

# Parent Guide



Licensed Child Care Centres



In this document the *West Nipissing Child Care Corporation* is the agency. The Centre-Based Child Care Service is under the aegis of the Corporation.





## Table of Contents

<b>A.</b>	<b><i>Introduction</i></b> .....	<b>5</b>
<b>B.</b>	<b><i>Program Philosophy</i></b> .....	<b>5</b>
<b>C.</b>	<b><i>Mission, Vision and Values</i></b> .....	<b>5</b>
	<b>C.1 Our Mission</b> .....	<b>5</b>
	<b>C.2 Our Vision of the Child</b> .....	<b>5</b>
	<b>C.3 Our Vision of the Family</b> .....	<b>6</b>
	<b>C.4 Our Vision of the Educator</b> .....	<b>6</b>
	<b>C.5 Our Values</b> .....	<b>6</b>
<b>D.</b>	<b><i>Legislation</i></b> .....	<b>6</b>
<b>E.</b>	<b><i>Child Care Services</i></b> .....	<b>7</b>
<b>F.</b>	<b><i>Early Childhood Curriculum</i></b> .....	<b>9</b>
	<b>F.1 Ontario's Early Years Curriculum</b> .....	<b>9</b>
	<b>F.2 Goals Regarding Children and Families:</b> .....	<b>9</b>
<b>G.</b>	<b><i>Program Description</i></b> .....	<b>10</b>
<b>H.</b>	<b><i>Program Description by Age Group</i></b> .....	<b>10</b>
	<b>H.1 Infants</b> .....	<b>10</b>
	<b>H.2 Toddlers</b> .....	<b>11</b>
	<b>H.3 Preschoolers</b> .....	<b>12</b>
	<b>H.4 School-Age Children</b> .....	<b>13</b>
<b>I.</b>	<b><i>Admission Criteria</i></b> .....	<b>14</b>
	<b>I.1 Registration Process</b> .....	<b>14</b>
	<b>I.2 Ontario Government Assistance Program</b> .....	<b>15</b>
	<b>I.3 Notice to Families Receiving Financial Support</b> .....	<b>15</b>
<b>J.</b>	<b><i>Adaptability of the Child</i></b> .....	<b>15</b>
<b>K.</b>	<b><i>Communication Process for Reporting an Issue or Concern</i></b> .....	<b>16</b>
<b>L.</b>	<b><i>Staff Qualifications</i></b> .....	<b>17</b>
<b>M.</b>	<b><i>Payment Policy</i></b> .....	<b>17</b>
	<b>M.1 Method of Payment Accepted:</b> .....	<b>17</b>
	<b>M.2 Terms Relating to a Payment Deficiency:</b> .....	<b>17</b>
	<b>M.3 Fees Schedule for Child Care</b> .....	<b>18</b>
	<b>M.4 Applicable Guidelines:</b> .....	<b>19</b>



<b>N.</b>	<b><i>Parental Contract</i></b> .....	<b>19</b>
	<b>N.1 Rules to Follow to Avoid Invoicing:</b> .....	<b>19</b>
	<b>N.2 Holidays</b> .....	<b>20</b>
	<b>N.3 Leave Due to Bereavement</b> .....	<b>20</b>
<b>O.</b>	<b><i>Statutory Holidays</i></b> .....	<b>20</b>
<b>P.</b>	<b><i>Arrival and Departure Policy</i></b> .....	<b>21</b>
	<b>P.1 Guidelines and Terms</b> .....	<b>21</b>
<b>Q.</b>	<b><i>Behavioral Intervention</i></b> .....	<b>22</b>
	<b>Q.1 Intervention Techniques</b> .....	<b>22</b>
	<b>Q.2 Process for Responding to Inappropriate Behavior</b> .....	<b>22</b>
<b>R.</b>	<b><i>Nutrition, Allergies and Anaphylaxis</i></b> .....	<b>22</b>
	<b>R.1 Nutrition</b> .....	<b>22</b>
	<b>R.2 Allergies and Anaphylaxis</b> .....	<b>23</b>
<b>S.</b>	<b><i>Sleep/Rest Time</i></b> .....	<b>23</b>
<b>T.</b>	<b><i>Clothing</i></b> .....	<b>23</b>
<b>U.</b>	<b><i>In Case of Illness</i></b> .....	<b>24</b>
	<b>U.1 Rules for Sick Children</b> .....	<b>24</b>
<b>V.</b>	<b><i>Immunization</i></b> .....	<b>25</b>
	<b>V.1 – For Children Under Five (5) Years of Age Attending Licensed Child Care:</b> .....	<b>25</b>
	<b>V.2 – For Children Aged 5 and Over</b> .....	<b>25</b>
<b>W.</b>	<b><i>Nursing Mothers</i></b> .....	<b>26</b>
<b>X.</b>	<b><i>Administration of Medication</i></b> .....	<b>26</b>
<b>Y.</b>	<b><i>Special Events</i></b> .....	<b>26</b>
<b>Z.</b>	<b><i>Assessment and Accountability</i></b> .....	<b>27</b>
	<b>Z.1 Child Performance</b> .....	<b>27</b>
	<b>Z.2 Employee and Parent Survey</b> .....	<b>27</b>
<b>AA.</b>	<b><i>Administrative Policies and Guidelines</i></b> .....	<b>28</b>
	<b>AA.1 Parental Involvement</b> .....	<b>28</b>
	<b>AA.2 Bullying and Intimidation</b> .....	<b>28</b>
	<b>AA.3 Orientation and Supervision of Volunteers and Students</b> .....	<b>29</b>
	<b>AA.4 Inclusion Philosophy</b> .....	<b>30</b>
	<b>AA.5 Emergency Procedures and Management Policy (Synopsis)</b> .....	<b>32</b>
	<b>AA.6 Serious Occurrence Policy and Procedures (Synopsis)</b> .....	<b>34</b>



## **A. Introduction**

The *West Nipissing Child Care Corporation*, hereinafter referred to as "The Corporation" was incorporated in 1990 as a non-profit organization with a charitable designation. As an accredited organization, the Corporation holds an operating license recognized by the Ministry of Education which it applies in the operation of its services and recognized by the [Child Care and Early Years Act, 2014](#).

## **B. Program Philosophy**

The social and emotional development of children is at the heart of our philosophy. In this respect, the child initiates certain activities and learns through play. The needs and abilities of each child are respected. The school-age child is encouraged to plan his or her time. The educator directs the child to available materials such as individual and group games. To ensure follow-up, a general schedule is established.

Our program is based on the unconditional acceptance of the child. The pedagogical approach used in our daycare services is based on the four foundations of learning: belonging, well-being, engagement and expression, according to the [Ministry of Education's document "How Does Learning Happen?".](#)

The child learns to develop a healthy and positive relationship with the adult which is an essential quality for emotional and social development.

