

# GENERATIONS DAY CARE INC.

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## Parent Handbook

[www.generationsdaycare.ca](http://www.generationsdaycare.ca)

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# Generations Day Care Inc.

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## 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. Educators will plan for and create positive learning environments and experiences in which each child's learning and development will be supported and is inclusive of all children, including children with individualized plans. The environment is planned carefully to spark joy and wonder in the children. The educators will set up the environment with materials and toys in the classroom to encourage children to work together, talk with each other, and be creative. Generations Day Care provides care and learning opportunities for all children. The environment is inclusive and designed to foster children's well-being and development, for every child to have meaningful participation. The educators will work with the parents, health care providers, and other professionals to develop an individualized support plan for any child who needs support in their participation and reach their full potential. Generations will assist families to connect with local community partners for additional support and services through the No Wrong Door initiative. As a component of gaining a more comprehensive understanding of each child's development, Generations completes regular screening and monitoring of each child enrolled in our programs until they enter school. The County of Lambton adopted the Ages and Stages Questionnaire, Third Edition (ASQ 3) as the screening tool to be used by licensed child care programs. Parents and caregivers will be notified when the ASQ-3's are being administered, and the educators will be available to discuss the results.

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.

### 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
Plympton-Wyoming Site	(226)932-6523	606 Thames St, Wyoming
Holy Rosary Site	(519)845-0890	715 London line, Wyoming
Lambton Centennial Site	(226)932-2577	3823 Oil Heritage Road, Petrolia
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

Please note Generations Day Care Main Site will be temporarily closed from approximately May 2026-September 2026 due to renovations. Current children will be relocated to:

QE site – Toddlers

St Philips site- Preschool 1

Lambton Centennial site- Preschool 2

Main site will not be registering any new families at this time.

All Generations Day Care sites will be closed for the 1<sup>st</sup> 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. Generations Day Care has the right to add closure days due to emergencies, staffing, enrolment, and any other unforeseen circumstances.

There is no charge when the centre is closed.

In the Event of an Emergency at Generations Day Care Inc., we strive to create the safest environments possible for your child. Generations Day Care Inc. has Emergency Management Policies and Procedures located in the Parent handbook. This may include evacuating from the centre or school to a pre-designated shelter. Every effort will be made to contact you by phone as soon as possible using the phone numbers you have provided us. It is important that the numbers

where we can reach you are current. Generations conduct monthly fire drills with all children and staff. Each Generations site has a designated evacuation site. Please see ask a staff at your child's site for more information.

### Programs Available

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

Site	Infant 3 months-18 months (Ratio 1:3)	Toddler 18 months- 30months (Ratio 1:5)	Preschool 2.5 years-4 years (Ratio 1:8)	School age Jk/Sk-Gr 6 Before/After, PD Day, Summer care
Main Site	Full day only max. group 10	Full or Half Day Max group 15	Full or half day Max group 16	
St Philips Site	Full day only max 6	Full or half day Max group 10	Full or half day Max group 16	Max group 20
Plymptom-Wyoming Site			9:30-3:00 Max group 16	Max group 30
Holy Rosary Site			9:30-3:00 Max group 16	Max group 20
Centennial Site			9:30-3:00 Max group 16	Max group 20
QE Site				Max group 26
Hill Crest Site				Max group 30

(Ratio example 1 Teacher to 3 children)

All full day programs provide a nutritious lunch

### 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.

### 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.

## 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: Medications prescribed by a health care provider must have written instructions and a parent/guardian signature to be administered. Over the counter medication such as acetaminophen, ibuprofen, or Benadryl will only be given if accompanied by an emergency medical plan. 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 1 loose stool, and is accompanied by any other symptom
- b) 2 or more loose stools with no other symptoms
- c) Your child is vomiting.
- d) Your child has a temperature of 37.8C or higher.
- e) Your child has an unexplained rash.
- f) Red irritated eye with any discharge
- g) 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. Your 24 hours will begin at the start of the next calendar day. 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 due 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. More than 3 loose bowel movements (if no additional symptoms, may return next day as long as loose bowel movements have not continued into the next day)
2. If loose bowel movements continue into the next day child will need to be excluded
3. If more than 1 child has similar symptoms, or we are in outbreak. Child will need to be excluded for 48 hours
4. If child has any additional symptoms, (e.g., Fever, vomiting) they will be required to be symptom free for 48 hrs.
5. 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.

