

GENERATIONS DAY CARE INC.



1. Parent Handbook

www.generationsdaycare.ca

Revised October 7, 2021

Generations Day Care Inc.

Table of Contents

Program Statement

Welcome

Staffing

Programs Available

Site Location and Contact Information

Hours of Operation

Snow/Fog Day Policy

Health and Medical Policies

Anaphylactic Allergy

Medical Condition Policy

Child Guidance and Conflict Resolution Policy

Conflict Resolution and Prohibited Practices Policy

Individual Child Assessments- Environment Screening Tools

Transition Policy- Main Site and St Philip Site Only

Transfers- Change of Information

Serious Occurrence Reporting and Posting

Sleep Room Supervision Policy

Emergency Management

Arrival and Departures

Activities Off Premises Policy

Process for Parent Concerns- Zero tolerance Policy

Fee Reduction

Wait list Policy-Future Registrations- Questions?

Generations Day Care Inc.

Program Statement

We believe children are competent, capable, curious and rich in potential. We will be respectful of individual needs and allow children to move always forward at their own pace- capitalizing on their own strengths.

Our educators will provide safe supervision of all children at all times while providing a healthy and safe environment. Along with good nutrition- a balance of quiet/rest play, active play and outdoor program will be offered to the children participating in our programs.

By sharing our pedagogical documentations and observations with our families we will strive to make a connection between home and Generations Day Care. Our educators will provide portfolios and assessments that will allow parents to see the growth of their child within our program. We will foster engagement and build ongoing communication with our families. Our educators are on a journey to build relationships with children, families, and each other.

Children in our care will be supported as they learn to self-regulate their behaviours by providing a calming and respectful environment. Small groups which foster an inclusive and welcoming circle will be modelled by our educators.

Educators will ensure children are given ample opportunities to choose materials and experiences -indoors and outside-that best suit their learning style. Our outdoor environments will continue to evolve in to welcoming, nature based, child focused spaces. Child initiated and adult supported experiences will be our goal.

Educators will be supported by the Board of Generations Day Care as they continue their journey as life- long learners by providing and supporting Professional development.

Our Educators will be encouraged to use a reflective practice and collaborative inquiry approach to ensuring our environments are active as a third teacher.

Our Educators see themselves as co-learners whose knowledge of child development helps us provide experiences and set invitations that will challenge all children to use their potential.

Generations Day Care Inc. and our educators will continue to embrace the Ministry of Education document "How does learning happen?" and incorporate its principals into our daily programming. We will share our knowledge and our journey with our community partners and welcome the wealth of knowledge they will bring to us, our children, and our families. We will support all those who have an opportunity to join us in program either as a student, volunteer, or parent and to embrace the learning experiences they provide. We will share our program statement and our vision with all those who participate in our centres before they begin interactions with our children or families, and they will acknowledge this has been done by completing our required sign off process.

We will take the time on an annual basis to reflect and review our current program and statement to ensure that it continues to be a living and breathing document and each member of our team will confirm this has been completed by following the sign off process.

We believe each child has unique strengths and we want to support each child's character and spirit as they learn and grow in our safe nurturing environment.



Welcome

We are pleased to welcome you and your child to our centres.

We have been providing quality care at *Generations Day Care* since 1987.

Generations Day Care strives to provide the very best for each child placed in our care. Our programs promote independence and self-discovery which contribute to feelings of self-worth. We will offer a rich environment filled with learning experiences that allow children to choose, direct and interact with their peers and teachers.

Staffing

All teaching staff is fully qualified in accordance with the *Child Care Early Years Act*. This includes certification in *Infant/Child CPR* and *First Aid* as well as a current criminal reference check.

ECE students, *Co-operative education* students and volunteers are often a part of our programs as well. We provide a detailed orientation for these individuals before they begin their time with us. Students and volunteers always work with our qualified employees as we feel this is the best way to provide learning experiences for them in their education process. At no time will children be left alone with students or volunteers. These students are taking courses related to the care and education of children and bring with them many interesting program activities that your child will enjoy.

Programs Available

Generations Day Care offers care for children in the following age groups at the following locations:

INFANT PROGRAM (Ratio: 1 teacher for every 3 children) FULL DAY

Children 3 to 18 months- Nutritious lunch provided

Available at the Main site- Maximum group size 10

Available at St Philip's Site- Maximum group size 6

TODDLER PROGRAM (Ratio: 1 teacher for every 5 children) FULL or HALF DAY

Children 18 months to 30 months- Nutritious lunch provided

Available at the Main Site- Maximum group size 15

Available at St Philip's Site- Maximum group size 10

PRESCHOOL PROGRAM (Ratio: 1 teacher for every 8 children) FULL OR HALF DAY

Children 2 $\frac{1}{2}$ to 5 years- Nutritious lunch provided

Available at the Main Site- Maximum group size 16

Available at St Philip's Site- Maximum group size 16

Available at Holy Rosary Site- Maximum group size is 16

Available at Plympton-Wyoming Site- Maximum group size is 16

Available at Lambton Centennial Site- Maximum group size is 16

PELP PROGRAM

Our PELP program is available at all 5 Preschool sites. This program is funded through the County of Lambton and runs annually from September to June each year. Please APPENDIX B for more details.

