

**Glengarry Inter-Agency Group Inc.**



**The Learning Centre**

**Parent Handbook  
2025-2026**

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**\*Asterisk indicates amended Policy/Procedure effective March 31, 2025, or new or revised content added to the Parent Handbook**

## MISSION STATEMENT

The primary purpose of The Learning Centre is to provide quality child care services to the families it serves by offering the optimum environment for each child's individual development.

## **PROGRAM STATEMENT**

The Learning Centre believes in respect for each individual child as being competent, capable, curious and rich in potential. We are committed to providing high quality programs guided by research theories from How Does Learning Happen.

### **We will ensure:**

- a. promote health, safety, nutrition and the well-being of the children;
- b. support positive and responsive interactions among the children, parents, child care providers and staff;
- c. encourage the children to interact and communicate in a positive way and support their ability to self-regulate;
- d. foster the children's exploration, play and inquiry;
- e. provide child-initiated and adult-supported experiences;
- f. plan for and create positive learning environments and experiences in which each child's learning and development will be supported;
- g. incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving childcare;
- h. foster the engagement of and ongoing communication with parents about the program and their children;
- i. involve local community partners and allow those partners to support the children, their families and staff;
- j. support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning; and
- k. document and review the impact of the strategies set out in clauses (a) to (k) on the children and their families.

### **How we will ensure:**

- a. Encourage healthy snacks, incorporate daily physical activity indoors and outdoors, post EOHU nutrition guide in our rooms;
- b. Maintain open communication with parents/guardians and children about child's day; provide guidance to parents and refer to outside agencies when necessary;
- c. Encourage self-regulation, body breaks, mini mind master's yoga; encourage teamwork and group work
- d. Observe children in their environment and tailor the program to their interests and needs;
- e. Observe children in their environment on a daily basis and make adjustments to any programming based on their interests and/or needs;
- f. Create a comfortable, safe environment for each child based on their interests and/or needs;
- g. Incorporate daily outdoor activities such as nature walks, community walks, sports, use of playground equipment; incorporate daily indoor activities such as Just Dance, Yoga, gym time, mini mind masters, body breaks;
- h. Maintain open communication with parents and provide daily verbal reports on their children's progress;
- i. Maintain contact with local Early Years programs and keep information current on each site's Facebook page;
- j. Provide opportunities for continuous professional learning for the staff
- k. The Early Childhood Educators maintain open communication with parents on a daily basis to share observations and documentation either verbally or through email. Each childcare site has a Facebook page for parents to have access to and is maintained with up to date photos of children in their learning environment. We encourage open communication with parents and welcome and feedback. We also hold monthly staff meetings to discuss these means and whether or not improvements or additions can be made.

## **PROGRAM DETAILS**

Programs are developed to address the needs of each child and will work towards the expectations that parents have for their child. Programs are based on child's development and are based on play-based learning.

Programs are re-evaluated regularly to reflect changes within the Child Care and Early Years Act and the ideologies of early childhood education. Staff members participate in professional development to keep informed of these changes.

## **LICENSING AND MONITORING**

The Learning Centre sites are licensed and monitored by the Ministry of Education. Our license is posted in the child care room and our most recent licensing reports are available for you to view at your request. The Eastern Ontario Health Unit (EOHU) is also involved with our programs to ensure that we are up to date on the current health standards in Ontario.

## **FACILITIES & PROGRAMS**

The Learning Centre Before has facilities to accommodate the following groupings of children:

| Site   | Kindergarten | School Age |
|--|--------------|------------|
| Bridgewood Public School (Cornwall)          | 26           | 60         |
| Rothwell-Osnabruck Public School (Ingleside) | 26           | 30         |
| Iroquois Public School                       | 13           | 30         |
| Laggan Public School (Dalkeith)              | 0            | 30         |
| Longue Sault Public School                   | 26           | 60         |
| Winchester Public School                     | 20           | 60         |

(20% of the maximum number of spaces may be used by children between the ages of 3.8 – 5 years of age.)

## DAYS & HOURS OF OPERATION

Sites are open **Monday** through **Friday** apart from **Statutory Holidays**.

| The Learning Centre's Site Information   | Monday – Friday Hours                      |
|--|--|
| <b>Bridgewood Public School</b> TLC, 850 Nick Kaneb, Cornwall, ON.....<br><i>Site Supervisor: Emily Vivarais, Registered ECE.....</i><br><i>bridgewood@giag.ca</i>   | 6:30AM-9:15AM & 3:35PM-6PM<br>613-551-6597 |
| <b>Longue Sault Public School</b> TLC, 13 Bethune, Long Sault, ON.....<br><i>Site Supervisor: Sara Seguin, Registered ECE.....</i><br><i>longuesault@giag.ca</i>   | 6:30AM-9:30AM & 3:50PM-6PM<br>613-551-0199 |
| <b>Laggan Public School</b> TLC, 20345 County Road 34, Dalkeith, ON.....<br><i>Site Supervisor: Vanessa Rouleau-Dubeau.....</i><br><i>laggan@giag.ca</i>   | 7AM-9:15AM & 3:35PM-6PM<br>613-930-3605    |
| <b>Rothwell-Osnabruck Public School</b> TLC, 1 College Street, Ingleside, ON.....<br><i>Site Supervisor: Erika Murray.....</i><br><i>ro@giag.ca</i>  | 6:30AM-9:10AM & 3:40PM-6PM<br>613-930-3614 |
| <b>Iroquois Public School</b> TLC, 6 Lakeview Dr, Iroquois, ON.....<br><i>Interim Site Supervisor: Maxwell Garlough, Registered ECE.....</i><br><i>Iroquois@giag.ca</i>  | 6:30AM-9:20AM & 3:40PM-6PM<br>613-557-1433 |
| <b>Winchester Public School</b> TLC, 547 Louis Street, Winchester, ON.....<br><i>Site Supervisor: Brandon Mayer.....</i><br><i>winchester@giag.ca</i>  | 6:30AM-9:20AM & 3:40PM-6PM<br>613-223-0243 |
| <b>GIAG The Learning Centre (TLC)</b> 580 Main Street South P.O. Box 430 Alexandria, ON K0C 1A0.....<br><i>Program Manager: Jacqueline Levac, Registered ECE.....</i><br><i>jlevac@giag.ca</i><br><i>tlcinfo@giag.ca</i> | 8:30AM-4PM<br>613-525-1533 x234            |
| <b>Glengarry Inter-Agency Group Inc. (GIAG)</b> .....<br><i>Executive Director: Anne Leduc.....</i><br><i>jtrottier@giag.ca</i>  | 8:30AM-4PM<br>1-613-525-1533 x224          |
| <b>The Learning Centre Accounts Receivable</b> .....<br><i>accountsreceivable@giag.ca</i>  | 8:30AM-4PM                                 |
| <b>Ministry of Education</b> , Licensed Child Care Help Desk:<br>1-877-510-5333 or <a href="mailto:childcare_ontario@ontario.ca">childcare_ontario@ontario.ca</a>  |  |