## **C. Mission, Vision and Values**

### **C.1 Our Mission**

Our mission is to bring together child care resources under one Corporation and to provide a range of programs and services that best meet the needs of families in the West Nipissing and the Sudbury East areas.

### **C.2 Our Vision of the Child**

The child is competent, capable of complex thinking, naturally curious and full of potential. The child is at the centre of the family, staff, and environment. Every child should feel that she or he belongs, that she or he makes a valuable contribution to those around and that she or he deserves the opportunity to succeed.



### **C.3 Our Vision of the Family**

The family is the primary influence on their child's learning, development, health, and well-being. They want the best for their child. The family provides a diversity of social, cultural, and linguistic perspectives.

### **C.4 Our Vision of the Educator**

The early childhood educator is a caring, thoughtful, and resourceful professional. They collaborate with others to create engaging environments and experiences that support children's learning and development. Reference: "[How Does Learning Happen? - Ontario's Early Childhood Education Program](#)"

### **C.5 Our Values**

#### **Quality in our services:**

- Provide quality programs that are rich in experience and learning.
- Prioritize the well-being and safety of the children in our care.
- Ensure continuous improvement of the programs we offer.

#### **Francophone Pride:**

- Use French as the language of communication in our designated French-speaking child care centres.
- Promote French-language culture by offering cultural activities in French and acting as cultural promoters.

#### **Partnerships:**

- Valuing the contribution of our various community partners, our parents and their families as indicated in the African proverb "It takes a whole village to raise a child".
- For more information, please review the Corporation's *Program and Pedagogy Policy*.

## **D. Legislation**

The Corporation is governed by standards and policies related to the *Child Care and Early Years Act of 2014 (CCEA)* and its [regulations](#).

To maintain an approved and licensed status, certain criteria shall be maintained and reassessed on an annual basis through the Ministry of Education staff and according to the applicable principles outlined in the Relationship Learning resource document for those who work with young children and their families entitled: *How Does Learning Happen? - Ontario's Early Childhood Education Program, 2014*.



The Corporation is licensed by the Ministry to provide licensed child care. Family child care providers are subject to the standards and regulations of the *Child Care and Early Years Act, 2014* and are contracted by the Corporation. For more information, please click on the following link: [Types of Child Care Services](#).

### E. Child Care Services

Child care services operate **Monday to Friday from 7:00 a.m. to 6:00 p.m.**

**Please note:** To better meet the needs of the parent, a change to the usual hours of operation may be granted depending on the demand and availability of qualified personnel.

Name and Licence #	Age Group	Address	Telephone Number	Maximum Capacity	Alternative Site in Case of Emergency
<b>Centre Based Day Care</b>					
Centralized Day Care Centre # 0000109	Birth to 12 years of age	131 Michaud St, Sturgeon Falls, ON P2B 1B9	705-753-4144 ext 213	One hundred and nine (109) children	École catholique Saint Joseph
<b>Integrated Child Care in a School Setting</b>					
La tanière des tout-petits # 00003157 École publique Jeunesse Active	Birth to 12 years of age	130 Lisgar St, Sturgeon Falls, ON P2B 3H4	705-753-1123	One hundred and forty-four (144) children	HANDS – The Family Help Network
White Woods # 00006061	4-12 years of age	177 Ethel St, Sturgeon Falls, ON P2B 2Z8	705-753-4144 ext 213 705-904-0040	Thirty (30) children	Northern Secondary School



La ruche des petites abeilles #00004269 École Ste-Marguerite d'Youville	18 months to 12 years of age	73 Principale St, Verner, ON POH 2M0	705-594-1090	Forty-nine (49) children	Verner Arena
Le service de garde des louveteaux # 00005474  École catholique Saint Joseph	18 months to 12 years of age	93 Michaud St, Sturgeon Falls, ON, P2B 1B9	705-753-5289	Ninety-five (95) children	West Nipissing Community Health Centre
La niche des lionceaux # 00001738  École catholique Résurrection	Birth to 12 years of age	136 Third St, Sturgeon Falls, ON P2B 3C6	705-753-5757	One hundred and nine (109) children	Golden Age Club
<b>Home Based Child Care</b>					
Child care in homes  # P1A08	Birth to 12 years of age	Available in more than one community in West Nipissing and Sudbury East	705-753-4144 ext 202	Capacity of 25 homes	





### Stepping Stone

- Service for children who show delays in or risk to their development
- Resource Consultants
- Early Identification
- Available in more than one community in West Nipissing

### EarlyON Child and Family Centres

- Playgroups
- Evening and weekend programs
- Information sessions for parents
- Available in more than one community in West Nipissing

## F. Early Childhood Curriculum

### F.1 Ontario's Early Years Curriculum

The curriculum or program for learning in early childhood settings is the sum of experiences, activities and events that occur in an inclusive environment, designed to promote children's well-being, learning and development, and to ensure the meaningful participation of each child.

Educators connect with, observe, and listen to children. Through play and inquiry, young children practice ways of learning and interacting with the world around them that they will use throughout their lives.

Through strategies such as, problem-solving, critical thinking, communication, collaboration, creativity, imagination, initiative, and citizenship, the child will have the opportunity to further develop curiosity, initiative and independence, decision-making skills, interaction and respect for others, physical activity, communication, her or his personal efforts, and cognitive and social skills.

### F.2 Goals Regarding Children and Families:

- Provide quality child care to families in West Nipissing;
- Promote the development of the child through enriching and stimulating activities;
- Contribute to the mental health of the child and family;
- Promote the development of the child through healthy and hygienic nutrition;
- Stimulate the child's curiosity, self-esteem, and respect for friends;
- Allow the child to identify with his individuality and identity.



## G. Program Description

Licensed child care centres have well-qualified and competent staff. This expertise is important in providing a safe and stimulating environment for children to grow and develop their independence while having fun. These programs may include music, motor skills, language and cognitive development, and creative arts and drama.

Child care services provide a safe and secure environment for parents to obtain full-day, half-day, occasional, on-call, and before and after school care.

Children are divided into four (4) age groups:

1. Infants
2. Toddlers
3. Preschoolers
4. School-age children

The age of the child is the criterion that determines his or her membership in a group. Excursions, such as visits to different places in the community, play an important role in the programming. The best precautions are taken during an outing. Parents are always notified in advance of the location and coordinates of the field trip.

## H. Program Description by Age Group

### H.1 Infants

#### In the Infant Program:

- We welcome children from **birth to less than eighteen (18)** months.
- We respect the individual needs of the little ones and their individual routines, such as rest and meal times.
- We encourage a child/caregiver ratio of **three (3) children** to one caregiver.
- We offer stimulating and interesting activities considering the developmental level of each child.