SCHOOL AGE PROGRAM-JK/SK and Grade 1-6

Before and After School Care/ PD Day Care/School Breaks- Full and Half Days

Available at Queen Elizabeth II Site- Maximum group size is 25

Available at St Philip's Site- Maximum group size is 20

Available at Holy Rosary Site- Maximum group size is 20

Available at Plympton-Wyoming Site- Maximum group size is 20

Available at Lambton Centennial Site- Maximum group size is 20

Available at Hillcrest Site- Maximum group size is 30

Site Locations and Contact Information

Main Site	(519)882-3012	3960 Petrolia Line, Petrolia
St Philip's Site	(519)882-1614	420 Queen St, Petrolia
Lambton Centennial Site	(226)932-2577	3823 Oil Heritage Road, Petrolia
South Plympton Site	(226)932-6523	4741 Confederation Line, Wyoming
Holy Rosary Site	(519)845-0890	715 London St., Wyoming

Site Locations and Contact Information- Continued

Queen Elizabeth Site	(519)381-6328	4079 Maple St, Petrolia
Hillcrest Site	(226)738-0549	433 First Ave, Petrolia

Hours of Operation

All 7 Sites are open Monday through Friday from 6:30am to 5:30pm

All Generations Day Care sites will be closed for the 1st week of August (the week containing the Civic holiday) and the week between Christmas and New Year's each year, and Easter Monday. All Ontario Statutory holidays are observed at Generations.

There is no charge when the centre is closed for statutory holidays.

Snow/Fog Day Policy

Families are asked to tune to local radio stations each morning to determine if Generations Day Care is open. Spaces will be available according to the staff's ability to report to work and the staff to child ratios mandated by the Child Care Early Years Act.

Generations Day Care will make every attempt to notify the local radio stations for the 6AM broadcast of a closure. There is no charge when the centre is closed due to weather conditions.

Health and Medical Policies

Immunization Policy: each child must have an up to date Immunization Record before enrolling in our program. Some children may be exempted, and parents will need to provide a legal affidavit to confirm these situations. (For example- religious beliefs.)

Medication Policy: All medication must have written instructions and a parent/guardian signature to be administered. All medication must arrive in its original labelled package with dosage and expiry date. Medication should not be stored in a child's cubby or backpack- please ensure it is given to a staff for proper locked storage. Medication must be picked up each day and cannot be stored at the centre.

Health Policy: Lambton Public Health provides licensed child cares in our County with current recommendations for best practices. We follow these guidelines.

You will be asked to pick up your child if the following symptoms are present:

- a) Your child has had 1 or more loose stools.
- b) Your child is vomiting.
- c) Your child has a temperature of 38C or higher.
- d) Your child has an unexplained rash.
- e) Your child is not feeling well enough to participate in program and in the teacher's, opinion would benefit from being at home.

If your child is sent home for any reason, they must be home for 24 hours symptom free and 48 hours symptom free for loose stool and vomiting. If your child shows signs of any communicable disease, you will be asked to seek medical attention and follow Lambton public health's recommendations.

If your child has frequented loose stools do to dietary issues, including food intolerances that have been diagnosed by a healthcare provider, You will be required to pick up your child if they have;

1. 2 or more loose bowel movements
2. If more than 1 child has similar symptoms
3. If child has any additional symptoms, (eg. Fever, vomiting) they will be required to be symptom free for 48 hrs
4. Child must feel well enough to participate in regular program

Nutrition Policy: Generations Day Care believes that healthy food in a safe environment is a vital part of each child's development. We strive to provide meals and snacks that meet or exceed Canada's Food Guide. Menus will be posted at each site and any changes will be noted. All allergies and food preferences are also posted in areas where food is served and prepared to ensure safety for all children.

Generations Day Care Inc. follows the Ministry Guidelines allowing children 44 months and older the option to bring lunch and snacks from home. We ask all families to follow the Canada's Food Guide keeping with nutritional choices. All snacks and lunches must follow Generations Day Care Anaphylactic Policy. (see following). Generations Day Care is a nut aware organization. In the event that a child has forgotten their snacks or lunch, Generations Day Care will provide nutritious options for the child.

Name of Child Care Centre: Generations Day Care Inc.

Date Policy and Procedures Established: April 2015

Date Policy and Procedures Updated: June 2018

Purpose

Anaphylaxis is a serious allergic reaction that can be life-threatening. It requires avoidance strategies and immediate response in the event of an emergency. These policies and procedures are intended to help meet the needs and save the lives of children with severe allergies and provide relevant and important information on anaphylaxis to parents, staff, students, volunteers and visitors at the child care centre.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for an anaphylactic policy for child care centres. The requirements set out in this policy align with [Sabrina's Law, 2005](#).

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

Individualized Plans and Emergency Procedures for Children with Life-Threatening/Anaphylactic Allergies

Before attending the child care centre, the supervisor/designate will meet with the parent of a child to obtain information about any medical conditions, including whether the child is at risk of having or has anaphylaxis.