## STATUTORY HOLIDAYS

The Learning Centre follows school closure dates.

Statutory holidays are included in the full-time calculations of fees payable.

- Labour Day
- Thanksgiving Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Remembrance Day

## ENROLLMENT

When a child is accepted for a position at The Learning Centre the parent must complete a registration form, financial form, & Pre-Authorized Debit form. Included on the forms is pertinent information regarding the child(ren) enrolling, such as emergency information, emergency telephone numbers, immunization and allergies.

Enrolment is based on a first come, first served basis.

**The registration form must be fully completed and returned prior to your child(ren)'s start date.**

## EMERGENCY INFORMATION

General emergency information is collected during the enrolment process. Please ensure that The Learning Centre has an alternate person to contact in case of an emergency.

This emergency information will be updated when necessary.

### **Please inform the staff immediately if:**

- A. your telephone or emergency number changes;
- B. you move to a different address;
- C. you change your job or leave your place of employment;
- D. you wish to change the persons authorized to pick up your child.

Should your child require emergency medical treatment, arrangements will be made for the child's transportation. Staff will not transport children in their vehicles to the hospital or the Doctor's office. Should your child require medical treatment that is not of an urgent nature, you will be called to transport the child for medical assistance. If you are not available, your alternate contact person will be called.

## WAITING LIST

In the case where a parent wants to register their child at one of The Learning Centre sites and there is no space, the Site Supervisor shall take the name and number of the parent. A numbered list will be maintained by the Site Supervisor.

Once space becomes available, the Site Supervisor will contact the parent in the order that they were received (on a first come, first served basis). No fees are required to be on the waiting list. If a parent would like to know where they are on the list, the Site Supervisor will provide the parent with the information as to what position they are at on the waiting list, while maintaining the privacy and confidentiality of others named on the list.

## INCLEMENT WEATHER DAYS/EMERGENCY CLOSURE

The Learning Centre will remain open despite most inclement weather conditions. Parents should note that if school buses are cancelled due to poor weather conditions, we will make every attempt to accommodate as many children as possible; however, spaces are limited.

In the event The Learning Centre must close due to unforeseen circumstances, you will be contacted as soon as possible. Fees for scheduled families will be charged for up to three (3) working days. If the closure requires The Learning Centre to be closed for longer than 3 working days, fees will not be charged after the 3<sup>rd</sup> day. (Unexpected Closure Examples: Flooding, Heating, Electricity (for an extended period of time), Extreme weather, School board Strike Days, Illness'/Outbreak, acts of god that jeopardize the health and safety of the children and the staff...etc.)

*Note: If the school board closes the school we are obligated to close too.*

## ARRIVAL AND DEPARTURE

Regular attendance encourages your child to develop a sense of trust and belonging with the other children and staff.

Having developed a sense of belonging, your child will feel more secure in the childcare setting and will be able to benefit more fully from the program.

**Please notify the centre as early as possible if your child is unable to attend.**

We assume responsibility for the care and safety of your child after he/she is met by a staff member. When your child arrives, notify a member of the staff as to your child's presence. Similarly, when picking up your child, make sure a staff member knows your child is leaving.

If your child will be leaving the program early for any reason, please inform the centre as soon as possible so they can assist in preparing the child for his/her departure.

If an emergency should prevent you from coming for your child at closing, please notify The Learning Centre as soon as possible so that arrangements can be made.

## **SAFE ARRIVAL AND DISMISSAL POLICY**

The Learning Centre will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has designated with written authorization as being permitted to pick up the child. Ultimately, parents and guardians are responsible for their children's safety. The Safe Arrival Safe Dismissal program is a mechanism that parents and educators can use to account for children's unexplained failure to arrive at the centre or at home.

- A parent/guardian may request that a child be released from child care without supervision. Parents/Guardians must provide a written and signed permission form and instructions for the release of the child including the time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian must be made aware that The Learning Centre is no longer responsible for that child upon their dismissal.
- Program staff reserve the right to insist that a child be picked up and not be allowed to walk home independently in specific circumstances, such as inclement weather, lockdown scenarios, or when program staff feel for any reason that walking home independently may pose more risk than usual.
- Safe arrival programs are designed to be flexible. It is the policy of The Learning Centre that staff can take into account the age of the child, geographic conditions in the vicinity of the school, and the kind of transportation regularly used by the child when deciding if an independent walker arrangement can be made. This is so that staff can take into account the unique circumstances of every school. Note that while staff reserve the right to refuse an independent walker arrangement, if such an arrangement is allowed it should not be taken as staff endorsement of the plan. The responsibility for the child's safety off centre property rests solely with the parent or guardian.
- Note that an important part of the Safe Arrival Safe Dismissal policy is that parents and guardians are responsible for keeping centre staff informed of any updates to emergency contact information. All morning absences must be reported to program staff in-person, or by call, text or email, no later than 9:15am. All afternoon absences must be reported in the same manner no later than 3:30pm.