#### Every child will need:

- Three (3) complete sets of underwear, pants, sweaters/t-shirts, and socks
- Diapers
- Formula and food if the child is not eating solid foods; e.g., Infant cereal such as Pablum;
- A pacifier, if used at home
- Plastic bottles (clearly marked)
- Shoes or slippers with soles for indoor use
- A summer hat



- Seasonally appropriate clothing (spring, summer, fall, winter)
- A favorite object for security, e.g., a blanket, a stuffed animal, etc.

For hygienic reasons, staff cannot refill an already used bottle. The parent shall send extra bottles.

Since the children play outside, the child shall always be dressed according to the weather (e.g., For winter, the child needs boots, a hat, ski pants, mittens, a scarf, etc.).

The parent who uses cloth diapers is responsible for bringing them back and washing them each day to maintain the sanitary standards of the Centre.

The parent should ensure that **all personal belongings are identified with the child's name**, for example, clothing, boots, toys.

**NOTES:**

- The licensed child care facility is not responsible for lost clothing or items.
- During a pandemic, the health rules set out by the Health Unit take precedence and must be followed.

## **H.2 Toddlers**

### **In the Toddler Program:**

- We welcome children from **eighteen (18) months to less than thirty (30) months**.
- Our programming is diverse, and communication is emphasized.
- Each day, toddlers will participate in a variety of activities such as a creative activity, outdoor games, one (1) hot lunch, a rest period, and two (2) nutritious snacks.
- We encourage a child/educator ratio of **five (5) children** to one educator.

### **Every child will need:**

- Three (3) full sets of diaper changes that include underwear, pants, sweaters/t-shirts and socks
- Diapers
- Formula and food should the child require a particular diet
- A pacifier, if used at home
- Plastic bottles (clearly marked)
- Shoes or slippers with soles for indoor use
- A summer hat
- Seasonally appropriate clothing (spring, summer, fall, winter)
- A favorite object for safety, e.g., a blanket, a stuffed animal, etc.



For hygienic reasons, staff cannot refill an already used bottle. The parent should send in extra bottles.

The parent who uses cloth diapers is responsible for bringing them back and washing them each day to maintain the sanitary standards of the Centre.

The child's cleanliness will be evaluated according to the child's adaptability to the training process. If the child appears traumatized by the experience, the staff will contact the parent to assess the situation.

The potty-training process is a cooperative effort between the parent, child, and staff. To develop the child's self-confidence in potty training, the staff always uses encouragement and positive methods with the child. Without the active participation of the parent in the training, the child will not be able to acquire potty training.

Since the children play outside, the child shall always be dressed according to the weather. (For example: For winter, the child needs boots, a hat, waterproof pants, mittens, a scarf, etc.).

The parent should ensure that **all personal belongings are identified with the child's name**, e.g., clothes, boots, toys.

**NOTE:** The licensed child care service is not responsible for lost clothing or items.

### **H.3 Preschoolers**

#### **In the Preschool Program:**

- We serve children from thirty **(30) months to less than six (6) years** of age.
- We offer stimulating activities that promote the child's development.
- We explore new concepts at the physical, intellectual, social, and musical levels.
- Each day we present a schedule with a variety of activities including creative activities, two (2) nutritious snacks, one (1) hot lunch, free play, outdoor activities, and an afternoon rest period.
- We encourage a child/educator ratio of **eight (8) children** to one (1) educator.

#### **Every child will need:**

- One (1) complete change of clothing including underwear, pants, sweaters/t-shirts and socks
- Shoes or slippers with soles for indoor use
- A summer hat
- A favorite safety item e.g., blanket, stuffed animal, etc.



Since the children play outside, the child should always be dressed according to the weather. (For example: For winter, the child needs boots, a hat, waterproof pants, mittens, a scarf, etc.).

The parent should ensure that **all personal belongings are identified with the child's name**, e.g., clothes, boots, toys.

**NOTE:** The licensed child care facility is not responsible for lost clothing or items.

#### **H.4 School-Age Children**

##### **In the School-Age Program:**

- We welcome children between the ages forty-four (44) months to less than thirteen (13) years old.
- We offer a flexible schedule including creative activities, two (2) nutritious snacks, (one (1) in the morning and one (1) in the afternoon), one (1) hot lunch, free play, outdoor activities, and a minimum of one hour of rest in the afternoon.
- We offer one (1) hot meal and two (2) snacks on professional development days, at Christmas, at winter break and in the summer.
- We encourage a child/educator ratio of fifteen (15) children to one educator.
- For older children, we encourage the child to plan his/her time.
- We provide materials for individual and group projects.
- We plan a group schedule at the beginning of each week to ensure cooperation and stimulation.

##### **Every child will need:**

- One (1) full change of clothes which includes underwear, pants, sweaters/t-shirts, and socks
- Shoes or slippers with soles for indoor use
- A summer hat
- A favorite safety item e.g., blanket, stuffed animal, etc.

Since the children play outside, the child should always be dressed according to the weather. (For example: For winter, the child needs boots, a hat, waterproof pants, mittens, a scarf, etc.).

The parent should ensure that all personal belongings are identified with the child's name, e.g., clothes, boots, toys.

**NOTE:** The licensed child care service is not responsible for lost clothing or items.



Please note that if the child needs to leave the daycare to go to an activity such as field hockey, skating or to go home, the parent shall authorize this in writing.

## **I. Admission Criteria**

### **I.1 Registration Process**

1. To register a child for daycare, the parent shall:
2. Initiate a request on the [District of Nipissing Social Services Administration Board](#) website.
3. Create a family profile according to the instructions specified. The “first-come, first-served” basis is used, without any discrimination towards the child who shows a delay in development. However, priority is given to full-time registrations.
4. The minimum age is from birth and the maximum age is twelve (12) years inclusively.
5. The parent shall submit an up-to-date immunization status report.
6. Personal, medical and registration information forms shall be completed.
7. The Corporation's daycare services are offered in French and English according to the language of communication prioritized by the establishment to maintain the language and culture of the families. The clientele of the Francophone component of the licensed child care service is made up exclusively of children who can speak and understand French.
8. If the staff deems that a child has difficulty communicating in French or following the established program because of a language barrier, the supervisor will contact the parent. A meeting with the parent, the supervisor and the educator will be used to determine if the child is benefiting fully from the service or if it would be advantageous to integrate this child into a different environment.
9. The decision to refuse or remove a child because of a language barrier is made to meet the needs of the child. For example, if the latter does not understand French or cannot express himself in French, it is to his detriment to be integrated into an environment in which he or she cannot function. Thus, the daycare service reserves the right to refuse or withdraw a child who is not able to adapt to a French-speaking environment at the daycare service.



**PLEASE NOTE** that the Francophone component of the licensed child care service is a service in French in a Francophone atmosphere, it is not an immersion program. For more information, please review the Corporation's [Waiting List Policy](#).

### **I.2 Ontario Government Assistance Program**

Some parents could benefit from financial support to defray child care costs if they meet the eligibility criteria. To receive more information on this subject, please visit [www.ontario.ca](http://www.ontario.ca) or click on the website's webpage: [Financial Supports for Childcare](#).