Before a child attends the child care centre or upon discovering that a child has an anaphylactic allergy, an individualized plan and emergency procedures will be developed for each child with anaphylaxis in consultation and collaboration with the child's parent, and any regulated health professional who is involved in the child's care that the parent believes should be included in the consultation.

All individualized plans and emergency procedures will include a description of symptoms of an anaphylactic reaction that are specific to the child and the procedures to be followed in the event of an allergic reaction or other medical emergency based on the severity of the child's symptoms.

The individualized plan and emergency procedures for each child will include information for those who are in direct contact with the child on a regular basis about the type of allergy, monitoring and avoidance strategies and appropriate treatment.

All individualized plans and emergency procedures will be made readily accessible at all times to all staff, students and volunteers at the child care centre and will be kept in each child's classroom. A copy of the plan will be kept in the child's file. [insert location where individualized plans will be kept] .

All individualized plans and emergency procedures will be reviewed with a parent of the child annually to ensure the information is current and up to date.

Every child's epinephrine auto-injector must be carried everywhere the child goes.

Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens

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.

Do not serve items with 'may contain' warnings on the label in a room where there is a child who has an individualized plan and emergency procedures specifying those allergens.

Ask the caterer or cook to provide the known ingredients for all food provided. 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 to supply snacks/meals for their child. All written instructions for diet provided by a parent will be implemented.

Ensure that parents label food brought to the child care centre with the child's full name and the date the food arrived at the child care centre, and that parents 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.

Encourage parents who serve foods containing allergens at home to ensure their child has been rid of the allergens prior to attending the child care centre (e.g. by thoroughly washing hands, brushing teeth, etc.)

Do not use craft/sensory materials and toys that have known allergens on the labels.

Share information about anaphylaxis, strategies to reduce the risk of exposure to known allergens and treatment with all families enrolled in the child care centre.

Make sure each child's individual plan and emergency procedure are kept-up-to-date and that all staff, students, and volunteers are trained on the plans.

Refer to the allergy list and ensure that it is up to date and implemented.

Update staff, students, and volunteers when changes to a child's allergies, signs and symptoms, and treatment occur and review all updates to individualized plans and emergency procedures.

- Update families when changes to allergies occur while maintaining the confidentiality of children.

Update or revise and implement the strategies in this policy depending on the allergies of children enrolled at the child care centre.

[insert additional strategies to reduce risk]

Communication Plan

The following is our communication plan for sharing information on life-threatening and anaphylactic allergies with staff, students, volunteers, parents and families.

Parents will be encouraged not to bring foods that contain ingredients to which children may be allergic.

Parents and families will be informed about anaphylactic allergies and all known allergens at the child care centre through our registration process and throughout the year as needed either personally or by email, newsletter, etc..

A list of all children's allergies including food and other causative agents will be posted in all cooking and serving areas, in each play activity room, and made available in any other area where children may be present.

Each child with an anaphylactic allergy will have an individualized plan and emergency procedures that detail signs and symptoms specific to the child describing how to identify that they are having an allergic reaction and what to do if they experience a reaction.

Each child's individualized plan and emergency procedures will be made available and accessible wherever the child may be present while receiving child care.

The caterer, cook, individuals who collect groceries on behalf of the child care centre and/or other food handling staff, where applicable, will be informed of all the allergies at the child care centre, including those of children, staff, students and volunteers. An updated list of allergies will be provided to the caterer or cook as soon as new allergies are identified. The supervisor or designate will communicate with the caterer/cook about which foods are not to be used in food prepared for the child care centre and will work together on food substitutions to be provided.

The child care centre will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the established serious occurrence policy and procedures.

This communication plan will be continually reviewed to ensure it is meeting the needs of the child care centre and that it is effectively achieving its intended result.

Drug and Medication Requirements

Where drugs or medications will need to be administered to a child in response to an anaphylactic reaction, the drug and medication administration policy will be followed including the completion of a parental authorization form to administer drugs or medications.

Emergency allergy medication (e.g. oral allergy medications, puffers and epinephrine auto-injectors) will be allowed to remain unlocked or carried by children with parental authorization so that they can be administered quickly when needed.

All records of the administration of drugs and/or medications will be retained in the office for a minimum of 3 years.

Training

The Executive Director will ensure that the supervisor/designate and/or all staff, students and volunteers receive training from a parent of a child with anaphylaxis on the procedures to follow in the event of a child having an anaphylactic reaction, including how to recognize the signs and symptoms of anaphylaxis and administer emergency allergy medication.

Where only the supervisor/designate has been trained by a parent, the supervisor/designate will ensure training is provided to all other staff, students and volunteers at the child care centre.

Training will be repeated annually, and any time there are changes to any child's individualized plan and emergency procedures.

A written record of training for staff, students and volunteers on procedures to be followed for each child who has an anaphylactic allergy will be kept, including the names of individuals who have not yet been trained. This will ensure that training is tracked and follow-up is completed where an individual has missed or not received training.