### **When a child does not arrive at the program as expected**

Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom will:

- Inform the Supervisor who must commence contacting the school office administration to verify if they have received a notice of a planned absence or if the child was safely picked up. If successful, such is deemed sufficient confirmation of the child's safety, and no further action is required.
- If the office has not received confirmation, the child's parent/guardian will be contacted no later than 9:15am (for before school absences) and prior to bus departure (for after school absences). Staff shall call, send a text message, and/or contact the parent via email. If no response is received, a message will be left by phone. The parent must make contact to confirm that the child is safe.
- If staff are unable to make contact before 9:30am (for before school absences), the manager will be informed, and police may be called to assist in ensuring that the child is safe. For after school program, school buses may leave only if school staff are certain that no children who were supposed to be in after school care are on a bus. The manager will be informed, and police may be called to assist if a parent, guardian, or emergency contact does not confirm the child is safe prior to 3:55pm. The form titled "Non-Excused Non-Arrival Form" must be filled out to track contact attempts. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### **Releasing a child from care**

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or an individual for whom the parents have provided written authorization. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), staff will:

- Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.

- Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

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

Attempts will be made to contact the parents/guardians of the child, followed by the emergency contacts, and ultimately the Children's Aid Society (CAS) or the local police service for assistance.

### **Dismissing a child from care without supervision procedures**

Where a parent/guardian has provided an Independent Walker Permission Form for their child to be released from care without supervision, staff will review the written procedures (stipulated by the parent) with the child. Staff will await a phone, text, or email confirmation from the parent/guardian to confirm that the child is home safe. If no confirmation is received within the specified time frame in the parent's/guardian's instructions, staff will attempt to contact the parent/guardian. If attempts to make contact are unsuccessful, the police will be called to ensure the child is safe.

### **FEE FOR LATE PICK-UP**

Children must be picked up and have left the premises by 6:00p.m. or a late pick-up fee will be charged.

If at 6:00p.m. your child has not been picked up, your emergency contacts will be called to pick up your child(ren). Please ensure that your list is up-to-date with contacts that are available on short notice and are near the centre for quick pick up.

Extenuating circumstances will be considered. The Learning Centre is not asking families to drive carelessly in inclement weather.

**First Time:** A verbal warning plus a charge of \$1.00/per minute/per child.

**Second Time:** A written warning plus a charge of \$1.00/per minute/per child.

**Third Time:** Termination of child care due to noncompliance with our policies

### **FEE POLICY**

The Learning Centre requires families to pre-pay monthly for their child care. Families are always required to pay prior to their child care services by the due date indicated on the Pre-Authorization Payment Dates for each month.

#### **PRE-AUTHORIZATION PAYMENT DATES**

**Every month on the 21st for the following month.**

**Note that the first pre-authorization date of a new school year may differ from the pre-authorization date for other months.**

### **CANADA-WIDE EARLY LEARNING & CHILD CARE (CWELCC) ENROLLMENT**

The Learning Centre is enrolled in the Canada-Wide Early Learning & Child Care (CWELCC) system. The CWELCC system will benefit all families with children aged 0 to 5 years by reducing the cost of care. It will also support families to access affordable, stable, and high-quality child care programs.

**Eligible Child:** Any child under six years old; and up until June 30 in a calendar year, any child who:

(a) turns six years old between January 1 and June 30 in that calendar year, and

(b) is enrolled in a licensed child care program, as defined in the Child Care and Early Years Act (CCEYA)

Children who turn 6 after June 30, are eligible until the last day of the month in which the child turns six years old.

Any extra charges are **not covered under the CWELCC program** and are considered non-base fees i.e.: late pick up for child care provided beyond operational hours, non-sufficient fees (NSF), and field trips.



## \*BASE FEES AND CWELCC FEES - FULL DAY

Effective as of June 30, 2025

### BASE FEES - FULL DAY

|                                    |    |        |
|------------------------------------|----|--------|
| Full Week (Summer and March Break) | \$ | 165.00 |
| Full Day (PA Days)                 | \$ | 35.00  |

### CWELCC FEES - FULL DAY

|                                    |    |       |
|------------------------------------|----|-------|
| Full Week (Summer and March Break) | \$ | 70.88 |
| Full Day (PA Days)                 | \$ | 16.54 |

## \*BASE FEES AND CWELCC FEES - BEFORE AND AFTER

Effective as of September 3, 2025

### BASE FEES - BEFORE AND AFTER

| Daily Rates                       | Before and after school |        |
|-----------------------------------|-------------------------|--------|
| Full Time                         | \$                      | 14.00  |
| Scheduled Part Time               | \$                      | 16.00  |
| Monthly Amounts                   | Before and after school |        |
| Full Time Monday-Friday           | \$                      | 274.40 |
| Scheduled Part Time 3/days a week | \$                      | 187.20 |
| Scheduled Part Time 2/days a week | \$                      | 124.80 |

### CWELCC FEES - BEFORE AND AFTER

| Daily Rates                       | Before and after school |        |
|-----------------------------------|-------------------------|--------|
| Full Time                         | \$                      | 12.00  |
| Scheduled Part Time               | \$                      | 12.00  |
| Monthly Amounts                   | Before and after school |        |
| Full Time Monday-Friday           | \$                      | 234.00 |
| Scheduled Part Time 3/days a week | \$                      | 140.40 |
| Scheduled Part Time 2/days a week | \$                      | 93.60  |

Full time & scheduled part time rates are based on 39 weeks divided by 10 months (September-June). Monthly rates do not include PA Days, Christmas Break, and March Break.

## NON-BASE FEES

All programming offered by The Learning Centre is included in the cost of the "Base Fees". The only "Non-Base Fees" charged by The Learning Centre are:

- A \$20 NSF fee for payments returned by the bank
- A fee of \$1 per minute for children picked up after the Centre closing time

## FULL TIME

Families who are signed up for full time child care services:

- are charged for sick days & statutory holidays.
- must pay for their space prior to child care services by the due date indicated on the Pre-Authorization Payment Days for each month.