### **I.3 Notice to Families Receiving Financial Support**

Any withdrawal from the child care service, whether temporary or permanent, shall be indicated by a written note from the parent, ten (10) days before the withdrawal and given to the supervisor or service supervisor. This note will serve as a reference for people authorizing financial support.

The parent who receives financial support and who chooses to leave their child in daycare longer than work or school hours will be billed an hourly fee according to the fee policy. These additional costs will not be covered by the financial support.

The financial support only covers the parent's work or school hours. It is recognized that the parent requires time to travel for work, so this time will be taken into consideration for the hours of care.

## **J. Adaptability of the Child**

The child who attends the licensed child care service will be assessed on an individual and continuous basis to ensure his adaptability to the child care environment.

### **Specifically:**

- For each child, there is a trial period of approximately two (2) weeks to allow the child to adapt to the daycare service.
- The supervisor communicates regularly with the parent to inform them of the child's level of adjustment.
- The parent is informed of their child's activities based on daily observations during the child's stay in the program.
- Individual goals are set and discussed with the parent for each child.
- Regular communication is maintained between the parent and the educator to ensure a constant approach that promotes adaptation to the child care service.



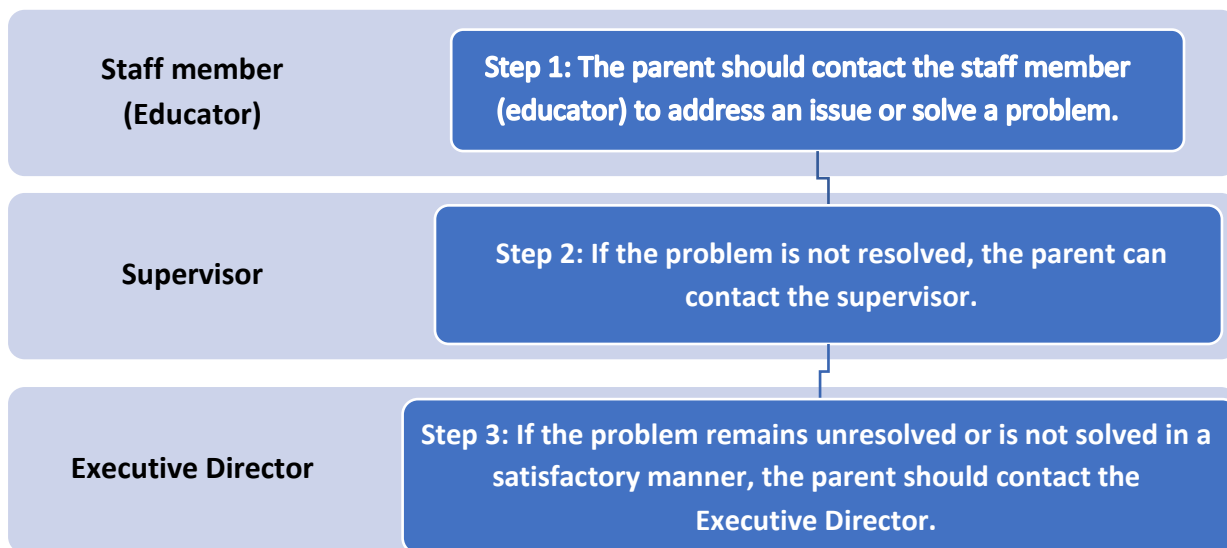
The following strategies will be recommended for the child who demonstrates a persistent difficulty in adaptability and/or the use of violence towards other children and/or the staff:

1. A meeting with the parent(s)
2. A partial reduction in service (half-day, 2 days a week)
3. Support from a resource consultant to share strategies
4. A temporary withdrawal from service
5. A transfer to another service

### **K. Communication Process for Reporting an Issue or Concern**

The Corporation recognizes the important role of the parent as the first educator. If a problem or concern arises, it is important to maintain an atmosphere of trust, cooperation and openness to ensure the smooth operation of the child care service. Communication between the parent and child care providers should be open, respectful and transparent.

As illustrated in the diagram below, the parent should first and foremost communicate directly with the staff member (Educator) to discuss a particular question or problem. If the answer is not satisfactory or the problem is not resolved according to expectations, the parent can contact the supervisor. If the problem remains unresolved, the parent can contact the Executive Director.



For more information, please review the Corporation's [Parent Questions and Concerns Policy](#).





## **L. Staff Qualifications**

Licensed child care staff have the skills, training and experience required by the Ontario Ministry of Education requirements and each is registered with the *College of Early Childhood Educators of Ontario*.

Some staff members may be in a learning experience and/or in the process of completing their certification in a particular position. All professionals shall continually meet the requirements for membership in the profession and adhere to the Code of Ethics and established standards of practice.

Educators need to ensure their professional development by participating in early years training sessions and managing their learning goals and experiences.

## **M. Payment Policy**

Fees for child care services are approved annually by the Board of Directors of the *West Nipissing Child Care Corporation (WNCCC)* and the *District of Nipissing Social Services Administration Board (DNSSAB)*. A written notice will be sent to the parents.

### **M.1 Method of Payment Accepted:**

- A dated cheque or cash
- Online payment with **Caisse Alliance** branches
- Payment by electronic transfer to the following email address: [rose@wnccc.ca](mailto:rose@wnccc.ca) – please use the parent code assigned to you.

Make cheques payable to the *West Nipissing Child Care Corporation (WNCCC)*.

### **M.2 Terms Relating to a Payment Deficiency:**

- An additional charge of \$25.00 will apply when a cheque is returned indicating “Insufficient funds”.
- An additional charge of \$25.00 will apply when a cheque is returned indicating “Stop payment”.
- There will be an additional charge of \$25.00 for all cheques made from a closed account.

If the fees are not paid ten (10) days after billing, the services will be discontinued. If the fees remain unpaid after 10 days, your account will be referred to the Small Claims Court, and the Credit Bureau.



A receipt for child care expenses for tax purposes will be sent to parents no later than February 28 of each year. It will be mailed to the address on file with us. Late fees and administration fees for insufficient funds (NSF) charges will not be included in this receipt.