Confidentiality

Information about a child's allergies and medical needs will be treated confidentially and every effort will be made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Procedures to be followed in the circumstances described below:

Circumstance	Roles and Responsibilities
<p>A) A child exhibits an anaphylactic reaction to an allergen</p>	<p>1. The person who becomes aware of the child's anaphylactic reaction must immediately:</p> <ul style="list-style-type: none"> I. implement the child's individualized plan and emergency procedures; II. contact emergency services and a parent/guardian of the child, or have another person do so where possible; and III. ensure that where an epinephrine auto-injector has been used, it is properly discarded (i.e. given to emergency services, or in accordance with the drug and medication administration policy). <p>2. Once the child's condition has stabilized or the child has been taken to hospital, staff must:</p> <ul style="list-style-type: none"> i. follow the child care centre's serious occurrence policies and procedures; 2. document the incident in the daily written record; and 3. document the child's symptoms of ill health in the child's records.
<p>B) A child is authorized to carry his/her own emergency allergy medication.</p>	<p>1. Staff must:</p> <ul style="list-style-type: none"> i. ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication; ii. ensure that the medication remains on the child (e.g., fanny pack, holster) and is not kept or left unattended (e.g. in the child's cubby or backpack); iii. ensure that appropriate supervision is maintained of the child while carrying the medication and of children in their close proximity so that other children do not have access to the medication; and iv. Where there are safety concerns relating to the child carrying his/her own medication (e.g. exposure to other children), notify the centre supervisor/designate and the child's parent of these concerns, and discuss and implement mitigating strategies. Document the concerns and resulting actions in the daily written record.

Additional Procedures

Consider including additional procedures, as applicable, e.g. how to properly dispose of expired emergency allergy

to the next, including:

- Skin: hives, swelling, itching, warmth, redness, rash
- Breathing (respiratory): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness/swelling, hoarse voice, nasal congestion or hay fever-like symptoms (runny nose and watery eyes, sneezing), trouble swallowing
- Stomach (gastrointestinal): nausea, pain/cramps, vomiting, diarrhea
- Heart (cardiovascular): pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock
- Other: anxiety, feeling of “impending doom”, headache, uterine cramps, metallic taste in mouth

(Source: <http://foodallergycanada.ca/about-allergies/anaphylaxis/>)

Causative Agent (allergen/trigger): a substance that causes an allergic reaction. Common allergens include, but are not limited to:

- eggs
- milk
- mustard
- peanuts
- seafood including fish, shellfish, and crustaceans
- sesame
- soy
- sulphites which are food additives
- tree nuts
- wheat
- latex
- insect stings

Epinephrine: A drug used to treat allergic reactions, particularly anaphylaxis. This drug is often delivered through an auto-injector (e.g. EpiPen or Allerject).

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

Licensee: The individual or corporation named on the licence issued by the Ministry of Education responsible for the operation and management of the child care centre.

Parent: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family (all references to parent include legal guardians, but will be referred to as “parent” in the policy).

Regulatory Requirements: Ontario Regulation 137/15

Anaphylactic policy

39.

(1) Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care or in-home services has an anaphylactic policy that includes the following:

1. A strategy to reduce the risk of exposure to anaphylactic causative agents.
2. A communication plan for the dissemination of information on life-threatening allergies, including anaphylactic allergies.
3. Development of an individualized plan for each child with an anaphylactic allergy who,
 - i. receives child care at a child care centre the licensee operates, or
 - ii. is enrolled with a home child care agency and receives child care at a premises where it oversees the provision of home child care or in-home services.
4. Training on procedures to be followed in the event of a child having an anaphylactic reaction.

(2) The individualized plan referred to in paragraph 3 of subsection (1) shall,

- a) be developed in consultation with a parent of the child and with any regulated health professional who is involved in the child’s health care and who, in the parent’s opinion, should be included in the consultation; and
- b) include a description of the procedures to be followed in the event of an allergic reaction or other medical emergency.

Disclaimer: This document is a sample of a policy and procedures that have been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

Anaphylactic Allergy and Medical Condition Policy

Generations Day Care recognizes the danger of anaphylactic allergies and other life-threatening medical conditions. We want to provide the safest environment we can by limiting exposure to these agents and triggers.

Any child registering at one of our sites with an anaphylactic allergy or medical condition will be required to provide input on the child's individual plan. These plans will contain the following information and procedures:

- Child's name and current photo
- A description of the child's allergy or medical condition
- Monitoring and avoidance strategies
- Signs and symptoms of an anaphylactic allergy or medical condition
- Location of any medications or equipment needed for treatment
- Steps and action to be taken by the child care staff in the event the child has an anaphylactic reaction or a medical concern requiring treatment
- Emergency contact information
- Follow up if necessary

This plan will be posted in each room that contains an anaphylactic allergy or medical condition for each child in the centre and will be reviewed with all staff, volunteers, students, and community partners before employment begins and annually thereafter. Each parent will be asked on an annual basis to review their child's plan and make any updates.

Generations Day Care Inc. will in response to allergic concerns remain a nut aware program at all our locations.

Child Guidance and Conflict Resolution Policy

Generations Day Care staff will use the following guidelines when supporting a child in resolving conflict. Conflict resolution is an important practice that will help individuals arrive at a respectful solution.

Positive social behaviour will be encouraged at every opportunity.