If a family chose to move from full time care to scheduled part time/varied part time care, they are not guaranteed a child care space when they choose to move back to full time care.

## \*SCHEDULED PART TIME

Families who are signed up for scheduled part time:

- are **not guaranteed** a space & must call or e-mail to confirm availability.
- are charged for sick days on scheduled days & for holidays on scheduled days.
- must pay for their space prior to child care services by the due date indicated on the Pre-Authorization Payment Days for each month.

If the family wishes to move their child from part time care to full time care, they must complete a new financial agreement form & inform the Site Supervisor in writing. The family will then be placed on the priority list for a full time space. If the chosen part time package does not coincide with the agreement at more than a frequency of 2 consecutive months, a new agreement will be required to avoid additional days.

*\*Please note that part time care availability is subject to change based upon the needs for the before and after school program.*

## **MAKE UP DAYS**

Make up days **are not** offered for children attending The Learning Centre on a scheduled part time basis.

## **PAYMENT METHOD**

Payment for your child's enrollment is due in advance of care. A completed Pre-Authorized Debit (P.A.D.) form is required at the time of registration. Automatic withdrawals for your child's monthly child care fees will be processed for the following month on the date indicated on the Pre-Authorization Payment Dates.

## **FEE PAYMENT INCOME TAX RECEIPTS**

Income Tax receipts will be issued by e-mail to parent #1 on the Registration Form each year by the ending of February.

## **NON-PAYMENT FEES**

The Learning Centre reserves the right to render termination of childcare services if monthly payment is not received by the first of every month. As soon as The Learning Centre is notified that a payment has been refused, you will be informed that if the payment is not received prior to the first of the month child care services will be terminated the first day of the month. If payment is received prior to the first of the month, the fee contract will be re-instated. On addition to non-payment of fees due to insufficient funds, The Learning Centre reserves the right to charge an additional \$20 NSF charge per NSF non-payment of fees.

## **ABSENTEEISM**

If your child is scheduled to attend the program (as outlined in the financial agreement form) and is absent from the program, payment is expected. No reimbursement for vacation time is granted.

## **CITY OF CORNWALL CHILD CARE FEE SUBSIDY**

The City of Cornwall Child Care Fee Subsidy is a program that helps eligible families with low and moderate income pay for child care at licensed programs within Cornwall and the United Counties of Stormont, Dundas and Glengarry. Child care Fee subsidy is available for children from birth to 12 years.

Should you have any questions about the application or if you need assistance, please call the Children's Services at 613-933-6282 extension 3315 between the hours of 8:30 a.m. and 4:30 p.m. Monday to Friday or visit their website: <https://www.cornwall.ca/en/live-here/child-care-fee-subsidy.aspx>

## **CITY OF CORNWALL INCLUSION SERVICES**

The City of Cornwall - Children's Services provides consultation services to support the inclusion of all children in licensed child care settings.

Should you have any questions about Inclusion Services or if you need assistance, please call the Children's Services at 613-933-6282 extension 3315 between the hours of 8:30 a.m. and 4:30 p.m. Monday to Friday or visit their website: <https://www.cornwall.ca/en/live-here/child-care-fee-subsidy.aspx>

## **SPECIALIZED SERVICES**

The Learning Centre is committed to the integration and inclusion of children with special needs. Our aim is to provide each child with an opportunity to develop in an inclusive learning environment. Specialized services are available through The Learning Centre in conjunction with the family, children who require these services will be referred to the appropriate agency. Individual Program Plans will be provided as required in the case of a child with identified special needs. Please contact the site supervisor for more information.

## **ADMISSION & WITHDRAWAL POLICY**

An interview with the site staff at The Learning Centre will familiarize you and your child with the Centre's Program, staff and policies. Any questions you may have will be answered and you will be asked to complete the necessary registrations

forms prior to your child’s enrolment. A list of these forms and brief explanation of each one is included in the registration package.

Written notice of permanent withdrawal must be given two weeks in advance. **You’ll be charged for 2 weeks from the date of the written notice.** If you withdraw your child without giving adequate notice, you will be required to pay the fees for the two weeks from the last day in attendance. You must pay the fees during the two weeks notice even if you leave earlier. Link to written notice form: <https://www.giag.ca/parents>

If you temporarily withdraw your child from the program, your permanent space cannot be guaranteed. Your child will be placed on a waiting list and every attempt will be made to meet your needs when enrolment permits.

## DISMISSAL POLICY

Some extreme situations may result in a family being asked to leave The Learning Centre.

Such circumstances include but are not limited to:

- Families not in good standing; fees not paid;
- When the program no longer meets the child’s needs and their behaviour is disruptive to the point where the program is in jeopardy;
- In situations where the health and or safety of the child, the other children and or the staff is compromised;
- When by-laws and policies of the corporation have not been followed.

## CONFIDENTIALITY

All staff, volunteers, students and members of the Board of Directors have taken an oath of confidentiality. Information about your family is held in confidence. As well, staff members are not at liberty to discuss with you the issues regarding other families at the site. Please adhere to proper channels of communication for all inquiries.

## STAFF QUALIFICATIONS / REQUIRMENTS

TLC staff are trained professionals in the field of Early Childhood Education and/or equivalent, First Aid, and CPR. The staff receive ongoing professional development to keep them informed of the changing trends in this field.

It is the policy of The Learning Centre that all staff/students/volunteers (including parents offering to volunteer) must have a criminal reference check with a vulnerable sector check completed prior to commencing employment.

A signed Offence Declaration may be submitted for two years with a new Criminal Record Check being completed a minimum of every three years.

## CRIMINAL RECORD CHECKS

It is the policy of the Learning Centre that all staff, students and volunteers (including parents offering to volunteer) have a criminal reference check with a vulnerable sector check completed prior to commencing employment.