**M.3 Fees Schedule for Child Care (effective January 1<sup>st</sup> 2025)**

<b>Children from Birth to 18 months (Infants)</b>	
<b>Description</b>	<b>Fees</b>
Full day (6 hours or more)	\$22.00
Half day with lunch (2 – less than 6 hours)	\$17.01
Hourly rate (maximum of 2 hours)	\$10.00
<b>Children 18 months to 30 months (Toddlers)</b>	
<b>Description</b>	<b>Fees</b>
Full day (6 hours or more)	\$19.37
Half day with lunch (2 –less than 6 hours)	\$17.01
Hourly rate (maximum of 2 hours)	\$10.00
<b>Children from 30 months to 5 years old (Preschool/SK JK)</b>	
<b>Description</b>	<b>Fees</b>
Full day (6 hours or more)	\$17.95
Half day with lunch (2 – less than 6 hours)	\$17.01
Hourly rate (maximum of 2 hours)	\$10.00
Before & After school	\$12.00
Before school	\$9.00
After school	\$12.00
<b>Children from 6 to 12 years old (School Age)</b>	
<b>Description</b>	<b>Fees</b>
Full day (6 hours or more)	\$39.00



Half day with lunch (2 – less than 6 hours)	\$36.00
Hourly rate (maximum of 2 hours)	\$10.00
Before & After school	\$24.00
Before school	\$10.00
After school	\$14.00

#### **M.4 Applicable Guidelines:**

- This fee is charged for each child using the service for that day.
- A fee of \$10.00 per hour will be added to the parents' account when the child is present at the daycare or in the daycare service for 10 hours or more.
- A fee of \$2.00 per minute will be added to the parents' account when the child is present at the daycare or daycare services after closing time (6 p.m.). The additional fees are not covered by CWELCC- Canada-wide Early Learning Child Care System.
- A minimum increase of 1% will be applied to the rates each year unless otherwise determined.
- Any changes to rates will be communicated to parents thirty (30) days before the change is made.

#### **N. Parental Contract**

When registering a child, the parent shall complete a parental contract. The parent shall identify the days as well as the number of hours that their child will participate in the daycare service.

#### **N.1 Rules to Follow to Avoid Invoicing:**

To make changes to the contract, the parent shall submit a notice ten (10) business days before the change takes effect. This could include: a request for a reduction and/or an increase in service, a permanent or temporary withdrawal of service, and/or any other condition that requires a modification to the parental contract.

#### **The parent shall:**

1. submit a notice in writing or by email ten (10) business days prior to effecting a temporary termination or withdrawal (e.g., for surgery) of the service.
2. submit a notice in writing or by email ten (10) business days prior to taking a vacation-related absence.



If the child is absent for less than five (5) days, e.g., one (1) day, two (2) days, three (3) days or four (4) days, the parent will be billed for each day that the child is absent.

If the child is absent for medical reasons for five (5) days or more, a doctor's note will be required in order not to be billed.

Parents are asked to give reasons for their child's absence by contacting the daycare by phone or email.

Parents are asked to respect the hours specified in the parental contract. If the parent is late or arrives earlier, she or he shall notify the daycare staff to facilitate the planning of activities.

## **N.2 Holidays**

When a parent plans her or his vacation time, she or he shall send notice in writing, either by letter or email, ten (10) business days in order not to be charged.

## **N.3 Leave Due to Bereavement**

A leave of up to five (5) consecutive days free of charge is allowed to a child who shall be absent from daycare due to the circumstances of the death of a parent or guardian, grandparents, uncle, aunt, brother, or sister of the child in question.

## **O. Statutory Holidays**

The Corporation will adhere to statutory holidays established by the province.

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

During these holidays, all parents will be invoiced.



## **P. Arrival and Departure Policy**

### **P.1 Guidelines and Terms**

Listed below are the guidelines regarding the arrival and departure of a child at the child care center:

- Parents shall maintain a fixed schedule for their child's arrival and departure from the child care service.
- Children shall be accompanied by a parent **or** someone over the age of thirteen (13) and authorized in writing by the parent, if applicable.
- Children cannot leave the child care service except with a parent or with a person authorized by the parent.
- Special permission will be given to a school-aged child.
- The parent shall contact the educator half an hour (1/2) before the child's regular departure time to indicate that they are late.
- If the child is to be absent, the parent shall call the child care service to inform them of the reason for her or his absence, by seven **(7:00) a.m.**
- For the child who joins the lunch service, the parent shall call the daycare service before ten **(10:00) a.m.** and the child shall be brought to the daycare by eleven **(11:00) a.m.**
- Daycare staff will keep an attendance register for each child which includes the time of their arrival and departure.
- A fee of two dollars (\$2.00) per minute after six (6:00) p.m. will be charged per child. In this circumstance, the parent's signature is required. If a child is still in our care after six (6:00) p.m. and the parent has not notified us that she or he will be late, we will contact the *Emergency Contact Person* listed on the registration form. If that person cannot pick up the child immediately, the *Children's Aid Society* will be contacted and asked to pick up the child. The additional fees are not covered by the CWELCC-Canada-wide Early Learning and Child Care System.
- If the parent or authorized person picks up the child and is intoxicated, the staff member shall find another authorized person to pick up the child. If the person leaves with the child, the police and *Children's Aid Society* will be contacted.
- Even if the person does not bring the child but leaves the scene and drives a vehicle, the



police will be notified. No intoxicated person is allowed on the premises.

## **Q. Behavioral Intervention**

### **Q.1 Intervention Techniques**

- Establish limits so that the child learns that his strong emotions should not make her or him act in a way that she or he will regret.
- Teach the child about safety, property care, good health habits and respect for others.
- Explain and help the child to use his words instead of hitting or crying.
- Encourage the child to find her or his own solutions.
- Encourage the child to find another activity if she or he becomes uncooperative.

**PLEASE NOTE:** The techniques mentioned above are used for the safety of the child and that of other children and/or adults in the service. Corporal punishment is PROHIBITED.

### **Q.2 Process for Responding to Inappropriate Behavior**

1. Explain the rules of the program to the child.
2. Explain once to the child why her or his behavior is inappropriate, making sure the child understands.
3. Give the child choices and let her/him make decisions within necessary and reasonable limits.
4. If the child does not make a choice, the educator will redirect her or him.
5. If the inappropriate behavior continues, the child will be temporarily removed from the group (activity).
6. Once the child is calm, the educator will explain (clearly and briefly) to the child why she or he has been removed from the group.
7. Next, the child will be asked to rejoin the group.
8. If the child's behavior persists, intervention by the resource consultant will be required to receive and exchange new strategies.

For more information, please review the Corporation's *Prohibited Practices Policy*.

## **R. Nutrition, Allergies and Anaphylaxis**

### **R.1 Nutrition**

- Healthy nutrition for the child is important. A child attending the centre-based child care will receive one (1) hot meal and two (2) nutritious snacks daily.
- The menus designed by the cook meet the requirements of *Canada's Food Guide* to maintain a healthy diet.
- We ask that no food or treats be brought to the daycare service unless the child has a special diet.
- No menu substitution will be permitted for the child unless the child suffers from allergies or



has a special diet as identified by a parent, a doctor and/or dietician.

- The weekly menu and menu substitutions are posted on the bulletin board near the kitchen.