Elements of Support

- a) Sharing of control between adults and children
- b) Focusing on the individual's strengths
- c) Forming authentic relationships
- d) Making a commitment to support children's play
- e) Implementing a problem-solving approach to social conflict

Adult-child Interaction Strategies

- a) Offer children comfort and contact
- b) Participate in children's play
- c) Converse with children
- d) Ask questions responsively
- e) Encourage children's problem solving

Encouragement Strategies

Instead of praising children, here are some things to try:

- a) Engage in children's play
- b) Encourage children to describe their efforts, ideas and outcomes
- c) Acknowledge children's efforts with specific comments

Child Guidance and Conflict Resolution- Part 2

Steps for Solving Problems and Resolving Conflicts

1. Approach calmly: Observe as you approach, prepare yourself for a positive outcome. Be aware of your body language; it says a lot about your intentions and feelings. It is important to be neutral in order to respect all the points of view.
2. Acknowledge feelings: Give recognition to the feelings individuals are expressing by using simple, descriptive words (you seem angry/ upset/ sad)
This helps the child to name the feeling they are experiencing. Allow them to express their emotions. Children will need to begin to soothe, and self regulate before they are able to move to the next steps.
3. Gather information: Ask open ended questions that help the child to describe the situation and their expected outcome.
4. Restate the problem: Using the details and needs children have described restate the conflict/problem.
5. Ask for ideas/solutions: Respect and explore all of the individual's ideas- take the time to consider and describe how they may work. Choose the solution that works best for all parties involved.
6. Be prepared to give follow-up support: Children may need help in implementing the solution or difficulties may arise. Check back to see if the problem has been solved.

Important Procedures for adults to remember:

- Be clear and specific in all your directions- less is more and easier to follow
- Give positive statements and speak in a quiet manner- the teacher's tone will guide the children
- Any re-occurring behaviour that causes concern around safety will be addressed to find supports and possibly an ISP for the child involved.

Conflict Resolution and Prohibited Practices Policy

Prohibited Practices: Generations Day Care Inc. prohibits the following and all are strictly forbidden at any of our child care sites:

- A) **Corporal punishment:** Any physical punishment that involves the deliberate infliction of pain in order to punish a child such as: spanking, paddling, caning, restraining a person, holding, striking either directly or with an object, shaking, grabbing, pulling or shoving. It also includes forcing a child/individual to repeat physical movements, or any action carried out which results in physical injury to the child/individual.
- B) **Verbal or emotional abuse:** Deliberate use of harsh words, belittling, sarcasm, gossip or embarrassing or degrading response by an adult in the Centre which would humiliate or undermine an individual's self-respect.
- C) **Deprivation:** Depriving a child of basic needs including; food, shelter or clothing. The denial of physical comforts such as bedding or use of the bathroom.
- D) **Confinement:** Confining a child by locking the exits of the child care centre; or, locking a child in a locked or lockable room or structure to confine the child if he or she has been separated from other children.

Conflict Resolution and Prohibited Practices Monitoring Procedures

1. The administration will monitor the Conflict Resolution Procedures on an ongoing basis through staff meetings and monthly staff reviews. Administration will implement any changes deemed necessary to ensure the conflict resolution policy is followed.
2. All staff, students and volunteers will read and sign on an annual basis that they understand and will abide by the Conflict Resolution Policy.

Individual Child Assessments- Environment Screening Tools

Generations Day Care Educators will administer the Ages and Stages Questionnaire (ASQ) to all children in our care under the age of 5 following the schedule set out by the tool. This non evasive screening tool allows us to ensure children are moving forward at their own developmental pace. If staff has a concern about a child's ASQ results parents will be notified and opportunities will be discussed.

On site resource is available from our community partner Pathways if necessary. Results will be shared with parents formally at their request and will be available for viewing in each child's portfolio.

Annually we are asked to submit non identifying copies to the County of Lambton to compile results to share with various committees and agencies throughout the county and province. The data gathered helps to demonstrate to the county and the province that quality licensed child care is valuable to children and families. We ask that all parents sign a permission form at the time of registration to allow us to follow this practice.

Our centre completes an annual environment tool on each classroom in our program. This tool helps us to ensure that our classrooms are rich and full of meaningful learning experiences for children in our care. This tool is shared with our staff at team meetings for input and feedback. It is also shared with the County of Lambton on request.

Transition Policy

As children approach the age group of the next classroom, they begin to prepare to make the transition to their new learning environment.

Parents and staff of both classrooms will be notified of the start date of the transition process in writing.

Also included in the notice will be the projected completion date of the transition and other information about the new classroom that parents may need.

Our best efforts will be made to have the children begin with short visits to the new classroom gradually extending the visit until it encompasses a full day. In most cases this occurs over a two-week time period.

Parents will be notified verbally each day that their child is expected to visit.

If at any time during the transition the child is found to be struggling, we will slow the process and allow them to move forward with a time frame they are more comfortable with.

Because the centre offers care to many part-time families we reserve the right to adjust the transition completion dates if the process has not been completed to our satisfaction in the two week time frame.

Any questions during transition about the process can be brought to either classrooms staff or the Supervisor.