### 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.**

## **Generations Day Care Inc. Anaphylactic Policy and Procedures**

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.

## **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 CEO 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> <ol style="list-style-type: none"> <li>I. implement the child's individualized plan and emergency procedures;</li> <li>II. contact emergency services and a parent/guardian of the child, or have another person do so where possible; and</li> <li>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).</li> </ol> <p>2. Once the child's condition has stabilized or the child has been taken to hospital, staff must:</p> <ol style="list-style-type: none"> <li>i. follow the child care centre's serious occurrence policies and procedures;</li> <li>ii. document the incident in the daily written record; and</li> <li>iii. document the child's symptoms of ill health in the child's records.</li> </ol>
<p>B) A child is authorized to carry his/her own emergency allergy medication.</p>	<p>1. Staff must:</p> <ol style="list-style-type: none"> <li>i. ensure that written parental authorization is obtained to allow the child to carry their own emergency allergy medication;</li> <li>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);</li> <li>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</li> <li>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.</li> </ol>

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**

(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.

## 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

### **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:** The Ministry of Education outlines in the Ontario Child Care and Early Years Act, 2014 (CCEYA), a list of Prohibited Practices for all licensed child care operators. Generations Day Care Inc. does not permit the following by any employee, student, or volunteer at any of our child care or early years sites

- A. **Corporal punishment** of the child.
- B. **Physical restraint** of children, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- C. **Locking the exits** of the child care centre or home child care 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;
- D. **Use of harsh or degrading measures** or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
- E. **Depriving the child of basic needs** including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- F. **Inflicting any bodily harm** on children including making children eat or drink against their will.
- G. **Sexual Abuse, sexual misconduct, and prescribed sexual acts** as defined under the *Early Childhood Educators Act, 2007*

### **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**

All child care providers, licensed by the Ministry of Education are responsible for delivering services that promote the health and safety of clients. As such Generations Day Care Inc. is accountable to the Ministry to demonstrate that their services are consistent with relevant legislation and regulations

### **Identifying a Serious Occurrence**

Under the *Child Care and Early Years Act, 2014*, serious occurrences are defined as:

1. the death of a child who received child care at a child care centre,
2. abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre,
3. a life-threatening injury to or a life-threatening illness of a child who receives child care at a child care centre,
4. an incident where a child who is receiving child care at a child care centre goes missing or is temporarily unsupervised, or
5. an unplanned disruption of the normal operations of a child care centre that poses a risk to the health, safety or well-being of children receiving child care at the child care centre.

As of November 1<sup>st</sup>, 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 30 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.
- 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 ½ 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

<b>Roles and Responsibilities of Staff During an Emergency</b>	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
<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)	The 2 <sup>nd</sup> 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.
<b>Ensuring Children's Safety and Maintaining Appropriate Levels of Supervision During an Emergency</b>	Keeping a calm demeanor will be necessary by all adults for the evacuation process. Staff will maintain ratios during the evacuation process.
<b>Communication with Parents</b>	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.
<b>Contacting Appropriate Emergency Response Agencies</b>	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.
<b>Addressing Recovery from an Emergency</b>	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.

<b>Debriefing Staff, Children and Parents After an Emergency</b>	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.
<b>Resuming Normal Operations of the Child Care Centre</b>	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.
<b>Supporting Children and Staff Who May Have Experienced Distress During an Emergency</b>	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.

## ADMISSION AND DISCHARGE POLICY

### Admission

When you have been contacted by a Manager or Supervisor that a space is available the site supervisor will set up a time for you to visit, tour and go over all registration forms required. This is a great time for you and your child to meet with teachers and discuss what is needed in the classroom.

Before commencing the first day all documents must be completed and received by the Supervisor.

- Full registration package complete
- All permissions signed and all questions answered
- Copy of immunization record
- Fee agreement contracted signed and payment options agreed upon
- Calendar and payment schedule
- If utilizing Subsidy, we will require confirmation of coverage
- Confirmation that the Parent Handbook is read, and any questions answered

Spaces are allocated based on our Waitlist Policy. Once enrolled a schedule of attendance is required by submitting monthly calendars, sent out by the middle of the month prior. Rotating schedules are only possible if there is no financial impact on Generations Day Care as per our fee agreement. Supervisor's approval will be required for scheduling changes.