## VOLUNTEER AND STUDENT PLACEMENT

| ROLE OF VOLUNTEERS/STUDENTS  | ROLE OF SITE SUPERVISOR IN SUPERVISION OF VOLUNTEERS/STUDENTS   |
|--|---|
| <ul style="list-style-type: none"> <li>➤ Must be in the presence of a paid-employee at all times and will not have direct unsupervised access to the children.</li> <li>➤ Will not be counted in staffing ratios.</li> <li>➤ Required to report to the Site Supervisor and/or RECE upon arrival to the Centre and assist the Site Supervisor and/or RECE in the day to day operations of the before and after program.</li> <li>➤ Required to read the policies and procedures as well as sign off that they have read and understood them prior to working in the Centre.</li> <li>➤ Read the parent manual.</li> <li>➤ Maintain confidentiality at all times.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Review and ensure that students and volunteers sign policies and procedures prior to their start date and annually thereafter.</li> <li>➤ Ensure the volunteers/students over 18 provide a current, clear vulnerable sector check.</li> <li>➤ Conduct a tour of the school and explain the fire procedure.</li> <li>➤ Provide a copy of the Parent Handbook</li> <li>➤ Coach/mentor the volunteers/students ensuring they are engaged in the children’s activities/learning and address any concerns with them as they arise. On-going monitoring of the volunteers/students and addressing areas of concern as they arise. Should the Site Supervisor not be able to handle the concern, it is their responsibility to advise the TLC Program Supervisor which will result in disciplinary action and/or dismissal.</li> <li>➤ No notice is required for a volunteer to terminate the volunteer relationship with TLC programs nor is TLC required to provide notice to a volunteer to terminate their volunteer relationship. In the case of concerns with a placement student, the situation will be discussed with the student and possibly their Placement</li> </ul> |

|  |   |
|--|---|
|  | Supervisor and dealt with accordingly with the possibility of termination of placement. |
|--|---|

**All Volunteers/Students will review and sign off on individual plans of anaphylactic children.**

## **HEALTH & SAFETY OF YOUR CHILD / AUTHORIZATION TO PICK-UP**

You may wish to have a responsible person other than yourself pick-up your child either on a regular basis or on occasion. The following procedures must be observed.

If the pick-up, at any time, is to be done by someone other than yourself, please supply that person's name and telephone number in the Emergency Contact section of the registration form. **Under no circumstances will the child be released to any person non-designated in writing by the parent.** Until we get to know the person picking up the child, staff will ask for personal identification, e.g. driver's license. The person picking up the child must be 18 years of age or older.

If there is a Court Order in effect denying access to your child, a copy of the order must be on file at The Learning Centre. Otherwise, we cannot comply with the order. When a court order is in place and an attempt is made to pick-up a child by the non-custody parent, we will do our best to comply with the court order. We will attempt to contact the custody parent and/or the police. Visitation rights of a parent engaged in joint custody must be exercised outside of daycare hours.

## **HAND WASHING & PERSONAL HYGIENE**

It is important to teach children at an early age proper hand washing and good personal hygiene habits. Children in a group setting will be exposed to germs and communicable illnesses, much of which can be avoided with proper hand washing.

## **PLAYGROUND SAFETY**

Running shoes are flexible and provide a good grip on the climber. If sandals are worn, they should be buckled securely in place. We discourage you from sending your child in vinyl dress shoes or flip-flops, as they can be quite slippery

## **SUNSCREEN**

Each parent is responsible to provide The Learning Centre with sunscreen labelled with their child(ren)'s name on the bottle. Please check for expiry dates on all bottles. The Learning Centre staff will apply sunscreen if consent is given by the parent (*Refer to consent form in Registration Form*). The parent is responsible to apply sunscreen before dropping his/her child off in the morning.

Staff members will apply sunscreen to your child a ½ hour prior to going outside.

***The Learning Centre will not be held responsible for any sunburns.***

## **WINTER/SUMMER PROTECTION**

We are required under the Child Care and Early Years Act to spend time outdoors. The amount of time spent outside depends on the temperature that particular day. In cases where excessive wind or wind chill is a factor, excessive heat or humidity, the children will remain indoors.

Safety factors relating to your child playing outdoors in the fall, winter, spring and summer:

- **Fall/Winter:**

Certain areas will be closed within the playground as the ground becomes frozen when the temperature drops. However, enhancements such as wagons, sleds, and other "sand-type" toys will be offered.

In winter, your child should be dressed in warm, comfortable clothing that will allow them the freedom to enjoy the snow. We strongly recommend a snowsuit, hat, mittens and boots. The drawstrings or cords on hoods, hats, jackets, or mittens should be taken off if possible, or tied-up or tucked-in. Your child's jacket should be zipped securely, and scarves should be tucked inside their coats.

Neck warmers are recommended rather than scarves. Winter boots should fit securely.

- **Spring/Summer:**

From time to time areas of the playground will be closed, e.g. with the excessive heat we will seek other fenced areas that offer shade from the sun.

We strongly recommend your child be protected from the sun by wearing a sun hat, cool cotton clothing, and sunscreen.

## **HEALTH CHECK / ILLNESS**

We ask that you keep sick children at home, especially children in the communicable stages of illness and those who are not feeling well enough to participate fully in the program.

Please let us know as soon as your child contracts an infectious disease. If the staff find that a child is sick during the day, parents will be asked to take the child home as soon as possible. If you cannot be reached at your usual number during the day, please leave an alternate telephone number.

Due to staffing requirements, children too ill to go outside should be kept home. Outdoor play is a daily part of our program.

Each day as children arrive, staff will do a brief health check. Children will not be accepted for care should they have signs and symptoms that they are not able to participate in the program. This includes if they have been vomiting or have had diarrhea within the last 24 hours

Children will be dismissed immediately when they develop conditions such as:

- Fever (flushed skin, glassy eyes, pale complexion, hot to touch),
- Diarrhea (continuous or frequent bowel movement which cannot be contained),
- Vomiting,
- Rash (which might indicate contagion, ringworm, impetigo, chicken pox),
- Signs and symptoms of other common childhood diseases.

Young children are very susceptible to Chicken Pox, Pink Eye, Strep Throat, Fifth Disease, Hand Foot and Mouth Disease as well as the Common Cold.