Transfers

Transfers between sites are available and will be handled on a case-by-case basis depending on availability. Please contact the administration staff for additional information.

Change of Information

Please report any changes relating to the information on file for your child immediately. This includes a change of address, telephone number, both at work or home, change in family composition or custody arrangements, changes in employment. Please update us on any changes in your child's physical health i.e.: allergies, asthma, immunizations, etc. as soon as possible. Generations Day Care Inc.

will monitor this information by requesting an annual update registration form from each family. Your child's safety in the event of an emergency could depend on the accuracy of this information.

Serious Occurrence Reporting and Posting

When children have an accident that requires medical attention or there is another issue regarding the care or the centre that is deemed serious we file a report with the Ministry notifying them of the details and the outcomes of the incident. As of November 1st, 2011 we will be posting a version of this form at each site where the serious occurrence happened within 24 hours for a minimum of 10 days. This posting will let parents know that a serious occurrence has happened at their site and will give a very brief outline of the events. The posting is designed to keep the children and staff involved in the incident confidential and we ask that parents respect this.

This form will be posted near our current license at each site.

Sleep Room Supervision Policy

All parents at the time of registration will be informed of the following sleep room supervision policy. To ensure that all children in our care are supervised by an adult and are safe at all times including when sleeping we have set out the following requirements and follow the Joint Statement on safe sleep:

- Parents will be consulted in respect to their child's individual sleep habits and positions before starting in our care and during each transition to a new classroom to note any changes.
- Parents will be notified of any significant changes in their child's sleep patterns and adjustments can be made in the manner which their child is supervised at rest.
- Our centre will follow the guidelines set by the Joint Statement on safe Sleep, for those infants under 12 months. Infant under 12 months are to be placed on their backs to sleep and we will advise parents of this at the time of registration. We will communicate to our parents that they will require a doctor's note indicating if their child is to be placed on side or stomach for sleeping.
- Staff will physically enter the sleep room and check the sleeping infants at 15-minute intervals throughout the day. Staff will initial and mark the time on the provided form each time this check is completed.
- Staff will be required to visually check for breathing and may have to physically touch the children to ensure breathing is present and monitor body temperature. Staff may do this by touching the child on the back or forehead.
- Staff will ensure that a map of the sleep room outlining which bed each infant is using is clearly marked. Staff will mark the child's name on the whiteboard located on the sleep room door each time an infant is placed in the sleep room and remove it from the board when the infant is taken out. All children will sleep in an assigned, individual cot or crib.

Sleep Room Supervision Policy- Continued

- Lights may be dimmed but staff must be able to see children clearly.
- Toddler and Preschool children will also be monitored while sleeping. Staff will make visual checks of all children at rest every $\frac{1}{2}$ hour. Staff will record in their daily log each day the times that these checks have been completed.
- Parents will be able to notify staff of any special requests regarding their children's sleep habits at the time of registration. Any changes staff note, or parents require will be communicated throughout the child's time with us in program.

Emergency Management Policy and Procedures

Name of Child Care Centre: Generations Day Care Inc.

Date Policy and Procedures Established February 2017

Date Policy and Procedures Updated: June 2018

Policy

Emergency Management Policy and Procedures

The following is our off-site meeting place in case of evacuation:
 Main site will meet at the North end of Howlette's Lane.
 St Philip Site will meet at St Philip's Catholic Church, 415 King St., Petrolia, ON
 All other school-based sites will meet at the location determined by their school.

Procedures

Roles and Responsibilities of Staff During an Emergency	Staff will gather children and take a head count. The Senior staff from each classroom will be responsible for the attendance and medical information (epi-pens, puffers, etc. as well as the medical forms.). All other staff, students and volunteers will be responsible for removing the children calmly from the emergency
Providing Additional Support for any Child or Adult who Needs it in Case of an Emergency (including the consideration of special medical needs)	The 2 nd staff in each room will be responsible for ensuring that any child or adult in their classroom has the attention needed to make a successful evacuation. At St Philips and the Main site, the Assistant Supervisor will be responsible for ensuring that all those in the building requiring special attention is met for a successful evacuation.
Ensuring Children's Safety and Maintaining Appropriate Levels of Supervision During an Emergency	Keeping a calm demeanor will be necessary by all adults for the evacuation process. Staff will maintain ratios during the evacuation process.
Communication with Parents	Parents will be notified by telephone or email depending on the severity of the emergency. If necessary a radio broadcast will be made to notify families and the community. Supervisors and/or their designates will be responsible for contacting parents. The Executive Director and/or the Board of Directors will be responsible for notifying the media if deemed necessary. The Supervisor at the St. Philip site will contact parents and keep them informed throughout the emergency.