## R.2 Allergies and Anaphylaxis

- Anaphylaxis is a severe allergic reaction that can be fatal. It requires prevention strategies and immediate intervention in the event of an emergency.
- The Corporation's *Allergy and Anaphylaxis Policy* outlines procedures to help meet the needs of children with severe allergies and to provide parents, employees, providers, students, volunteers and visitors to child care facilities with relevant and important information about anaphylaxis. This policy is intended to fulfill the obligations of child care agencies to have an anaphylaxis policy under Ontario Regulation 137/15. The requirements outlined in this policy are consistent with *Sabrina's Law, 2005*.
- For more information, please refer to the Corporation's *Allergy and Anaphylaxis Policy*.

## S. Sleep/Rest Time

- Under the requirements of the *Child Care and Early Years Act (CCEYA)* all children from birth to five (5) years of age, all children shall have a rest period up to two (2) hours per day. Children who are not asleep after half ( $\frac{1}{2}$ ) an hour will be allowed to get up and do quiet activities.
- Rest is mandatory even if the child is not sleeping.
- For those who take advantage of occasional child care, it is preferable that the child join the group before 11:30 a.m. or after 2:30 p.m.
- For more information, please consult the Corporation's *Sleep Supervision Policy* established by the Corporation.

## T. Clothing

- It is mandatory that all children engage in outdoor play activities for a minimum of **two (2) hours a day**, weather permitting.
- All the child's clothing and other belongings should be labeled.
- The child must have clothing that is comfortable, appropriate, and suitable for the season.
- When dressing the child in the morning, the parent needs to ensure that the child is well dressed for daily outdoor activities.



- Borrowed clothes should be washed and returned the next morning.

#### **U. In Case of Illness**

- If the child shows symptoms of illness during the hours of care, the staff will contact the parent and ask that the child be picked up as soon as possible. If the parent cannot be reached, we will communicate with the contact person and ask them to pick up the child.
- A child showing symptoms of illness will be isolated from the group until the arrival of the parent.

#### **U.1 Rules for Sick Children**

##### **Child care providers shall:**

- comply with all stringent health and safety requirements established by the Ministry of Education and local public health unit, as applicable.
- Ensure that all staff members and employees have received the training regarding all public health and safety protocols, ex., CPR, First Aid for circumstances such as the use of an EpiPen.

To protect children in our care, parents are asked to keep their children at home, if any child has the following symptoms, **we will not accept her/him at the day-care centre:**

- A **temperature** of 100°F or 37.8°C or higher. A child can return to the child care center being 24 hours symptoms free.
- **Conjunctivitis:** (generally known as pink eye) the eye is weepy, red and feels sore or itchy. Intolerance to bright lights. Discharge of pus causing eyelashes to stick together after a night's sleep.
- **Bronchitis:** May arise because of a minor upper-respiratory-tract infection, such as a common cold or sore throat. Possible symptoms: raised temperature, dry hacking cough, changing to a cough that produces green or yellow phlegm.
- **Skin eruption:** That you can't identify or have not been diagnosed by a doctor.
- **Impetigo:** Tiny blisters around the nose and mouth or ears, which ooze or harden to form crusty, yellow-brown scabs.





- **More than one diarrhea:** Frequent passage of loose, watery stools. The child can return to the child center after 48 hours symptom free.
- **Vomiting:** Violent expulsion of the contents of the stomach through the mouth. (More than the usual regurgitation). The child can return to the child center after 48 hours symptom free.
- **A cold with high fever:** Sneezing and runny nose.
- If the doctor has diagnosed an **ear or throat infection** and has prescribed antibiotics to the child, the child shouldn't attend Child Care Service for **twenty-four (24) hours** after starting the medication.
- **Lice and scabies:** Prior to returning to care, the child shall be examined by a nurse or doctor.
- **Contagious illness:** For the following contagious illnesses the child shall be kept home for the isolation period that has been determined by a doctor: chickenpox, mumps, German measles, rubella, Covid-19 etc. A child who misses five (5) days or more due to a contagious illness shall submit a doctor's note to the supervisor of the service to make appropriate changes to the invoice. All other absences shall follow the conditions stipulated in the contract.
- If a child tests positive for COVID-19, the child will need to follow the isolation protocols established by the local health unit. For more information about health and safety measures in child care services, please click on the following link: [COVID-19](#)

## V. Immunization

The Child Care and Early Years Act (CCEYA) states that each child must be immunized according to Ontario's immunization status. The child care regulations regarding immunization are derived from health unit regulations. The requirements for children are as follows:

### V.1 – For Children Under Five (5) Years of Age Attending Licensed Child Care:

The following vaccines are required:

- a. A series of first vaccines: (DTP) Diphtheria, Pertussis, Tetanus, Polio;
- b. (MMR) vaccine: (Measles, Mumps, Rubella) is given after that age of twelve (12) months; and,
- c. Haemophilus influenza Type B vaccine is given after the age of 18 months.

### V.2 – For Children Aged 5 and Over



The following vaccines are required:

- a series of vaccines including those against: Diphtheria, Tetanus and Polio with a booster every ten (10) years;
- the M.M.R vaccine. (Measles, Mumps, Rubella).
- **PLEASE NOTE:** No child can be accepted in a licensed daycare service without their immunization being up to date or having a letter from a doctor or hygienist from the health unit who exempted them.

### **W. Nursing Mothers**

The staff encourages the continuation of nursing even after the child has entered the service. Staff will attempt to accommodate mothers wishing to continue a nursing schedule. It is, however, important for the child to accept a bottle from the staff should the need arise. For this reason, it is advised that the baby be introduced to bottle-feeding before the child is enrolled in the service. We request a standby bottle be left for the staff should the infant require it.

### **X. Administration of Medication**

To be able to administer a child's prescribed medication, the following procedure shall be followed:

- The medication is in its original container.
- The child's name, drug name, dosage, expiry date, administration and storage instructions appear on the container.
- The parent completes a form authorizing the administration of the medication.
- The medications are given to the staff member (Educator) for storage.
- The physician's instructions will determine the procedures for the return of the child to the program once she/he has been absent due to a contagious illness.
- To administer Ibuprofen, under the brand name Advil or Motrin or Acetaminophen under the brand name Tylenol or Tempra, a doctor's note is preferred. If obtaining a doctor's note is not possible, the completed authorization form signed by the parent is required, noting instructions dealing with dosage frequencies and quantity.
- A doctor's note is required for the administration of Benadryl.
- To ensure the safety of all children at the child care service, please note that medications shall be given to the child's educator and not left in the child's bag or locker.

### **Y. Special Events**

- Throughout the year, the child will participate in outings outside the service.
- The parent will be informed in advance of the details concerning these outings.



- A written permission shall be completed by the parent.
- Parents are invited to join their child on outings.

## **Z. Assessment and Accountability**

### **Z.1 Child Performance**

- The child attending the licensed child care facility will be assessed by the educator.
- An assessment tool is used to track the child's level of development in the following areas: social, emotional, academic, physical and communication.
- The results of this assessment will be shared and discussed with the parent.
- The results remain confidential and cannot be distributed without the parent's permission.