## ADMINISTRATION OF MEDICATION

We have attached at the back of this handbook a reference sheet as a “Summary of Exclusion Recommendations.” This information was compiled from the recommendations of the Eastern Ontario Health Unit.

Medication (prescription and non-prescription), variation in diet or any special medical procedures will only be administered upon the written order of a physician or parent or guardian of the child.

Prescribed medication will be administered for the duration as per instructions of a physician.

Non-prescription medication will be administered for three days only. To continue administration of non-prescription medication thereafter will require the written instructions of a physician.

Furthermore, centre staff will not administer medications, which are considered intrusive to the child or medications involving excessive demands, which would interfere with supervision duties of the staff. Intrusive medications are defined as, but not limited to suppositories, such as Gravol or those that correct constipation. Intrusive procedures are defined as, but not limited to taking a child’s temperature rectally.

**The drug or medication to be administered must be in the original container as supplied by the pharmacy.**

“Administration of Drugs Permission” forms are available from the staff. The parent or guardian must complete forms.

Staff will administer both prescription and non-prescription drugs.

## SHORT-TERM ILLNESS

Every attempt is made to cope with minor illness; we appreciate that you cannot leave work on a whim. However, there could be times where your child’s symptoms could be life threatening to themselves or others. Therefore, you must arrange for alternate care for instances when your child is ill and cannot participate in our program and you are not in a position to leave work.

There must be an “Administration of Drugs Permission Form” completed for each medication found in the medicine box. If forms are not completed, medication will not be provided to your child.

In the case of an ongoing illness such as Asthma where wheezing may develop without notice and the child may require the administration of bronchial dilators, the parent may bring in the required puffers and specify on the “Administration of Drugs Permission” form that medication is to be given if the child begins to wheeze. The exact instructions will be completed in case of an asthma attack.

## ONGOING ILLNESS

In cases where an illness develops while the child is at the program, staff will call the parent immediately. Centre staff will not take direction from a parent or guardian over the telephone to administer medication from another source.

In the case where a fever develops and no medication form has been completed by the parent or guardian, Centre staff will take measures to reduce the fever until the parent arrives i.e. the child’s excess clothing will be removed, we will encourage the child to drink fluids liberally and we will sponge child with tepid water.

ASA (e.g. Aspirin) will not be administered unless written consent has been given by a physician. Children under the age of 19 who have a fever and are given ASA may develop Reye’s Syndrome.

## SUMMARY OF EXCLUSIONS TO RECOMMENDATIONS

- In all cases, frequent hand washing and good personal hygiene habits are encouraged.
- Teaching children to cover their nose and mouth when coughing or sneezing is helpful.

- Children must be well enough to participate normally in all daycare activities.

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| <b>Chicken Pox</b>                           | To protect your child from skin infections, we ask that they return when all blisters are dry and crusted.                                     |
| <b>Common Cold</b>                           | Children must be well enough to participate normally in all daycare activities.  |
| <b>Croup</b>                                 | Children must be well enough to participate normally in all daycare activities.  |
| <b>Fever</b>                                 | When fever has subsided.   |
| <b>Fifth's Disease</b>                       | Children must be well enough to participate normally in all daycare activities.  |
| <b>Gastro-Intestinal Infections</b>          | When child no longer has diarrhea and bowel movements have returned to normal.   |
| <b>German Measles</b>                        | 7days after the onset of the rash.   |
| <b>Hand, Foot &amp; Mouth</b>                | No need to exclude unless blisters are weeping or cracked.   |
| <b>Head Lice</b>                             | When the child has been treated with an approved head lice shampoo and all of the nits have been removed.                                      |
| <b>Hepatitis A</b>                           | By the time of diagnosis, the child is no longer contagious and may return when well enough to participate normally in all daycare activities. |
| <b>Hepatitis B</b>                           | No need to exclude. Children must be well enough to participate normally in all daycare activities.  |
| <b>Impetigo</b>                              | 24 hours after treatment prescribed by a doctor has begun.   |
| <b>Influenza – The Flu</b>                   | When symptoms have subsided. Children must be well enough to participate normally in all daycare activities.                                   |
| <b>Meningitis (Viral)</b>                    | Children must be well enough to participate normally in all daycare activities. – Not contagious   |
| <b>Meningitis (Hib)</b>                      | 24 hours after treatment by a doctor has begun. Child will probably not be well enough to attend for several days.                             |
| <b>Meningitis (meningococcal- bacterial)</b> | 24 hours after treatment by a doctor has begun. Child will probably not be well enough to attend for several days.                             |
| <b>Mumps</b>                                 | 9 days after the onset of swelling.  |
| <b>Pink Eye</b>                              | 24 hours after the treatment by a doctor and eye has stopped weeping.  |
| <b>Pinworm</b>                               | No need to exclude; should be treated.   |
| <b>Ringworm</b>                              | 1 day after treatment prescribed by a doctor has been started.   |
| <b>Scabies</b>                               | 24 hours after treatment prescribed by a doctor has begun.   |
| <b>Scarlet Fever</b>                         | 24 hours after starting antibiotics therapy, provided that the fever has subsided.   |
| <b>Thrush</b>                                | Children must be well enough to participate normally in all daycare activities.  |

|                       |   |
|-----------------------|---|
| <b>Whooping Cough</b> | 5 days after a 10-day course of treatment prescribed by a doctor has begun. |
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## SERIOUS OCCURRENCE REPORTING PROCEDURES

All serious occurrences that occur at The Learning Centre will be reported to the Ministry of Education and posted at the Centre for parents to see.

A serious occurrence is described as:

- (a) the death of a child who received child care at a child care centre, whether it occurs on or off the premises,
- (b) abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
- (c) a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
- (d) an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
- (e) an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre

## FIRE SAFETY AND EMERGENCY EVACUATION PROCEDURE

Fire drills and emergency evacuation procedures have been written in conjunction with the local fire department and are approved by the Fire Chief. A fire drill is performed each month to practice our evacuation techniques.