### Withdrawal and Discharge

Two weeks' written notice is required for any withdrawal from a program for longer than 3 consecutive weeks. If no notice is given you are responsible for the fees for this period. We cannot guarantee a space if you withdraw your child. If you require care in the future, you will be required to register on the ONE list.

**School age program:** Generations Day Care understands the importance of family time and financial stress. We will allow families to withdraw from the summer program without penalty and will not be required to apply to the waitlist upon their return. A summer withdrawal form will be required asking for a date of return.

The centre's staff will make every effort to meet the individual needs of each child enrolled in the program. There may be situations, however, where we may not be able to meet these needs. The parent(s) will be kept informed of all efforts and areas of concern through formal and informal discussions with teachers and the Director. All meetings with parents will be well documented. Management reserves the right to withdraw services for any of, but not limited to the following reasons. – Lack of payment of fees, Conduct that is injurious to the physical emotional or intellectual well being of others in the centre, Lack of compliance with the parental/guardian responsibilities outlined in the policies of the centre, Behavior that creates a potential safety hazard to children and staff, Verbal abuse, harassment, or threatening of children/staff, Inability of the centre's program and staff to meet the child's individual needs and Individual needs of a specific child that interferes with those of other children or puts other at risk. In the event Management withdraws a child from the centre due to the above circumstances, children's services will be notified if applicable.

## **Zero Tolerance Policy**

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.

**This includes any negative talk, verbal abuse, disrespectful comments or language, threatening language, angry outbursts, or negative comments of any kind to or about any of the teachers, and staff. Including and not limited to comments directed toward any staff about lack of Education and knowledge, racial comments, discriminatory comments toward any sex, or any comment that could be considered demeaning in any way, in person, by phone, email, social media or seesaw**

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.

## **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
- Special blanket or cuddly toy for sleep time
- **Please leave toys and electronics at home- we are not responsible for lost item**

# **Child Care Centre**

## **Safe Arrival and Dismissal Policy and Procedures**

Name of Child Care Centre: Generations Day Care Inc.

Date Policy and Procedures Established: December 7, 2023

Date Policy and Procedures Updated: December 7, 2023

### **Purpose**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

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

### **Policy**

#### **General**

- Generations Day Care Inc. 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 provided written authorization the child care centre may release the child to.
- Generations Day Care Inc. centre] will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

### **Additional Policy Statements**

Children may only be released to an adult, or if written instruction from the parent a sibling 13 years or older
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## **Procedures**

### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on emergency contact form] or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., seesaw, note or email).
  - document the change in pick-up procedure in the daily written record.
  - sign the child in on the classroom attendance record.

### **Where a child has not arrived in care as expected**

1. 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 must:
  - inform the supervisor or delegated and they must commence contacting the child's parent/guardian no later than 10:00am Staff shall send message through seesaw, text message. If no response after 15 minutes staff will contact by phone each parent until they make contact with an Adult
  - After 30 minutes if staff are not able to reach any of the above to confirm the child's absence from care staff shall move to emergency contacts, if no contact made with emergency contact, staff shall contact Supervisor/delegate. Supervisor/delegate will contact the police..
2. 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**

1. 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 individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - 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 as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 30 minutes, the program staff shall contact the parent/guardian through seesaw, text or phone call and advise that the child is still in care and has not been picked up.

- Where the staff is unable to reach the parent/guardian, staff must call again and leave message. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall continue to contact parent until program closes then refer to "Failure to pick-up Policy"

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

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30 pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up. Follow the Failure to pick up Policy.
2. Failure to Pick up Child Policy: If child is not picked up by 5:35 pm staff will make every attempt to contact parent/guardian by phone call. If parent is not available contact emergency contact or alternates. REMEMBER: only persons previously designated by parents may pickup. Notify Supervisor/delegate.
3. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:15 pm, the staff shall proceed with contacting the local OPP and notify them that a parent has not arrived and we need the parents located., and contact the local Children's Aid Society (CAS) tel:5193360623 Staff shall follow the CAS's direction with respect to next steps.

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

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

### **Glossary**

*Individual authorized to pick-up/authorized individual:* a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

*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 and home child agency.

*Parent/guardian:* 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.

### **Regulatory Requirements: Ontario Regulation 137/15**

#### **Safe arrival and dismissal policy**

**50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,**

- (a) provides that a child may only be released from the child care centre or home child care premises,
  - (i) to individuals indicated by a child's parent, or
  - (ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and
- (b) sets out the steps that must be taken if,
  - (i) a child does not arrive as expected at the centre or home child care premises, or
  - (ii) a child is not picked up as expected from the centre or home child care premises.