### **Z.2 Employee and Parent Survey**

In the process of continuous improvement, we are committed to reviewing our practices. Therefore, we need to know the level of appreciation of the services provided. To this end, the Corporation administers an annual *Satisfaction Survey* to parents and employees.

- This survey is sent electronically through a hyperlink that allows the questions to be answered anonymously and confidentially.
- For those who do not have access to a computer, the supervisor shall provide a paper copy.



## **AA. Administrative Policies and Guidelines**

### **AA.1 Parental Involvement**

- The parent's participation is important and appreciated, whether as a member of the Corporation, a member of a committee, a volunteer, a helper during visits and excursions or a resource person.
- The successful operation of licensed child care depends on the active participation of the parent. A parent's voice is important to ensure the quality of the child care service.
- Parents are asked to contact the service supervisor with any questions, comments, or suggestions.
- A suggestion box is placed at parents' disposal at the entrance to the licensed daycare service.
- Parents are asked to please put requests, questions, comments and/or suggestions in writing to ensure that they receive an immediate response. Your participation is key to our teamwork.

### **AA.2 Bullying and Intimidation**

#### **Employees**

- West Nipissing Child Care Corporation employees have a responsibility to undertake their role with an open and positive spirit based on respect and mutual support within the group and team.
- Our organization has implemented a policy of zero tolerance for inappropriate situations following a result of control, intimidation, humiliation, favoritism, or harassment.
- These situations are not acceptable in our work environment, whether towards a child and/or towards a co-worker.
- In the event that this situation is declared to the Executive director, the employee will be subject to an immediate suspension followed by a review of his or her file.

#### **Children**

- The West Nipissing Child Care Corporation promotes the well-being, protection, and development of every child. Child care received is considered a privilege.



- The philosophy of our organization allows every child registered for the services to participate fully while addressing their needs and providing them with accessibility and a stable, educational, inclusive, and safe environment.
- In the most difficult cases where a child demonstrates an uncooperative attitude, violent behavior, intimidation, vulgar or inappropriate language, bullying and the like, she/he will be removed from the group immediately.

**The following protocol will be in effect:**

- Immediate documentation of the behavior as well as all relevant details will be forwarded to the child's file.
- A notice will be sent to the parents.
- Ensure that the report is signed by the parents.
- A meeting with the child, supervisor, parent, and management (if necessary) will be scheduled.
- A temporary withdrawal from on-call duty is carried out.
- Termination of service whereby a letter from management will be sent to parents.

The West Nipissing Child Care Corporation will facilitate follow-up and resources for the child in need.

**AA.3 Orientation and Supervision of Volunteers and Students**

The West Nipissing Child Care Corporation has as its primary mandate the health, well-being, protection, and development of every child they serve.

This policy is a guideline and framework for all volunteers and students who work within our organization.

**The West Nipissing Child Care Corporation is responsible for the follow-ups listed in the following section:**

- Provide all new volunteers and students with an orientation before they begin their work or placement.
- As a practice, keep all documents, contracts, policies, and procedures that include confidentiality, health and safety anaphylaxis, behavior modification, dress code and others.



- Notify parents of a new placement and post a photo and a brief profile of the student or volunteer.
- Ensure that a copy of the criminal background check report is available before the start of the placement/volunteer hours.
- Make sure to obtain a copy of the immunization record and ensure that all information is up to date.
- Ensure that volunteers/students are 15 (fifteen) years of age or older.
- Ensure that volunteers/students are never left alone with the children.
- Ensure that volunteers/students are never designated as dependents or accounted for as part of the child/educator ratio.
- Ensure that volunteers/students exercise their responsibility for understanding all Corporation policies and procedures, of the reading and signing the Emergency Policy for Severe Anaphylactic Allergies and that they are aware of all children with allergies and their individualized plans.
- Offer students supervision and support along with an evaluation that will be forwarded to their files.

### **Reporting Protocol and Accountability**

Since our organization does not have a human resources department, the volunteers/students will work directly under the supervision of the program supervisor of their assigned or chosen service.

The volunteers/students are to report directly to their assigned program supervisor who will report to the administration (Executive Director) if needed.

### **AA.4 Inclusion Philosophy**

The three basic components of the inclusion process are accessibility, participation, and support.

The West Nipissing Child Care Corporation is committed to providing an inclusive environment for every child with diverse abilities. Every child has the right to unlimited access to our services, activities, and programs. An environment that promotes inclusion will allow the child to develop her/his self-esteem and her/his full potential, based on respect for a non-discriminatory environment. Positive and empowering vocabulary will be used, and negative comments of any form, will not be tolerated.



### **Inclusive Practices:**

- The priorities and decisions of our families are recognized and valued. Several interventions and monitoring methods are available.
- Staff, in collaboration with resource consultants, share strategies.
- Each member of the team has a relationship with the child receiving services.
- Each child receives a positive intervention.
- Each member of the team ensures that all children's needs are met without prejudice.
- An inclusive environment allows the child to acquire a sense of belonging, inclusion, support, and recognition among her/his group, without any distinction.
- Educators can properly recognize the abilities and needs of each child and provide them with an equitable opportunity for conducive learning with their peers and with the support of staff.
- The needs of each child are recognized and incorporated into group programming.
- The daily routine, programming and community activities are adapted to ensure the participation of all children.
- All children with diverse needs have a fair chance to participate in our programs.
- All possible resources are offered to each child upon registration to ensure the success and development of a multidisciplinary team that can facilitate the inclusion process.
- All recommendations are based on positive outcomes that are focused on a positive learning journey for every child.
- Communication and teamwork are essential to ensure good follow-up, thereby ensuring a safe and accessible environment for each child.
- Community relationships and partnerships are key to fostering the sharing of resources that ensure success for every child.



## **AA.5 Emergency Procedures and Management Policy (Synopsis)**

In keeping with the obligations outlined in Ontario Regulation 68(1)(2)(3), this policy is intended to provide clear guidelines for staff, providers, students, and volunteers, to follow in the event of an emergency. The procedures outline the steps staff should take to ensure the safety and well-being of all involved.

Staff, providers, students, and volunteers shall follow the emergency response procedures outlined in the WNCCC's *Emergency Procedures and Management Policy*.

### **These include:**

1. **Phase 1: Immediate Emergency Response:**
  - Outlining the roles and responsibilities of supervisors and staff regarding barricade containment, security lockdown, bomb threats, disasters requiring evacuation, natural disasters and disasters involving external environmental threats.
  
2. **Phase 2: Next Steps in the Event of an Emergency:**
  - Determining the person responsible for calling 9-1-1 or other emergency numbers as needed;
  - Advising emergency services if any persons are remaining inside the building (If the Child Care Centre has been evacuated);
  - Informing the licensee of the emergency (if the licensee is not already on site)
  - Instructions on how to proceed once the alarm is lifted;
  - Instructions on how to proceed when the alarm is not lifted.
  - Ensuring that children remain calm, are safe and always supervised:
    - Calling roll to ensure that all children are present;
    - Keeping a constant eye on the children and count them;
    - Constantly supervising the children;
    - Involving the children in activities, if possible.
  