**Children must always have proper footwear on in cases where shoes are forgotten, they will be asked to wear their boots.**

## CHILD ABUSE & NEGLECT

Under existing legislation, The Learning Centre is required by law to report suspected child abuse or neglect to Children's Aid Society (CAS). The Learning Centre staff are not permitted to contact the family before calling CAS. It is the responsibility of CAS to verify whether such abuse or neglect has occurred.

During times of celebration, it is not uncommon to find oneself in a position where the enthusiasm clouds our better judgment. We would like to remind you that our Corporation is committed to the well-being of its members.

The Learning Centre maintains a **ZERO TOLERANCE** level with respect to the endangerment of your children's safety.

With respect to picking up your children from our facilities and partaking in celebrations with alcohol or any other stimulant there are three choices:

- A) Do not use drugs or alcohol;**
  - B) Call an alternate to pick up your child(ren), or**
  - C) We will contact the police.**
- We appreciate you not placing us in this difficult position.**

## NUTRITION

Good nutrition is important to your child's health. We recommend that Canada's Food Guide (<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>) is followed when preparing your child's snacks. Snack time provides opportunities for children to socialize while establishing good eating habits. Please send a nutritious snack each day for the Before & After School Program. **All children who bring food from home are required to identify their lunch with their name. Parents are required to label their child's lunch with their child's name. Parents are encouraged to include an ice pack in their child's lunch if they have food that is required to keep cool.**

## PEANUT ALLERGY

### **PLEASE ADVISE US OF ANY ALLERGIES YOUR CHILD MAY HAVE.**

Our Centre is deemed **peanut-free**. Information will be posted regarding peanut allergies in order to ensure the safety of the child who has the nut allergy. In some cases, this allergy can be life threatening. We ask that everyone, staff, children and visitors, refrain from eating peanut products prior to coming to the Centre and while on site. Children will not be allowed to eat items that are not peanut-free if they are brought in their snacks or lunches.

## CHILD GUIDANCE

Child Guidance is the process by which adults help children develop the skills necessary to function as members of a group in a co-operative and amicable manner. Staff will provide appropriate behaviour models for the children as well as help the children develop their own skills.

The following is a list of practices that are prohibited by anyone on site: staff, volunteer, students, and/or parents.

- corporal punishment of child,
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing the 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
- locking the exits of the child care centre premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
- inflicting any bodily harm on children including making children eat or drink against their will

### **Child Guidance practices used in guiding the children will be:**

- A) Used in a positive and consistent manner;
- B) Implemented as soon as possible after troublesome behavior;
- C) Appropriate to the developmental level of the child;
- D) Related to the inappropriate behavior;
- E) Designed to assist the child in learning appropriate behaviors;
- G) Discussed with parent or guardian if the behavior becomes problematic.

Should the troublesome behaviour continue in a manner that is disruptive to the point where the Centre's program is in jeopardy; and or, in situations where the health and or safety of your child, the other children and or the staff are compromised; the parents will be called to a meeting with the Supervisor to seek a resolution.

## **PARENTAL CONCERNS**

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 the staff, students and management of GIAG – The Learning Centre (TLC) 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 1 - 2 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, verbally and/or in writing.

## Concerns about the Suspected Abuse or Neglect of a Child

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

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

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

| 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><b>Program Room-Related</b></p> <p>E.g: schedule, indoor/outdoor program activities, etc.</p>                                    | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Site Supervisor or Program Supervisor</li> </ul>  | <ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 1 – 2 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p>  |
| <p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, etc.</p> | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the Site Supervisor or Site Supervisor</li> </ul>  | <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> |
| <p><b>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</b></p>  | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Site Supervisor or Program Supervisor</li> </ul> <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 Site 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 [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>   |
| <p><b>Student- / Volunteer-Related</b></p>  | <p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the Site Supervisor or Program Supervisor</li> </ul> <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 Site Supervisor</p>                      | <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>   |

| 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: |
|----------------------------|--|---|
|                            | as soon as parents/ guardians become aware of the situation. |   |

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the TLC Program Manager, within 1 – 2 business days. If still not satisfied, the GIAG Executive Director.

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.

## EMERGENCY MANAGEMENT

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at:

- TLC Bridgewood Public School (Cornwall) Meeting Place: Soccer Field
- TLC Iroquois Public School Meeting Place: Field/track behind the school
- TLC Laggan Public School (Dalkeith) Meeting Place: Kindergarten yard
- TLC Longue Sault Public School Meeting Place: Side school yard: Primary yard
- TLC Rothwell-Osnabruck Public School (Ingleside) Meeting Place: St. Matthew’s Presbyterian Church
- TLC Winchester Public School Meeting Place: Under the tree in the East yard

If it is deemed ‘unsafe to return’ to the child care centre, the **evacuation site** to proceed to is located at:

- TLC Bridgewood Public School (Cornwall) **Evacuation Site:** St. Lawrence High School (1450 Second St. E., Cornwall)
- TLC Iroquois **Evacuation Site:** Seaway High School (2 Beach St., Iroquois)
- TLC Laggan **Evacuation Site:** Glengarry District High School (212 Main St. N., Alexandria)
- TLC Long Sault **Evacuation Site:** Long Sault Arena (60 Milles Roches Rd., Long Sault)
- TLC Rothwell-Osnabruck **Evacuation Site:** St. Matthew’s Presbyterian Church (15 Memorial Square, Ingleside)
- TLC Winchester **Evacuation Site:** EarlyON Centre (530 Fred Street, Unit C, Winchester)

**Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.**

For any emergency situations involving a child with an individualized plan in place, the procedures in the child’s individualized plan will be followed.

If any emergency situations happen that are not described in this document, the Site Supervisor, in consultation with the TLC Program Supervisor will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Site Supervisor in the daily written record.

## Drills

In preparation of the possibility of an emergency situation, regular drills will be practiced with staff on a monthly basis. These drills will be timed, and staff will evacuate the premises to the meeting place. The Site Supervisor will have a list of all personnel (and children) that are on the premises to do a head count after the drill.