Contacting Appropriate Emergency Response Agencies	First on site staff will notify the appropriate first responders by dialing 911-Supervisors will contact the appropriate authorities including the Executive Director for any emergency that occurs on site.
Addressing Recovery from an Emergency	The Executive Director in cooperation with the Board of Directors will work with the staff and families as necessary to move forward as a team after the emergency concludes. This may include special services from local agencies providing trauma relief, etc. The recovery will be ongoing and available for as long as staff and families require support.
Debriefing Staff, Children and Parents After an Emergency	Staff, parents and children will be kept abreast of all current information regarding the emergency and the recovery by email and the Generations Day Care website. All staff and parents will have access to a contact phone# and /or email to address their concerns and comments about the proceedings. Staff and children will have planned group meetings to discuss the emergency, what happened and what happens next? Staff and parents will meet with the Executive Director and the Board on an ongoing basis to ensure that everyone feels secure and safe moving forward.
Resuming Normal Operations of the Child Care Centre	Generations Day Care will resume normal operations when deemed acceptable by emergency personal, school board staff or the Board of Directors of Generations Day Care depending on the severity of the emergency and the length of the recovery time. Supports will be in place during the re-opening process for staff, parents and children.
Supporting Children and Staff Who May Have Experienced Distress During an Emergency	Staff will be provided the support they need as well as the training/skill set to provide the assurances that the children require to assume normal activities. The Board of Directors will ensure that all staff and families have the utmost confidence that we have returned to our high standards of care and education.

Additional Procedures for Emergency Management

Regulatory Requirements: Ontario Regulation 137/15

Emergency management

68.1 (1) In this section,

“emergency” at a child care centre means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the child care centre. O. Reg. 126/16, s. 42.

(2) Subject to subsection (3), every licensee shall ensure that each child care centre it operates has written policies and procedures regarding the management of emergencies that,

- (a) set out the roles and responsibilities of staff in case of an emergency;
- (b) require that additional support, including consideration of special medical needs, be provided in respect of any child or adult who needs it in case of an emergency;
- (c) identify the location of a safe and appropriate off-site meeting place, in case of evacuation;
- (d) set out the procedures that will be followed to ensure children’s safety and maintain appropriate levels of supervision;
- (e) set out requirements regarding communications with parents;
- (f) set out requirements regarding contacting appropriate local emergency response agencies; and
- (g) address recovery from an emergency, including,
 - (i) requiring that staff, children and parents be debriefed after the emergency,
 - (ii) setting out how to resume normal operations of the child care centre, and
 - (iii) setting out how to support children and staff who may have experienced distress during the emergency. O. Reg. 126/16, s. 42.

(3) Despite subsection (2), a licensee is not required to have emergency management policies and procedures described in that subsection if,

- (a) the child care centre is located in a school, the licensee uses or adopts the school’s emergency management policies and procedures and those policies and procedures address the same matters as described in subsection (2); or
- (b) the licensee is otherwise required to have a plan that addresses the same matters as described in subsection (2). O. Reg. 126/16, s. 42.

Intent

The intent of this provision is to require licensees to have policies and procedures that protect the health and safety of children and staff in the event of an emergency.

The provision requires that staff roles and responsibilities be clearly outlined in the event of an emergency.

Disclaimer: This document is a template that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

Generations Day Care Inc.

Arrival and Departure

When your child arrives at the centre, please ensure that a staff member receives your child. At off sites this means that you will need to accompany your child into the school to ensure a staff receives them. When departing please make sure that staff are aware your child is being picked up. Unless otherwise arranged children will not be released to any person other than those you have previously specified at registration.

Because the children are involved in many special activities and field trips, we ask that you notify us if your child will be absent or arriving later than usual.

For these same reasons staff needs to be notified in advance if your child will be removed from the program early for appointments or other reasons. At registration we request that you include your arrival and departure times.

We use these times to staff our classrooms. If your child will be arriving either earlier or later than specified, you will need to confirm with staff that this is available. We do have a late fee for those children who are picked up after 5:30pm which will be added to your bill.

We encourage you to maintain an open and continuous communication with the teaching staff of your child. Please allow sufficient time for this occur at arrival and departure times.

WHAT TO BRING

- Change of clothing
- Outdoor clothing appropriate to the season- we are outside everyday ☺ Diapering accessories for infants and toddlers- wipes and creams if desired
- Special blanket or cuddly toy for sleep time

☺ Please leave toys and electronics at home- we are not responsible for lost items

Generations Day Care Inc.

Activities off Premises Policy

We value the learning and knowledge that comes from experience. In accordance with this philosophy, we offer off premise experiences for all ages and stages of the children in our care.

From our Infants to our School age children, we provide off site voyages that will offer children another perspective to their learning journey.

While on excursion or participating in the activity all children will be carefully supervised by the staff of Generations Day Care whether they are travelling by buggy, feet, or bus.

We will inform you in a timely manner the details of the trip including date, time frames, cost, and transportation.

We will ask all parents to sign an offsite excursion permission form at the time of registration to ensure consent.

Any questions or comments about the planned experiences will be welcome.

Process for Parent Concerns

Parents/Guardians have the right to express their concerns to Staff.

We value open communication and welcome the opportunity to discuss issues with you. Please feel free to address concerns with your child's teachers as they arise. Staff will do their best to work with you to come up with a suitable solution. If the concern is not resolved, please approach your site supervisor who will respond to your concern within 72 hours either by phone or email. If your concern has not been addressed to your satisfaction please contact our Executive Directors at 519-882-3012 ex. 220 or 519-882-1614 ex 21 who will work with you and if necessary, our Board of Directors to come to a resolution. Our ED will respond to your concerns by phone or email within 5 business days.