3. **Procedures and communication protocols** to be followed when:
  - the alert is lifted;
  - the alert is not lifted.
  
4. **Phase 3: Recovery: (once the emergency is over)**
  - Procedures for resuming normal operations, e.g., if applicable, reopen the child care centre, contact the Ministry of Education Program Advisor, respond to media and





public inquiries, contact the insurance company, inform the caterer, or move temporarily, etc;

- Procedures to assist children and staff in distress;
  - Procedures for reporting to staff, children, and parents/guardians.
- If a child who has an individual education plan is in an emergency, the procedures in the plan shall be followed.
- If it is necessary to evacuate the child care centre, **the assembly area** is as designated in *Section E of the Parent Guide- Licensed Child Care Centres*.
  - If the alert is "not lifted", proceed to the **evacuation location** as directed by the designated staff members.
  - **All instructions given by emergency services personnel shall be always followed, including the order to evacuate to a location other than those listed in the above-mentioned Parent Guide.**
  - In the event of an emergency not described in the WNCCC *Emergency Procedures and Management Policy*, the supervisor will advise staff of immediate response actions and steps to be taken. Staff will follow the instructions given to them.
  - If an emergency results in a serious incident, this information will be reported as required by *the Child Care Licensing System (CCLS)* and the [Child Care and Early Years Act \(CCEYA\)](#).
  - All emergencies will be recorded in detail by the Coordinator or Lead Educator in the daily log.
  - In the event of an injury, staff members who have been trained in first aid will assist in administering first aid. In the event of a serious injury that requires immediate attention, emergency services personnel should be notified.



### Emergency Contact List:

Police	1-888-310-1122
Ambulance	705-753-5337
Fire Department	705-753-1171
West Nipissing General Hospital	705-753-3110
Health Line (Covid Pandemic)	1-866-797-0000
TrueSteel Security	705-495-4667
Emergency	911
North Bay Parry Sound Health Unit	705-563-2808, 705-474-1400

For further details please consult the WNCCC's [Emergency Procedures and Management Policy](#).

#### AA.6 Serious Occurrence Policy and Procedures (Synopsis)

This policy is intended to fulfill the obligations set out in the *Child Care and Early Years Act, 2014*, and *Ontario Regulation 137/15, ss(1)(a)*.

The administrative and safety guidelines include providing clear instructions for staff, students, and volunteers to **identify, respond to and report** a serious event. It ensures that there is a plan in place to deal with any serious incident that may affect the health, safety, and well-being of children and those who work directly with them and that such serious incidents are addressed by the centre and reported to the Ministry of Education for review. It also includes provisions for informing parents and posting pertinent information regarding serious occurrences.

#### Administrative Procedures and Safety Guidelines

##### 1. **Identifying a Serious Occurrence:**

Under the [Child Care and Early Years Act, 2014](#), serious occurrences are defined as:

- **The death of a child** who received child care at a child care centre.
- **Abuse, neglect or an allegation of abuse or neglect** of a child while receiving child care at a child care centre.



- **A life-threatening injury to or a life-threatening illness** of a child who receives child care at a child care centre.
- An **injury caused by the service provider**, e.g., lack or inadequate staff supervision, neglect/unsafe equipment, improper/lack of staff training, medication error resulting in injury.
- A serious **accidental injury**, e.g., sports injury, fall, burn.
- A serious **non-accidental injury**, e.g., suicide attempt, self-inflicted or unexplained injury to a child which is non-accidental, including self-inflicted, or unexplained, and which requires treatment by a medical practitioner, including a nurse or dentist.
- An incident where a child who is receiving child care at a child care centre **goes missing** or is **temporarily unsupervised**.

**NOTE:** For the purpose of this policy, *Unsupervised Child(ren)* are defined as being missing for more than 5 minutes.

**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, e.g. fire, flood, power outage, gas leak, carbon monoxide leak, infectious diseases, lockdown.

- **All other accidents**, no matter how minor they may appear, **including biting** incidents.
- **Note:** The incident may be critical if the injury is currently life-threatening or **if** suspicious circumstances or negligence could be perceived to have contributed to the cause of injury.

## 2. **Concerns About the Suspected Abuse or Neglect of a Child**

- If any person, including a person who performs professional duties with respect to children, has reasonable grounds to suspect that a child has suffered, or is at risk to suffer, physical or emotional harm or sexual exploitation or molestation inflicted by the person having charge of the child, the person, in accordance with section 72 of the [Child and Family Services Act](#) will report the suspicion directly to a Children's Aid Society (CAS).
- Suspected abuse or neglect that will be reported will include physical, emotional and sexual abuse and/or neglect.



- Where a parent expresses concerns that a child is being abused or neglected, the parent will be advised to contact their local CAS directly. The person who becomes aware of these concerns is also required to report the concerns to the local CAS.

### 3. Responding to a Serious Occurrence:

Steps for staff, students and volunteers, licensee/supervisor/designate to follow:

- for all Serious Occurrences
- for Specific Serious Occurrence Categories

### 4. Reporting a Serious Occurrence

- Staff shall notify the licensee, supervisor, or designee **immediately** upon learning of a serious event.
- All serious incidents shall be reported to the Ministry of Education within **24 hours** of the licensee, supervisor or designee becoming aware of the incident.
- Identifying information about children or employees will not be included in serious incident reports.
- All serious event updates will be reported in the Child Care Licensing System (CCLS) via update reports until the serious event is closed by the Ministry of Education.
- Serious events reported to the Ministry of Education will also be documented in the daycare centre's daily log.

### 5. Posting a Serious Event Summary

- Within **24 hours** of becoming aware of a serious event, the supervisor or licensee must complete the **CCLS Serious Event Report** form located on the OneKey website.
- After submission of the *Serious Incident Report* to the Ministry of Education and within **24 hours** of becoming aware of an incident, the Serious Incident Report will be posted on the **Parent Board**.
- The report will be updated as additional actions are taken or investigations are completed. The report will be posted for a minimum of ten (10) business days. If the report is updated, it will remain posted for ten (10) days from the date of update.



- The report will provide a summary of the serious event and any action taken by the child care center. Supervisors will ensure that the report contains as much detail as possible.
- To ensure the protection of information and privacy, the summary will **not include any information** that would identify individuals or age groups (e.g., names and ages of children, staff or program rooms, toddler, preschool) and will contain gender-neutral language.
- The summary will be posted at the child care center in a visible location accessible to parents for at least ten (10) business days, regardless of the type of serious event and the status of any related investigation.
- The report will be retained for at least three (3) years from the date of the occurrence and made available for current and prospective parents and licensing staff upon request.

For more information, please refer to the WNCCC's *Serious Occurrence Policy*.