## Emergency Bag

An emergency bag will be prepared that will include:

- First Aid kit
- List of emergency contacts
- All non-emergency medications
- Names and responsibilities of members of the TLC program
- A communication plan
- A transportation plan, if required
- A plan for the management of tragic events

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| <b>Roles and Responsibilities of Staff During an Emergency</b>   | Staff will ensure that children are kept safe, are accounted for and are always supervised during an emergency situation.<br><br>School authorities will immediately close and lock all child care centre entrance/exit doors, if required during an emergency   |
| <b>Providing Additional Support for any Child or Adult who Needs it in Case of an Emergency</b> (including the consideration of special medical needs) | For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.<br><br>In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff will inform emergency personnel of severe injuries requiring immediate attention and assistance.   |
| <b>Ensuring Children's Safety and Maintaining Appropriate Levels of Supervision During an Emergency</b>  | Throughout the emergency, staff will: <ul style="list-style-type: none"> <li>● Help keep children calm;</li> <li>● Take attendance to ensure that all children are accounted for;</li> <li>● Conduct ongoing visual checks and head counts of children;</li> <li>● Maintain constant supervision of the children; and</li> <li>● Engage children in activities, where possible.</li> </ul>   |
| <b>Communication with Parents</b>  | <ol style="list-style-type: none"> <li>1) Upon arrival at the emergency evacuation site, the Site Supervisor or designate will notify parents/guardians of the emergency, evacuation and the location to pick up their children.</li> <li>2) Where possible, Site 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.</li> </ol> |
| <b>Contacting Appropriate Emergency Response Agencies</b>  | <ol style="list-style-type: none"> <li>1) Where emergency services personnel are not already aware of the situation, TLC staff or school authorities must notify emergency services personnel (911) of the emergency as soon as possible.</li> </ol>   |

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|   | 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.  |
| <b>Addressing Recovery from an Emergency</b>  | The TLC Program Supervisor will inform the Ministry of Education that the site has re-opened and normal activities have resumed.  |
| <b>Debriefing Staff, Children and Parents After an Emergency</b>  | The Site Supervisor on the advice of the TLC Program Supervisor must debrief staff, children and parents/guardians after the emergency.<br><br>The Site Supervisor will debrief with staff at the evacuation site and then discuss with the children in a group. Site Supervisor and staff will (on an individual basis) debrief with parents/guardians as they pick up their children.   |
| <b>Resuming Normal Operations of the Child Care Centre</b>  | 1) The individual who receives the 'all-clear' from an authority must inform all staff that the 'all-clear' has been given and that it is safe to return to the child care centre.<br>2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre.<br>3) Staff must: <ul style="list-style-type: none"> <li>• take attendance to ensure all children are accounted for;</li> <li>• escort children back to their program room(s), where applicable;</li> <li>• take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and</li> <li>• re-open closed/sealed blinds, windows and doors.</li> </ul> 4) The Site Supervisor in consultation with the school authority and TLC Program Supervisor will determine if operations will resume and communicate this decision to staff.<br>5) The Site 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 resumed operations. |
| <b>Advising that Normal Operations of the Child Care Centre will not resume as it is 'Unsafe to Return'</b> | 1) The individual who receives the 'unsafe to return' notification from an authority must inform all staff of this direction.<br>2) The Site Supervisor or designate will post a note for parents/guardians on the child care centre entrance with information on the evacuation site, where it is possible and safe to do so.<br>3) The Site 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.<br>4) When an "unsafe to return" notification is given, staff will notify parents/guardians to advise that the child care centre will not resume normal operations as it is 'unsafe to return'. Parents/guardians will be urged to pick up their children as soon as possible as regular programming is unavailable.   |
| <b>Supporting Children and Staff Who May Have Experienced Distress During an Emergency</b>                  | TLC Program Manager will ensure professional support is provided and available to those who require it (ie: grief counselling, EAP)   |

## FIELD TRIPS

Throughout the year, trips are made to places of special interest. A permission slip will be given to parents to sign in advance of the excursion informing you of the destination, time and date. A notice will be distributed as a reminder before the trip. You are welcome to accompany us if space is available. The families are asked to contribute to the cost of the trip. We make every effort to keep the costs affordable for all families.

## **TOYS FROM HOME**

Except for toys that are needed to ease the transition from home to Centre, please encourage your child to leave his/her toys at home.

**We will not accept guns, swords, war toys or any toys that promote aggression in their use. Should these toys be brought into the Centre, you will be asked to remove them immediately. Should these toys be left at the Centre they will be stored in a secure space. Your child will not have access to these toys during the program under any circumstances.**

## **WATER TESTING**

The Upper Canada District School Board's policy is that the water within the school must be tested every day when there are children under the age of 18 in the building. The water is tested first thing in the morning by trained Upper Canada District School Board staff before children arrive at the Centre.

## **PARENT INVOLVEMENT**

Daily contact with parents and staff can be supplemented with individual interviews if requested. Parents are encouraged to visit our programs at any time during the day. Also, we encourage you to become aware of **our curriculum and your child's daily schedules as much as possible through Notices, website and our facebook page and our Parent bulletin board.** We welcome your participation on any of the various committees. Committees often require only a short-term commitment. We appreciate all volunteers. As well, when space allows, you are always welcome to join us on field trips and other special events, making the day extra special for your child.

## **GIAG**

Glengarry Inter-Agency Group Inc. (GIAG) is a non-profit organization that was incorporated in 1976. It has a volunteer Board of Directors, made up of eight community minded individuals. Since its inception the Agency has sponsored several federal and provincial programs. Today it sponsors the Employment Services Program, the Senior Day Away Program, Seasonal Home Maintenance Program, the EarlyON Child and Family Centres across SD&G and The Learning Centre Child Care Program.

## **CHARITABLE STATUS**

GIAG also has its charitable status. This means that we can accept financial donations and in return a charitable receipt for income tax purposes will be issued.

If you or someone you know may be interested in supporting GIAG through charitable gifts, please speak to your Site Supervisor.