden Infant Deaths in Canada”).
- Children between 12 and 18 months who receive care for 6 hours or more, must be provided with either a crib/cradle or a cot in accordance with written instructions from the child’s parent/guardian.
- Staff will perform a direct visual check of each sleeping child every 30 minutes to check for any signs of distress or unusual behaviours. This will be done by being physically present beside each crib. Any pertinent information will be recorded on the “Visual Sleep Assessment” form and shared with the parents/guardians. i.e. changes in sleep pattern, any discomfort/distress while sleeping, etc. There will be sufficient lighting in the sleep area at all times in order to visually assess each child for indicators of distress or unusual behaviours.
- If any significant changes occur in a child’s sleeping pattern or behaviour during sleep, this information will be documented on the visual sleep assessment form. The parents/guardians will be notified and any adjustments necessary will be made to accommodate the child during supervised sleep time. This may include changing the frequency of the direct visual checks and how often they are documented.

INFANT SLEEPING INFORMATION

Child's Name: _____



I like to sleep with:

I fall asleep best by:

Child to be placed on back for sleep: Yes No

**If No, please see child's file containing waiver from physician regarding sleep position (infants under 12 months).

Parent Agreement – Please retain this copy for your records.

1. I have read the Parent Manual in full; I agree to carry out the parent responsibilities as outlined therein.
2. I understand that for the benefit of all, sick children cannot be admitted if they are considered contagious, ex. Chicken pox, pink eye, impetigo or show signs of diarrhea or vomiting.
3. I understand that should my child become ill during the day, I will be contacted to pick him/her up.
4. I agree to notify the centre if my child will be absent.
5. If I fail to contact the centre for one week without making prior arrangements with the supervisor, I understand that my child may be considered to be withdrawn from the program.
6. In case of withdrawal from Stonemoor, I agree to give two weeks written notice, prior to withdrawal. Failure to do so, will result in two weeks fees being charged, in lieu of notice.
7. Should the supervisor decide that my child cannot adjust to the program, or that I have not fully carried out my responsibilities as outlined in this agreement, my child may be dismissed from the program after fourteen days written notice from Stonemoor Day Care Centre Inc. and agreement will be terminated.
8. I understand that if my child exits the centre past closing time of 6:00 pm, late fines will be charged according to the current schedule as outlined in the Parent Manual. If I fail to pick up my child or to contact the centre regarding the pick up of my children, I understand that the police and children's aid society may be contacted.
9. I agree only pre-authorized adults may pick up my child. If it is necessary to designate any additional, persons written instructions or a phone call on that day will be supplied to the room teacher/supervisor in advance.
10. I understand that should there be any special custody arrangements for my child, it is my responsibility to inform the supervisor and provide copies of the relevant documents. Otherwise my child will be released to either parent/guardian.
11. I understand that there is no reimbursement or deductions for sick days or statutory holidays.
12. I understand that I am required to pay fees for the number of days my child is enrolled, regardless of attendance; unless prior arrangements have been made with the supervisor and the centre is able to fill your child's spot for those days.
13. I understand that fees are due by Thursday morning of the current week, or if you choose to pay monthly, fees are due at the beginning of each month. Feel free to leave post-dated cheques in the office.
14. I am aware if my fees are two weeks in arrears, it may result in dismissal from Stonemoor until the fees are current. If any legal action is required to collect fees, then any costs incurred from this will be added to the amount owing to Stonemoor Day Care Centre Inc.

Parent / Guardian Names – Please Print

Child's Name

Signature of Parent / Guardian

Date

Parent Agreement – Please return to the program.

1. I have read the Parent Manual in full; I agree to carry out the parent responsibilities as outlined therein.
2. I understand that for the benefit of all, sick children cannot be admitted if they are considered contagious, ex. Chicken pox, pink eye, impetigo or show signs of diarrhea or vomiting.
3. I understand that should my child become ill during the day, I will be contacted to pick him/her up.
4. I agree to notify the centre if my child will be absent.
5. If I fail to contact the centre for one week without making prior arrangements with the supervisor, I understand that my child may be considered to be withdrawn from the program.
6. In case of withdrawal from Stonemoor, I agree to give two weeks written notice, prior to withdrawal. Failure to do so, will result in two weeks fees being charged, in lieu of notice.
7. Should the supervisor decide that my child cannot adjust to the program, or that I have not fully carried out my responsibilities as outlined in this agreement, my child may be dismissed from the program after fourteen days written notice from Stonemoor Day Care Centre Inc. and agreement will be terminated.
8. I understand that if my child exits the centre past closing time of 6:00 pm, late fines will be charged according to the current schedule as outlined in the Parent Manual. If I fail to pick up my child or to contact the centre regarding the pick up of my children, I understand that the police and children's aid society may be contacted.
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Parent / Guardian Names – Please Print

Child's Name

Signature of Parent / Guardian

Date

Custodial Agreement

When enrolling a child in Stonemoor Daycare Centre Inc. the parent(s) must understand and be aware that access cannot be denied to either parent unless a copy of legal custody papers that clearly state custody rights are on file in the centre. It is the parent(s) responsibility to ensure that a copy of the custodial/court agreement is provided to Stonemoor Daycare at the time of enrolment. This will ensure we are in compliance with such agreements/court orders.

If there is a custody agreement and the parent who does not have custody rights arrives at the centre, the parent who has custody must be contacted. If the non-custodial parent does not accept the centre release policy, it is appropriate to call the police for assistance.

If a parent arrives at the centre to pick up his/her child, and there are not custody papers on file and the individual is not identified on the release form, he/she must prove that they are the child's parent. Verification such as the child's birth certificate may be used for this purpose. If the individual can verify that they are the child's parent, the child must be released. If necessary the police may be called to assist with the process. The parent who enrolled the child must be notified of the situation.

I have read and understand the release of children policy and procedure of Stonemoor Daycare Centre Inc.

Parent #1 _____

Date: _____

Parent #2 _____

Date: _____

Supervisor/Designate _____

Date: _____