Zero Tolerance Policy

Generations Day Care Inc.

Generations Day Care Inc. believes every staff member has the right to work in a safe workplace environment.

Staff have the right to be treated with respect. Our environment includes young children who deserve to play and learn in a safe and loving environment.

For these reasons we will not tolerate swearing, threatening language, angry outbursts, or aggressive behaviours of any kind, in person or by phone.

Parents and families that do not follow our Zero tolerance policy may be asked to leave the centre. If you are asked to leave and choose not to, police services may be contacted. If the behaviour is deemed unacceptable and/or continues your child's space in our program may be suspended or terminated.

Generations Day Care Inc.

Fee Reduction

There is a 5% fee reduction for siblings enrolled in the centre. The discount applies to the oldest child in the family. For example, if you have a preschooler and a school age the school age will receive the discounted rate.

Waiting List Policy

Generations Day Care directs all parents requiring child care to the Lambton County ONE list to register their children for care at one of our 7 locations.

If parents, follow this procedure they are placed on our wait list in chronological order according to their registration date on the ONE list.

A confirmation email is sent to parents to confirm that their request has been received and noted.

As spaces become available parents are contacted by phone or email to inquire if they still require the space they requested. If they do- an intake interview and registration meeting is arranged, and they are removed from the list. If they no longer require care, they are removed from the wait list.

Current families and staff of *Generations* adhere to the following policy. Parents that are returning from a maternity leave will be given priority on the wait list. Staff of *Generations Day Care* are also given priority on the wait list. Their return to care dates are noted and they are placed on the top of the wait list for that time period.

Parents can access their place on the wait list and estimated waiting time by contacting a supervisor at 519-882-3012 or 519-882-1614 or by email at generationsdaycare@cogeco.net.

There is no financial charge of any kind to access *Generations Day Care* wait lists.

Generations Day Care Inc.

Future Registrations Waiting List Criteria

If you are expecting a new family member, please let us know as soon as possible. Your name will be placed on our waiting list and receive priority when space becomes available.

We strive to maintain a current and accurate waiting list at all our programs with the help of ONE LIST through the County of Lambton. Families that currently use our programs are always prioritized above other community members on the waiting list. Position on the waiting list is established according to the date the family was placed on the list.

Important to remember that it is a waiting list and there is no guarantee that a space will be available at the time it is requested even for our current families.

Questions?

Open communication is our goal here at Generations. Feel free to ask questions and express concerns to your staff and they will do the same of you.

Thanks, and we look forward to many years of providing care for your family!

Generations Day Care Inc.

APPENDIX A

Fee Structure and Payment Policy

Daily Rates

Fee structure as follows:

Rates Effective September 7, 2021

		INFANT	TODDLER	PRE- SCHOOL	SCHOOL AGE
Full Days	Regular	\$ 45.00	\$ 42.00	\$ 40.00	\$ 35.00
	Discounted	\$ 42.75	\$ 39.90	\$ 38.00	\$ 33.25
Half Days	Regular	N/A	\$ 29.00	\$ 28.00	\$ 25.00
	Discounted	N/A	N/A	N/A	N/A
Before School	Regular	-	-	-	\$ 10.00
	Discounted	-	-	-	\$ 9.50
After School	Regular	-	-	-	\$ 10.00
	Discounted	-	-	-	\$ 9.50
Before & After School	Regular	-	-	-	\$ 20.00
	Discounted	-	-	-	\$ 19.00
PELP	Before 9 a.m.	-	-	\$ 7.50	-
	Lunch	-	-	\$ 7.50	-
	After 3 p.m.	-	-	\$ 7.50	-

FULL DAY consists of 5-9 hours of care

HALF DAY consists of less than 4 1/2 hours

All fees are to be paid in advance of care received- on-line payments or cheques to Generations Day Care are accepted. NO CASH ACCEPTED AT ANY SITE

Rates and Payments: Subsidized care available directly through the County of Lambton-contact Social Planning and Children's Services Department

Returned Payments: All returned payments are subject to a \$25 service charge

Receipts: Annual receipts will be available for child care services and will reflect all payments made by December 31st of the previous year.

Generations Day Care Inc.

APPENDIX B

PELP Information



The Preschool Early Learning Program (PELP)

What is the Preschool Early Learning Program (PELP)?

Through play, PELP helps prepare young children for life by developing five age-appropriate school readiness skills: physical, emotional, social, language and cognitive development. PELP is 2.5 hours and families can access up to 16 sessions per month at no cost.

Who is eligible?

PELP is open to Lambton County children between 31 months to four years of age who are not eligible for junior or senior kindergarten.

How long is PELP

The PELP is available ten months of the year from September to June. Children can begin participating at 31 months and continue until they are eligible for junior kindergarten.

How much does PELP cost?

The Preschool Early Learning Program is free space permitting. Residents living in Lambton County who have children 31 months to 4 years can participate in this program. The program is also available in French. Parents who want additional time at the child care centre can pay based on the child care operator's rate.