## **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.

# Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Generations Day Care Inc.

Date Policy and Procedures Established: December 2023

Date Policy and Procedures Updated: April 15, 2026

## Policy

### General

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

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

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

An initial response to an issue or concern will be provided to parents/guardians within two (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.

If at any time a parent, caregiver, staff, or community partner feels uncomfortable, threatened, abused, or belittled, they shall immediately end the conversation and report the situation to the Supervisor or Operations Manager/CEO.

Generations Day Care maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. Generations Day Care Inc. reserves the right to terminate child care, at its sole discretion, for any of the following:

- Inappropriate behaviour that is not conducive to an early years environment
- Harassing, threatening, and/or bullying behaviours that compromise the educators, support staff, students, or volunteers.

Terminating child care or early years services is at the discretion of the Generations Day Care CEO or Operations Manager.

When parents/guardian are not satisfied with the response or outcome of an issue or concern, they may relay the issue or concern verbally or in writing to the Operations Manager or CEO.

## **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).

## **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*.

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p><b>Program Room-Related</b></p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the site 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 2-5 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <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> </ul>
<p><b>General, Centre- or Operations-Related</b></p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the supervisor or Operations Manager/CEO</li> </ul>	<ul style="list-style-type: none"> <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 supervisor or Operations Manager/CEO</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 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>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</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 supervisor and/or Operations Manager or CEO.</li> </ul> <p>-</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to Operations Manager or CEO.

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

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

### **Contacts:**

Generations Day Care Inc. Parent Handbook list all site contact information.

Operations Manager [bobbi.generations@cogeco.net](mailto:bobbi.generations@cogeco.net)

CEO [generationsdaycare@cogeco.net](mailto:generationsdaycare@cogeco.net)

Controller [generations.joel@cogeco.net](mailto:generations.joel@cogeco.net)

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)

### **Regulatory Requirements: Ontario Regulation 137/15**

#### **Parent issues and concerns**

1. **45.1** Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,
  - (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
  - (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
  - (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

#### **iv.**

#### **Parent handbook**

**45.** (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

#### **Intent**

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

## 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.

Once register you will receive an automated email for you to reach out for a more detailed Generations Day Care Inc. wait list application. Once the Generations application is returned your request has been received and noted.

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

As spaces become available parents are contacted by 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. 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. 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](mailto:generationsdaycare@cogeco.net).

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

## APPENDIX A

### Fee Structure and Payment Policy

Generations Day Care Inc. has opted into the Canada Wide Early Learning and Child Care System, as a result of this program qualifying children will receive a 25% reduction from original base fees as of April 1, 2022, and 53% reduction as of January 1, 2023. As of January 1, 2025, current rates will remain the same as December 31, 2024.

Fee structure as follows:

#### **Base Fee Rates Effective January 1, 2025**

	Infant	Toddler	Preschool	School age under 6	School age over 6
Full days	\$21.30	\$19.90	\$18.90	\$16.50	\$35.00
Half days		\$13.70	\$13.20	\$12.00	\$25.00
Before School				\$10.00	\$10.00
After school				\$10.00	\$10.00
Before & After School				\$12.00	\$20.00

**Base fee rates** include programming, meals, and snacks

**Non-Base fees** that would not be included in the rate, would include, field trips. Returned payment charge, and late fees

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 if paying monthly payment required by 1<sup>st</sup> of the month, if pay bi-weekly payments required by 1<sup>st</sup> and 15<sup>th</sup>, (e.g May fees monthly payment due May 1<sup>st</sup>. May fees bi-weekly due by May 1<sup>st</sup> and 15<sup>th</sup> )- Generations Day Care accepts on-line payments, cheques, and e-transfers. Subsidized care available directly through the County of Lambton-contact Social Planning and Children's Services Department

**NO CASH ACCEPTED AT ANY SITE**

**Returned Payments:** All returned payments are subject to a \$25 service charge (NSF) Non base fees.

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

**Late fees:** There will be a late fee of \$1.00/minute for any late pick up after 5:30 pm. Time and fee will be determined by the centre staff and clock. Non base fees

**Absent credit:** One day credit per month will be allotted for each child due to illness or cancellation. Days cannot be accumulated or carried over

**In the case of overpayments, we will add any credits to the family account, in lieu of refunds.**